



CHAPTER 1

Troubleshooting Issues for Cisco Unified Conferencing for TelePresence

Revised: June 22, 2007, OL-11752-01

Topics in this section include:

- [How to Troubleshoot Access Issues: Passwords, page 1-1](#)
- [How to Troubleshoot Access Issues: User Authentication, page 1-3](#)
- [How to Troubleshoot Access Issues: Web Pages, page 1-4](#)
- [How to Troubleshoot Scheduling Issues, page 1-4](#)

How to Troubleshoot Access Issues: Passwords

- [Recovering the root Password, page 1-1](#)
- [Recovering the mpxadmin Password, page 1-2](#)
- [Recovering the admin Password for the Administration Center, page 1-2](#)

Recovering the root Password

Procedure

- Step 1** Reboot the server.
- Step 2** Press the spacebar within three seconds of seeing the word **GRUB** and Cisco Unified Communications display on the screen.
- Step 3** Highlight the third entry that begins with **kernel** by using the arrow keys.
- Step 4** Press **e** to edit the entry.
- Step 5** Press the space bar once to enter a space; then, enter **single** at the end of the entry.
- Step 6** Press **Enter** to return the previous screen. The third entry now includes the word *single*.
- Step 7** Press **b** to continue rebooting the server.
- Step 8** Enter the following command: `/root/.security/unimmunize.sh`
- Step 9** Enter `passwd root`.

Step 10 Enter a new password. The password displays as a series of asterisks.



Note Ignore any messages that say the password you entered is bad.

Step 11 Re-enter the password.

Step 12 Enter the following command: `/root/.security/immunize.sh`

Step 13 Enter **reboot**.

The server reboots and operating system login page displays.

Step 14 Log in as root by entering the password you set in [Step 10](#).

The operating system desktop displays.

Recovering the mpxadmin Password

Procedure

Step 1 Log in as root.

Step 2 Right-click the desktop and choose **New Terminal**.

Step 3 Enter the following command: `/root/.security/unimmunize.sh`

Step 4 Enter `passwd mpxadmin`.

Step 5 Enter a new password. The password displays as a series of asterisks.



Note Ignore any messages that say the password you entered is bad.

Step 6 Re-enter the password.

Step 7 Enter the following command: `/root/.security/immunize.sh`

Step 8 Click **RedHat > Network Services** on the desktop.

Step 9 Click **Log out**.

Recovering the admin Password for the Administration Center

Procedure

Step 1 Log in as mpxadmin.

Step 2 Right-click the desktop and choose **New Terminal**.

Step 3 Enter the following command, where *newpassword* is the password for admin: `userutil -p admin newpassword`

Step 4 Click **RedHat > Network Services** on the desktop.

Step 5 Click **Log out**.

How to Troubleshoot Access Issues: User Authentication

- [Troubleshooting a Failed LDAP Log On Attempt, page 1-3](#)
- [Obtaining the System Information Capture Log, page 1-3](#)

Troubleshooting a Failed LDAP Log On Attempt

If end-users cannot log in to Cisco Unified Conferencing for TelePresence to schedule meetings by using Microsoft Outlook, check these settings.

Procedure

- Step 1** Check the following Cisco Unified Conferencing for TelePresence log for the name of the user and any authentication errors: `/opt/cisco/meetingplace_telepresence/tomcat/current/logs/mpt_sys.out`
- Step 2** Reset the password for the user in Cisco Unified Communications Manager or Cisco Unified Conferencing for TelePresence database, depending on which one authenticates the user.
- Step 3** Proceed to the [“Obtaining the System Information Capture Log” section on page 1-3](#) if the problem continues.
-

Obtaining the System Information Capture Log

Procedure

- Step 1** Log in to the Administration Center.
- Step 2** Click **Services > Logs > View System Information Capture**.
- Step 3** Enter the information into the form, including the approximate time you tried to log in.
- Step 4** Enter **10** in the Log capture window field.
- Step 5** Click **View Logs**.
- Step 6** Click **OK**.
- Step 7** Click **Export to File** to save the log.
- Step 8** Send the saved log file to Cisco TAC.
-

How to Troubleshoot Access Issues: Web Pages

Complete the following procedure if you cannot access Cisco Unified Conferencing for TelePresence web pages.

Procedure

- Step 1** Log in to the CLI.
 - Step 2** Enter the following command: `sudo mpx_sys status`
 - Step 3** Verify that all services are running.
-

How to Troubleshoot Scheduling Issues

Complete the following procedure if scheduling fails.

Procedure

- Step 1** Log in to the CLI.
 - Step 2** Check the following Cisco Unified Conferencing for TelePresence log for errors:
`/var/mp/mculogger/mculogger.out`
 - Step 3** Ensure that the MCU is online.
 - Step 4** Verify that schedule requests can be satisfied by the number of installed licenses and port capacity of hardware.
-