



Installation and Deployment

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Use of Forward Proxies in Your System

We do not recommend the use of intervening networking elements such as forward proxies between the client software (running on user desktops) and back-end system servers. We recommend you minimize such elements, because each intervening network element can introduce network latencies. Latency results in a poor user experience for aspects of Cisco Webex meetings, including Webex Video, Voice Connection using computer, and screen sharing. Intervening elements can also affect the contents of each networking packet in unpredictable ways that could break these features.

If your end users experience these issues, remove the intervening networking elements from your system. Check to see whether the problems are resolved.



Note Using forward proxies can interfere with quality-of-service (QoS) features.

Performance Considerations

Proxies should not change the network traffic or add latencies into the overall flow of data in the system.

The forwarding proxy should have less than 10 ms latency for processing packets. Forwarding proxies that check the packet content may not be able to process packets in under 10 ms. Latency affects the audio, video, and data-sharing quality of the meeting experience for users. It may also affect the throughput between clients and servers, because of the longer round trip time (RTT).

Functionality

- If caching mechanisms (such as cookie caching) are used in the forward proxy, then that may break the functionality of your system. In this situation, we suggest you disable caching, although this may impact the performance of the forwarding proxy.
- User-level authentication should be turned off at forward proxies.
- If the connection between the forward proxy and the Cisco Webex Meetings Server system can bypass the Internet Reverse Proxy (for "internal" users). In this scenario, the forward proxy must allow the system to *redirect* HTTPS connections between the virtual machines, each of which has its own HTTPS URL. This redirection is not visible to the forward proxy if the Cisco Webex Meetings Server Internet Reverse Proxy is between the proxy and the internal virtual machines.

Supported Proxies

- HTTP
- SOCKS v4



Note SOCKS v5 is not supported

Use of Reverse Proxies in Your System

Only the Internet Reverse Proxy provided with Cisco Webex Meetings Server is supported. The Internet Reverse Proxy provided with this product is optimized for handling real-time web, audio, and data-sharing traffic from external users joining meetings from the Internet.

Internet Reverse Proxies or web load balancers supplied by other vendors, are not supported.

Auto-Deployment Fails with `error.deploy_summary.353`

Problem The user receives the following error during auto-deployment:

```
Error: error.deploy_summary.353 = The image used to deploy the
virtual machines may be corrupted. Please obtain a new copy of
the OVA file and deploy all the virtual machines again.
```

Possible Cause The previously downloaded OVA is corrupted.

- **Solution** Ensure that the OVA downloaded from Cisco contains the correct checksum.
- **Solution** Ensure that the datastore is available and not actively running any applications.
- **Solution** Ensure that there are no visible storage alarms in VMware vCenter.

Auto-Deployment Fails with error.deploy_summary.363 or error.deploy_summary.365

Problem You receive one of the following two error messages: Auto-Deployment Fails for error.deploy_summary.363 or Auto-Deployment Fails for error.deploy_summary.365.

Possible Cause You cannot deploy to the selected virtual machine.

Solution Click **Start Over** to restart the deployment.

Deployment Fails with an "Unsupported Configuration" Error

Problem Cisco Webex Meetings Server system deployment fails with an "Unsupported Configuration" error.

Possible Cause Check the CPU and memory reservations for the virtual machines on the host server. Confirm that there are no other virtual machines on the host server other than the supported Cisco Webex Meetings Server virtual machines.

Possible Cause The hardware or storage might have issues resulting in the calibration test failure.

Solution Ensure that the hardware and storage capacity meet the required specifications for Cisco Webex Meetings Server. For more information, see the *Cisco Webex Meetings Server Planning Guide and System Requirements* at <http://www.cisco.com/c/en/us/support/conferencing/webex-meetings-server/products-installation-and-configuration-guides-list.html>.

The End User Download Page is Broken After Completing an Update

Problem End users are not able to access download page.

Possible Cause Static resources are cached to enhance the performance of web pages. Javascript files might be cached where the Javascript files are loaded from the local machine instead from the server. Alternately, end users might be using an older version of their web browser.

Solution Have users clear their browser cache and try re-accessing the download page. Ensure that they are using supported browser versions.

Invalid Passphrase URL Error

Problem The "Invalid Passphrase" message can appear because the URL was entered incorrectly. Rebooting the primary or secondary Admin virtual machine during a deployment, or changing the deployment URL can also cause this error.

Solution If the error is a result of the Admin virtual machine reboot, delete the Admin virtual machine in the vCenter and restart the deployment from the beginning.

Solution If other virtual machines were connected during the deployment, you must also delete those virtual machines and redeploy them.

Unable to Install Cisco Webex Meetings Server

Problem Unable to install Cisco Webex Meetings Server on a virtual machine.

Possible Cause Your version of VMware ESXi is not supported.

Solution Ensure that you are using a supported version of VMware ESXi. For more information, see the planning guide for your release of Cisco Webex Meetings Server.

The System Displays a Pre-check Error During an Update or Upgrade

Problem During an update or upgrade, the Administration page displays an error indicating that the pre-check failed and the process fails.

Problem When an administrator is asked to confirm an Update or an Upgrade, the process does not continue. The system displays the same page, asking you to confirm the update or the upgrade.

Possible Cause The system caches static resources to enhance the performance of web pages. The data in the cache might be incorrect.

Solution Clear the browser cache and re-try the process.