

MeetingPlace Web Onsite Installation or Upgrade

Document ID: 60132

Introduction

Prerequisites

Requirements

Components Used

Conventions

Items to Verify Before You go Onsite

Items to Verify Before You Start Onsite Work

Verify Connectivity

Verify Functionality (upgrades)

Verify Functionality (new machine)

Hardware and Software Requirements on the Microsoft Windows Server(s)

Backup files (upgrades)

Audio Service Considerations

Internal Web Site and DMZ Web Site Considerations

Items to Verify After Onsite Work

Configure the Old MeetingPlace Web Admin UI

Configure the New MeetingPlace Web s Web-based UI

Start to Monitor

Verify MeetingPlace Web Functionality

The Reference Center

SQL Questions

Patches (if applicable)

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document outlines verification procedures for use before you go onsite, or before you start onsite work, and after you have completed any Cisco MeetingPlace Web onsite work.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on this software version:

- Cisco MeetingPlace Web version 5.3.104

Conventions

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

Items to Verify Before You go Onsite

Complete these verification steps before you go onsite:

1. Review all applicable Field Notices and the Release Notes for Cisco MeetingPlace Web Conferencing.
 2. Confirm the Cisco MeetingPlace Web System Requirements outlined on pages three through four of the Cisco MeetingPlace Web Conferencing System Manager's Guide are completed.
 3. Confirm that there is connectivity between all of the applicable servers.
 - ◆ Confirm version compatibility with the Cisco MeetingPlace Web Conferencing System Manager's Guide.
- Note:** You must consider what additional Cisco MeetingPlace software is installed on the MeetingPlace Web machine and which software versions are used.
4. Verify you have the proper license keys:
 - ◆ Conference Ports license (required for both audio and Web-only recordings)
 - ◆ MeetingPlace Web Publisher license
 - ◆ MeetingPlace Data Conferencing Option license (required for application share)
 - ◆ MeetingNotes Data license (required for presentation and attachments)
 - ◆ MeetingNotes Voice Option license (required to post meeting recordings through the Web)
 5. Make sure that you have a copy of the Cisco MeetingPlace Web Conferencing System Manager's Guide and the software media (registered customers only) .
 6. If you plan to upgrade, verify the available Cisco MeetingPlace Web machine meets all of the hardware and software requirements of the new MeetingPlace Web version to which you plan to upgrade.
 7. If you plan to install a brand new Cisco MeetingPlace Web, verify that the new server meets all of the hardware and software requirements of the version you plan to install.
 8. For synchronized Voice and Web Recording, the Cisco MeetingPlace server software must be:
 - ◆ Version 4.3.0 or later for a Peripheral Component Interconnect (PCI) Server
 - ◆ Version 5.02 or later for a Cisco MeetingPlace 8112 (M3) Server
 9. Confirm end user requirements are met per the Cisco MeetingPlace Web Conferencing System Manager's Guide.
 10. Confirm you have users from different locations, so that you can test the web site when complete.
 11. Do you use NT Authentication or will it be implemented?

If your organization requires users to log in to the Windows domain before they access Cisco MeetingPlace Web Conferencing, set up your web-conferencing server for Windows authentication. This allows Release 5.3 to pass a user s Windows login ID to the web-conferencing server for verification.

When the web-conferencing server receives this information, the server compares the user s Windows login ID to the user s Cisco MeetingPlace user ID. If the two IDs match, the user is automatically logged into Cisco MeetingPlace Web Conferencing. For more information, refer to pages 4–19 of the Administrator's Guide for Cisco MeetingPlace Web Conferencing Release 5.3.

Items to Verify Before You Start Onsite Work

Verify Connectivity

Complete these steps:

1. Verify connectivity between all of the applicable servers:
 - a. Ping the Cisco MeetingPlace server's IP address.
 - b. Ping the Cisco MeetingPlace server's hostname.
2. Verify that the gateway server does not communicate with the Cisco MeetingPlace server network through a Network Address Translation (NAT) scheme. NAT is not supported.

Verify Functionality (upgrades)

Complete these steps:

1. Schedule a meeting.
2. Attend the meeting.
3. Verify audio recording and conversion, if applicable.
4. Join the Web Conference.
5. Share a document.
6. Enable collaboration.
7. Test the slide show function.
8. Locate a past meeting that has attachments or recordings. Verify that these attachments are still visible after the upgrade.

Verify Functionality (new machine)

Complete these steps:

1. Open a browser and type **http://localhost** to see if the default Internet Information Services (IIS) page is displayed.
2. Verify the account you are logged into has administrator rights.
3. Verify IIS works with these steps:
 - a. From another PC on the network, open a browser and try to connect to the gateway machine with the URL the new Cisco MeetingPlace Web eventually uses.
 - b. From another PC on the network, open a browser and try to connect to the gateway machine with this machine's IP address.
4. If the Cisco MeetingPlace Web machine uses the Secure Socket Layer (SSL) protocol, do not install the SSL Certificate or configure IIS to use or force an HTTPS connection in advance. You *must* install Cisco MeetingPlace Web *before* you install and configure SSL.

Hardware and Software Requirements on the Microsoft Windows Server(s)

Hardware

- A Cisco Media Convergence Server (MCS), or the exact equivalent from HP or IBM, that is dedicated to Cisco MeetingPlace applications is required. The number of MCSs that you require depends on the number of voice and web-conferencing user licenses (ports) needed on your Cisco MeetingPlace system.

Note: For information about the Cisco MCS, refer to Cisco 7800 Series Media Convergence Servers. Your Cisco.com username and password is required to access this page.

Cisco MCS 7835H-3.0-IPC1 or 7835I-3.0-IPC1:

- ◆ For systems that have up to 480 voice user licenses (supports up to 50 web-conferencing user licenses)

Cisco MCS 7845H-3.0-IPC1:

- ◆ For systems up to 1152 voice user licenses (supports up to 200 web-conferencing user licenses per server)

Note: If you have more than 50 web-conferencing user licenses, move your Cisco MeetingPlace applications (for example Cisco MeetingPlace for Outlook or Cisco MeetingPlace SMTP/E-Mail Gateway), to a MCS 7845 that is dedicated to web-conferencing.

- ◆ Add a dedicated MCS 7845 for each additional 200 web-conferencing user licenses.

Operating System

- Cisco MCS OS 2000.2.6 (SR 4) or a later release

Software

- Microsoft Internet Information Server (IIS) 5.0

Microsoft IIS 5.0 is installed and configured on the Cisco MCS when the operating system is installed.

- Sun Java Runtime Environment (JRE) 1.4.2_05

JRE 1.4.2_05 is included with Release 5.3 and installs automatically if a different version of Sun JRE is not detected.

- NT File System (NTFS) with more than 2.5 GB free space available.
- 700 MB of additional disk space per expected hour of recording over the base level.

For more information, refer to the "Recording Size" section in Chapter 4 of the Cisco MeetingPlace Web Conferencing System Manager's Guide.

- All corporate fonts and standard Microsoft fonts, plus Microsoft PowerPoint fonts are installed.
- Microsoft PowerPoint 2003 (for presentation mode slide conversion)

Note: Release 5.3 includes an internal conversion tool for systems that do not place slide conversion as a high priority, for example, lab systems. The internal conversion tool displays graphics according to the video driver settings on the web-conferencing server.

Audio Server Hardware

- Cisco MeetingPlace 8112 Server or Cisco MeetingPlace 8106 Server

Software

- Cisco MeetingPlace Audio Server Release 5.3

Other

- Access ports (voice)
- Cisco MeetingPlace WebPublisher Option Key
- Cisco MeetingPlace Data Conferencing Option Key (required for application sharing and presentations)
- Cisco MeetingNotes Data Option Key (required for presentations and attachments)
- Cisco MeetingNotes Voice Option Key (required for meeting recordings)
- Cisco MeetingPlace Video Integration Option Key (required for video conferencing)
- Microsoft PowerPoint 2003 (for presentation mode slide conversion)

SQL Server Requirements and Considerations:

- Microsoft Structured Query Language (SQL) Server 2000 (SP 3a)

This server is included with Release 5.3 and installs automatically if you install SQL Server locally on a Cisco MCS and the installer does not detect an earlier release of SQL Server. If the installer does detect an earlier release, it upgrades to SP 3a.

- Microsoft SQL Server 2000 Desktop Engine (MSDE) (SP 3a)

This engine is included with Release 5.3 and installs automatically if you install SQL Server on a legacy non-Cisco MCS Windows server and the installer does not detect a full version of SQL Server.

Note: MSDE imposes a performance limit of eight simultaneous connections, which could potentially hamper the performance of Release 5.3. It is possible that MSDE will not be supported in future releases of Cisco MeetingPlace Web Conferencing. Cisco strongly advises that with all Cisco MeetingPlace systems, particularly production systems, you consider the use of a fully licensed SQL Server.

Note: If you deploy Release 5.3 by the remote SQL Server option, it is your responsibility to pre-install a SQL Server (full SQL Server or MSDE) on the remote machine prior to the installation of Release 5.3.

Note: Release 5.3 does not support case-sensitive SQL servers.

If you use an account provided by the customer:

- The account must be an SQL account. The account must meet the requirements as set forth in MeetingPlace Web SQL Account Requirements for Database Access Authentication.
- If you use the System Administrator (SA) account, make sure the Password field is not blank.

Backup files (upgrades)

Complete these steps:

1. Back up these folders (located in <drive>\Latitude\MPWeb):
 - ◆ \html
 - ◆ \templates
 - ◆ \images
 - ◆ \infocenter (when applicable)
 - ◆ \scripts
2. Back up these files in (located in <drive>\Latitude\Shared Components\MeetingPlace Notification Gateway):

- ◆ NotifyCancel.tpl
 - ◆ NotifyReSchedule.tpl
 - ◆ NotifySchedule.tpl
3. If you have Cisco MeetingPlace for Outlook installed, back up these files (located in <drive>\Latitude\MPWeb\mpoutlook):
- ◆ mpmessage.rtf
 - ◆ mpMsgRsvl.rtf
 - ◆ Setup.exe
 - ◆ upgrade.exe
4. Back up Cisco MeetingPlace Web's SQL database. For additional information, refer to MeetingPlace Web MPWEB SQL Database Backup.

Audio Service Considerations

1. Is audio service provided?
2. Will the audio service be installed on the same machine as Cisco MeetingPlace Web?
3. If you want Windows Media format, install the Microsoft Windows 2000 Server Operating System component Windows Media Services. For more information, refer to the Cisco MeetingPlace Web Conferencing System Manager's Guide.

Note: You do not need to install Microsoft Windows Media Encoder; Cisco MeetingPlace Web is bundled with the correct Windows Media Encoder, and it is installed along with MeetingPlace Web during the installation process.

4. If you want Real Audio format, you must purchase and install Real Networks Real Audio Server and Real Audio Encoder (two separate products).
5. If you want Moving Picture Experts Group–Audio Layer 3 (MP3) format, you must purchase and install an MP3 encoder from MP3 Encoder Downloads.

Internal Web Site and DMZ Web Site Considerations

For information to help you decide whether to use an internal web site or a Demilitarized Zone (DMZ) web site, refer to the MeetingPlace Web with DMZ Onsite Installation document and the DMZ Info Site.

Items to Verify After Onsite Work

Configure the Old MeetingPlace Web Admin UI

Complete these steps:

1. From **Start > Programs > MeetingPlace Applications**, open **MeetingPlace Web Administrator**.
2. From the top menu, select **Configure**, then **Replication Service**:
 - a. Set the desired purge parameter.
 - b. Set **Profile Update Interval** to one day.
 - c. In the Show audio files in these formats section, check the box that applies to your audio service.
 - d. Click **OK**.

Configure the New MeetingPlace Web's Web-based UI

Complete these steps:

1. Log in to **Cisco MeetingPlace Web** using a System Manager profile.
2. Click the **Admin** link (located at the top right of the page).
3. Click the **Web Server Properties** link and set the appropriate values for these parameters:
 - ◆ Required SSL
 - ◆ Hostname
4. Click **Submit** to save changes.

Start to Monitor

Complete these steps:

1. From the System Tray, right-click the **MeetingPlace** icon and select **Eventlog**. Monitor the eventlog to make sure Cisco MeetingPlace Web does not generate any error events.
2. Open the **Services Control** panel and verify all Cisco MeetingPlace Web services are up and running.
3. Telnet to the Cisco MeetingPlace server and issue the **gwstatus** command. Verify that:
 - a. All MeetingPlace Web services are up and active.
 - b. All MeetingPlace Web services are the correct version.
 - a. If Cisco MeetingPlace Web was upgraded, make sure the audio service was upgraded as well.
 - b. If the audio service was not upgraded, refer to Field Notice: FA00325 – After Upgrading MeetingPlace Web to Newer Version, GWSTATUS Shows That Audio Service Did Not Get Upgraded to the New Version.

Verify MeetingPlace Web Functionality

Complete these steps:

1. Confirm you can access the Web homepage.
 - ◆ From the internal gateway machine, open a browser and enter:
 - ◇ **http://localhost**
 - ◇ **http://xyz.company.com** (fully qualified domain name)
 - ◇ **http://ipaddress** (IP of gateway machine)
 - ◆ From another internal PC, open a browser and enter:
 - ◇ **http://xyz.company.com** (fully qualified domain name)
2. Schedule a test meeting from Cisco MeetingPlace Web. Use these options:
 - ◆ Recording = Yes
 - ◆ Add a Powerpoint file
 - ◆ Display Meeting to Everyone = No
3. Join the meeting and make sure:
 - ◆ You can launch the Meeting Room
 - ◆ You can share a presentation
 - ◆ You can record the meeting
 - ◆ You can enable collaboration and have another user take control
 - ◆ You can create a slide show
 - ◆ You can create annotations

4. From the Meeting Room console menu, select **Meeting**, and then select **End Meeting**.
5. In the Eventlog window, make sure that meeting attachment is downloaded and conversion begins.
6. After the conversion activities have ended, review the meeting and verify the audio recording and synchronized Web Recording (if applicable) were converted.
7. Locate your test meeting, and click the **Attachments/Recordings** icon to make sure playback works.
8. If you have a DMZ setup, refer to the MeetingPlace Web with DMZ Onsite Installation document.

The Reference Center

Complete these steps:

1. Set up the Reference Center in the Admin UI [Reference Center Properties](#) link.
2. Test the Reference Center functionality.

SQL Questions

1. Is the SQL memory capped?

For more information, refer to Field Alert: FA00211 [SQL Server sqlservr.exe Process Taking Up More Memory Than It Needs and Not Relinquishing It Properly](#).

2. Does the SA account have a password?

For more information, refer to MeetingPlace Web [sa Account Password Change with the osql Command](#).

Patches (if applicable)

Complete these steps:

1. Apply the latest patches if necessary
2. Perform full MeetingPlace Web functionality.

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Voice
Service Providers: Voice over IP
Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- [Cisco MeetingPlace Web Conferencing System Manager's Guide](#)
 - [Voice Technology Support](#)
 - [Voice and IP Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support – Cisco Systems](#)
-

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

Updated: Aug 10, 2006

Document ID: 60132
