Configure and Troubleshoot MeetingApps for File Sharing

Contents

Introduction

This document describes the step-by-step process to configure and troubleshoot MeetingApp for File sharing on Cisco Meeting Server (CMS).

Contributed by Vikas Kumar, Sateesh Katukam, Aviral Pal, Cisco TAC Engineers.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Understanding of CMS API for meetingapps configuration
- Cisco Meeting Server version 3.5 and later

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

- MeetingApp service has been introduced to support file sharing from version 3.5 Web App

,meeting participants can share files in the meeting.

- MeetingApps service must be configured in stand alone Meeting Server node and no other services must be running on this node,MeetingApps can be configured on DMZ network for external users and internal also depending upon the requirement.
- MeetingApps service must be deployed in the DMZ network for external users to share files and must be assigned public IP and firewall ports must be opened on DMZ for public access. The MeetingApps service can be configured on a Meeting Server 1000 or Meeting Server on VM deployments.
- Only a signed-in web app user with appropriate permissions can share files in a meeting.
- File sharing supports a maximum of 5 files with a size limit of 10MB each at a time.
- The shared file is available for download only during the meeting. Participants joining after a meeting has started can only view or download the files that are shared after they joined the meeting.
- exe files cannot be shared.
- MeetingApps services cannot be configured on a Meeting Server 2000.
- File share feature does not work if your cluster has a Meeting Server 2000 deployment.

Network Diagram
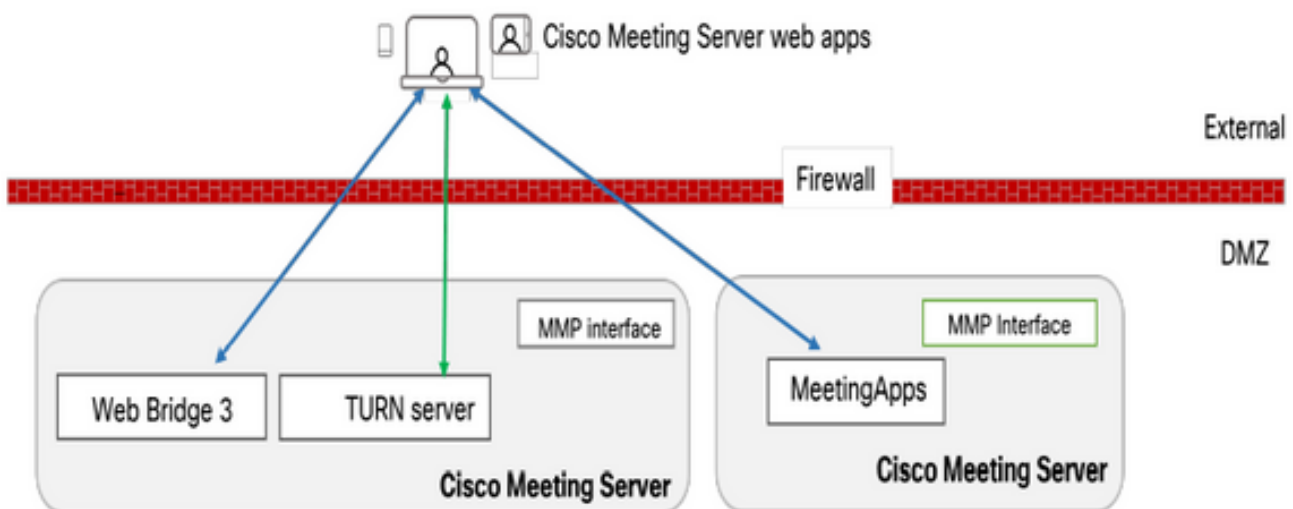
Web Bridges in your environment must be configured to talk to MeetingApps in order to upload or download the files shared in the meeting.

Configure

Follow these steps to configure:

1. SSH into the MMP and log in.

2. Configure the interface and port used by MeetingApps to communicate using the command

   meetingapps https listen <interface> <port>

```
cms.lab.local> meetingapps https listen a 8443
```

3. Configure the certificate key pair for the MeetingApps using the command

meetingapps https certs <key-file> <crt-fullchain-file>

```
cms.lab.local> meetingapps https certs cms_csr_005056BD020C.pem CAbundle.crt
```

4. Generate the secret key using the command:
meetingapps gensecret

Copy the generated key to later configure the Web Bridge (at Step 7). Everytime the command is executed, a new secret key is generated and Web Bridge must be configured with the new key.

```
cms.lab.local> meetingapps gensecret
4prTW5BlIJyIV45iDfdIZZj19CuZynvZCt6P5kLJB8SWujht6ykpMPpOHqvOl3mYXs1Qys4DsmsyKDZC
ChvDkxWH8lcxUzheiogRdrDCblEp77rETKlPeRulcXOOE63jH2GNVOMB0fAE27CLmB5dzKoHLQpZZVQs
bdtJ3eXNt2tBuhJnhAhXzTCmcbJMOkTXu3EVYg2SqxwfESxrc8j3ZoV2fgdRFw5qM93yVEfsUfYG4gz8
NMNK6Jc8T3FdrXq5
```

5. Enable the MeetingApps service using the command
meetingapps enable

```
cms.lab.local> meetingapps enable
SUCCESS: HTTPS Key and certificate pair match
SUCCESS: HTTPS full chain of certificates verifies correctly
SUCCESS: meetingapps enabled
```

6. Before configuring the Web Bridge to connect to MeetingApps, all the Web Bridges must be disabled using the command

webbridge3 disable

```
cms.lab.local> webbridge3 disable
```

7. All the Web Bridges in your setup need to communicate with the MeetingApps to upload or download files shared in the meeting. Configure the Web Bridge to connect to the MeetingApps using the command

webbridge3 meetingapps add <hostname> <port> <secretkey>

```
cms.lab.local> webbridge3 meetingapp add 10.106.84.xx 8443 cvsghdybsnsow
```

8. Enable all the Web Bridges using the command
webbridge3 enable

9. Sharing files in a meeting : API parameter **fileReceiveAllowed** (true|false) has been introduced to enable or disable the file share at the callProfile level or Call level.

Set **fileReceivedAllowed** to **true** in callProfile and assign to cospace or system level.

participantLimit	☐	1000	- present
locked	☐	true ⌄	- present
recordingMode	☐	<unset> ⌄	
streamingMode	☐	<unset> ⌄	
passcodeMode	☐	<unset> ⌄	
passcodeTimeout	☐		
gatewayAudioCallOptimization	☐	<unset> ⌄	
lyncConferenceMode	☐	<unset> ⌄	
lockMode	☐	needsActivation ⌄	- present
sipRecorderUri	☐		
sipStreamerUri	☐		
muteBehavior	☐	<unset> ⌄	
messageBannerText	☐		
chatAllowed	☐	<unset> ⌄	
raiseHandEnabled	☐	<unset> ⌄	
notesAllowed	☐	<unset> ⌄	
captionsAllowed	☐	<unset> ⌄	
backgroundBlurAllowed	☐	<unset> ⌄	
fileReceiveAllowed	☑	false ⌄	

Modify

10. File Upload Allowed : API parameter **fileUploadAllowed** (true|false) has been introduced to enable user to allow share file or not in thecallLegProfile

Set **fileUploadAllowed** to **true** in callLegProfile and assign to cospace or system level.

needsActivation	☐	<unset> ∨
defaultLayout	☐	telepresence ∨ - **present**
participantLabels	☐	<unset> ∨
presentationDisplayMode	☐	<unset> ∨
presentationContributionAllowed	☐	true ∨ - **present**
presentationViewingAllowed	☐	true ∨ - **present**
endCallAllowed	☐	<unset> ∨
disconnectOthersAllowed	☐	<unset> ∨
addParticipantAllowed	☐	<unset> ∨
muteOthersAllowed	☐	<unset> ∨
videoMuteOthersAllowed	☐	<unset> ∨
muteSelfAllowed	☐	true ∨ - **present**
videoMuteSelfAllowed	☐	true ∨ - **present**
changeLayoutAllowed	☐	true ∨ - **present**
layoutTemplate	☐	
controlRemoteCameraAllowed	☐	<unset> ∨
audioGainMode	☐	<unset> ∨
meetingTitlePosition	☐	<unset> ∨
chatContributionAllowed	☐	<unset> ∨
noteContributionAllowed	☐	<unset> ∨
changeRoleAllowed	☐	<unset> ∨
captionContributionAllowed	☐	<unset> ∨
fileUploadAllowed	☑	true ∨

Modify

Verify

Verify the configuration by entering command : **webbridge3**

```
cms.lab.local> webbridge3
Enabled                              : true
HTTPS listening ports and interfaces : a:443
HTTPS Key file                       : cms_csr_005056BD020C.key
HTTPS Full chain certificate file    : Chain.crt
HTTPS Frame-Ancestors                : none
HTTP redirect                        : Enabled, Port:80
C2W listening ports and interfaces   : a:9999
C2W Key file                         : cms_csr_005056BD020C.key
C2W Full chain certificate file      : Chain.crt
C2W Trust bundle                     : Chain.crt
Meetingapps address                  : 10.106.8...
Meetingapps port                     : 8443
Beta options                         : none
```

```
cms.lab.local> meetingapps
Enabled                              : true
Https interface                      : a
Https port                           : 8445
Https key file                       : cms_csr_005056BD020C.key
HTTPS Full chain certificate file    : cms_csr_005056BD020C.pem
SecretKeyGenerated                   : true
```

Troubleshoot

To troubleshoot the reachability of the MeetingApps, you can use the API
https://hostname/IP address:port/api/ping
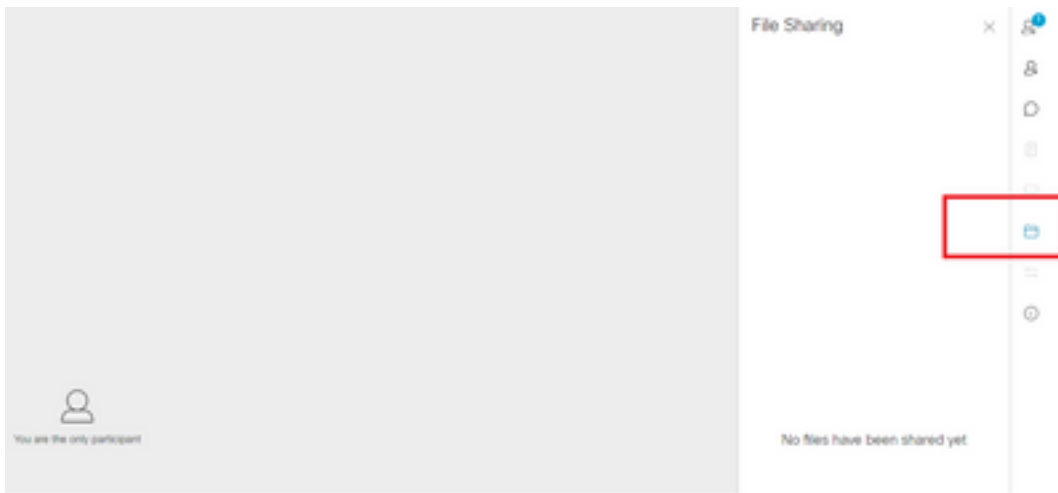
File sharing Icon is not visible
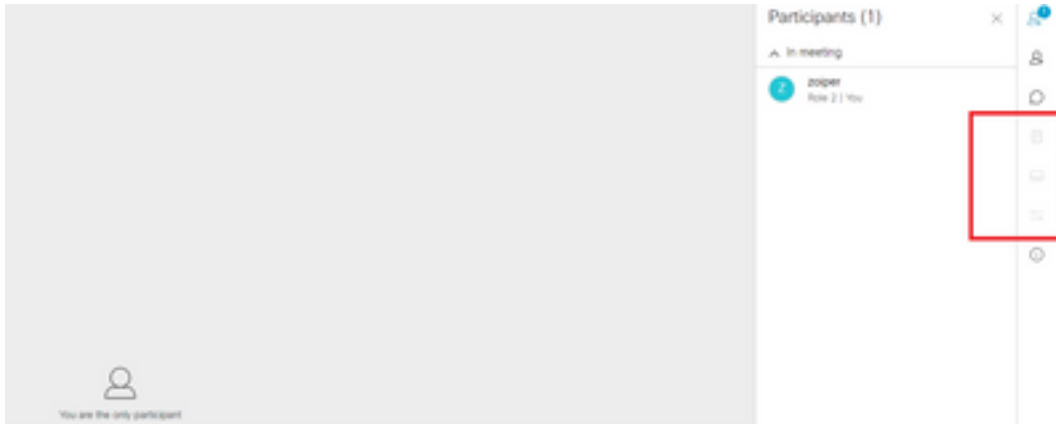
Ensure meetingapps and webbridge3 is configured correctly and both the services are running in the CMS , under calls fileReceiveAllowed API parameter is set to true at the call level OR callprofiles API.
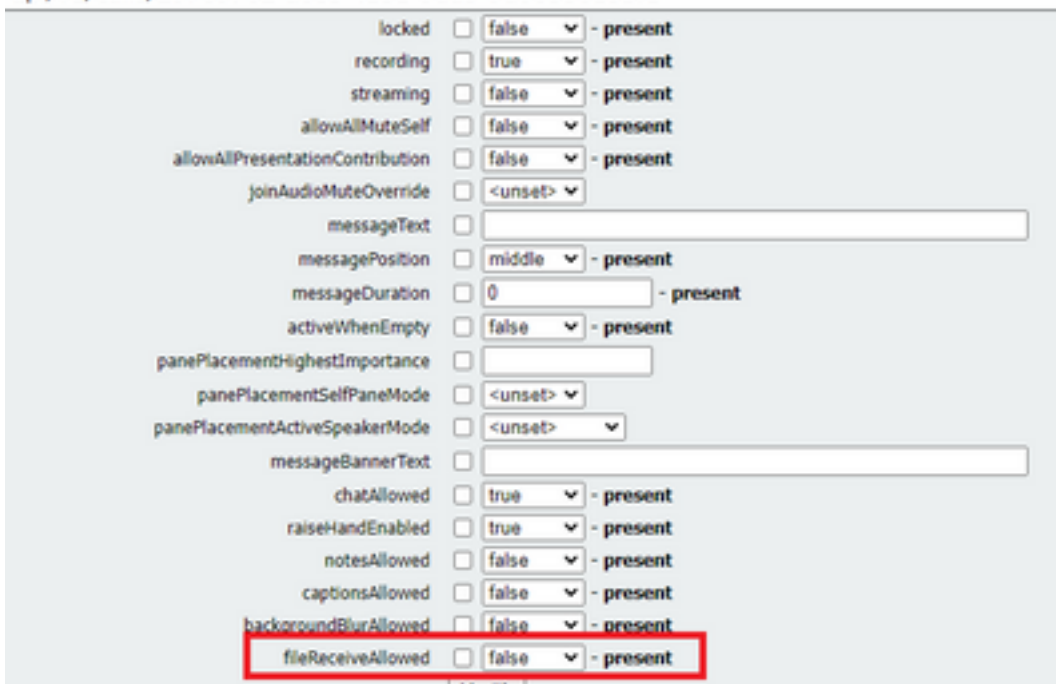
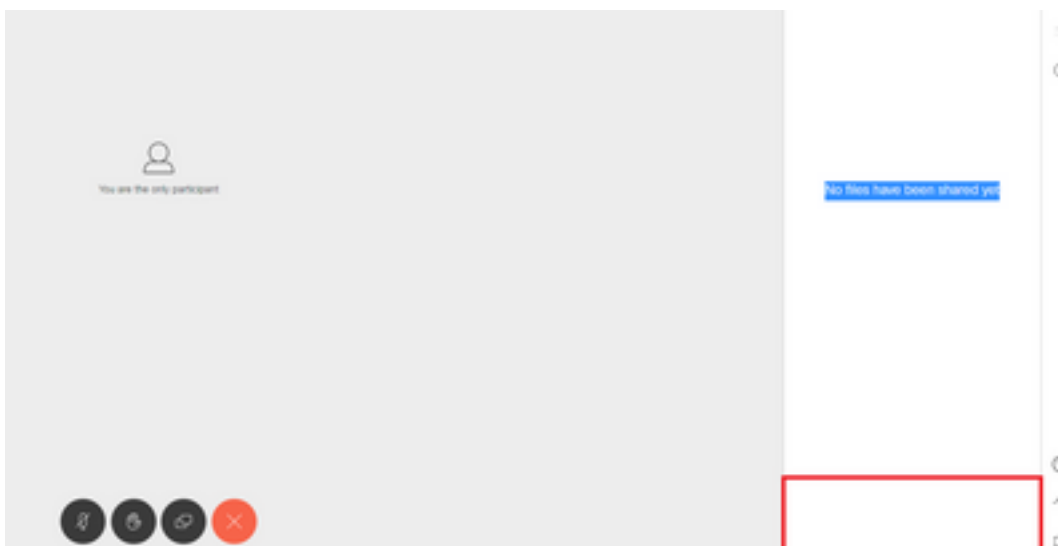**Enable fileReceiveAllowed :** At call level

After enable we can see option file share visible.

At callProfiles level : A callProfile can be assigned at a cospace or at the system level.

/api/v1/callProfiles/7eaa106e-1ccf-4404-83a0-ea9d70d76d50

|			
participantLimit	☐	1000	- **present**
locked	☐	<unset> ✔	
recordingMode	☐	automatic ✔	- **present**
streamingMode	☐	<unset> ✔	
passcodeMode	☐	timeout ✔	- **present**
passcodeTimeout	☐	5	- **present**
gatewayAudioCallOptimization	☐	<unset> ✔	
lyncConferenceMode	☐	<unset> ✔	
lockMode	☐	<unset> ✔	
sipRecorderUri	☐		
sipStreamerUri	☐		
muteBehavior	☐	<unset> ✔	
messageBannerText	☐		
chatAllowed	☐	<unset> ✔	
raiseHandEnabled	☐	<unset> ✔	
notesAllowed	☐	<unset> ✔	
captionsAllowed	☐	<unset> ✔	
backgroundBlurAllowed	☐	<unset> ✔	
fileReceiveAllowed	☐	<unset> ✔	
		Modify	

## Add files and share buttons are not visibile to the users

Add files and share buttons won't be visible to users until fileUploadAllowed is set to true for a participant to share files in a meeting. fileUploadAllowed supported on the callLegProfiles or callLegs methods
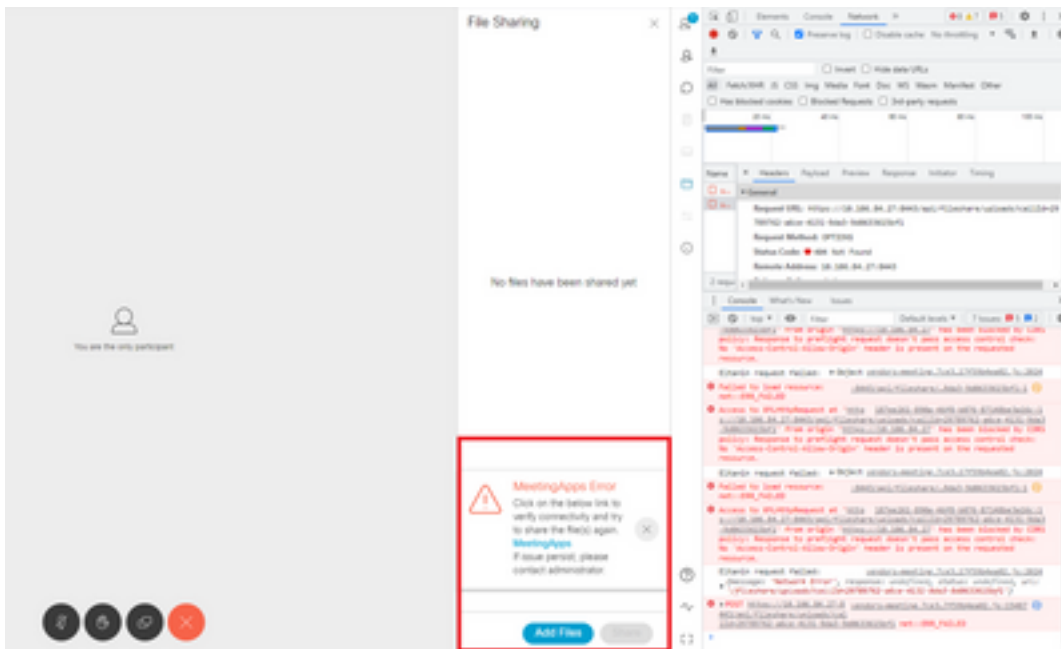
callLegProfiles can be assigned at the cospace or at system level.
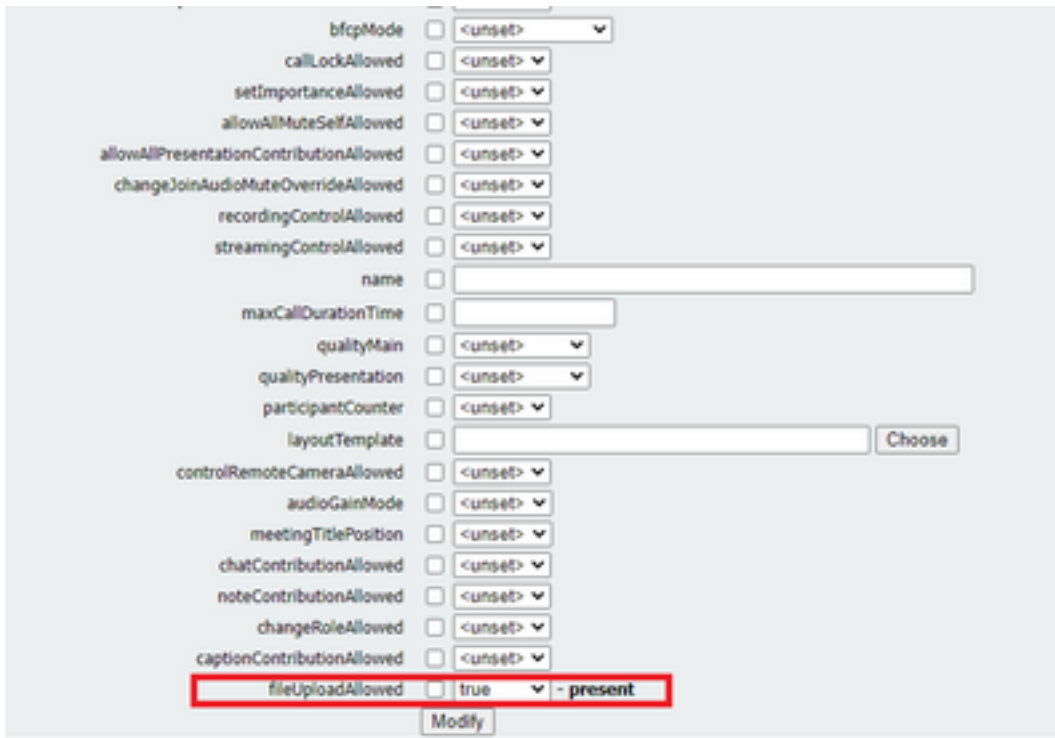
After performing this change we can see file Add File and Share button is enabled:
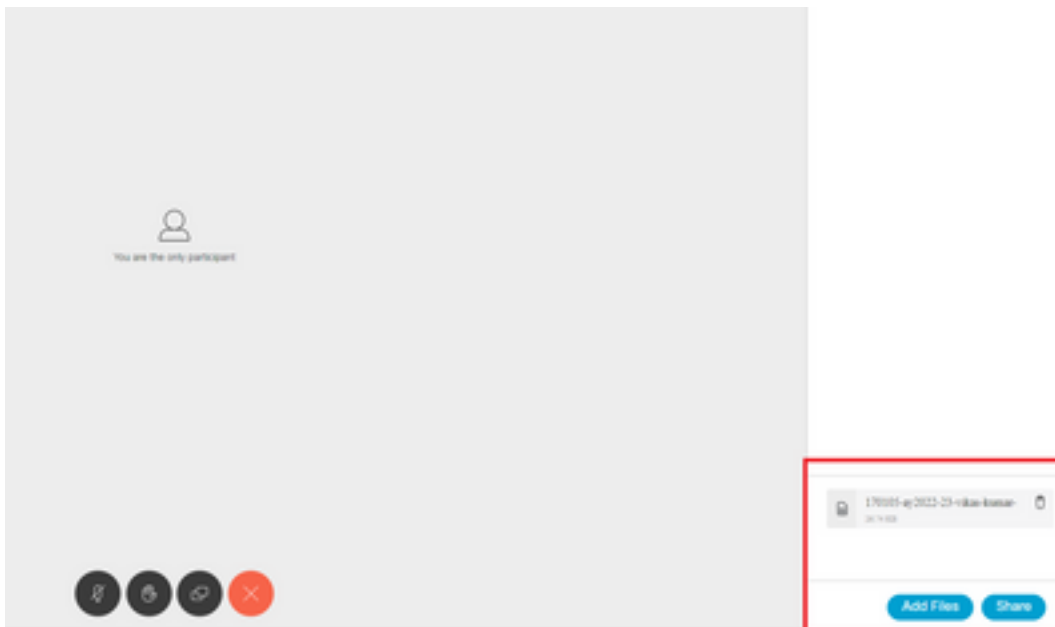
File Upload failed

This issue is because of a communication issue between client and server or an issue between meetingapps and Webbridge configuration. Finally, after resolving the issue we can see the file upload successfully: