

MeetingPlace Web Unable to add the DMZ Web Server to the Web Site

Document ID: 63432

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Introduction

This document provides the solution for when after you install Cisco MeetingPlace Web 4.3.0.246.x DMZ-C, the Web Admin is unable to add the DMZ web server to the Site page, and receives error 0x800a13be.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco MeetingPlace Web 4.3.0.246.x.

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.

Problem

After Cisco MeetingPlace Web 4.3.0.246.4 DMZ-C is installed, the technician attempts to configure the internal web site (**admin > web properties > Site**) and add an external server as the DMZ server. When the technician clicks **Submit**, these error messages appear.

```
Error description: Cannot contact site 'TCHMP101'. Make sure
                    the web server and MeetingPlace Agent on the remote host is running. The
                    following is the message obtained from the site: 0x800a13be - Cannot establish
                    a connection to the destination site.
```

```
Error location: Incoming data processing.
```

Solution

To work around this problem, manually add the *.wsdl mapping back to the Application Settings of the web site. The default location for the SOAPISAP.dll file is c:\Program Files\Common Files\MSSoap\Binaries\SOAPISAP.dll.

Complete these steps.

1. Login to the internal web server and open IIS. Right click the "default web site" and go to **Properties**.

Note: The default web site may have a different name. Ensure that you find the one that belongs to MeetingPlace Web.

2. Go to the Home Directory tab and click on the **Configuration** button under Application Settings.
3. Under Application Mappings click **Add**.
 - a. For the Executable field type in c:\progra~1\common~1\MSSoap\Binaries\SOAPISAP.dll.
 - b. For the extension field type in .wsdl.
 - c. For Verbs select **Limit to** and type in **GET,POST,HEAD**.
 - d. Check **Script Engine** and click **OK**.

Note: The Executable path does not like spaces, make sure you use the tildes if you have spaces.

4. Stop and start the web site.

You can now add the DMZ web server to the web site.

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony Cisco Press, ISBN 1587050757**
- **Technical Support – Cisco Systems**

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Updated: Jan 31, 2006

Document ID: 63432
