ALMPRO – Explaining error "cannot connect to Callmanager"



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cannot connect to Callmanager

This How-To guide explains the most common error code " cannot connect to Callmanager "...

This document applies to ALM v4 and newer.

For more information, please contact support@rsconnect.net



Cannot connect to CallManager

In some cases ALMPRO may display the following error message: " Cannot connect to the Callmanager ".



This error can be caused due to one of the following reasons:

- 1. Web access is not enabled for the Cisco IP Phone within the CallManager (CUCM) Administration;
- Network traffic from the client (computer where ALMPRO is installed on) to the CallManager (CUCM) is not routed correctly or is being blocked;
- 3. The CallManager (CUCM) ExtensionMobility service is not enabled or not working correctly.

SOLUTION(s)

Make sure the **Web Access** option is enabled for the Cisco IP Phone being used. This setting can be activated with the CUCM Administration on the DEVICE page, please do not forget to restart the phone.

Product Specific Configuration Layout			
	?	Parameter Value	Override Ente
Disable Speakerphone			
Disable Speakerphone and Headset			
PC Port *	Enabled	τ	
Settings Access*	Enabled	τ	
Gratuitous ARP*	Disabled	Ŧ	
PC Voice VLAN Access*	Enabled	Ŧ	
Video Capabilities*	Disabled	T	
Web Access*	Enabled	۲	
Days Backlight Not Active	Sunday Monday Tuesday	A •	

Check if the web page of the Cisco IP Phone is accessible, enter the IP address of the phone in a browser and verify connectivity.

If it is accessible, add the CUCM server IP address (where the ExtensionMobility service is running on) to the Admin Settings of ALMPRO and try again.



If it is not accessible, please consult your network administrator and investigate the issue further. The problem may be caused by a routing issue between the ALMPRO (client) and the CUCM or possibly caused by a Firewall or ACL within the network blocking traffic.

ALM - Admin Settings							
Phone device User interface	Integration	Logging	Advanced	Export			
Connections Start wizard Detection method: Enter phone DN AXL user required, see Integration to Default CallManager protocol http http Callmanager IP address: Cucm1.rsconnect.net Phone IP address: Uccation mapping file (.csv) mappings.csv Comma separated file with on each I name, Phone IF Use IE connection settings When eached AM will use the ore	ab.	How sh When y connect "Autom When y otherw VDI (C deskto When t of PC's always "Linkec the PC MAC A file For oth select manda	hould ALM find you your PC or laptop ted to your Phone hatic" CDP, LLDP o your PC is connect isse, e.g. wireless Ditrix/VMWare/Rem p), select "Enter P there is a fixed co and phones (e.g. belongs to Phone to mapping file" /VDI hostnames a ddress combination er situations or fo "Manual". Phone I tory in this case.	ur IP phone? is directly e, select ir both ted or using a note 'hone DN" nfiguration . PC 3 . 5), select and specify and Phone ons in that or testing, P address is			
in Internet Explorer	y seconds connigered						
Save Save settings for the current user (simon) only							
Save to all Save settings for all users on this PC							

Verify the correct IP address or FQDN is shown on the Cisco IP Phone's web page. Access the web page of the Cisco IP Phone by it's IP address and add **/NetworkConfigurationX** to the URL.

Using this solution there is no direct connection required between the ALMPRO and the CUCM, hence increasing network security and simplifying firewall rules or acl's for a network administrator.

The CallManager1 IP address or FQDN needs to match with the CUCM server where the ExtensionMobility service is running on.



← C ▲ Not secure | 172.16.16.160/NetworkConfigurationX

This XML file does not appear to have any style information associated with it. The document tree is sho

```
<NetworkConfiguration>
   <DHCPServer>172.16.1.254</DHCPServer>
   <BOOTPServer>No</BOOTPServer>
   <MACAddress>0007EB6
                           K</MACAddress>
   <HostName>SEP0007EB6
                            </HostName>
   <DomainName>
                            </DomainName>
   <IPAddress>172.16.16.160</IPAddress>
   <SubNetMask>255.255.0.0</SubNetMask>
   <TFTPServer1>172.16.162.140</TFTPServer1>
   <DefaultRouter1>172.16.1.254</DefaultRouter1>
   <DefaultRouter2/>
   <DefaultRouter3/>
   <DefaultRouter4/>
   <DefaultRouter5/>
   <DNSServer1>172.16.3.1</DNSServer1>
   <DNSServer2>172.16.1.254</DNSServer2>
   <DNSServer3/>
   <DNSServer4/>
   <DNSServer5/>
   <VLANId/>
   <AdminVLANId/>
   <CallManager1>172.16.162.140</CallManager1>
   <CallManager2/>
   <CallManager3/>
   <CallManager4/>
   <CallManager5/>
   <InformationURL>http://172.16.162.140:8080/ccmcip/GetTelecasterHelpText.jpg</InformationURI
   <DirectoriesURL>http://172.16.162.140:8080/ccmcip/xmldirectory.jsp</DirectoriesURL>
   <MessagesURL/>
   <ServicesURL>http://172.16.162.140:8080/ccmcip/getservicesmenu.jsp</ServicesURL>
   <DHCPEnabled>Yes</DHCPEnabled>
   <DHCPAddressReleased>No</DHCPAddressReleased>
   <AltTFTP>Yes</AltTFTP>
   <EraseConfig> NO</EraseConfig>
   <IdleURL/>
   <IdleURLTime>0</IdleURLTime>
   <AuthenticationURL>http://172.16.162.140:8080/ccmcip/authenticate.jsp</AuthenticationURL>
   <ProxyServerURL/>
   <PCPortDisable> NO</PCPortDisable>
   <SWPortCfg>AUTO</SWPortCfg>
   <PCPortCfg>AUTO</PCPortCfg>
   <TFTPServer2/>
   <UserLocale>English_United_States</UserLocale>
   <NetworkLocale>United States</NetworkLocale>
   <HandsetOnlyMode>No</HandsetOnlyMode>
   <UserLocaleVersion>12.0.0.0(1)</UserLocaleVersion>
   <NetworkLocaleVersion>12.0.0.0(1)</NetworkLocaleVersion>
   <GARPEnabled>Yes</GARPEnabled>
   <VoiceVlanAccessEnabled>Yes</VoiceVlanAccessEnabled>
   <AutoSelectLineEnabled>No</AutoSelectLineEnabled>
   <VideoCapability>No</VideoCapability>
   <DscpForCm2Dvce>CS3</DscpForCm2Dvce>
   <DscpForPhnCfg>CS3</DscpForPhnCfg>
   <DscpForPhnSrv>default</DscpForPhnSrv>
   <GlobalSecurityMode>Non Secure</GlobalSecurityMode>
   <webAccess>Enabled</webAccess>
   <ConnectionMonitorDuration>120</ConnectionMonitorDuration>
   <PCVLAN>0</PCVLAN>
   <RevertingFocusPriority>Higher</RevertingFocusPriority>
 </NetworkConfiguration>
```

In situations where network traffic is blocked or not allowed to pass from the computer (ALMPRO) client network to the CUCM Unified Communications domain directly, our Business Connector solution can overcome this problem. The BC will act as a ' proxy ' between the computer network and the securely



controlled UC domain. Using this solution there is no direct connection required between the ALMPRO and the CUCM, hence increasing network security and simplifying firewall rules or ACL's for a network administrator.



More information can be obtained here: Business Connector - RSconnect



Ordering Information

Please send your quotation requests to sales@rsconnect.net along with the number of licenses you require.

1 license is required for 1 PC/Phone combination, the license is not user or phone based. If two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- http://www.rsconnect.net
- sales@rsconnect.net