

MeetingPlace Server Hardware Replacement

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Introduction

This document outlines verification procedures for use before you go on site, before you start onsite work, and after you have completed any Cisco MeetingPlace hardware replacement.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco MeetingPlace Servers (all software versions).

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.

Items to Verify Before You Go on Site

Complete these steps before you go on site:

1. Have a grounding strap, a screwdriver, a flashlight, and a laptop with a nine-pin null modem cable.
2. Verify that the HyperTerminal on your laptop works.
3. Check all applicable Field Notices and Release Notes.
4. Check the hardware inventory.
5. Have the Customer Engineer Guide.
6. Know the superuser password of the day.

Items to Verify Before You Start Onsite Work

Complete these steps before you attempt to replace hardware:

1. Check the server for any major or minor alarms.
2. Halt and power down the system.

Items to Verify After You Complete Onsite Work

Test the functionality of the hardware that was replaced. (If you are not familiar with how to test the hardware component, refer to the Customer Engineer Guide.)

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Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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