



Release Notes for Cisco Unified MeetingPlace Web Conferencing Release 5.3

Revised: August 10, 2009

These release notes describe the new features and caveats for all versions of Cisco Unified MeetingPlace Web Conferencing Release 5.3.



Note

To view the release notes for previous releases of Cisco Unified MeetingPlace Web Conferencing, go to: http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html

You can access the latest software upgrades of Cisco Unified MeetingPlace Web Conferencing on Cisco.com at the following URL. You will need your Cisco.com username and password to access this page:

<http://www.cisco.com/cgi-bin/tablebuild.pl/meetingplace-webconf>

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Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3. These release notes are updated for every maintenance release.

Before you install Cisco Unified MeetingPlace Web Conferencing Release 5.3, we recommend that you review this document for information about issues that may affect your system. For a list of the open caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3, see the [“Caveats” section on page 25](#)”.

System Requirements

When reviewing system requirements, remember the following information:

- We do not support installing or upgrading to Cisco Unified MeetingPlace Web Conferencing Release 5.3 by using Terminal Services.
- If you have an international, non-US English deployment, make sure that you review the Cisco Unified MeetingPlace SMTP E-Mail Gateway requirement in the [“Integration Requirements: Cisco Unified MeetingPlace SMTP E-Mail Gateway” section on page 8](#).
- If you are installing Cisco Unified MeetingPlace Web Conferencing in a segmented meeting access configuration to allow external access, see the [“Segmented Meeting Access Requirements” section on page 9](#).
- Cisco Unified MeetingPlace Web Conferencing features, such as Load Balancing and WebConnect, require additional deployment considerations, which are described in the [“Load Balancing Requirements” section on page 11](#) and the [“WebConnect Requirements” section on page 12](#).

This section provides the following information:

- [Hardware Requirements, page 2](#)
- [Networking Requirements, page 4](#)
- [Software Requirements, page 4](#)
- [Segmented Meeting Access Requirements, page 9](#)
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Hardware Requirements

This section describes the hardware requirements for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

- [Web Server Requirements, page 3](#)
- [Audio Server Requirements, page 4](#)

Web Server Requirements

The Cisco Unified MeetingPlace Web Conferencing system is a software product loaded onto a hardware server. New installations of Cisco Unified MeetingPlace Web Conferencing require a Cisco MCS Unified CallManager Appliance (Cisco MCS) that is dedicated to Cisco Unified MeetingPlace applications.

For information about the Cisco MCS, see the following URL:

<http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/index.html>. You will need your Cisco.com username and password to access this page.

Table 1 lists supported Cisco 7800 Series Media Convergence Server models. The Cisco MCS server must have a DVD-ROM drive, keyboard, mouse, and monitor.

Exact equivalent third-party servers are also supported. See <http://www.cisco.com/go/swonly>.

Table 1 Supported Cisco 7800 Series MCS Models

System	Voice Conferencing Capacity	Web Conferencing Capacity
Cisco MCS 7835H-3.0-IPC1 Cisco MCS 7835I-3.0-IPC1 Cisco MCS-7835-H1-RC1 Cisco MCS-7835-I1-RC1	Up to 480 voice user licenses per server.	Up to 50 web-conferencing user licenses per server.
Cisco MCS 7845H-3.0-IPC1 Cisco MCS-7845-H1-RC1 Cisco MCS-7845-I1-RC1	Up to 1152 voice user licenses per server.	Up to 200 web-conferencing user licenses per server. If you have more than 50 web-conferencing user licenses, move your Cisco Unified MeetingPlace applications, for example, Cisco Unified MeetingPlace for Outlook, Cisco Unified MeetingPlace SMTP/E-Mail Gateway, to a MCS 7845 that is dedicated to web conferencing. Note Add a dedicated Cisco MCS 7845 for each additional 200 web-conferencing user licenses.

Additional Requirements

- 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, see the “Recording Size” section in Chapter 3 of the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Audio Server Requirements

Cisco Unified MeetingPlace Web Conferencing requires connection to a Cisco Unified MeetingPlace Audio Server system for full functionality. The Cisco Unified MeetingPlace Audio Server software component must reside on a Cisco Unified MeetingPlace 8112 Server or Cisco Unified MeetingPlace 8106 Server.

**Note**

Make sure that you have a fully upgraded Cisco Unified MeetingPlace Audio Server system before attempting to connect it to a Cisco Unified MeetingPlace Web Conferencing system. For information about Audio Server software requirements, see the [“Integration Requirements: Cisco Unified MeetingPlace Audio Server”](#) section on page 7.

Networking Requirements

Ensure that your system meets the following requirements so that the web server can communicate with the Cisco Unified MeetingPlace Audio Server system:

- TCP ports 5003 and 5005 are open bi-directional between the web server and Cisco Unified MeetingPlace Audio Server systems (primary server and shadow server, if one exists).
- The Cisco Unified MeetingPlace Audio Server system can initiate a reverse connection to the web server, thus eliminating the need for you to open port 5003 from the web server to the audio server. For the reverse connection to be initiated, you must enter the MeetingPlace Server name as a hostname instead of an IP address during the Cisco Unified MeetingPlace Web Conferencing installation. You will also have to manually configure this web server unit on the audio server. For more information, see the “Gateway SIM Reverse Connection” section in Chapter 2 of the [Configuration Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3.
- The web server has a static IP address.
- Connectivity between the web server and its host Cisco Unified MeetingPlace Audio Server system is of high quality and not subject to interruptions because of traffic congestion. Any time the round trip latency exceeds 100 ms or there is more than 1% packet loss, you should expect a noticeable reduction in service quality.
- The Cisco Unified MeetingPlace Audio Server system must be connected to a network switch port that is configured for auto-negotiate.
- Cisco Unified MeetingPlace gateways must be connected to network switch ports that are configured for 100 MB Full Duplex.

Software Requirements

This section describes the software requirements for the Cisco Unified MeetingPlace Web Conferencing Release 5.3 system:

- [Web Server Software Requirements, page 5](#)
- [Integration Requirements: Cisco Unified MeetingPlace Audio Server, page 7](#)
- [Integration Requirements: Cisco Unified MeetingPlace for Outlook, page 7](#)
- [Integration Requirements: Cisco Unified MeetingPlace SMTP E-Mail Gateway, page 8](#)
- [\(Optional\) Integration Requirements: Third-Party for Audio Conversion and Playback, page 8](#)

Web Server Software Requirements

The Cisco Unified MeetingPlace Web Conferencing software runs on the Cisco MCS operating system. This operating system is included with the application. See [Table 2](#) for your required release of the Cisco MCS operating system.

Table 2 Cisco MCS Operating System Requirement

Cisco Unified MeetingPlace Web Conferencing Release	Cisco MCS OS Requirement
Release 5.3(447) and later	Cisco MCS OS 2000.4.2 (SR 2) or a later release
Release 5.3(333) and later	Cisco MCS OS 2000.4.2 (SR 2) or a later release
Release 5.3(235) and later	Cisco MCS OS 2000.2.7 (SR 7) or a later release
Release 5.3(104) and later	Cisco MCS OS 2000.2.6 (SR 4) or a later release

Additional Windows Requirements

- Microsoft Internet Information Server (IIS) 5.0.
This is installed and configured on the Cisco MCS when the operating system is installed.
- Microsoft PowerPoint 2003 for Presentation mode slide conversion.
Cisco Unified MeetingPlace Web Conferencing has a built-in slide converter for Presentation mode; however, it may not be able to convert certain Microsoft PowerPoint pages with 100% fidelity. For production systems, we recommend that you always install PowerPoint to ensure the best slide conversion quality.
- All corporate fonts and standard Microsoft fonts, including Microsoft PowerPoint fonts, installed.

Java Requirements

- Sun Java Runtime Environment (JRE) 1.4.2_05.
This is included with Cisco Unified MeetingPlace Web Conferencing Release 5.3 and installs automatically if a different version of Sun JRE is not detected.

SQL Server Requirements

Microsoft SQL Server 2000, Microsoft SQL Server 2000 Desktop Engine (MSDE), and the appropriate level of Service Packs are included with the Cisco Unified MeetingPlace Web Conferencing Release 5.3 installer. Required components will install automatically under the conditions indicated in [Table 3](#):

Table 3 Automatic Installation of SQL Server Components

Cisco Unified MeetingPlace Web Conferencing Release	Component	Installed
Release 5.3(235) and later	Microsoft SQL Server 2000 (SP 4)	Installs automatically if you are installing SQL Server locally on a Cisco MCS and if the installer does not detect an earlier release of SQL Server.
	Microsoft SQL Server 2000 Desktop Engine (MSDE)	Installs automatically if you are a legacy customer installing SQL Server on a legacy non-Cisco MCS Windows server and the installer does not detect a full version of SQL Server.
	Microsoft SQL Server 2000 Service Pack 4	Installs automatically if the installer detects an earlier release.
Release 5.3(104) and later	Microsoft SQL Server 2000 (SP 3a)	Installs automatically if you are installing SQL Server locally on a Cisco MCS and if the installer does not detect an earlier release of SQL Server.
	Microsoft SQL Server 2000 Desktop Engine (MSDE)	Installs automatically if you are a legacy customer installing SQL Server on a legacy non-Cisco MCS Windows server and the installer does not detect a full version of SQL Server.
	Microsoft SQL Server 2000 Service Pack 3a	Installs automatically if the installer detects an earlier release.

**Note**

- MSDE imposes a performance limit of eight simultaneous connections, which could potentially hamper the performance of Cisco Unified MeetingPlace Web Conferencing. Because future releases of Cisco Unified MeetingPlace Web Conferencing may not support MSDE, we recommend that all Cisco Unified MeetingPlace systems, particularly production systems, consider the use of a fully licensed SQL Server.
- If you are deploying Cisco Unified MeetingPlace Web Conferencing by using the remote SQL Server option, you must pre-install either SQL Server 2000 or MSDE 2000 with the relevant Service Packs before you install Cisco Unified MeetingPlace Web Conferencing.
- If you need to manually install SQL Server, you must install and configure your SQL Server to be case-insensitive because Cisco Unified MeetingPlace Web Conferencing supports only SQL Server case-insensitive configurations. If you configure your SQL server to be case-sensitive, Cisco Unified MeetingPlace Web Conferencing will not function properly.

Integration Requirements: Cisco Unified MeetingPlace Audio Server

[Table 4](#) lists what release of Cisco Unified MeetingPlace Audio Server is required for each release of Cisco Unified MeetingPlace Web Conferencing.

Cisco Unified MeetingPlace Audio Server must reside on a 8106 or 8112 Server.



Note

Make sure that you upgrade your 8100 series server to the supported release of Cisco Unified MeetingPlace Audio Server before you upgrade Cisco Unified MeetingPlace Web Conferencing.

Table 4 Cisco Unified MeetingPlace Audio Server Requirement

Cisco Unified MeetingPlace Web Conferencing Release	Cisco Unified MeetingPlace Audio Server Requirement
Release 5.3(447) and later	Cisco Unified MeetingPlace Audio Server Release 5.3(0.33) or a later release
Release 5.3(333) and later	Cisco Unified MeetingPlace Audio Server Release 5.3(0.32) or a later release
Release 5.3(235) and later	Cisco Unified MeetingPlace Audio Server Release 5.3(0.31) or a later release
Release 5.3(104) and later	Cisco Unified MeetingPlace Audio Server Release 5.3

Additional Requirements

- 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)

Integration Requirements: Cisco Unified MeetingPlace for Outlook

Make sure that you upgrade to the supported release of Cisco Unified MeetingPlace for Outlook as indicated in [Table 5](#). You must upgrade both Cisco Unified MeetingPlace Web Conferencing and Cisco Unified MeetingPlace for Outlook at the same time.

Table 5 *Cisco Unified MeetingPlace for Outlook Requirement*

Cisco Unified MeetingPlace Web Conferencing Release	Cisco Unified MeetingPlace Audio Server Requirement
Release 5.3(447) and later	Cisco Unified MeetingPlace for Outlook Release 5.3(0.218) or a later release
Release 5.3(333) and later	Cisco Unified MeetingPlace for Outlook Release 5.3(0.138) or a later release
Release 5.3(235) and later	Cisco Unified MeetingPlace for Outlook Release 5.3(0.132) or a later release
Release 5.3(104) and later	Cisco Unified MeetingPlace for Outlook Release 5.3

Integration Requirements: Cisco Unified MeetingPlace SMTP E-Mail Gateway

If you are using Cisco Unified MeetingPlace Web Conferencing Release 5.3(235) or a later release with Cisco Unified MeetingPlace SMTP E-Mail Gateway, make sure that you have the following installed:

Table 6 *Cisco Unified MeetingPlace SMTP E-Mail Gateway Requirement*

Cisco Unified MeetingPlace Web Conferencing Release	Cisco Unified MeetingPlace SMTP E-Mail Gateway Requirement
Release 5.3(447) and later	Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.3(0.68) or a later release
Release 5.3(333) and later	Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.3(0.60) or a later release
Release 5.3(235) and later	Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.3(0.53) or a later release

(Optional) Integration Requirements: Third-Party for Audio Conversion and Playback

Audio Conversion

- A third-party audio service is not required to convert audio files to WAV or WMA format. Cisco Unified MeetingPlace Web Conferencing uses its internal audio service component and bundled encoders to convert audio attachments into these formats.
- XingMP3 encoder is required to convert audio attachments to MP3 format.

Streamed Playback

- Windows Media Services

For full installation and configuration instructions, see the “Configuring the Windows Media Server” section in Chapter 3 of the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Segmented Meeting Access Requirements

Cisco Unified MeetingPlace Web Conferencing supports two segmented meeting access (SMA) deployments for external access: Segmented Meeting Access - 1 Server (SMA-1S) and Segmented Meeting Access - 2 Server (SMA-2S).

For information about installing a SMA deployment, see Chapter 3 in the [Installation and Upgrade Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3](#)

For information about configuring a SMA deployment, see Chapter 6 in the [Configuration Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3](#).

The following requirements are in addition to standard Cisco Unified MeetingPlace Web Conferencing hardware and software system requirements as indicated in the “[Hardware Requirements](#)” section on page 2 and the “[Software Requirements](#)” section on page 4.

- [Segmented Meeting Access - 1 Server Requirements, page 9](#)
- [Segmented Meeting Access - 2 Servers Requirements, page 10](#)

Segmented Meeting Access - 1 Server Requirements

SMA-1S deployments require additional system requirements. Make sure that your system meets the following requirements before you deploy an SMA-1S configuration.

Hardware Requirements

- One Cisco MCS with two IP addresses.

Software Requirements

- Install Cisco Unified MeetingPlace Web Conferencing by using the “Both” server location option.



Note In Release 5.3(104), the server location option is referred to in the installer as “Both (Full Access)”. This same option is referred to in Release 5.3(235) and later as “Both (SMA-1S)”.

- Complete additional manual steps to create and configure a second web site.

DNS Configuration Requirements

- For segmented DNS, the same hostname must resolve to the internal web-conferencing server on the internal DNS and resolve to the external web-conferencing server on the external DNS.
- For information on configuring notification templates to accommodate nonsegmented DNS, see the administrator’s guide for your particular Cisco Unified MeetingPlace notification application.
- Make sure that the internal hostname or IP address is only accessible from the internal network.
- Make sure that the external hostname or IP address is accessible from both the internal network and the Internet.

Port Access Requirements

- Make sure that the following ports are open between the DMZ and the internal network:
 - TCP ports 5003 and 5005 are open bi-directional between the web server and the Cisco Unified MeetingPlace Audio Server systems (primary server and shadow server, if one exists).

If you configured your network for reverse connection, where your web servers are configured with a MeetingPlace Server hostname instead of an IP address, the Audio Server system can initiate a reverse connection to the web server in the DMZ when port 5003 inbound is blocked. For more information see the “Gateway SIM Reverse Connection” section in Chapter 2 of the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

- Make sure that the following ports are open inbound from the Internet to the DMZ:
 - TCP Port 80
 - TCP Port 1627 (strongly recommended for higher performance of the meeting console)
 - TCP Port 443 (if SSL is implemented)
 - TCP Port 1503 (if NetMeeting access is required)

Segmented Meeting Access - 2 Servers Requirements

SMA-2S deployments require additional system requirements. Make sure that you meet the following requirements before you attempt the SMA-2S deployment.

Hardware Requirements

- Two single Cisco MCSs or clusters of Cisco MCSs (in the case of load balancing)
 - One server or cluster of servers deployed inside the private corporate network functioning as internal web servers.
 - One server or cluster of servers deployed in a network segment, such as a DMZ, functioning as external web servers.

Software Requirements

On internal web servers:

- Cisco Unified MeetingPlace Web Conferencing Release 5.3 installed with the “Internal (Full Access)” server location option.

On external web servers:

- Cisco Unified MeetingPlace Web Conferencing Release 5.3 installed with the “External (Limited Access)” server location option.

DNS Configuration Requirements

- For segmented DNS, the same hostname must resolve to the internal web server on the internal DNS and resolve to the external web server on the external DNS.
- For information on configuring notification templates to accommodate nonsegmented DNS, see the Administrator’s Guide for your particular Cisco Unified MeetingPlace notification application.
- Make sure that the internal hostname or IP address is only accessible from the internal network.
- Make sure that the external hostname or IP address is accessible from both the internal network and the Internet.

Port Access Requirements

- Make sure that the following ports are open between the DMZ and the internal network:
 - TCP ports 5003 and 5005 are open bi-directional between the web server and the Cisco Unified MeetingPlace Audio Server systems (primary server and shadow server, if one exists).

If you configured your network for reverse connection, where your web servers are configured with a MeetingPlace Server hostname instead of an IP address, the Audio Server system can initiate a reverse connection to the web server in the DMZ when port 5003 inbound is blocked. For more information, see the “Gateway SIM Reverse Connection” section in Chapter 2 of the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

- Make sure that the following ports are open inbound from the Internet to the DMZ:
 - TCP Port 80
 - TCP Port 1627 (strongly recommended for higher performance of the meeting console)
 - TCP Port 443(if SSL is implemented)
 - TCP Port 1503 (if NetMeeting access is required)

Additional Requirements

- Synchronized GUIDS between Internal and DMZ servers

The database of the internal server and external server must contain identical GUIDS. For more information, see the “Copying GUIDS From the Internal to the External Web Server” section in Chapter 3 of the *Installation and Upgrade* Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Load Balancing Requirements

Cisco Unified MeetingPlace Web Conferencing load balancing makes use of an algorithmic formula to evenly distribute web-conferencing requests within clusters of web servers. The following section lists additional requirements for load balancing configurations.

For additional information about load balancing, see Chapter 3, “Installing Cisco Unified MeetingPlace Web Conferencing and Configuring Load Balancing,” in the *Installation and Upgrade* Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Audio Server Requirements

- All web servers within both internal and external clusters must point to the same Cisco Unified MeetingPlace Audio Server system.
- You can attach a maximum of 16 Cisco MCSs running Cisco Unified MeetingPlace applications, such as Cisco Unified MeetingPlace Web Conferencing, Cisco Unified MeetingPlace SMTP E-Mail Gateway, Cisco Unified MeetingPlace Directory Services and so forth, to the same Cisco Unified MeetingPlace Audio Server system.

Internal Web Server Cluster Requirements

If you have an internal web server cluster in your load balancing configuration, ensure the following:

- All web servers within the internal cluster must share a single SQL Server database.
- All web servers within the internal cluster must have access to a shared storage location for attachments.
- Install Cisco Unified MeetingPlace Web Conferencing on each server sequentially (internal web server 1, internal web server 2, and so forth) with the following option: for Server Location, choose **Internal (Full Access)**
- Make sure that all web servers within the internal cluster have the same deployment settings and configurations, for example, the same Replication Service and Audio Service parameters.

External Web Server Cluster Requirements

If you have an external web server cluster in your load balancing configuration, ensure the following:

- All web servers within the external cluster must share a single SQL Server database.



Note Make sure the internal cluster and external cluster use different databases.

- All web servers within the external cluster must have access to a shared storage location (for attachments).
- Install Cisco Unified MeetingPlace Web Conferencing on each server sequentially (external web server 1, external web server 2 and so forth) with the following option: for Server Location, choose **External (Limited Access)**
- Make sure that all web servers within the external cluster have the same deployment settings and configurations, for example, the same Replication Service and Audio Service parameters.

Mixed Cluster Requirements

A mixed cluster has at least one internal cluster and one external cluster. If you have a mixed cluster in your load balancing configuration, ensure the following:

- All requirements for internal web server clusters and external web server clusters are met.
- The internal cluster's database and external cluster's database must contain identical GUIDS.

For more information, see the “Copying GUIDS From the Internal to the External Web-Conferencing Server” section in Chapter 3 of the *Installation and Upgrade* Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Load Balancing in Release 5.3(333) and Later

If you have Cisco Unified MeetingPlace load balancing configured and plan to upgrade to Cisco Unified MeetingPlace Web Conferencing Release 5.3(333) and later, be aware of the following update:

- When configuring services for your load balancing deployment, Release 5.3(333) and later requires that you configure the Cisco MeetingPlace Web Conferencing service to log on as Administrator. This is in addition to the five other services required for Release 5.3(235). If you do not configure the Cisco MeetingPlace Web Conferencing service to log on as Administrator, web conferencing will not start.

For more information, see the “Configuring Services for the First Internal Web Server” and “Configuring Services for the First External Web Server” in Chapter 3 of the *Installation and Upgrade* Guide for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

WebConnect Requirements

WebConnect is used to make web scheduling and meeting attendance seamless across multiple Cisco Unified MeetingPlace systems. Make sure that your system meets the following requirements before you configure WebConnect.

For additional information about WebConnect, see Chapter 7, “Configuring WebConnect,” in the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.



Note We do not support the WebConnect feature on UNIX systems.

Cisco Unified MeetingPlace Audio Server Requirements

- For Cisco Unified MeetingPlace Web Conferencing Release 5.3(235) and later: Cisco Unified MeetingPlace Audio Server Release 5.3(0.31) or a later release
- For Cisco Unified MeetingPlace Web Conferencing Release 5.3(104) and later: Cisco Unified MeetingPlace Audio Server Release 5.3 or a later release
- Cisco MeetingPlace MeetingTime Release 5.3 with the following settings:
 - User profile > Sched only on scheduling home server? > No
 - User profile > Sched only on NS home site? > No
 - System Parameters > Allow Vanity Mtg IDs? > Yes

SQL Server Requirements

- For Cisco Unified MeetingPlace Web Conferencing Release 5.3(235) and later: Microsoft SQL Server 2000 (SP 4) or a later release.
- For Cisco Unified MeetingPlace Web Conferencing Release 5.3(104) and later: Microsoft SQL Server 2000 (SP 3a) or a later release.

The service pack is included with Cisco Unified MeetingPlace Web Conferencing and installs automatically if you are installing 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 will upgrade to the appropriate service pack level.

The full version of SQL Server enables you to find meetings on one site from another site.

Additional Requirements

- Make sure that all sites within the Cisco MeetingPlace Image are running the same build-level release of Cisco Unified MeetingPlace Audio Server, that is, if you have Cisco Unified MeetingPlace Audio Server Release 5.3(0.31) installed, all sites must be running Release 5.3(0.31).
- Make sure that all systems within a site have the same system options and notification vehicles. For example, MeetingNotes, Cisco Unified MeetingPlace SMTP E-Mail Gateway, Microsoft Outlook.
- For external dedicated sites, make sure that you are using VPN (T1 or Frame Relay).
- For rollover map configurations, make sure that you assign all users to a group.



Note You must assign all groups to a rollover map (even if the rollover map only has one site).

- You must have Cisco Unified MeetingPlace Directory Services or a similar profile synchronization procedure deployed on a dedicated server.

End-User Requirements

Make sure that user workstations meet the following client requirements, or provide these requirements to your users. All client machines must have separate Internet and telephony access for attending voice and web conferences. The recommended minimum bandwidth is a 56K modem connection. A lesser connection can slow down web-conferencing performance.

Service Packs (SP) listed are required minimums, and SP releases later than the ones listed are assumed to work unless documented otherwise.

- [Client Requirements: Microsoft Windows, page 14](#)
- [Client Requirements: Apple Mac, page 15](#)
- [Client Requirements: Sun Solaris, page 16](#)

Client Requirements: Microsoft Windows

Operating System

- Windows ME
- Windows 2000 Professional
- Windows 2000 Server Edition (SP 4)
- Windows 2000 Advanced Server Edition (SP 2)
- Windows XP
- Windows 2003

Java-enabled Web Browser

Users must have one of the following web browsers running on a supported operating system with the Security level set to Medium or Low. For all supported browsers, Sun Java Runtime Environment (JRE) 1.4.2_04 is the minimum requirement. However, we recommend JRE 1.4.2_08 or a later release for security reasons.

- Microsoft Internet Explorer 5.5 with one of the following:
 - Microsoft Java Virtual Machine (JVM) 3309 or a later release
 - Sun JRE 1.4.2_04 or a later release
- Microsoft Internet Explorer 6.0 with one of the following:
 - Microsoft JVM 3802 or a later release
 - Sun JRE 1.4.2_04 or a later release.
- Netscape Navigator 7.0, 7.1 with JRE 1.4.2_04 or a later release.



Note Netscape Navigator does not support the full meeting console. Instead, users see a basic version of the meeting console that allows them to present, view, annotate, whiteboard, collaborate, enable application sharing options, and chat.

Requirements for Participating in a Cisco Unified MeetingPlace Web Conference

- The meeting console (included) or a T.120-compliant application.
- (Optional) Audio player that plays WAV, WMA, or MP3 files.

Additional Requirements for Application Sharing by Using the Meeting Console

- System requirements:
 - 200 MHz Pentium II processor
 - 128 MB RAM



Note If you are using Netscape Navigator 7.0 and hosting a meeting with a heavy presentation component, we recommend 256 MB RAM.

- (Optional, but strongly recommended) TCP port 1627 open from client-to-server on your firewall for direct inbound access.

If this port is not open, the meeting console establishes a slightly slower connection by tunneling through port 80.

Additional Requirements for Application Sharing by Using a T.120-Compliant Application

- NetMeeting (release 3.01) or other T.120-compliant application installed.
- TCP port 1503 open on any firewalls between the host and the web server.
- Screen savers disabled.

If you are using Netscape Navigator, you must have the proper NetMeeting MIME type configured on your web browser. For instructions, see the “About NetMeeting 3.01” section in Chapter 10 of the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Additional Requirements for Video Conferencing

To make sure that your end-user system is set up for video conferencing, see the *Administrator's Guide for Cisco MeetingPlace Video Integration Release 5.3*.

Client Requirements: Apple Mac

You can use Apple Mac with either the basic or full meeting console (included with Cisco Unified MeetingPlace Web Conferencing Release 5.3). Check the following sections for client system requirements.

Requirements to Use the Basic Meeting Console

The basic meeting console offers users a limited set of meeting console functionality. Users can present, view, annotate, whiteboard, collaborate, and chat.

- Mac OS 9, Mac OS 9.1, Mac OS 9.2, or Mac OS X (10.x)
 - Mac OS X 10.3 or a later release is required to use the Application Sharing feature.
- Netscape Navigator 7.0 with JRE 1.4.2_08 or a later release, or Apple Safari 1.2 with JRE 1.4.2_08 or a later release
 - Safari 1.2 with JRE 1.4.2_08 or a later release is required to use the Application Sharing feature.
- (Optional) Audio player that plays WAV, WMA, or MP3 files.

Requirements to Use the Full Meeting Console

The full meeting console provides all basic meeting console functionality plus access to the Participant list, menus, and polling.

- Mac OS X (10.4.4) or a later release
- Safari 2.0.3 (417.8) with JRE 1.5.0_06 or a later release
- (Optional) Audio player that plays WAV, WMA, or MP3 files.

Client Requirements: Sun Solaris

Operating System

- Solaris 7 or a later release

Java-enabled Web Browser

Users must have one of the following web browsers running on a supported operating system. For all supported browsers, Sun Java Runtime Environment (JRE) 1.4.2_04 is the minimum requirement. However, we recommend JRE 1.4.2_08 or a later release for security reasons.

- Netscape Navigator 7.0 with JRE 1.4.2_08 or a later release
- SunForum 3.1 or a later release

Requirements For Participating in a Cisco Unified MeetingPlace Web Conference

- Basic meeting console (included with Cisco Unified MeetingPlace Web Conferencing Release 5.3) or a T.120-compliant application

The full meeting console, polling, and video-conferencing features are not supported on UNIX systems. However, the basic version of the meeting console allows users to present, view, annotate, whiteboard, collaborate, and chat.

- (Optional) Audio player that plays WAV, WMA, or MP3 files.

Additional Requirements for Application Sharing in a Cisco Unified MeetingPlace Web Conference

Note Users on UNIX systems cannot host meetings by using the meeting console.

- SunForum 3.2
- TCP port 1503 open on any firewalls between the host and the web server
- Screen savers disabled

Compatibility Matrix and Supported Upgrades

This section includes the following compatibility information:

- [Upgrading Requirements, page 16](#)
- [Cisco Unified MeetingPlace Web Conferencing and Cisco Security Agent, page 17](#)
- [Cisco Unified MeetingPlace Product Compatibility Matrix, page 17](#)

Upgrading Requirements

Upgrading a legacy system to Cisco Unified MeetingPlace Web Conferencing Release 5.3(447) requires the following:

- Either a supported Cisco MCS or an exact HP or IBM equivalent. For information on Cisco MCS specifications, see the following URL:

<http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/index.html>

**Note**

If you are not using a HP or IBM exact equivalent, you must install Release 5.3 as a new installation on a supported Cisco MCS. For installation requirements, see the “[System Requirements](#)” section on page 2.

- Windows 2000 Server (SP 4) or Windows Server 2003 Enterprise Edition
- Microsoft Internet Information Server (IIS) 5.0 or 6.0
 - Microsoft IIS 6.0 is installed with Windows Server 2003
- SQL Server 2000 (SP 4) or SQL Server (MSDE)(SP 4)
 - Cisco Unified MeetingPlace Web Conferencing requires the SQL Server Processor License option. For more information, see the Microsoft website.
 - We highly recommend that all Cisco Unified MeetingPlace Web Conferencing systems, particularly production systems, consider the use of a fully licensed version of SQL Server 2000. If you are using MSDE, but want to upgrade to full SQL Server, you must install the full SQL Server before you upgrade Cisco Unified MeetingPlace Web Conferencing to Release 5.3(447).

**Caution**

Do not delete the SQL Server database if you want to maintain your current click-to-attend links, attachments, and meeting recordings. Deleting or rebuilding your current database deletes all this information.

For additional information about upgrading your web server to Release 5.3, see Chapter 5, “Upgrading or Uninstalling Cisco Unified MeetingPlace Web Conferencing,” in the *Installation and Upgrade Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Cisco Unified MeetingPlace Web Conferencing and Cisco Security Agent

Cisco Unified MeetingPlace Web Conferencing Release 5.3 is not compatible with Cisco Security Agent. We recommend that you do not install Cisco Security Agent on a web server where Cisco Unified MeetingPlace Web Conferencing is installed.

If Cisco Security Agent is installed on an end-user system, users will see a security alert when they attempt to use the application-sharing feature. Users can choose to proceed with the feature and use application-sharing without difficulty.

Cisco Unified MeetingPlace Product Compatibility Matrix

For information about Cisco Unified MeetingPlace product interoperability, see the “Cisco Unified MeetingPlace Product Compatibility Matrix” section in the *Installation Planning Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3 at the following URL:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

Related Documentation

See the Cisco Unified MeetingPlace Documentation Guide at the following URL:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_documentation_roadmaps_list.html

New and Changed Information

This section provides a list of new features and changed information in subsequent releases of Cisco Unified MeetingPlace Web Conferencing Release 5.3. For detailed feature descriptions, see the *Configuration Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

- [New Features in Release 5.3\(447\), page 18](#)
- [New Features in Release 5.3\(333\), page 18](#)
- [New Features in Release 5.3\(235\), page 19](#)
- [New Features in Release 5.3\(104\), page 19](#)
- [Changed Files in Release 5.3\(104.3\), page 19](#)
- [Changed Files in Release 5.3\(104.2\), page 20](#)
- [Changed Files in Release 5.3\(104.1\), page 20](#)

New Features in Release 5.3(447)

- Mute all from the Web interface.
- Escalate meeting from an internal web server to an external web server while the meeting is in-session.
- Separately track meeting console usage from general web conferencing usage.
- Hide Participant list during lecture-style meetings for guest users.
- Full meeting console on Mac.
- Alarm on master service restart.
- Product name change to Cisco Unified MeetingPlace.

New Features in Release 5.3(333)

- New multiserver meeting scheduling interface.
- Automatic case-conversion for Windows integrated authentication.
- Ability to schedule on behalf of other users.
- Increased ability to customize the Web user interface.
- Increased online administrative functionality.
- Ability to configure restricted meetings ID patterns.
- Updated version of MeetingPlace Gateway SIM.
- Separate end-user and administrative Help pages.

New Features in Release 5.3(235)

- Increased authentication configuration options.
- Automated server-side log collection.
- Automatic install of SQL Server SP 4.
- Automatic meeting extension.
- Automatic installation of Cisco Unified MeetingPlace for Cisco IP Phone in the Cisco Unified MeetingPlace Web Conferencing installer.
- Localization support for French, German, Japanese, Portuguese (Brazil), and Spanish (Latin America), in addition to US English.
- Server PC clock synchronization.
- Automatic encryption of the SQL password at installation.
- Exclusion of Sun JRE 1.4.0_01 to 03 from the client-side compatibility list for security reasons.
- Expiration of users' MeetingPlace cookies due to a new system-wide control parameter: the Remember Me Expiration Interval (Days).

New Features in Release 5.3(104)

- Cisco branding.
- Denial-of-service handling.
- Enhanced installation and upgrades.
- Enhanced slide caching.
- Enhanced SSL administration.
- Enhanced segmented meeting access configuration.
- Enhanced application-sharing, including the ability to share applications on Macintosh systems.
- Presentation slides optimized for 1024 x 768 displays.
- Client-side Sun JRE support.
- Support for Cisco Unified MeetingPlace Video Integration.
- Updated meeting console and Reference Center.
- Improved settings for configuring public meetings.
- Ability to configure Single Sign On.

Changed Files in Release 5.3(104.3)

The following files were changed for this release:

- Template\wcBase.tpl
- Template\wcSchedBasics.tpl

Changed Files in Release 5.3(104.2)

The following files were changed for this release:

AudioSvc\MPAudSvc.exe	DataSvc\dczlib.dll	DataSvc\MPDatSvc.pdb	DataSvc\wslog.map
AudioSvc\MPAudSvc.map	DataSvc\dczlib.exp	DataSvc\MPDatSvcExt.exe	Extensions\gwutil.dll
AudioSvc\MPAudSvc.pdb	DataSvc\dczlib.lib	DataSvc\MPDatSvcExt.map	Extensions\gwutil.map
DataConf\DCMSDownloadMac.txt	DataSvc\dczlib.map	DataSvc\MPDatSvcExt.pdb	Extensions\gwutil.pdb
DataConf\DCMSDownloadMac.zip	DataSvc\dczlib.pdb	DataSvc\MPWebStrings-en-us.xml	Extensions\TunnellingExtension.dll
DataSvc\ass.dll	DataSvc\gwsvc.exe	DataSvc\mspptexp.exe	Extensions\TunnellingExtension.map
DataSvc\ass.exp	DataSvc\gwsvc.exp	DataSvc\nos.dll	Extensions\TunnellingExtension.pdb
DataSvc\ass.lib	DataSvc\gwsvc.lib	DataSvc\nos.exp	HTML\wcMtgRoom
DataSvc\ass.map	DataSvc\gwsvc.map	DataSvc\nos.lib	HTML\wcMtgRoom\wcMtgRoomCallMe.htm
DataSvc\ass.pdb	DataSvc\gwsvc.pdb	DataSvc\nos.map	HTML\wcMtgRoom\wcMtgRoomEditUser.htm
DataSvc\asspb.dll	DataSvc\MasterSvc.exe	DataSvc\nos.pdb	Images\000
DataSvc\asspb.exp	DataSvc\MasterSvc.map	DataSvc\RecMerge.exe	Images\000\wcCancelSml.gif
DataSvc\asspb.lib	DataSvc\MasterSvc.pdb	DataSvc\RecMerge.map	Jenga\cexclude.tem
DataSvc\asspb.map	DataSvc\mcscapi.dll	DataSvc\RecMerge.pdb	JSlib\wcMtgRoom_tpl.js
DataSvc\asspb.pdb	DataSvc\mcscd.exe	DataSvc\SQLInstall.exe	Scripts\browertestcheck.asp
DataSvc\cgpiapi.dll	DataSvc\MPAgent.exe	DataSvc\sss.dll	Scripts\MPX.dll
DataSvc\cgpiapi.exp	DataSvc\MPAgent.map	DataSvc\sss.exp	Scripts\MPX.map
DataSvc\cgpiapi.lib	DataSvc\MPAgent.pdb	DataSvc\sss.lib	Scripts\MPX.pdb
DataSvc\cgpiapi.map	DataSvc\MPAgentExt.exe	DataSvc\sss.map	Template\HTMLStrings.tpl
DataSvc\cgpiapi.pdb	DataSvc\MPAgentExt.map	DataSvc\sss.pdb	Template\wcBanner.tpl
DataSvc\chat.dll	DataSvc\MPAgentExt.pdb	DataSvc\wcm.dll	Template\wcSchedPart.tpl
DataSvc\chat.exp	DataSvc\MPCConvert.exe	DataSvc\wcm.exp	
DataSvc\chat.lib	DataSvc\MPCConvert.map	DataSvc\wcm.lib	
DataSvc\chat.map	DataSvc\MPCConvert.pdb	DataSvc\wcm.map	
DataSvc\chat.pdb	DataSvc\MPDatSvc.exe	DataSvc\wcm.pdb	
	DataSvc\MPDatSvc.map	DataSvc\wcm.pdb	
		DataSvc\wslog.dll	

Changed Files in Release 5.3(104.1)

The following files were changed for this release:

- DataConf\jdk11\MeetingServer.cab
- DataConf\jdk11\MeetingServer.jar
- DataConf\jdk11\MeetingServer_u.cab
- DataConf\jdk11\MeetingServer_u.jar

- DataSvc\AuthFilt.dll
- DataSvc\gwsvc.exe
- DataSvc\gwsvc.exp
- DataSvc\gwsvc.lib
- DataSvc\gwsvc.map
- DataSvc\gwsvc.pdb
- DataSvc\MasterSvc.exe
- DataSvc\MasterSvc.map
- DataSvc\MasterSvc.pdb
- DataSvc\MPAgent.exe
- DataSvc\MPAgent.map
- DataSvc\MPAgent.pdb
- DataSvc\MPAgentExt.exe
- DataSvc\MPAgentExt.map
- DataSvc\MPAgentExt.pdb
- DataSvc\MPCConvert.exe
- DataSvc\MPCConvert.map
- DataSvc\MPCConvert.pdb
- HTML\ServerCapacity.htm
- HTML\ServerProcessing.htm
- Jenga\DCLServlets.jar
- Scripts\MPX.dll
- Template\porttest.tpl

Installation Notes

For step-by-step installation and upgrade information, see the [Installation and Upgrade Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

This section describes the following:

- [Software Download Site](#), page 21
- [Installation Notes for Release 5.3\(104.3\)](#), page 22
- [Determining the Software Release for Release 5.3\(104.3\)](#), page 22
- [About Cisco Unified CallManager Installation via VNC](#), page 22

Software Download Site

You may download the following software from Cisco.com:

- Upgrade-only software images—Used to upgrade from an earlier software release to a later software release of Cisco Unified MeetingPlace Web Conferencing.

To download this software, go to <http://www.cisco.com/cgi-bin/tablebuild.pl/meetingplace-webconf>

You must have an account on Cisco.com to access the Software Center.

Installation Notes for Release 5.3(104.3)



Caution

You must uncompress this patch release in an empty folder. If you uncompress this release to a folder that contains an earlier patch release, you can corrupt your Cisco Unified MeetingPlace Web Conferencing installation.

For installation instructions, see *MeetingPlace Web Patch Installation Package Steps for Deployment* at the following URL:

http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_tech_note09186a0080222631.shtml

Determining the Software Release for Release 5.3(104.3)

For Release 5.3(104.3), the correct software release displays only at the bottom of the Cisco Unified MeetingPlace Web Conferencing home page. Therefore, when users enter the meeting room, Release 5.3(104.2) displays, and when administrators access the Local Version System Information from the Administrative page, installed releases earlier than Release 5.3(104.3) display. This occurs because only a few template files were changed in Release 5.3(104.3).

For information about which files changed, see the “[New and Changed Information](#)” section on page 18

About Cisco Unified CallManager Installation via VNC

There is a known problem installing Cisco Unified CallManager remotely by using VNC on a server running IBM Director 4.11 and later releases. This problem affects initial installations and upgrades of Release 5.3 when you are installing on an IBM MCS-7835I.

To avert this issue, we strongly recommend that you do not use VNC to initially install Release 5.3 or upgrade to Release 5.3 on an IBM MCS-7835I.

For additional information, use the Bug Toolkit as indicated in the “[Caveats](#)” section on page 25 and see CSCsa39488.

Important Notes

The following sections describe particular terms of agreement that you should be aware of when configuring or using this product.

This section includes the following topics:

- [Configuration Restrictions, page 23](#)
- [Cisco Policy for Use of Third-Party Software, page 23](#)

- [Terms for Single Sign on Software Integration, page 23](#)
- [Terms of Support for Single Sign On Software Integration, page 24](#)

Configuration Restrictions

Cisco Unified MeetingPlace Web Conferencing deployments that are customized beyond the built-in configuration capabilities of the product, or beyond the documented configuration settings, procedures or instructions, are not supported by Cisco Systems. Examples of such customizations include, but are not limited to, the following: modifying web page templates, changing HTML or Javascript code, changing IIS running parameters or applying custom .asp pages or ISAPI filters, modifying SQL server configuration or authentication method, modifying Windows OS security through IPsec policies and NTFS ACL, and so on.

Cisco Policy for Use of Third-Party Software

Revised October 13, 2006

This document describes the system, end user, and other requirements for the use of the Cisco Unified MeetingPlace Web Conferencing software. The introduction of unsupported third-party products or the failure to meet Web Conferencing requirements may interfere with the operation of the Web Conferencing software, and may affect Cisco support for the product.

The following third-party software is supported on Web Conferencing servers, provided that the software is configured so as not to disrupt Cisco Unified MeetingPlace operations:

- McAfee VirusScan Enterprise versions 8.0i and later
- Microsoft Windows Terminal Services



Caution Terminal Services (WTS) is not supported for installing or upgrading Web Conferencing. If you use WTS, the installation or upgrade process may fail.

- Virtual Network Computing (VNC is supported for installing and upgrading Web Conferencing.)

Terms for Single Sign on Software Integration

- Customer Premise Equipment (CPE) customers who implement SSO software integrations on their Cisco Unified MeetingPlace Web Conferencing servers do so at their own risk and are responsible for understanding the technical implementations and feasibility of SSO integrations on their systems.
- By allowing SSO software integrations, we do not claim support for any SSO software packages or vendors.
- SSO software integrations require proper configuration of Cisco Unified MeetingPlace Web Conferencing systems through the Admin pages. If your SSO software integration requires a change in the Cisco Unified MeetingPlace Web Conferencing product source code, your SSO integration becomes an SSO customization, and we do not support customizations by either customers or any other parties.

- CPE customers who want to integrate SSO packages can contact Cisco Managed Services to obtain a Service Request to implement SSO. This service is offered as a convenience and does not change the scope of the SSO integration: this service is an integration and configuration of the Cisco Unified MeetingPlace Web Conferencing product, not a customization of the product code.
- Customers must first implement SSO software integrations on test or lab servers and verify that the integrated systems work, including Cisco Unified MeetingPlace Web Conferencing features and operations.
- Customers are responsible for ensuring stability of integrated Cisco Unified MeetingPlace Web Conferencing-SSO systems, including communicating with SSO software vendors for the following reasons:
 - To obtain necessary fixes and support
 - To troubleshoot functional problems and technical problems, including crashes triggered by the SSO package
- SSO software often includes a web-server extension, called the IIS ISAPI extension or filter. Cisco Unified MeetingPlace Web Conferencing installs and uses four IIS extensions. Any incompatibility between an SSO software extension and the Cisco Unified MeetingPlace Web Conferencing extensions can make IIS non-functional or unstable. Any crash of the SSO IIS extension can cause IIS to crash and can generate a full Cisco Unified MeetingPlace Web Conferencing outage, resulting in a full system restart, ending of in-progress meetings, and disconnecting of web-conferencing users. Any memory leak in the SSO package or module can make IIS or the whole server unstable, as well.
- Although SSO software integration is productized for the Cisco Unified MeetingPlace Web Conferencing system, any changes in overall configuration, including Cisco Unified MeetingPlace Web Conferencing upgrades and SSO package upgrades, can potentially break integrated Cisco Unified MeetingPlace Web Conferencing-SSO systems.

Terms of Support for Single Sign On Software Integration

- Customers must inform Cisco TAC that their Cisco Unified MeetingPlace Web Conferencing servers have third-party SSO packages installed and configured with Cisco Unified MeetingPlace Web Conferencing when opening a service request for Cisco Unified MeetingPlace Web Conferencing, Cisco Unified MeetingPlace for Outlook, or Cisco Unified MeetingPlace for Lotus Notes.
- Customers must be able to provide SSO integration details upon request. Inability to provide details can result in Cisco TAC not being able to proceed with service requests.
- If a service request is about troubleshooting the SSO integration, Cisco TAC can review the logs and identify if the problem is on the SSO side or the Cisco Unified MeetingPlace Web Conferencing side. If the problem is on the SSO side, information will be provided to customers, so they can further troubleshoot with their SSO vendors.
- If the service request is about troubleshooting a Cisco Unified MeetingPlace Web Conferencing problem that does not seem to be connected to the SSO integration, Cisco TAC will proceed per the normal support process. If TAC discovers that the SSO integration plays a role in the problem, information will be provided to customers, so they can further troubleshoot with their SSO vendors.
- If Cisco TAC believes the problem is triggered by an SSO package, Cisco TAC can require customers to disable the SSO package to troubleshoot further.
- Microsoft Debug Diagnostic tool, also called DebugDiag, may be required for troubleshooting IIS crashes and memory leaks to determine if these problems are produced by the SSO package.

Caveats

You can find the latest resolved caveat information for Cisco Unified MeetingPlace Web Conferencing Release 5.3(447) by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

This section includes the following topics:

- [Using Bug Toolkit, page 25](#)
- [Saving Bug Toolkit Queries, page 26](#)
- [Open Caveats, page 27](#)
- [Resolved Caveats—Release 5.3\(447\), page 28](#)
- [Resolved Caveats—Release 5.3\(333\), page 30](#)
- [Resolved Caveats—Release 5.3\(235\), page 30](#)
- [Resolved Caveats—Release 5.3\(104.3\), page 32](#)
- [Resolved Caveats—Release 5.3\(104.2\), page 33](#)
- [Resolved Caveats—Release 5.3\(104.1\), page 35](#)

Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.

Procedure

-
- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.
- To view all caveats for Cisco Unified MeetingPlace Web Conferencing, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco MeetingPlace** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco MeetingPlace**.
- Step 4** Click **Next**. The Cisco MeetingPlace search window displays.

Step 5 Choose the filters to query for caveats. You can choose any or all of the available options:

- a. Choose the Cisco MeetingPlace version:
 - Choose the major version for the major releases (such as, 5.3).
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
 - Choose the revision for more specific information; for example, choosing major version 5.3 and revision version 333 queries for release 5.3(333) caveats.
A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
- b. Choose the Features or Components to query; make your selection from the “Available” list and click Add to place your selection in the “Limit search to” list.
- c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:
 - Bug Severity level—The default specifies 1-3.
 - Bug Status Group—Check the **Fixed** check box for resolved caveats.
 - Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
 - You can save your query for future use. See the [“Saving Bug Toolkit Queries”](#) section on page 26.
-



Note For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

Procedure

Step 1 Perform your search for caveats, as described in the [“Using Bug Toolkit”](#) section on page 25.

Step 2 In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.

A new window displays.

- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
 - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



Note This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
 - **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include
 - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
 - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
 - **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.
- Step 6** To save your changes, click **Save**.
- Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

Hardware Caveats

See the documentation for your specific hardware server. Documentation for Cisco 7800 Series Media Convergence Servers can be found at the following URL:

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/tsd_products_support_series_home.html

Open Caveats

Table 7 describes possible unexpected behaviors by Cisco Unified MeetingPlace Web Conferencing Release 5.3. Only severity 1, severity 2, and select severity 3 open caveats are provided in this document, and they are listed in alphanumeric order by bug identifier. Unless otherwise noted, these caveats apply to all Cisco Unified MeetingPlace Web Conferencing 5.3 releases up to and including release 5.3(447).

**Tip**

For more information about an individual defect, click the associated Identifier in [Table 7](#) to access the online record for that defect, including workarounds.

You can find the latest resolved caveat information for Cisco Unified MeetingPlace Web Conferencing Release 5.3(447) by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tip**

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Table 7 Known Issues in Cisco Unified MeetingPlace Web Conferencing Release 5.3

Identifier	Severity	Component	Headline
CSCsc07507	2	web	Audio service crash in WM Encoder (DirectX) - quartz.dll http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc07507
CSCsd75521	1	data-conf	MPWeb gwsvc.exe crash in cgpiapi!CGPIInitCB http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd75521
CSCsd79085	1	data-conf	MPWeb gwsvc crash in cgpiapi!CGPIInitSockets http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd79085
CSCsd94864	1	data-conf	MPWeb gcc.exe crash in gccd!gccp_get_PGCCPDU_free http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd94864
CSCsd97386	2	data-conf	Running conferences keep extending after GWSVC crash http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97386
CSCsd97400	1	data-conf	TunnelingExtension becomes unresponsive, creates server outage http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd97400
CSCse02155	2	web	MPagent does not terminate some conferences http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse02155

Resolved Caveats—Release 5.3(447)

[Table 8](#) lists caveats that are resolved in Cisco Unified MeetingPlace Web Conferencing Release 5.3(447) but that may be open in previous releases. Only severity 1, severity 2, and select severity 3 resolved caveats are provided in this document, and they are listed in alphanumeric order by bug identifier. For more information about an individual defect, click or go to the URL in [Table 8](#) to access the online record for that defect.

Because defect status continually changes, be aware that [Table 8](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For more information about the Bug Toolkit, see these sections:

- [Using Bug Toolkit, page 25](#)
- [Saving Bug Toolkit Queries, page 26](#)

Table 8 *Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(447)*

Identifier	Severity	Component	Headline
CSCsc50532	2	data-conf	WCM API error: handle mismatch, RCI_Connect failed error 9 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc50532
CSCsc64651	1	web	mpweb outage due to thread locking problems http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc64651
CSCsc95122	2	web	Japanese user name corrupted in on behalf of user preview dialog http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95122
CSCsc97088	1	web	Web losing connectivity and generate severe congestion alarms. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc97088
CSCsc98371	1	data-conf	MPWeb gwsvc crash in gwsvc!AcceptedSocket::startSocket http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc98371
CSCsd39364	1	data-conf	MPWeb gwsvc crash in ass!PartyMapper::destroyAllParties http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39364
CSCsd45200	2	data-conf	Need message loop after CGPI and WCM API calls. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd45200
CSCsd54881	2	web	HTTP Tunneling broken on Windows 2003 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54881
CSCsd58605	1	data-conf	CGPIAPI crash in CGPIOSReleaseConfHandle http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58605
CSCsd67572	2	web	Unable to access Web Recording from internal web if logged in as guest http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67572

Table 8 Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(447) (continued)

Identifier	Severity	Component	Headline
CSCsd77498	1	web	MPWeb mpagent crash in MPAgent!UtilConvertUTF8CStringToBSTR+76 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd77498
CSCsd77445	1	web	MPWeb mpagent crash at C_WebParams::InitRemoteServers http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd77445
CSCsd88241	2	docs	MPWeb LDAP auth works only if all users in one container http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd88241

Resolved Caveats—Release 5.3(333)

Table 9 Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(333)

Identifier	Severity	Component	Headline
CSCsb49812	1	web	Meetingroom load with grey screen or gwsvc crash in Windows sockets http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb49812
CSCsc01537	2	web	Follow Along for Javaless client does not work http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc01537

Resolved Caveats—Release 5.3(235)

Table 10 Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(235)

Identifier	Headline
CSCsa36224	MPWeb DC slave disassociated from master servlet and could not reconnect
CSCsa61827	MPWeb - MCS OS 2000.2.6.SR7 gives Overlapped I/O in progress message
CSCsa87103	Inetinfo crash in comsvcs.dll triggered by Web Polling
CSCsa87108	Inetinfo crash in wam.dll
CSCsa97262	Dataconference server master / slave disconnection
CSCsb03155	MP Agent crash in function GenerateHTMLFromList
CSCsb03746	gwsvc crash in PartyMapper::destroyAllParties
CSCsb37025	MPAgent crash in cgpiapi when terminating conference
CSCsa32873	Powerpoint filenames with accent mark do not load in Meeting Room
CSCsa52178	SQL db corruption cause FIND meeting problems

Table 10 *Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(235)*

Identifier	Headline
CSCsa61394	MeetingPlace Audio Service leaking memory, handles and threads
CSCsa63990	User prompted for new password on the web is denied entry
CSCsa66052	User whose profile pwd expired cannot join mtg or access other features
CSCsa93586	4 second delay between voice and data in web recording
CSCsb00918	Audio in web recording playback contains slight pauses/dead-air
CSCsb25476	Cannot access attachments from attachments tab in Meeting Console
CSCsb65208	NetMeeting users showed up as participants in mtgs they've never joined
CSCsb81561	Load balancing broken, cannot assign meeting to the right server
CSCIt20786	Stale guest session leads to launching slide show with wrong conference
CSCIt21132	Browser test not detecting unsupported version of JVM
CSCIt22226	Session has expired appears after clicking cancel in MSM sched pg
CSCIt22566	Attachment Location in db blank - attachment folders created under WINNT
CSCIt22901	User whose ID contains & character unable to sched from MPOL
CSCed95973	Poll window missing buttons to create polls when username contains blank
CSCee52173	NT App log ERROR: Cannot insert NULL to column customerID
CSCsa31625	Uninstall MPWeb that used shared SQL db does not remove its ref in db
CSCsa39994	Unexpected error when deleting meeting series from Outlook
CSCsa40510	User whose NT account contains Japanese char unable to share in DC
CSCsa54050	Web agent does not recognize mpserver option keys
CSCsa71963	Webshare on Mac OS10 Safari "Click here for help" link broken
CSCsa85092	Windows performance monitor counters not working
CSCsa97632	MPWeb upgrade from 4.3 to 5.3 did not update NumSession value in registry
CSCsb07092	Browser Test does not detect IE 5.5 SP2 installed
CSCsb17304	Participant list shows username instead of FirstName LastName
CSCsb32027	Attachments added always by same user, same date
CSCsb40560	MeetingPlace Web Administration GUI reverts to default values
CSCsb43684	Change install option from BOTH Full Access to BOTH SMA-1S
CSCsb52751	Reference Center material outdated - only 4.3 but need 5.3
CSCsb64283	Duplicate strings in html code results in confusion in updating values
CSCsb82485	Meeting Console window white screen if using SUN JRE 1.4.2_03 & below
CSCsa56091	Admin unable to hide MeetingNotes from user interface
CSCsb60735	Fix misspelled words on DMZ Home Page
CSCsa71403	help@yourcompany.com in reference center is displayed and does not change
CSCsa89154	Users allowed to attempt outdial from Meeting Room when outdial has been disabled
CSCIt21666	Admin page displayed in mixed English and French

Table 10 *Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3(235)*

Identifier	Headline
CSCIt22280	Language choice must be kept after guest sign-in when attending meeting
CSCsa46919	SDK does not return common id to match User Participant and Invitee
CSCsa81932	Browser test should detect pop up blocker
CSCsa98794	CTA not working if Split DNS and only DMZ using SSL
CSCsb00832	Enhance eventlog to display clearer, more accurate SQL related errors

Resolved Caveats—Release 5.3(104.3)

Table 11 *Resolved Caveats in Cisco Unified MeetingPlace Web Conferencing Release 5.3.104.3*

Caveat	Headline
CSCsa31071	Renew recurring meetings schedule link switches from PM to AM by default
CSCsa38309	Wrong error message called in UI
CSCsa72768	Missing strings 5320 and 5243 in database
CSCsa75140	Hide 'Meeting Password' in Sched Page cause Invitee box to shift to left
CSCsa96168	MPWeb wcSchedBasic.tpl gives script error line 1815

Resolved Caveats—Release 5.3(104.2)

Table 12 *Resolved Caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3.104.2*


Caveat	Headline
CSCsa38631	<p>Slide download fails when there is a &, % or ' char in the PPT filename</p> <p>Workaround</p> <p>Note This fix requires a manual update of the URLScan.ini file if your Cisco Unified MeetingPlace Web Conferencing is installed on a Cisco MCS Server with Cisco MCS OS.</p> <p>Perform the following installation steps:</p> <ol style="list-style-type: none"> 1. Install patch Release 5.3.104.2. <p>Note Do not restart the Cisco MeetingPlace Web Conferencing service.</p> <ol style="list-style-type: none"> 2. Open the file \winnt\system32\inetrv\urlscan\URLScan.ini. 3. Locate the section [DenyUrlSequences] and delete the following two lines: <ul style="list-style-type: none"> % ; Don't allow escaping after normalization & ; Don't allow multiple CGI processes to run on a single request 4. To enable the fix, restart the Cisco MeetingPlace Web Conferencing service.
CSCsa71546	<p>Inetinfo memory leak in gzip module</p> <p>Workaround</p> <p>Note This fix requires installing Microsoft Hotfix KB831577 on your Windows 2000 server running Cisco Unified MeetingPlace Web Conferencing to correct a memory leak issue in the Microsoft IIS component. You can uninstall this Microsoft fix by using the standard Windows Add/Remove program panel.</p> <p></p> <p>Caution Do not install Microsoft Hotfix KB831477 on a Windows 2003 Server.</p> <p>Perform the following installation steps:</p> <ol style="list-style-type: none"> 1. Install patch Release 5.3.104.2. <p>Note Do not restart the Cisco MeetingPlace Web Conferencing service.</p> <ol style="list-style-type: none"> 2. Execute the file Windows2000-KB831577-x86-ENU.EXE located in the MS subfolder of this patch package. 3. To enable the fix, restart the Cisco MeetingPlace Web Conferencing service.
CSCee21618	Lower case u and NT Authentication causes script error
CSClt22112	Unexpected err/Corrupted page, after rollover mtg was scheduled &click

Table 12 **Resolved Caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3.104.2**

Caveat	Headline
CSCsa31511	Selected invitee settings not saved to server from invitees form
CSCsa33558	WebConnect - RMD report shows incorrect scheduling client after roll.
CSCsa37926	Cancel button on Calendar missing on new install of web 5.3.97
CSCsa38570	Undefined string on missing team outdial member
CSCsa39188	Error: strings.asp, Invalid string ID specified, ID=, Description () Num
CSCsa39525	Mac hosting issue
CSCsa40260	Load balancing - server load algorithm and redirection is inaccurate (fix for server > 2GB RAM)
CSCsa41354	Replication service takes long time for initial synch, att not converted
CSCsa45692	index error when trying to modify reference center
CSCsa46848	String Index: 15485 not found on muted microphone icon
CSCsa48718	permission setting problem with Java 1.5
CSCsa49699	no notification if sched recur mtg chain that went beyond max adv days
CSCsa58502	Win 2003 terminating inetinfo on shutdown because the HTTP SSL running
CSCsa60604	IIS admin not started properly after restarting MP Web Conf. service
CSCsa60744	Cannot outdial again when first outdial fails
CSCsa61382	MPAgent invalid WCM handles errors when playing back meetings
CSCsa63791	Web server DC outage - conferences do not stop at end time
CSCsa66054	Disk Full warning when adding URL attachment
CSCsa66634	WAV file not fully converting to WMA in 16bit BIT-WIDTH setting
CSCsa67306	MPAgent local memory caching for database strings access
CSCsa67567	Schedule weekdays starting on weekend gives wrong meetings
CSCsa71116	DCL zlib library leaking memory
CSCsa73808	dataconference / annotations memory management fixes
CSCsa73811	Downgrade of error in Tunnelling Extension
CSCsa73915	Ejected Webshare client part. still in conf
CSCsa74078	recmerge.exe failed with msg 'failed to find index offset'
CSCsa76308	users are sporadically removed from the meeting room
CSCee77370	mpagent crash after message Cannot unlock because thread IDs don't match
CSCsa80036	MPAgent.exe crash in event processing loop
CSCsa82763	gwsvc crash in AnnotationListManager::checkDeletedJPEGs
CSCsa85098	SQL performance problems accessing the CTA table
CSCsa85519	gwsvc crash in ShadowDesktop::drawBitmapData
CSCsa86074	DCT120 internal error - dataconf master scheduler stop (additional log only)
CSCsa87083	MPAgent crash in DC participant cleanup when system is stopping
CSCsa87253	Replication service (mpdatSvc) crash
CSCsa87255	gwsvc crash in VGPSHadowDesktop::drawVGPScreenData

Table 12 Resolved Caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3.104.2

Caveat	Headline
CSCsa87256	Services not restarted after 5 failures to sched DCL meeting
CSCsa88890	Missing string #6954
CSCsa89802	Server busy message - Session cannot complete lock because of timeout

Resolved Caveats—Release 5.3(104.1)

Table 13 Resolved Caveats for Cisco Unified MeetingPlace Web Conferencing Release 5.3.104.1

Caveat	Headline
CSClt23132	Guest users unable to see presentation slides if permission changed to
CSCsa38429	end-user with participant privilege downloads all slides in LS meeting
CSCsa42586	Medium thread settings runs 50 threads in mpagent instead of 60
CSCsa38944	# of DC users tracked globally by the MPAgent perfmon counter
CSCsa40260	Load balancing - server load algorithm is inaccurate
CSCsa41451	nameless hung clients reported in large meeting
CSCsa39221	# of DC users counter not in sync with MT information
CSCsa42044	Access denied specific message when server is at capacity
CSCsa42017	annotations not displayed when presenter selects view shared app mode
CSCsa43972	Web session info not deleted from SQL db - performance problem
CSCsa42311	Tunneling extension data send errors downgraded
CSCsa45666	CleanOutOldSession routine spins when session limit reached
CSCsa39535	possible memory leak in mpagent
CSCsa33562	WebConnect is invoked on a Subject line conflict (17 characters max)
CSCsa36224	MPWeb DC slave disassociated from master servlet and could not reconnect
CSCsa52530	MP web, OL 5.3 on MCS - inetinfo app exception at memory 0x014b888e
CSCsa62983	Missing support for NetMeeting
CSCsa49314	Can not convert time Error when try to schedule MP meeting/Web/Outlook
CSCsa38591	Cannot join reservationless meeting on external server
CSCsa38219	New install (5.3.100 and 104) fails to register MPAgent
CSCsa61605	Slides are generated with same resolution in High and Normal setting

Troubleshooting

For Cisco Unified MeetingPlace Web Conferencing Release 5.3 troubleshooting information, see the Troubleshooting chapter in the relevant guides:

- [Configuration Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3.
- [Installation and Upgrade Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Unified MeetingPlace Web Conferencing Release 5.3 documentation suite was released. It also describes major changes in the documentation set.

- [For All Releases, page 36](#)
- [Documentation Updates for Release 5.3\(447\), page 36](#)
- [Documentation Updates for Release 5.3\(333\), page 37](#)

For All Releases

Disable Silence Removal

Added October 28, 2008

When playing back a Cisco Unified MeetingPlace data and audio recording, the audio is clipped and generally not in sync with the presentation. The audio pauses and then rapidly catches up to the time counter while the audio portion is playing back. There is no pause for the data playback. Audio recording playback by itself is unaffected from the web playback and .wav download works fine. This problem is caused by silence removal.

Use the **setsilrem -disable** command on the Audio Server CLI to disable silence removal.

CPU Spikes When Running Services

Added August 10, 2009

Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

Documentation Updates for Release 5.3(447)

Change in Documentation Organization

All installation, configuration, and troubleshooting information was previously documented in the *Administrator's Guide* for Cisco MeetingPlace Web Conferencing Release 5.3. This information is now separated into two different guides:

- The [Installation and Upgrade Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3 includes information pertaining to installing the Cisco MCS Unified Application Server software and the Cisco Unified MeetingPlace Web Conferencing Release 5.3 software. This includes installation instructions for various deployments, including segmented meeting access and load balancing deployments.
- The [Configuration Guide](#) for Cisco Unified MeetingPlace Web Conferencing Release 5.3 includes information pertaining to configuring and maintaining the Cisco Unified MeetingPlace Web Conferencing Release 5.3 system.

Documentation Updates for Release 5.3(333)

Updated Administrator's Guide

The *Administrator's Guide* for Cisco Unified MeetingPlace Web Conferencing Release 5.3 now includes information about all releases of Cisco Unified MeetingPlace Web Conferencing Release 5.3. In this guide, the convention Release 5.3 refers to all releases of the software product. When prerequisites or restrictions apply, the specific release and build number are identified.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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