Troubleshooting Integration with Cisco WebEx

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Where to Find Cisco WebEx Documentation

You can find Cisco WebEx documentation for both system administrators and end-users on your WebEx site.

Before You Begin
You must have administrator privileges to access the administrator documentation.

Procedure

- **Step 1** Log in to your WebEx site.
- **Step 2** Select the appropriate WebEx Center, such as Meeting Center or Sales Center, from the tabs on the top of the page.
- **Step 3** On the left navigation bar, select Support > User Guides.
Error Messages

Error Message  Hostname ‘host_name’ cannot be found. Please make sure that you provide the hostname only (without the domain).

Explanation  User has provided incorrect WebEx site hostname or user has provided FQDN of the WebEx site instead of the hostname.

Recommended Action  Make sure that you provide the correct hostname and hostname only (without the domain). Note that in MeetingPlace-managed deployments the hostname is case-sensitive.

Error Message  Cisco WebEx site administration user is 1 Provided site it invalid (user does not exist, is inactive, or is not a Webex Site administrator)

Explanation  The following situations may exist:
- Provided user does not exist on the Cisco WebEx site
- Provided user does not have admin privileges
- Provided user is locked/inactive
- AS service is down

Recommended Action  Make sure that the user exists on the Cisco WebEx site, that the user has Site Administrator privileges and that the profile is not locked.

Note  If the user is still getting the same error message, it is possible that the root cause is that the AS service is down and needs to be restarted.

Error Message  Incorrect Cisco WebEx site administration

Explanation  Incorrect password has been provided for the given user

Recommended Action  Make sure that the password is correct.

Error Message  No phone numbers configured. Please add phone numbers in the Access Information section

Explanation  User has not added phone numbers in Access Information section

Recommended Action  Make sure that at least one entry (phone number + label) is provided in the Access Information section
Error Message  Warning: MeetingPlace access info phone numbers you provided are incompatible with WebEx recordings. Therefore end-users will be unable to record meetings. For more information about compatible MeetingPlace teleconference numbers please refer to the MeetingPlace documentation.

Explanation  None of the access phone numbers satisfy the country code restriction – this typically means that neither one of the phone numbers is in the U.S. or the U.K.

Recommended Action  Make sure that at least one of the numbers is in the U.S. or the U.K. or change the country-code restrictions on the Cisco WebEx site, so that phone numbers with other country-codes can be accepted for Network Based Recording (NBR).

Error Message  Warning: Cisco WebEx site needs to be configured for the system to function properly

Explanation  This warning is displayed when the user accesses the Cisco WebEx Site Configuration page because either the initial attempt to configure the Cisco WebEx site failed, or the user is accessing the Cisco WebEx site configuration page on a migrated system for the first time.

Recommended Action  Make sure that all errors are resolved and the attempt to configure the Cisco WebEx site is successful. On a migrated system, even though the credentials are copied over, the user still needs to at least add a phone number and configure the Cisco WebEx Site.

Error Message  Failed to connect to the WebEx Site. Please check network connectivity from the active Meeting Director node to the WebEx site and ensure that the WebEx site is operational.

Explanation  The Cisco WebEx site is down or there are network connectivity issues between the Active Meeting Director node and the Cisco WebEx site.

Recommended Action  Complete the following:

1. Make sure that all relevant services on the Cisco WebEx site are operational
2. Make sure that you can ping the Cisco WebEx site from the Active Meeting Director node
3. If not, check if the configured DNS server is correct
4. If the DNS server is correct, it is likely that a proxy configuration is required. Return to the Cisco WebEx Site Configuration page and configure the SOCKS proxy server.

Error Message  Invalid response from WebEx Site. Your WebEx site might be using an older XML API version or is on an older release train. Please contact your Account Team to ensure that your WebEx Site has been upgraded to the latest version before proceeding.

Explanation  Either the Cisco WebEx Site is on an older release train or the Cisco WebEx Site is using an older XML API version.

Recommended Action  Make sure that the Cisco WebEx Site is using WebEx Business Suite (WBS) 27 SP27 or later and WebEx XML API Release 5.7 or later.
Error Message: Invalid response from WebEx Site. One reason for this could be an incorrect administrator password.

Explanation: You may see this error message if the Cisco WebEx site is using an older (but still supported) version and the admin password is incorrect.

Recommended Action: This problem has been corrected in the latest Cisco WebEx version. The correct error message is displayed when the issue is an incorrect admin password.

Error Message: SSO Error -1

Explanation: This message indicates that there is a problem with the Cisco Unified MeetingPlace administrator profile on the Cisco WebEx site. Several settings on this Cisco WebEx profile need to exactly match those in the preconfigured Admin Profile on Cisco Unified MeetingPlace.

Common mistakes:
- The email address of the Cisco Unified MeetingPlace administrator profile is not unique among all email addresses in Cisco WebEx user profiles (including deactivated users). An email address conflict may occur when a system administrator enters an email address for the admin profile, but that system administrator also has a separate user profile which uses the same email address. This can easily occur when Cisco Unified MeetingPlace user profiles are created via Directory Service, because the email addresses come from Cisco Unified Communications Manager.
- Someone modified the Username or the Profile number of the Admin Profile on Cisco Unified MeetingPlace, so that they no longer match those in the Cisco Unified MeetingPlace administrator profile on the Cisco WebEx site.

Recommended Action: Make sure that the Cisco Unified MeetingPlace administrator profile is correctly set up on the Cisco WebEx site.

We recommend that you use a unique email alias for the Email address of the Cisco Unified MeetingPlace Admin Profile.

Related Topics:
- Modifying Your Cisco WebEx Site Administrator Account
- Configuring Directory Service on MeetingPlace-Scheduled and Audio-Only Deployments


Explanation: This message may display in the tspp log file when you are trying to start a meeting because the connection is down.

Recommended Action: Use tspp.py -a on each Meeting Director node to check that the adapters are connected to the TSPP. The following is a sample output:

```
MD server.company.com connected
CWA server.company.com connected
MD server.company.com connected
CWA server.company.com connected
```

There must be an entry starting with CWA in order for you to start a Cisco WebEx meeting on that node. If one is not present, the output will say “NOT connected”.

For the most recent version of this content, see the individual guides on cisco.com.
If the CWA is not connected for a particular node, check why the adapter is not connecting.
- Is the entire node down?
- Is the adapter on that node down?
- Is the WebEx site configured?
- Is there a network path between the leaf node and the Meeting Director node? WebEx adapters connect to port 10443 on the Meeting Director node.
- Is there a handshake problem between the TSPP and the adapter? For example, you may see the following in the TSPP log:

```
Exception while communicating with WEBEX_ADAPTER-server3.company.com:38201
javax.net.ssl.SSLHandshakeException: SSL handshake failed.
```
This indicates that there is a problem synchronizing the certificates between the nodes.

**Note**
- Meeting Directory entries refer to a connection from the Meeting Director to the TSPP. You should only expect two entries in total.
- The tspp.py works on Meeting Director nodes only. It does not work on leaf nodes.

## User Profile Synchronization Errors

The following table describes the possible error codes that you may see when synchronizing profiles between Cisco WebEx and Cisco Unified MeetingPlace.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-20</td>
<td>There is an error updating the profile into Cisco Unified MeetingPlace after setting the user to inactive state.</td>
</tr>
<tr>
<td>-21</td>
<td>There is an error updating the profile into Cisco Unified MeetingPlace.</td>
</tr>
<tr>
<td>-22</td>
<td>There is an error updating the profile into Cisco Unified MeetingPlace; the username did not meet the length requirements for Cisco Unified MeetingPlace.</td>
</tr>
<tr>
<td>-23</td>
<td>There is an error updating the profile into Cisco Unified MeetingPlace; the user type is either an administrator or attendant profile.</td>
</tr>
<tr>
<td>-24</td>
<td>There is an error adding the profile into Cisco Unified MeetingPlace.</td>
</tr>
<tr>
<td>-25</td>
<td>There is an error adding the profile into Cisco Unified MeetingPlace; the username did not meet the length requirements for Cisco Unified MeetingPlace.</td>
</tr>
<tr>
<td>-26</td>
<td>There is an error in synchronizing the user profile into Cisco Unified MeetingPlace; there is an exception in getting the user profile.</td>
</tr>
</tbody>
</table>

## How to Resolve Problems with the Telephony (TSP) Connection

- Checking the Telephony (TSP) Connection Status, page 6
- Cisco WebEx Telephony (TSP) Connection is Down, page 7

For the most recent version of this content, see the individual guides on cisco.com.
Checking the Telephony (TSP) Connection Status

**WebEx-Scheduling Deployment**
If your deployment is configured for WebEx-scheduling, you can check the status of TSP connections on the Nodes page of the Cisco Unified MeetingPlace Administration Center (Topology Management > Nodes). A problem with the connection to the primary TSP is indicated as a warning in the Operational Status column of the Primary Meeting Director node. Similarly, a problem with the connection between the secondary Meeting Director node’s TSPP and secondary TSP is indicated as a warning next to the Secondary Meeting Director node.

You can also check the status of the connections to the TSP and the WebEx adapters on the leaf nodes by doing the following:

From the Application Server console of the Meeting Director node, type `tspp.py -t`.

Following is an example of what you will see on the primary Meeting Director node:

```
ON_PREMISE_TSP 192.0.2.165:7677 connected
PRIMARY_TSP 192.0.2.232:443 NOT connected
```

In this example, the connection to the primary TSP is down while the connection to the local TSP is up. To check the status of the connection to the secondary TSP use the same `tspp.py -t` script on the backup Meeting Director node.

If you have a single node WebEx-scheduling deployment, you will see both the primary and secondary TSPs listed. The internal TSP is always listed. However this information is only relevant for deployments that have a WebEx node.

**MeetingPlace-Scheduling Deployment**
If your deployment is configured for MeetingPlace-scheduling, complete the following task to check the telephony connection status.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Sign in to the Cisco Unified MeetingPlace Administration Center.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Check that the Cisco WebEx Adapter is running.</td>
</tr>
<tr>
<td></td>
<td>a. Select <strong>Services &gt; System Status</strong>.</td>
</tr>
<tr>
<td></td>
<td>b. Select <strong>View Status</strong>.</td>
</tr>
<tr>
<td></td>
<td>c. See if this text appears in the output:</td>
</tr>
<tr>
<td></td>
<td>MeetingPlace CiscoWebEx Adaptor is running...</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>If the system status output does <strong>not</strong> include the previous text, restart the Cisco WebEx Adapter.</td>
</tr>
<tr>
<td><strong>Caution</strong></td>
<td>Completing these steps will cause the system to drop all Cisco WebEx meetings that are active.</td>
</tr>
<tr>
<td></td>
<td>a. Sign in to the Cisco Unified MeetingPlace Administration Center.</td>
</tr>
<tr>
<td></td>
<td>b. Select <strong>System Configuration &gt; Cisco WebEx Configuration &gt; Cisco WebEx Site and Server</strong>.</td>
</tr>
<tr>
<td></td>
<td>c. Select <strong>Restart Cisco WebEx Adapter</strong>.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>View the system log messages regarding the Cisco WebEx telephony (TSP) connection.</td>
</tr>
<tr>
<td></td>
<td>a. Select <strong>Services &gt; Logs &gt; View System Logs</strong>.</td>
</tr>
</tbody>
</table>

For the most recent version of this content, see the individual guides on cisco.com.
b. Set the fields as follows:
   - **Severity level** — information.
   - **Start date** and **End date** — Include the day when the issue occurred, and check the check boxes.
   - **Module** — 0, and check the check box.
   - **Unit** — 0, and check the check box.

c. Select **View Logs**.

d. Check the output for messages indicating that the connections to primary, secondary, or both TSP servers were established or lost.

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**Related Topics**
- [How to Resolve Problems with the Telephony (TSP) Connection, page 5](#)

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**Cisco WebEx Telephony (TSP) Connection is Down**

**Problem** Cisco WebEx telephony connection is down.

**Possible Cause** The telephony connection is lost because the time difference between Cisco Unified MeetingPlace and Cisco WebEx is greater than three minutes.

**Recommended Action** Make sure that you configure the Cisco Unified MeetingPlace Application Server to use Network Time Protocol (NTP). You typically configure NTP during the installation of Cisco Unified MeetingPlace. You can also use the `net` command to configure NTP on the Application Server.

If you install the Cisco WebEx Node, then the Application Server is automatically configured to use the Cisco WebEx Node as the NTP server, and the Cisco WebEx Node time is automatically synchronized with the Cisco WebEx site.

As a temporary workaround, you can use the `date` command to manually set the time of the Cisco Unified MeetingPlace Application Server to match the Cisco WebEx authentication server time.

**Possible Cause** If your deployment is configured for MeetingPlace-scheduling, the Cisco WebEx certificate expired, or a new certificate was created but not yet uploaded.

**Recommended Action** If your deployment is configured for MeetingPlace-scheduling, create and upload a new Cisco WebEx certificate.

**Possible Cause** If your deployment is configured for MeetingPlace-scheduling, the Cisco WebEx TSP adapter hostname was not configured to match the Cisco Unified MeetingPlace Application Server hostname.

**Recommended Action** Ask your Cisco WebEx administrator to verify the Cisco WebEx TSP adapter hostname configuration.

**Related Topics**
- [Checking the Telephony (TSP) Connection Status, page 6](#)
- [Creating and Uploading the Cisco WebEx Certificate](#)
How to Resolve End-User Problems

- User Cannot Find MeetingPlace Configuration Settings on the Cisco WebEx Site, page 8
- User Not Redirected to Cisco WebEx Site After Signing In, page 9
- Users Receive Extra Email Notifications from Cisco WebEx, page 9
- Users See “Error Scheduling Meeting” While Joining Meetings, page 9
- Users Cannot Dial Out From Cisco WebEx Web Meetings—No Line Available, page 10
- Users Cannot Dial Out From Cisco WebEx Web Meeting—There Was an Error Attempting to Communicate with the Telephony Bridge, page 10
- Cisco WebEx Web Meeting Phone Control Features Do Not Work, page 12
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- Scheduling Failures with “Named Host” Cisco WebEx Site, page 20
- Chat, Participant List, or Other Features Do Not Appear in the Cisco WebEx Web Meeting Room, page 20
- A Few Users Are Dropped From a Cisco WebEx Meeting, page 21
- Users Cannot Update Their Phone Numbers from the My WebEx Page, page 21

Note
Also see the “How to Resolve Recording Problems for Cisco WebEx Web Meetings” section on page 22.

User Cannot Find MeetingPlace Configuration Settings on the Cisco WebEx Site

Problem  Where can I find MeetingPlace settings information on the Cisco WebEx site?

Solution  You cannot change MeetingPlace values from the Cisco WebEx site. However, if your deployment is configured for WebEx scheduling, you can view the MeetingPlace values by accessing the MeetingPlace Integration Settings window from the Cisco WebEx Site Administration page (Site Settings > View Cisco Unified MeetingPlace Integration Settings).
User Not Redirected to Cisco WebEx Site After Signing In

This topic applies only to deployments that are configured for WebEx-scheduling with MeetingPlace-driven user management.

**Problem** After the user signs in through the Cisco Unified MeetingPlace Application Server, the web browser does not automatically go to the Cisco WebEx site.

**Solution** Make sure that the user profile meets these requirements:

- The user profile must contain a **First name** and **Last name**.
- The user profile must contain an **Email address** that is:
  - 64 characters or less
  - Unique among user email addresses on the Cisco WebEx site.
- The **Main phone number** and **Alternate phone number** fields must be 32 characters or less.

**Related Topics**

- Directory Service User Profile Configuration
- Restrictions for Integrating MeetingPlace-Scheduling Deployments with Cisco WebEx

Users Receive Extra Email Notifications from Cisco WebEx

This topic applies to deployments configured for MeetingPlace-managed.

**Problem** Users receive email notifications from both Cisco Unified MeetingPlace and Cisco WebEx.

**Solution** In the Cisco WebEx Site Administration Site Settings, make sure that you set Meeting email reminders to **Off**.

Users See “Error Scheduling Meeting” While Joining Meetings

This topic applies to deployments configured for MeetingPlace-managed.

**Problem** Users see this error message while trying to join a meeting: “Error scheduling meeting.”

**Solution** Make sure that you uncheck the following check boxes in the Cisco WebEx Site Settings:

- All meetings must have a password
- Require strong passwords for meetings

**Related Topics**

- Integrating MeetingPlace-Scheduling Deployments with Cisco WebEx
Users Cannot Dial Out From Cisco WebEx Web Meetings—No Line Available

**Problem** When users try to dial out from Cisco WebEx web meetings, this message appears: “No line available. Please try again.”

**Possible Cause** The Guest Profile in Cisco Unified MeetingPlace is configured to restrict dial-out calls. Dial-out privileges from the Cisco WebEx site are determined by the Cisco Unified MeetingPlace guest profile, not by individual user profiles.

**Recommended Action** If your system is configured for MeetingPlace-scheduling, set the Can dial out field to **Yes** in the guest profile. For details, see Enabling or Disabling Dial-Out Calls for WebEx-Scheduling Deployments.

**Possible Cause** The phone number entered may not be in a format that is recognized by your call-control system.

**Recommended Action** (MeetingPlace-scheduling) Make sure that the phone number entered uses the same format that you would use to call the phone number from an office phone. For example, if you only need to dial the last four digits to reach other office phones, enter only four digits for an office phone. Similarly, if you enter your personal cell phone number, you might need to include a 9 and the complete phone number with area code.

**Recommended Action** (WebEx-scheduling) The target number from outdials that are enabled through TSP messaging is presented to Cisco Unified Communications Manager (CUCM) in the E.164 format (+country code followed by 10-digit phone number). To enable dialing extensions, create a dial rule to route internal numbers on CUCM.

**Related Topics**
- Users Cannot Dial Out From Cisco WebEx Web Meeting—There Was an Error Attempting to Communicate with the Telephony Bridge, page 10
- Configuring Access Information for WebEx-Scheduling Deployments

Users Cannot Dial Out From Cisco WebEx Web Meeting—There Was an Error Attempting to Communicate with the Telephony Bridge

**Problem** Users cannot dial out from Cisco WebEx web meetings. When they try to do so, this message appears: “There was an error attempting to communicate with the telephony bridge.” Instructions for dialing in to the voice meeting also appear.

**Possible Cause** The telephony connection was lost because the time difference between the Cisco Unified MeetingPlace Application Server and the Cisco WebEx authentication server was greater than three minutes; this causes authentication to fail between Cisco Unified MeetingPlace and Cisco WebEx.

**Recommended Action** If your deployment is configured for WebEx-scheduling, you can check the status of TSP connections on the Nodes page of the Cisco Unified MeetingPlace Administration Center (Topology Management > Nodes) then follow the steps in the “Checking the Telephony
(TSP) Connection Status” section on page 6.

**Recommended Action**  Make sure that you configure the Cisco Unified MeetingPlace Application Server to use Network Time Protocol (NTP). You typically configure NTP during the installation of Cisco Unified MeetingPlace. You can also use the `net` command to configure NTP on the Application Server.

If you install the Cisco WebEx Node, then the Application Server is automatically configured to use the Cisco WebEx Node as the NTP server, and the Cisco WebEx Node time is automatically synchronized with the Cisco WebEx site.

**Recommended Action**  As a temporary workaround, you can use the `date` command to manually set the time of the Cisco Unified MeetingPlace Application Server to match the Cisco WebEx authentication server time.

**Recommended Action**  As a temporary workaround, users can follow the displayed instructions to dial in to the meeting, but note that the web meeting room does not associate the audio events of dial-in users with the web meeting participant names.

**Possible Cause**  Your Cisco WebEx site is not configured to support dial-out calls.

**Recommended Action**  Contact your Cisco WebEx administrator to make sure that only the call-back teleconferencing setting is enabled for your Cisco WebEx site. If the setting is changed, then you need to restart the Cisco Unified MeetingPlace Web Server.

**Recommended Action**  Contact your Cisco WebEx administrator to make sure that these settings are enabled for your Cisco WebEx site:
- Call-in teleconferencing
- Call-back teleconferencing
- Global call-back teleconferencing

**Note**  Global call-back teleconferencing is only required if you use international calling. If your deployment is configured for MeetingPlace-scheduling, ask your Cisco WebEx Super Admin to set the site for call in only then to restart the Web Server after changing the site setting.

**Possible Cause**  (For deployments that include the Cisco WebEx Node) The Application Server Link is not configured properly on the Cisco WebEx Node, or you updated the Application Server Link but did not restart the link or meeting services on the Cisco WebEx Node.

**Recommended Action**  Complete the process in Configuring the Application Server Link on the Cisco WebEx Node.
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How to Resolve End-User Problems

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Possible Cause   (WebEx-scheduling) Some possible causes in WebEx-scheduling deployments are: the connection between the target node and the TSPP is down, there is no license installed and there is already one active meeting, or there is no node available to host the meeting due to overcapacity, or node failure.

Recommended Action   For connection issues, see the “Checking the Telephony (TSP) Connection Status” section on page 6. For licensing and system capacity information, see the System Requirements for Cisco Unified MeetingPlace at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_device_support_tables_list.html.

Related Topics

• Users Cannot Dial Out From Cisco WebEx Web Meetings—No Line Available, page 10

Cisco WebEx Web Meeting Phone Control Features Do Not Work

Problem   These options in the Cisco WebEx web meeting do not work:

• Mute and unmute
• Lock and unlock the audio conference
• Invite by phone

Possible Cause   The telephony connection between Cisco Unified MeetingPlace and Cisco WebEx was lost or the connection between the TSPP on the primary Meeting Directory and the WebEx adapter on the node hosting the meeting went down. To verify, check the telephony connection status.

Recommended Action   Try the solutions provided for when the telephony connection is down.

Related Topics

• Checking the Telephony (TSP) Connection Status, page 6
• Cisco WebEx Telephony (TSP) Connection is Down, page 7

Cisco WebEx Web Meeting Does Not Correctly Display Speaker or User Status

Note   Speaker messages in TSPP and the WebEx adapter are not logged in Release 8.6.

Problem   The Cisco WebEx web meeting does not correctly display who is speaking or when users join the audio conference.

Possible Cause   The telephony connection between Cisco Unified MeetingPlace and Cisco WebEx or between TSPP and the WebEx adapter was lost. To verify, check the telephony connection status.

Recommended Action   Try the solutions provided for when the telephony connection is down.
Related Topics

- Checking the Telephony (TSP) Connection Status, page 6
- Cisco WebEx Telephony (TSP) Connection is Down, page 7

Duplicate Entries Appear in the Cisco WebEx Participant List

Problem The Cisco WebEx meeting participant list displays duplicate entries instead of a single entry to represent both the audio and web presence for a user.

Possible Cause The WebEx TSP failover occurred during the meeting and the meeting state was recovered.

Recommended Action Have the user join the audio meeting by initiating the dial-out call using one of these methods:
  - When prompted upon joining the web meeting.
  - From the web meeting room, select Audio > Join Teleconference.

Otherwise, the following limitations apply:
  - Dial-in calls are not associated with web meeting participant names.
  - Cisco WebEx treats all audio meeting participants as guest users, including the meeting host. Therefore, when the system dials out to users because the host joins a continuous meeting that is set up to call all invitees when the first person joins or the host presses #3 to dial out to other uses, any users who are already in the web meeting will see a duplicate entry in the Participant list, instead of a single entry which represents both the audio and web presence for the user.

User Cannot Schedule or Join Cisco WebEx Web Meetings

Note This topic applies to deployments configured for MeetingPlace-managed.

Problem A user cannot schedule meetings or cannot join meetings. Various misleading error messages may appear, including the following:

- Example error messages that may appear while trying to schedule meetings:
  - Error: The email address is invalid
  - Error:[12445] Error creating new User

- Example error messages that may appear while trying to join meetings:
  - The XML page cannot be displayed
  - Only one top level element is allowed in an XML document

Possible Cause The Username contains one or more special characters, which are not supported, such as such as !@#$%^&().

Recommended Action Remove any special characters from the Username. Make sure that you notify the user of the new Username.
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How to Resolve End-User Problems

For the most recent version of this content, see the individual guides on cisco.com.

Related Topics

- Field Reference: Add User Group Page and Edit User Group Page Editing a User Profile
- Restrictions for Integrating MeetingPlace-Scheduling Deployments with Cisco WebEx
- Users See “Error Scheduling Meeting” While Joining Meetings, page 9
- User Cannot Sign In or Join Cisco WebEx Web Meetings, page 16
- Users Cannot Join Cisco WebEx Meeting—Page Not Found, page 16
- Users Cannot Join Cisco WebEx Meeting—You Are No Longer Connected to the Meeting, page 18

User Cannot Schedule or Join Cisco WebEx Meetings—Cisco Unity Connection Integration

Note

This topic applies only if Cisco Unified MeetingPlace is integrated with Cisco Unity Connection.

Problem

When the user attempts to schedule or join a Cisco WebEx meeting, one of the following messages appears:

- Error: Cisco Unified MeetingPlace profile number <number> is in use
- Error: [12445] Error creating new User

Possible Cause

The Alias field in the Cisco Unity Connection user account was modified. The Alias field must match the following:

- Username in the Cisco WebEx user account
- User ID in the Cisco Unified MeetingPlace user profile

Recommended Action

Undo the change to the Alias field in the Cisco Unity Connection user account.

Recommended Action

If you need to keep the Alias field change in the Cisco Unity Connection user account, then complete the following procedure to:

- Properly deactivate the existing Cisco WebEx user profile.
- Create a new Cisco WebEx user profile with a username that matches the new Alias field in the Cisco Unity Connection user account.

Procedure

Step 1  Sign in to http://site-name.webex.com/admin.
Step 2  Select Edit User List.
Step 3  Find and select the relevant user profile.
Step 4  Write down the values in the following user account fields:
  - Cisco Unified MeetingPlace profile number
  - Email
Step 5  Change the values in those fields to meaningless values, such as the following:
  - Cisco Unified MeetingPlace profile number—Example: 00009999
• Email—Example: used@nodomain.com

**Step 6** Select **Update** to save the changes to the fields.

**Step 7** Select **Deactivate**.

How you proceed depends on whether your Cisco WebEx site was provisioned for Directory integration.

**Step 8** (Cisco WebEx site is *not* provisioned for Directory integration) Complete the following steps:

a. Select **Add User**.

b. Configure the following fields:
   - **User name**—Enter the new value of the Alias field in the Cisco Unity Connection user account.
   - **Cisco Unified MeetingPlace profile number**—Enter the value that you wrote down in **Step 4**.
   - **Email**—Enter the value that you wrote down in **Step 4**.

c. Sign in to the Cisco Unified MeetingPlace Administration Center.

d. Edit the following fields in the existing Cisco Unified MeetingPlace user profile to match what you entered in the new Cisco WebEx user profile.
   - User ID
   - Profile number
   - Email address

**Step 9** (Cisco WebEx site is provisioned for Directory integration) Create the user profile by *updating* the following fields in the existing Cisco Unified Communications Manager user profile:

• User ID (UserId)

• Telephone Number (PhoneNumber)—by default, this is used as the Cisco Unified MeetingPlace profile number. You may, however, have configured a different method of assigning profile numbers to Directory Service users.

• Mail ID (EmailAddress)

The Cisco Unified MeetingPlace Directory Service feature will import the user profile changes into Cisco Unified MeetingPlace, and when the user next signs in to Cisco WebEx or launches a Cisco WebEx meeting, the Cisco WebEx directory integration will import the updated Cisco Unified MeetingPlace user profile to Cisco WebEx as a *new* user profile.

**Related Topics**

• Integrating with Cisco Unity Connection

• Field Reference: Add User Group Page and Edit User Group Page Editing a User Profile

• Assigning Profile Numbers to Directory Service Users

User Cannot Sign In or Join Cisco WebEx Web Meetings

Problem A user cannot sign in to the Cisco WebEx site or join Cisco WebEx web meetings.

Possible Cause (WebEx-managed deployment) The user profile uses the same email address as that of a deactivated Cisco WebEx user. This can occur if an employee leaves and then rejoins the organization, or if an old unused email address is reused by a new employee.

Email addresses must be unique on the Cisco WebEx site, even among deactivated users. When the user attempts to sign in or join a Cisco WebEx meeting, the email address is considered to be in use.

Recommended Action Manually activate and update the Cisco WebEx user profile, making sure that it contains the same Username and Email address from the corresponding Cisco Unified MeetingPlace user profile. Then have the user schedule and join a Cisco WebEx meeting, which will cause all the other user profile settings to synchronize automatically.

Related Topics
- Users Cannot Join Cisco WebEx Meeting—Page Not Found, page 16
- Users Cannot Join Cisco WebEx Meeting—You Are No Longer Connected to the Meeting, page 18
- Users Cannot Join Meetings—Web Browsers Remain in Waiting State, page 19
- User Cannot Sign In and Sees an SSO Protocol Error Message, page 20

Users Cannot Join Cisco WebEx Meeting—Page Not Found

Problem Users cannot join meetings and see the page-not-found HTTP error.

Recommended Action Check for and correct any network failures among the various servers and sites required for Cisco WebEx integration. See the “Verifying Network Connectivity for Cisco WebEx Integration” section on page 16.

Recommended Action (MeetingPlace-managed deployment) Make sure that the Cisco Unified MeetingPlace Gateway for WebEx Service is running on the Web Server. See the “Verifying That the Cisco Unified MeetingPlace Gateway for WebEx Service is Running” section on page 18.

Verifying Network Connectivity for Cisco WebEx Integration

Use this procedure to test for any network failures among the various servers and sites that are required for Cisco WebEx integration.

If your deployment does not include the Cisco WebEx Node or the Cisco Unified MeetingPlace Web Server, then skip the steps that do not apply.

If you cannot successfully reach something by fully qualified domain name (FQDN), but you can reach it by IP address, then you may have a Domain Name System (DNS) issue.

Procedure

Step 1 Check the status of the Cisco WebEx Node.

Step 2 From a web browser on the Application Server:

   a. Make sure that you can reach the Cisco WebEx site by FQDN.
b. Make sure that you can reach the Cisco WebEx Node by FQDN.

If your network uses a proxy, then make sure that the connection settings for the browser are configured accordingly.

**Step 3** From a web browser on the *internal* Web Server:

a. Make sure that you can reach the Cisco WebEx site by FQDN.

b. Make sure that you can reach the Cisco WebEx Node by FQDN.

**Step 4** From a web browser on the *external* Web Server, make sure that you can reach the Cisco WebEx site by FQDN.

**Step 5** From web browsers on client computers:

a. Make sure that you can reach the Cisco WebEx site by FQDN.

b. Make sure that you can reach the Cisco WebEx Node by FQDN.

You may need users from various networks to do these tests for you. Make sure that you test connections across proxy servers and firewalls.

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**Related Topics**

- Checking the Status of the Cisco WebEx Node, page 17
- Users Cannot Join Cisco WebEx Meeting—Page Not Found, page 16

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**Checking the Status of the Cisco WebEx Node**

**Procedure**

**Step 1** Sign in to the CLI of the Cisco WebEx Node.

**Step 2** Enter the `show webex status` command.

**Step 3** Verify that the server passes the connectivity tests to the Application Server and to the Cisco WebEx URL.

```
Testing connectivity to Application Server (172.27.196.112) ... PASS!
Testing connectivity to Cisco WebEx URL (10.100.14.13) ... PASS!
```

**Step 4** Verify that all services are running.

If not, then enter the `service webex restart` command.

**Step 5** Verify that the configuration is correct.

---

**Related Topics**

- Using the Command-Line Interface (CLI) on the Cisco WebEx Node for MCS
- Verifying Network Connectivity for Cisco WebEx Integration, page 16
Verifying That the Cisco Unified MeetingPlace Gateway for WebEx Service is Running

Note: This topic applies to deployments configured for MeetingPlace-managed.

Procedure

Step 1 Go to the Windows Start menu on the Web Server.
Step 2 Select Settings > Control Panel > Administrative Tools > Services.
Step 3 Find Cisco Unified MeetingPlace Gateway for WebEx.
Step 4 If it is not running, then restart the Cisco Unified MeetingPlace Web Master Service.

Related Topics
- Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service
- Verifying Network Connectivity for Cisco WebEx Integration, page 16
- Troubleshooting Integration with Cisco WebEx

Users Cannot Join Cisco WebEx Meeting—You Are No Longer Connected to the Meeting

Note: This topic applies to deployments which include the Cisco WebEx Node.

Problem Users cannot join Cisco WebEx meetings and see a pop-up window that says, “You are no longer connected to the meeting. Automatically reconnecting...”

Solution

Step 1 Verify that a browser on the client computer can reach the fully qualified domain name (FQDN) of the Cisco WebEx Node.
You may need a proxy on the client machine.
Step 2 Enter service webex status to check the Cisco WebEx Node services.

Related Topics
- Checking the Status of the Cisco WebEx Node, page 17
- Using the Command-Line Interface (CLI) on the Cisco WebEx Node for MCS
### Host or Alternate Host Cannot Start the Cisco WebEx Web Meeting

**Note** This topic applies to deployments configured for MeetingPlace-managed.

**Problem** The host or alternate host cannot start or join the Cisco WebEx web meeting.

**Possible Cause** The user profile of the host or alternate host contains a non-unique email address. Email addresses must be unique on the Cisco WebEx site, even among deactivated users.

**Recommended Action** Complete the following task:

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Find the Email address in the user profile of the user who has this problem.
3. Sign in to the Cisco WebEx Site Administration.
4. Search the Cisco WebEx user accounts by email address.
5. Change the email addresses in the Cisco WebEx accounts so that each one is unique.
6. For active Cisco WebEx users, make sure that the user ID and email address match the Username and Email address, respectively, in the corresponding Cisco Unified MeetingPlace user profile.
7. Have the user schedule and join a Cisco WebEx web meeting, which will cause all the other user profile settings to synchronize automatically.

### Users Cannot Join Meetings—Web Browsers Remain in Waiting State

**Note** This topic applies to deployments configured for MeetingPlace-managed.

**Problem** Users cannot open the web meeting room. Web browsers remain in a waiting state and may display a flickering icon.

**Possible Cause** The system is trying to connect to the Cisco WebEx Node, but the Cisco WebEx Node is down or is not part of your deployment.

**Recommended Action** If your deployment does not include the Cisco WebEx Node, then make sure that you set the Deployment includes Cisco WebEx Node field to No on the Cisco WebEx Site and Server page of the Administration Center.

**Recommended Action** If your deployment includes the Cisco WebEx Node, then complete the “Checking the Status of the Cisco WebEx Node” section on page 17.
User Cannot Sign In and Sees an SSO Protocol Error Message

**Problem** A user cannot sign in to the Cisco WebEx site and sees the “SSO protocol error (1)” error message.

**Solution** Make sure that the SSO configuration in the Cisco WebEx Site Administration includes a valid URL for the default Cisco WebEx target page.

**Problem** (MeetingPlace-managed deployment) User account is locked.

**Solution** Unlock the account through the Cisco WebEx Site Administration page.

**Problem** (MeetingPlace-managed deployment) User account is deactivated.

**Solution** Reactivate the account through the Cisco WebEx Site Administration page.

**Problem** (MeetingPlace-managed deployment) Account creation or update failed.

**Solution** Check to see if there is already an account with the same username or email address.

**Related Topics**
- Creating and Uploading the Cisco WebEx Certificate

Scheduling Failures with “Named Host” Cisco WebEx Site

**Problem** Cannot schedule Cisco WebEx web meetings on a named host Cisco WebEx site.

**Possible Cause** You may have reached the limit on Cisco WebEx licenses for the site.

**Recommended Action** Get more Cisco WebEx licenses. Contact your Cisco WebEx customer service manager or account manager.

Chat, Participant List, or Other Features Do Not Appear in the Cisco WebEx Web Meeting Room

**Problem** Users do not see the chat, participant list, or other features in the Cisco WebEx web meeting room.

**Possible Cause** The session type being used does not enable the features as expected by the user. Users may get confused if they are allowed to use multiple session types which have significantly different features enabled, because the meeting rooms may seem to intermittently exclude certain features.

**Recommended Action** Set the web meeting room features to appear as your users would expect or want them to appear. To avoid confusing your users, we recommend that you keep the meeting room features as consistent as possible across session types.

**Step 1**

- Go to the Cisco WebEx Site Administration:
  - Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
  - Select the Cisco WebEx Site Administration URL link.
c. Sign in if prompted:
   – Enter the **Username** of your Cisco Unified MeetingPlace system administrator user profile.
   – Enter the **Cisco WebEx site administration password** that was provided by your Cisco WebEx administrator.

**Step 2** Select **Session Type List**.

**Step 3** Select the session type entry under the Session Code column.

**Step 4** Set the web meeting room features to appear as your users would expect or want them to appear.

For example, if your users are accustomed to seeing the **Chat** and **Participant list** features in the web meeting room, then enable those features in all session types:

a. Check the check box for the feature.

b. Select **Open** under Default Behavior.

**Step 5** Select **Update**.

**Step 6** Repeat Step 2 through Step 5 for each session type that you want to modify.

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**Related Topics**
- Configuring Who Can Start and Stop Recording from the Web Meeting Room

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**A Few Users Are Dropped From a Cisco WebEx Meeting**

**Problem** A few users were dropped from the Cisco WebEx meeting, but others maintained their connection.

**Solution** Ask those users who lost their connection to either wait while Cisco WebEx tries to automatically reconnect them or to close their meeting room window and rejoin the web conference. If the problem persists, complete the following checks:

- (MeetingPlace-managed deployment) If the participant was using a remote access service, like Shiva, to connect to the company LAN, determine if an inactivity timeout disconnected them from the Cisco Unified MeetingPlace Web Server. To avoid the inactivity timeout, users should periodically issue keyboard or mouse button commands; mouse movements are not registered as activity.
- If accessing through a Virtual Private Network (VPN), make sure the security policy is deactivated.

**Users Cannot Update Their Phone Numbers from the My WebEx Page**

**Note** This task applies to systems configured for MeetingPlace-driven user management.
Problem  Users try to update their phone numbers from their My WebEx sites (My Audio > Edit Cisco Unified MeetingPlace Profile). Instead of updating the phone number the system provides the following error message:

Error: The main phone number contains invalid character or is too long.

Possible Cause  The phone number was configured with a plus sign (+) when it was entered on the Cisco Unified MeetingPlace profile page. This could have been due to a manual entry or when the profile was received from Active Directory or Cisco Unified Communications Manager. Users are unable to save changes they make from their My WebEx sites until the plus sign is removed.

Recommended Action  Remove the plus sign from the phone number. Administrators can edit a user profile from the Administration Center by navigating to User Configuration > User Profiles. End-users can remove the plus sign themselves from their My WebEx site.

How to Resolve System Administrator Sign-In Problems

- System Administrator Cannot Sign In to Cisco WebEx Site Administration, page 22
- How to Resolve Recording Problems for Cisco WebEx Web Meetings, page 22

System Administrator Cannot Sign In to Cisco WebEx Site Administration

Problem  A Cisco Unified MeetingPlace system administrator cannot sign in to the Cisco WebEx Site Administration.

For example, if the system administrator signs in to the Cisco Unified MeetingPlace Administration Center and selects one of the Cisco WebEx Site Administration URL links, a “user account update failed” or a “user privilege update failed” error might appear.

Possible Cause  The Type of user field in the Cisco Unified MeetingPlace user profile was previously set to End user. After signing in to Cisco WebEx as an end user, the Type of user field was changed to System administrator.

Recommended Action  An existing Cisco WebEx site administrator must sign in to the Cisco WebEx Site Administration and manually change the Account Type of the user to “site administrator.”

How to Resolve Recording Problems for Cisco WebEx Web Meetings

- No Audio in Cisco WebEx Recordings, page 23
- Recordings for External Cisco WebEx Meetings Do Not Work, page 23
- Cannot Record Any Cisco WebEx Meetings, page 23
- A User Cannot Start Recording an External Cisco WebEx Meeting, page 24
- Users Cannot Start Recording a Cisco WebEx Meeting—Cannot Connect, page 25
- WebEx Meeting Manager: Options for Starting the Meeting Recording are Grayed Out, page 25
- WebEx Recorder Setup: Cisco WebEx User is Asked Where to Record Meeting, page 25

For the most recent version of this content, see the individual guides on cisco.com.
No Audio in Cisco WebEx Recordings

**Problem**  Recording playback does not play back any audio from the meeting. Users only hear the MeetingPlace prompts that were played during the meeting. The system is configured for MeetingPlace-managed.

**Solution**  When configuring the Cisco WebEx audio recorder, make sure that you set the Profile PIN to be at least six digits. Setting the Profile PIN to less than six digits may result in the system failing to record the audio component of the meeting.

**Related Topics**
- Configuring the Audio Recorder for MeetingPlace-Scheduling Deployments

Recordings for External Cisco WebEx Meetings Do Not Work

*Note*  This task applies to systems configured for MeetingPlace-managed.

**Possible Cause**  The PIN used by Cisco WebEx to log in to Cisco Unified MeetingPlace meetings for the purpose of recording the meeting has expired. PINs for all Cisco Unified MeetingPlace user accounts expire after 6 months. There is no way to change a user account (even an automated user like “recorder”) to not have a PIN that expires.

**Recommended Action**  Reset the PIN after it expires by completing the following procedure:

1. **Step 1**  Sign in to Cisco Unified MeetingPlace as profiled user 0002 (with user name “recorder”). The system prompts you to change your PIN.
2. **Step 2**  Change your PIN to something like 87654321.
3. **Step 3**  Use the Change Profile Settings menu to change the PIN back to 12345678.
4. **Step 4**  Verify that you can log in to user 0002’s account by phone with PIN 12345678. Recording for external meetings should now work.

Cannot Record Any Cisco WebEx Meetings

*Note*  This task applies to systems configured for MeetingPlace-managed.
Troubleshooting Integration with Cisco WebEx

How to Resolve Recording Problems for Cisco WebEx Web Meetings

Problem  Cannot initiate meeting recordings from any Cisco WebEx web meeting that uses Cisco Unified MeetingPlace audio conferencing.

Solution  Reset the Profile number and Profile PIN of the Recorder Profile. If that is not successful, complete the following task:

Step 1  Schedule a test meeting.
Step 2  Join the web meeting.
Step 3  Select the Info tab in the WebEx Meeting Manager window.
Step 4  Write down the Cisco Unified MeetingPlace meeting ID.
Step 5  Sign in to the Cisco Unified MeetingPlace Application Server CLI.
Step 6  Enter this command to troubleshoot calls in real time:

```
eventlog -t
```

Step 7  From the web meeting, start the meeting recording.
Step 8  Look for the meeting ID in the log output to see if this occurs:

- Cisco Unified MeetingPlace receives a call from the Cisco WebEx NBR.
- Cisco WebEx NBR joins the Cisco Unified MeetingPlace audio conference.

If these do not occur, open a case with Cisco WebEx.

Related Topics

- Configuring the Audio Recorder for MeetingPlace-Scheduling Deployments

A User Cannot Start Recording an External Cisco WebEx Meeting

Problem  Cannot start the Cisco WebEx recorder.

Possible Cause  (MeetingPlace-managed deployment) There is no recorded name for the preconfigured “recorder” user profile, or the recorder profile is otherwise not configured properly. If this is the case, then Cisco WebEx Network-Based Recording (NBR) cannot join the audio meeting. Users would see an error in the recording panel about a minute after trying to start recording.

Recommended Action  Make sure that the recorder user profile has a recorded name and is configured properly.

Possible Cause  (WebEx-managed deployment) None of the access numbers are configured to be compliant with the NBR.

Recommended Action  Make sure that at least one access number is based in the United States or United Kingdom.
Troubleshooting Integration with Cisco WebEx

How to Resolve Recording Problems for Cisco WebEx Web Meetings

For the most recent version of this content, see the individual guides on cisco.com.

Related Topics

- Configuring the Audio Recorder for MeetingPlace-Scheduling Deployments
- Configuring Access Information for WebEx-Scheduling Deployments

Users Cannot Start Recording a Cisco WebEx Meeting—Cannot Connect

Problem Users cannot start recording a Cisco WebEx meeting and see a message that says, “Cannot connect to the recording service.”

Recommended Action Enter `service appserver status` to check the Application Server Link on the Cisco WebEx Node. The output should report the Network File System (NFS) as healthy.

Recommended Action (MeetingPlace-managed deployment) Make sure that the users have recording privileges.

Related Topics

- Configuring the Application Server Link on the Cisco WebEx Node
- Configuring Who Can Start and Stop Recording from the Web Meeting Room

WebEx Meeting Manager: Options for Starting the Meeting Recording are Grayed Out

Problem The `Record this meeting` link and the `Meeting > Start Recording` option are grayed out in the WebEx Meeting Manager window.

Recommended Action Only the host can initiate the meeting recording. The current host must initiate the meeting recording or pass the host role to the meeting participant who wants to record the meeting.

Recommended Action Meeting recordings are not supported for internal meetings that are scheduled from Cisco WebEx.

Recommended Action Make sure that the user has recording privileges. See Configuring Who Can Start and Stop Recording from the Web Meeting Room.

Recommended Action Contact your Cisco WebEx Customer Support Representative for further assistance. The Cisco WebEx site hosting the meeting might not be configured to enable recording.

WebEx Recorder Setup: Cisco WebEx User is Asked Where to Record Meeting

Problem When a user tries to start recording a meeting, the WebEx Recorder Setup window displays “Where do you want to record this meeting?”

Solution Network-Based Recording is not the default recorder. When you select Record Meeting from the Cisco WebEx meeting room, make sure that you select Use network-based recording service and check Set as default setting.
Cisco WebEx Meeting Recordings Contain Music and Voice Prompts

**Problem** Cisco WebEx meeting recordings contain waiting room music, voice prompts, and user attendance and departure announcements.

**Solution** This is expected behavior. Cisco WebEx Network-Based Recording (NBR) does not discriminate what audio it records. Waiting room music will be recorded if Cisco WebEx NBR is the first to join a Cisco Unified MeetingPlace voice meeting or joins before the organizer does.

Cannot Find Cisco WebEx Meeting Recordings

**Problem** Cannot find the recorded meeting files.

**Solution** (MeetingPlace-managed deployment) The synchronized audio and web (.arf) files typically become available for download later than the unsynchronized recording files. Wait an hour or so and then check for the .arf recording files.

Additional References for Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx

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**Note** This module does not apply to deployments in which users schedule meetings from the Cisco WebEx site. For information about Cisco WebEx integration deployments, see the Planning Guide for Cisco Unified MeetingPlace at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_implementation_design_guides_list.html.
For the most recent version of this content, see the individual guides on cisco.com.
Additional References for Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx

For the most recent version of this content, see the individual guides on cisco.com.