

# MeetingPlace Web MPX and MPAgent Threads

Document ID: 51732

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## Introduction

This document provides information about Cisco MeetingPlace Web MPX and MPAgent threads. Explanations of MPX threads, MPAgent threads, and the number of sessions (NumSessions) are provided in the section Cisco MeetingPlace Web Versions Earlier Than 4.3.0.246.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco MeetingPlace Web versions 4.3.0.246 and later (See the section Cisco MeetingPlace Web Versions 4.3.0.246 and Later.)
- Cisco MeetingPlace Web versions 4.2.7.106, 4.3.0.63, 4.3.0.100 (See the section Cisco MeetingPlace Web Versions Earlier Than 4.3.0.246.)

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Cisco MeetingPlace Web Versions 4.3.0.246 and Later

The MPX and MPAgent thread registry keys have been removed from Cisco MeetingPlace version 4.3.0.246 and later. These versions implement a new model that improves scalability and, to meet a wide range of usage demands, allows easier Cisco MeetingPlace Web configuration.

The MPX and MPAgent thread values are now automatically set based on the Performance Tuning parameter in the Cisco MeetingPlace Web Admin User Interface (UI).

This model allows you to choose between three levels:

- "< 75 users" = 30 MPAgent threads
- "< 150 users" = 60 MPAgent threads
- "> 150 users" = 100 MPAgent threads

The number of MPX threads is automatically set to 130 percent of the MPAgent threads to allow the new "Server is processing" feature. (This is transparent to the user.)

## Cisco MeetingPlace Web Versions Earlier Than 4.3.0.246

This section explains the differences between the MPX and MPAgent threads.

To navigate to either the MPX thread or MPAgent thread, complete these steps:

1. Choose **Start > Run**.
2. Enter **regedit**.
3. Locate the appropriate key:

```
HKEY_LOCAL_MACHINE\Software\Latitude\MeetingPlace WebPublisher\folder and key
```

**Note:** For the *folder and key* variable, see either the MPX Thread or MPAgent Thread section of this document.

### MPX Thread

- The MPX thread is controlled by the registry key `\general\InitThreadPoolSize`.
- The type is `REG_DWORD`.

The registry key was added so that the number of MPX threads can be modified. In Cisco MeetingPlace Web versions 4.3.0.63 and later, the value is set to 30. In versions earlier than 4.3.0.63, the number of threads is hidden. (The default in these versions is also 30.)

The MPX thread processes end user browser connections to the Cisco MeetingPlace Web server (Internet Information Services [IIS]). If the number of MPX threads is too low, the message "server is busy, please try again later" is displayed when requests are processed.

### MPAgent Thread

- The MPAgent thread is controlled by the key `\MPAgent\NumThreads`.
- The type is `REG_DWORD`.

This registry key was added to check the MPAgent thread count. In Cisco MeetingPlace Web version 4.2.7 or earlier, the default value is 10. The default value for a new installation of Cisco MeetingPlace Web version 4.3.0.63 is 30. If the default of your version is less than 30 and you upgrade to Cisco MeetingPlace Web 4.3, the value is raised to 30.

The MPAgent thread is the actual MeetingPlace Web code that executes functional calls. If the number of threads is set too low, a user sees the hourglass spin for long periods of time while the MPAgent tries to find a free thread to use to process requests.

## NumSession

- NumSession is controlled by the key `\MPAgent\NumSessions`.
- The type is `REG_DWORD`.

A third parameter is the NumSession. The default is 120, but that is multiplied by 8 internally, for a total of 960, which corresponds to the 960 User License (UL) on a fully loaded Cisco MeetingPlace Network System (PCI) with eight Conference Servers attached.

Due to a bug in Cisco MeetingPlace for Outlook, one simple MeetingPlace for Outlook operation may take up multiple sessions and does not relinquish them. As a result, on a busy system, it is possible to run out of sessions. (A "busy" system is defined as one of constant heavy usage, one of peak hours usage, one with very large meetings, or one that has Cisco MeetingPlace Web and Cisco MeetingPlace for Outlook installed on the same machine, both sharing the same pool of 960 sessions.) When a system runs out of sessions, it is similar to when a system runs out of the MPAgent thread. The system operates very slowly as Cisco MeetingPlace Web waits for sessions to be freed or tries to manually free a block of sessions.

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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Updated: Jan 31, 2006

Document ID: 51732

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