



General Troubleshooting Tips for the Cisco Unified MeetingPlace Express System

This chapter contains the following troubleshooting topics:

- [About Swapping Out a Disk Drive, page 5-1](#)
- [File Locations, page 5-2](#)

After reviewing this chapter, if you still have problems with Cisco Unified MeetingPlace Express, contact Cisco TAC. See the [“Obtaining Technical Assistance” section on page vi](#) for information on contacting Cisco TAC.

About Swapping Out a Disk Drive

This section describes how to swap out a hard-disk drive on your Cisco MCS server. Each Cisco MCS server has multiple hard-disk drives so it is possible to continue using the Cisco Unified MeetingPlace Express system if a hard-disk drive fails. However, there will be no redundancy and if the system goes down, you can lose your operating system, application, and data.

Before You Begin

- Step 1** Determine the model number of your Cisco MCS server.
 - Step 2** Determine which hard-disk drive on your Cisco MCS server has failed.
 - Step 3** Order the replacement hard-disk drive. The replacement hard-disk drive must be the same model as the one it is replacing.
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Swapping Out a Disk Drive on a Cisco MCS 7825

All versions of the Cisco MCS 7825 have front-accessible, simple-swap SATA (Serial Advanced Technology Attachment) hard-disk drives. The SATA hard-disk drives are accessible through openings in the front bezel of the server. If a hard-disk drive fails, schedule server downtime, power down the server, and replace the failed SATA drive by removing it (each drive is equipped with a front latch that positively mates the drive to the server) and replacing it with an unconfigured spare hard-disk drive.

Follow these steps to change the disk:

Procedure

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- Step 1** Turn off the server and all peripheral devices.
 - Step 2** Disconnect the power cord and all external cables.
 - Step 3** Remove the bad hard-disk drive.
 - Step 4** Insert the new hard-disk drive.
 - Step 5** Connect the power cord and all external cables.
 - Step 6** Turn on the power.
 - Step 7** Reinstall the Cisco Unified MeetingPlace Express operating system and restore the application and your data from a backup.
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Swapping Out a Disk Drive on a Cisco MCS 7835 or Cisco MCS 7845

All versions of the Cisco MCS 7835 and the Cisco MCS 7845 support up to six Small Computer System Interface (SCSI) hot-plug hard drives (or five hot-plug hard drives and one hot-plug tape drive) that are configured using RAID 1. These are hot-swappable SCSI drives, so you can change them without powering down the server.

Follow these steps to change a hard-disk drive if it fails:

Procedure

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- Step 1** Remove the bad hard-disk drive.



Note You do not need to turn off the power on your system.

- Step 2** Insert the new hard-disk drive.
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The system automatically synchronizes the new disk with no interruption.

File Locations

System administrators use several files. [Table 5-1](#) lists the locations of several common files.

Table 5-1 File Locations

Location	Description
/lat/bin	Contains most of the executable files
/var/mp	Contains most of the stderr and stdout files
/opt/cisco/meetingplace_express/application/logs	Contains most of the logs

Table 5-1 *File Locations*

Location	Description
/opt/cisco/meetingplace_express/application/versions	Contains a directory for each version installed
/opt/cisco/meetingplace_express/uninstaller	Contains the uninstall script
/opt/cisco/meetingplace_express/database/db-maintenance	Contains the backup, archive, and restore database scripts

