



Servers

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SMTP Sends Delivery Failure Replies

Problem A user sends an email to an administrator and the system sends a reply to notify them that their message is undeliverable.

Possible Cause This issue can occur if the administrator password contains a special character, such as ^, &, *, (), _, +, or \.

Solution To resolve this issue, administrators must ensure that their passwords do not contain unsupported characters.

Users Are Seeing NTP Alerts

Problem An NTP alert appears at the top of the page, after the user logs in.

Possible Cause The NTP provisioned times on each virtual machine are out of sync by three or more minutes.

1. **Solution** Wait to see whether the message clears after the times are synced.
2. **Solution** Confirm that ESXi hosts are configured with the correct DNS information and can reach the NTP host. For more information, see your VMware vSphere documentation.
3. **Solution** Confirm that the NTP Server is configured on the host (**Configuration > Time Configuration**).
4. **Solution** Confirm that NTP services are running.
5. **Solution** Ensure that Startup policy is set to start and stop with the host (**Configuration > Time Configuration > Properties > Option > General**).

The Storage Server Is Not Backing up the System or the Recordings

Problem Your storage server is not backing up your system or the meeting recordings.

Possible Cause Your storage server cannot connect with the virtual machines on your system.

Solution Use VMware vSphere to configure your firewall settings. Refer to the "Networking Changes Required For Your Deployment" section in the *Cisco Webex Meetings Server Planning Guide* at <http://www.cisco.com/c/en/us/support/conferencing/webex-meetings-server/products-installation-and-configuration-guides-list.html> for more information.

Possible Cause Storage server down. There is no connectivity to the server.

Solution Verify that the storage server is accessible from outside of Cisco Webex Meetings Server. Verify that the storage server is powered on. Verify that there is network connectivity to the storage server. Determine whether mount/access is possible from a non-Cisco Webex Meetings Server machine. Ensure that your storage server is not full.

Repeated Kernel Errors Appear in the Syslog

Problem VMware does not support virtualized drive cache for the virtual disks that CWMS uses. When you configure CWMS to automatically report syslog errors, to a remote syslog server, each server in a CWMS cluster reports the messages every few minutes.

Problem kernel: sd 2:0:2:0: [sdc] Assuming drive cache: write through, kernel: sd 2:0:3:0: [sdd] Assuming drive cache: write through

Problem The system generates one of these messages for each disk, on each server, in the deployment. The errors also appear in the messages logged on the virtual machine.

Possible Cause CWMS checks to see whether some volumes are resized. When the Linux kernel tries to configure the maximum performance parameters, it detects that caching is not available, logs the issue, and the process continues.

Solution This is expected behavior. No action is required.

The CWMS System Fails to Boot up after an Update or Upgrade

Problem When you update or upgrade the CWMS system and attempt a restart, the system does not boot up.

Possible Cause This issue can occur if DNS entries are missing or changed.

Solution Shutdown **guest** on all virtual machines. Correct the DNS entries and power on the servers.