

# MeetingPlace Gateway SIM Event Error References

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## Introduction

This document provides a list of Cisco MeetingPlace Gateway System Integrity Manager (SIM) Event errors, which includes explanations and solutions.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on all versions of Cisco MeetingPlace products.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Eventlog Trace

```
Mpdatsvc (0x95) Error:Cannot get att list for conf 268666247 err 5218
```

Mpdatsvc (0x95) Warning:Unable to get Non-Audio Attachment for Conference No:268662639, Err=5218

## Explanation

The Replication Service tries to update meetings by downloading MeetingNotes, for example, attachments and recordings, but MeetingNotes have already been purged from the MeetingPlace Server. For example, this can happen when you install MeetingPlace Web with a new, blank SQL database. It logs into MeetingPlace to retrieve all meetings, which can go as far back as 180 days, but most of the old meetings are missing their MeetingNotes.

## Solution

This trace can be ignored if everything works after the system rebuilds the database and stabilizes.

## Eventlog Trace

The name `MPWEB` was not found in the Database collection. If the name is a qualified name, use `[ ]` to separate various parts of the name, and try again.

## Explanation

Either the `mpweb.mdf` database was not created, or it was not attached (in ODBC).

## Solution

If the `mpweb.mdf` database *does not* exist, launch `SQLInstall.exe` and click the **Create** button.

If the `mpweb.mdf` database *does* exist, launch `SQLInstall.exe` and click the **Attach** button.

## Eventlog Trace

`MPDatsvc` or `MPAudsvc` generate an error or errors with `error code = 53`.

## Explanation

Code 53 means `netpath`. One of the IP addresses that you used to set up the MeetingPlace Web is invalid, or a hostname can not be resolved.

## Solution

Verify correctness and connectivity of the IP address and the hostname, and make sure that the Domain Name System (DNS) can resolve the hostname.

## Eventlog Trace

`MPWEBAudioService Error Code=51`

# Explanation

Error Code

Meaning

2

The system can not find the specified file, which generally happens when Replication Service is down. Also, check and verify the specification of the audio conversion server or servers.

51

The remote computer is not available. In the **Configure > Audio Conversion Servers** menu option in MeetingPlace Web Administration, try to change the IP address to the hostname or hostname to the IP address.

53

The network path was not found; verify the IP address.

You also receive code 53 if you setup TCP filtering on the network interface card (NIC) to allow only certain ports, for example, allow only port 80. If the Replication Service is configured to use the NIC address, this breaks the pipe between the Replication Service and the audio service.

Complete these steps in order to check for TCP filtering:

1. Choose **Start > Settings > Control Panel > Network and Dial-up Connections**.
2. Right-click your network connection and choose **Properties**.
3. Choose **Internet Protocol (TCP/IP)** and click **Properties**.
4. Click the **Advanced** button.
5. On the Options tab, choose **TCP/IP Filtering** and click **Properties**.
6. Check **Permit Only**.
7. Use the **Add** button in order to enter a list of TCP ports.

59

ERROR\_UNEXP\_NET\_ERR An unexpected network error occurred.

109

ERROR\_BROKEN\_PIPE The pipe has been ended.

230

ERROR\_BAD\_PIPE The pipe state is invalid.

240

ERROR\_VC\_DISCONNECTED The session was canceled.

1311

ERROR\_NO\_LOGON\_SERVERS There are currently no logon servers available to service the logon.

1317

ERROR\_NO\_SUCH\_USER The specified user does not exist.

## Solution

Verify correctness and connectivity of the IP address and the hostname, and make sure that the DNS can resolve the hostname.

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## Related Information

- [Voice Technology Support](#)
  - [Voice and IP Communications Product Support](#)
  - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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