



# Hard Disk Replacement Procedure for the Cisco MeetingPlace 8112

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This procedure describes how to replace the hard disk in the Cisco MeetingPlace 8112 and contains the following topics:

- [Additional References, page 1](#)
- [Before Replacing the Hard Disk, page 2](#)
- [How to Replace the Hard Disk, page 6](#)

## Additional References

Follow these general guidelines:

- If you want information about installing the Cisco MeetingPlace 8100 series hardware for the first time or information about upgrading the Cisco MeetingPlace 8100 series software, see the *Installation and Upgrade Guide* for Cisco MeetingPlace Audio Server Release 5.3 at the following URL:  
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/53/53inst/index.htm>.
- If you want information about configuring the Cisco MeetingPlace 8100 series, see the *Configuration Guide* for Cisco MeetingPlace Audio Server Release 5.3 at the following URL:  
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/audio/53/53config/index.htm>.
- For complete information about all of the Cisco conferencing documentation, including *Regulatory Compliance and Safety Information for the Cisco MeetingPlace Series 8100*, see the *Guide to Cisco Conferencing Documentation and Support* at the following URL:  
<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/roadmap.htm>.



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## Before Replacing the Hard Disk

This section contains the following topics:

- [Checking the New Hard Disk for Damage, page 2](#)
- [Ensuring That You Have the Required Tools, page 2](#)
- [Verifying No User Activity, page 2](#)
- [Ensuring that the Cisco MeetingPlace System Works Correctly Before the Replacement, page 4](#)
- [Backing up the Database, page 5](#)
- [Powering Down the Cisco MeetingPlace 8112, page 6](#)

## Checking the New Hard Disk for Damage

Visually inspect your new Cisco MeetingPlace 8112 hard disk for damage. Contact Cisco TAC if the Cisco MeetingPlace 8112 hard disk that you received was damaged during shipping or if parts are missing.

## Ensuring That You Have the Required Tools

Ensure that you have the following tools to replace the hard disk in your Cisco MeetingPlace 8112:

- Phillips #2 screwdriver
- ESD protection

## Verifying No User Activity

Before you power down your Cisco MeetingPlace 8112, verify that no user ports are active. You should have already scheduled downtime for your Cisco MeetingPlace 8112 by using the Reserve All Ports (RAP) meeting feature in Cisco MeetingTime. See the *Administrator's Guide* for Cisco MeetingPlace Audio Server Release 5.3 for more information about RAP meetings.

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- Step 1** Access the command line interface (CLI) of the Cisco MeetingPlace 8112 as follows:
- Connect one end of the null modem cable to the COM1 port on the front of the Cisco MeetingPlace 8112.
  - Connect the other end of the null modem cable to a COM port on your computer.
  - Start the terminal emulator program.
  - Set the port parameters in the terminal emulator program as shown in [Table 1](#). The CLI appears.

**Table 1** Terminal Emulator Port Parameters

Parameter	Value
Baud	19200
Data length	8 bit

**Table 1** Terminal Emulator Port Parameters (Continued)

Parameter	Value
Parity	None
Stop bits	1



**Note** CLI commands are case sensitive. For CLI command information, see the *Configuration Guide* for Cisco MeetingPlace Audio Server Release 5.3.

- Step 2** Keep a record of activity during the hard disk replacement by capturing the text in the terminal emulator program. This information can be used by Cisco TAC to diagnose problems that may occur during this replacement. Follow these steps:
- Go to the **Transfer** menu in the HyperTerminal window.
  - Select **Capture Text**.
  - Save the file. Note the location so that you can retrieve the file later.
  - Click **Start**.
- Step 3** At the CLI prompt, log in as an administrator. The tech\$ prompt appears.



**Note** For Cisco MeetingPlace Release 5.2, the default administrator username is tech and the default administrator password is wit!tra\$. For Cisco MeetingPlace Release 5.3, the default administrator username is admin and the default administrator password is cisco. See the *Installation and Upgrade Guide* for Cisco MeetingPlace Audio Server Release 5.3 for more information about logging in to Cisco MeetingPlace.

- Step 4** At the tech\$ prompt, enter **activity**. The VUI Internal Status Utility menu appears.
- Step 5** To see a quick status of all ports, enter **1**. A list of the ports appears. The ports are listed numerically under the Port heading and the port status is under the Ap heading. [Table 2](#) lists the most common Ap headings.

**Table 2** Ap Headings and Definitions

Heading	Definition
--	The port is inactive.
CO	The port is participating in an active conference.
PR	The port is currently accessing a meeting profile.

- Step 6** Verify that all the ports are inactive by ensuring that all ports have -- under the Ap heading. Press **Enter** to go to the next page. When you have scrolled through all the ports, the VUI Internal Status Utility menu appears.



**Note** If any ports are active, wait for the calls to finish before proceeding.

Step 7 Exit the **activity** command by entering **0**.

## Ensuring that the Cisco MeetingPlace System Works Correctly Before the Replacement

Ensure that your Cisco MeetingPlace system works correctly before replacing the hard disk. This helps with troubleshooting if your Cisco MeetingPlace system does not work correctly after the replacement. If your Cisco MeetingPlace system is not working correctly, contact Cisco TAC.

After replacing the hard disk, run these commands again to make sure your Cisco MeetingPlace system has come back online correctly.

Step 1 Access the CLI.

Step 2 Log in as an administrator. The `tech$` prompt appears.

Step 3 Enter **swstatus**. Output similar to the following appears:

```
mtgplace:tech$ swstatus
Conference server 5.3.0 S/N: C00178
System status:    Operating
System mode:      Up
Temperature:      Unknown
Power supply:     OK
MODULE NAME      STATUS           VERSION
SIM UP           "10/21/04 12:23  MPBUILD-R5_3_0_24"
LSH UP           "10/21/04 12:05  MPBUILD-R5_3_0_24"
SNMPD UP         "10/21/04 12:34  MPBUILD-R5_3_0_24"
DBQSERVER UP    "10/21/04 12:08  MPBUILD-R5_3_0_24"
DBSERVER UP     "10/21/04 12:08  MPBUILD-R5_3_0_24"
POSERVER UP     "10/21/04 12:16  MPBUILD-R5_3_0_24"
CPSERVER UP     "10/21/04 12:15  MPBUILD-R5_3_0_24"
CONFSCHEDED UP  "10/21/04 12:20  MPBUILD-R5_3_0_24"
WSSERVER UP     "10/21/04 12:24  MPBUILD-R5_3_0_24"
VOICESERVER UP  "10/21/04 12:30  MPBUILD-R5_3_0_24"
GWSIMMGR UP     "10/21/04 12:38  MPBUILD-R5_3_0_24"
```

Step 4 Enter **gwstatus**. Output similar to the following appears:

```
mtgplace:tech$ gwstatus
Gateway SIM Status/Thu Dec 2 12:35:26 2004
-----
Remote Units:
Unit 16 MTGPLACE_WEBNOT v5.2.0.34 Ok 12/02/04 12:35:01

Gateways:
Unit 16 WebPub:DataSvc v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:MPAgent v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:Audio v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 MPConvert v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 WebPub:Master v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 DataConf:GW v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 DataConf:GCC v4.3.0.246 Ok 12/02/04 12:34:02
Unit 16 DataConf:MCS v4.3.0.246 Ok 12/02/04 12:34:02
```

**Step 5** Enter **alarm**. Output similar to the following appears:

```
mtgplace:tech$ alarm
REFNO  SEV  CODE  COUNT  FIRST          LAST          UNIT
-----
77350  MIN  0300e6  2      Jan 28 09:57  Feb 10 19:25  0 SW MODULE=8
Too many attempts to log into profile (100) 33373635383330000. Profile Locked!
```

**Step 6** Enter **hwconfig**. Output similar to the following appears:

```
mtgplace:tech$ hwconfig
Cabinet: ELMA 4U
Bus architecture: CompactPCI
Processor card: SMM5370LATUDE S/N=7163050
Processor: Pentium III, Model 8, 700 MHz
Memory: 512MB
Temperature: 26C
Voltages: 3.32V, 5.02V, 11.94V
Power Supplies: OK
Fans: OK
SCSI Adapter: NCR 810
          DISK 1: 36000MB (SEAGATE ST336607LC REV=0007)
          DISK 2: 36000MB (SEAGATE ST336607LC REV=0007)
Ethernet: Intel 8225x PCI 10/100 (0001af125f0c)
Modem: Present (MultiTech MT5634Z)
MultiAccess Blades:
          Slot 6: AC TP1610-4 S/N=340240 REV=0 AC0
Smart Blades:
          Slot 1: NMS CG6000C S/N=104415759 REV=5894-B7 MSC0 PRC0
```

**Step 7** Enter **spanstat -all**. Output similar to the following appears:

```
mtgplace:tech$ spanstat -all
Span 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
---- TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR TR
0 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
1 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
2 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
3 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
4 Span 4 (Card 1 Line A) is down (LOST)
5 Span 5 (Card 1 Line B) is down (LOST)
6 Span 6 (Card 1 Line C) is down (LOST)
7 Span 7 (Card 1 Line D) is down (LOST)
8 Span 8 (Card 2 Line A) is down (LOST)
9 Span 9 (Card 2 Line B) is down (LOST)
10 Span 10 (Card 2 Line C) is down (LOST)
11 Span 11 (Card 2 Line D) is down (LOST)
12 Span 12 (Card 3 Line A) is down (LOST)
13 Span 13 (Card 3 Line B) is down (LOST)
14 is not active
15 is not active
16 is not active
17 is not active
18 is not active
19 is not active
Press n/+ for next page/line, 'q'=quit, 'h'=help
```

## Backing up the Database

Back up the Cisco MeetingPlace 8112 database before you replace the hard disk. (You can use the backup to restore your data if there is a problem after the installation.) We recommend that you back up your database immediately before replacing the hard disk.

**Note**

Use the Cisco MeetingPlace Backup Gateway to back up your database. For information on how to install, configure, and use the Cisco MeetingPlace Backup Gateway, see the *Administrator's Guide* for Cisco MeetingPlace Backup Gateway Release 5.3.

## Powering Down the Cisco MeetingPlace 8112

**Note**

As a courtesy, notify any current users that you are powering down the Cisco MeetingPlace 8112.

- Step 1** Access the CLI.
- Step 2** Log in as an administrator. The tech\$ prompt appears.
- Step 3** To stop new Cisco MeetingPlace activity, enter **down**. A verification prompt appears.
- Step 4** At the prompt, enter **y**. The power down cycle begins.
- Step 5** Wait about 2 minutes for the power down cycle to complete.
- Step 6** At the tech\$ prompt, enter **halt**. A verification prompt appears.
- Step 7** At the prompt, enter **y**.
- Step 8** Locate the power switch on the back of the Cisco MeetingPlace 8112 and turn it to the off position (“O”).
- Step 9** Remove the power cable from the back of the Cisco MeetingPlace 8112.

## How to Replace the Hard Disk

Your Cisco MeetingPlace 8112 has two hard disks. One hard disk is designated as the primary disk that is used to store data and support Cisco MeetingPlace operations. The second hard disk is used to back up the primary hard disk.

Your Cisco MeetingPlace 8112 automatically determines which hard disk to use for primary operations and which to use for backup. When you replace a hard disk, your Cisco MeetingPlace 8112 uses the new hard disk for backup.

Replacing a hard disk for the Cisco MeetingPlace 8112 consists of the following activities:

- [Removing an Old Hard Disk, page 6](#)
- [Installing a New Hard Disk, page 7](#)
- [Powering Up the Cisco MeetingPlace 8112, page 7](#)

## Removing an Old Hard Disk

**Warning**

Do not touch any of the exposed leads, terminals, or components. Hazardous voltages, capable of causing death, may be present in this product.

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- Step 1 Determine and locate the hard disk that you want to remove.
  - Step 2 Press in and turn counter clockwise one-quarter turn the brass-colored key in the upper left of the hard disk. This releases the hard disk from the drive bay.



**Warning** DO NOT touch the disk drive key unless the Cisco MeetingPlace 8112 is completely shut down and powered off.

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- Step 3 Slide the hard disk out of the drive bay.
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## Installing a New Hard Disk



**Warning** Do not touch any of the exposed leads, terminals, or components. Hazardous voltages, capable of causing death, may be present in this product.

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- Step 1 Remove the new hard disk from the antistatic bag. The new hard disk is attached to the carriage.
  - Step 2 Press the brass-colored key in and turn it counter clockwise one-quarter turn. This releases the hard disk from the carriage. Slide the hard disk out of the carriage.
  - Step 3 Insert the bottom edges of the hard disk into the rail guides in the drive bay. If you can tilt the hard disk more than 2 degrees after it is in the drive bay, both edges are not in the rail guides.
  - Step 4 Slide the hard disk into the drive bay until it stops.
  - Step 5 Use your thumbs to press the hard disk into place so that the front panel of the hard disk is flush with the chassis.
  - Step 6 Turn the hard disk key about one-quarter turn clockwise until the hard disk is secure.



**Caution** Do not force the key to turn. This can damage the hard disk.

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## Powering Up the Cisco MeetingPlace 8112

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- Step 1 Plug the power cable into the back of the Cisco MeetingPlace 8112.
  - Step 2 Locate the power switch on the back of the Cisco MeetingPlace 8112 and turn it to the on position (“|”).
  - Step 3 Start the terminal emulator program on your computer. See the [“Verifying No User Activity”](#) section on page 2 for information about how to start the terminal emulator program.
  - Step 4 Access the CLI.
  - Step 5 Log in as an administrator. The tech\$ prompt appears.
  - Step 6 To ensure that the new hard disk is working properly, enter **hwconfig**. Output similar to the following example appears:

```

meetingplace:tech$ hwconfig
Cabinet:                Motorola CPX8216T
Bus architecture:       CompactPCI
Processor card:         CPV5370 S/N=5129443
  Processor:             Pentium III, Model 8, 700 MHz
  Memory:                512 MB
  Temperature:           31C
  Voltages:              3.32V, 5.02V, 12.06V
Power Supplies:
  PS1:                  OK, fan is OK
  PS2:                  OK, fan is OK
  PS3:                  OK, fan is OK
SCSI Adapter:           NCR 810
  DISK 1:                36000MB (SEAGATE ST336704LW REV=0004)
  DISK 2:                36000MB (SEAGATE ST336704LW REV=0004)
  Solid State Disk:     IMPERIAL "MG-35/400 ULTRA" S/N=0128 REV=B403
                        Battery: usage = 307 days, charge is OK
Ethernet:               Intel 8225x PCI 10/100 (0001af03c05e)
Modem:                  Absent or unrecognized
Smart Blades:
  Slot 16:              NMS CG6000C S/N=20363257 REV=5894-B2 MSC0 PRC0
  Slot 15:              NMS CG6000C S/N=20363261 REV=5894-B2 MSC1 PRC1

```

If you do not see the two hard disk entries, do the following:

- Power down the Cisco MeetingPlace system.
- Reseat the hard disk.
- Enter **hwconfig**.

If you still do not see the two hard disk entries, examine the hard disk connectors to see if they are damaged or dirty. If both sides of the connectors look good, try installing another hard disk.

If the second hard disk installs and works correctly, send the hard disk you tried to use as a replacement first back to the factory. If the second hard disk does not install or work correctly, contact Cisco TAC.

## Verifying that You are Connected

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- Step 1** Ensure that all the gateways work. See the Administrator Guides for the specific gateways for information on determining that they are working correctly.
  - Step 2** Ensure that you can call into the Cisco MeetingPlace system and attend a meeting. If you cannot call into the Cisco MeetingPlace system and attend a meeting, try reseating the hard disk. If that does not work, contact Cisco TAC.
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