

# ALMPRO – Explaining error “cannot connect to Callmanager”



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# cannot connect to Callmanager

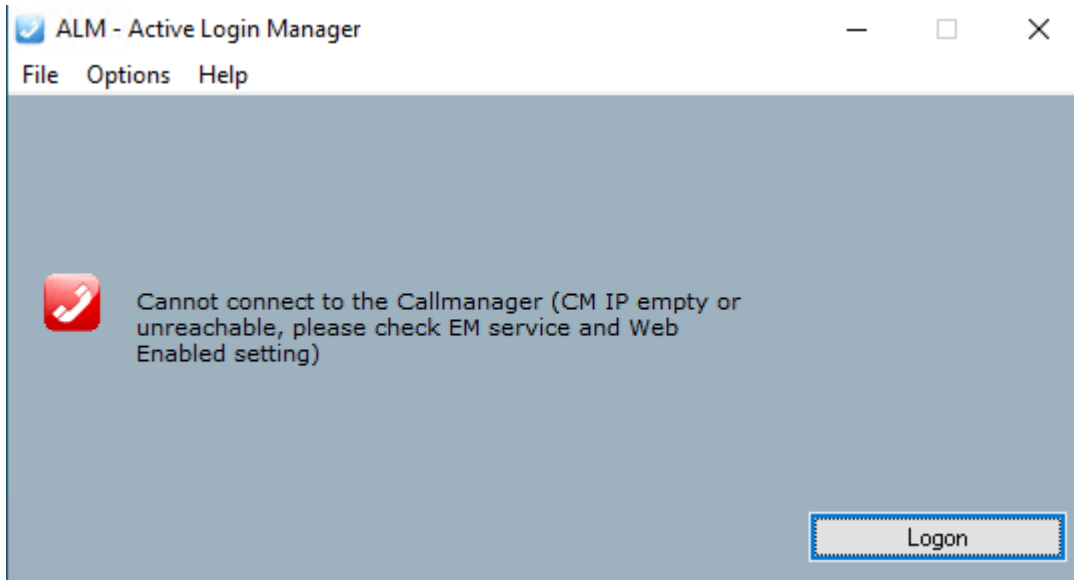
This How-To guide explains the most common error code “ cannot connect to Callmanager “..

This document applies to ALM v4 and newer.

For more information, please contact [support@rsconnect.net](mailto:support@rsconnect.net)

# Cannot connect to CallManager

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

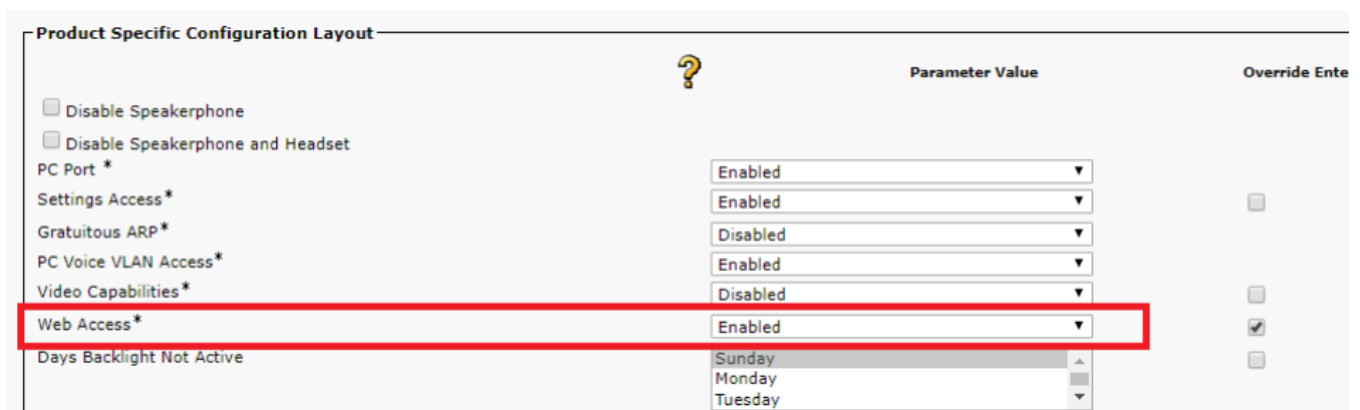


This error can be caused due to one of the following reasons:

1. Web access is not enabled for the Cisco IP Phone within the CallManager (CUCM) Administration;
2. 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)

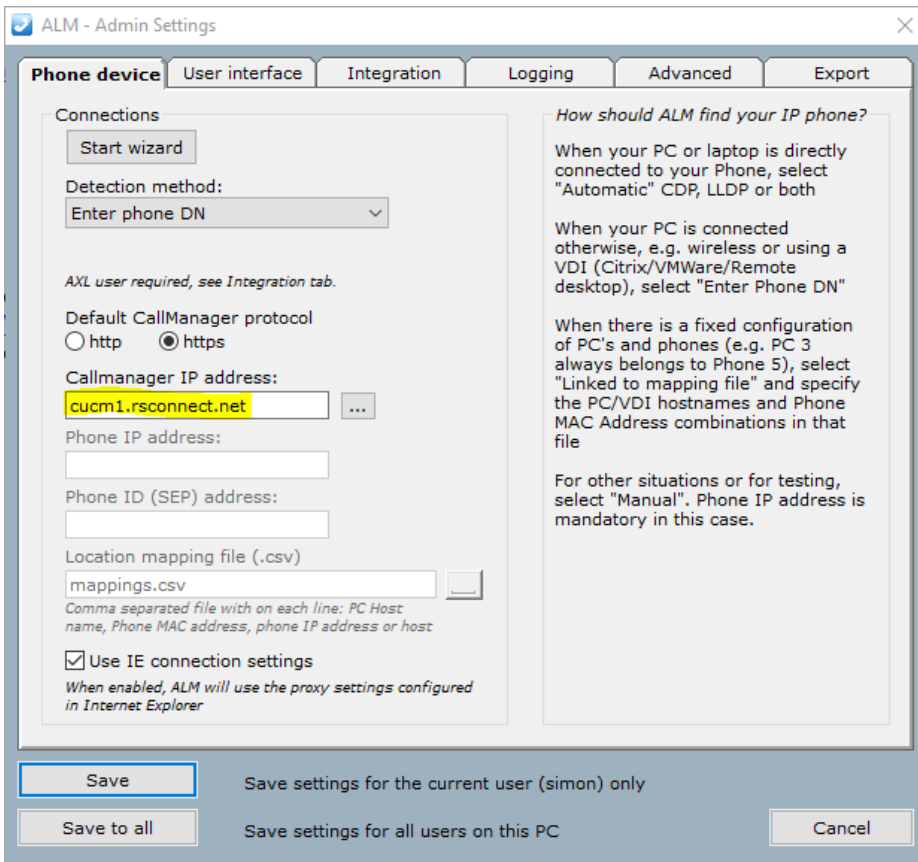
Make sure the **Web Access** option is enabled for the Cisco IP Phone being used. This setting can be activated with the CUCM Administration on the DEVICE page, please do not forget to restart the phone.



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.



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.

← ↻ ⚠ 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 shown below.

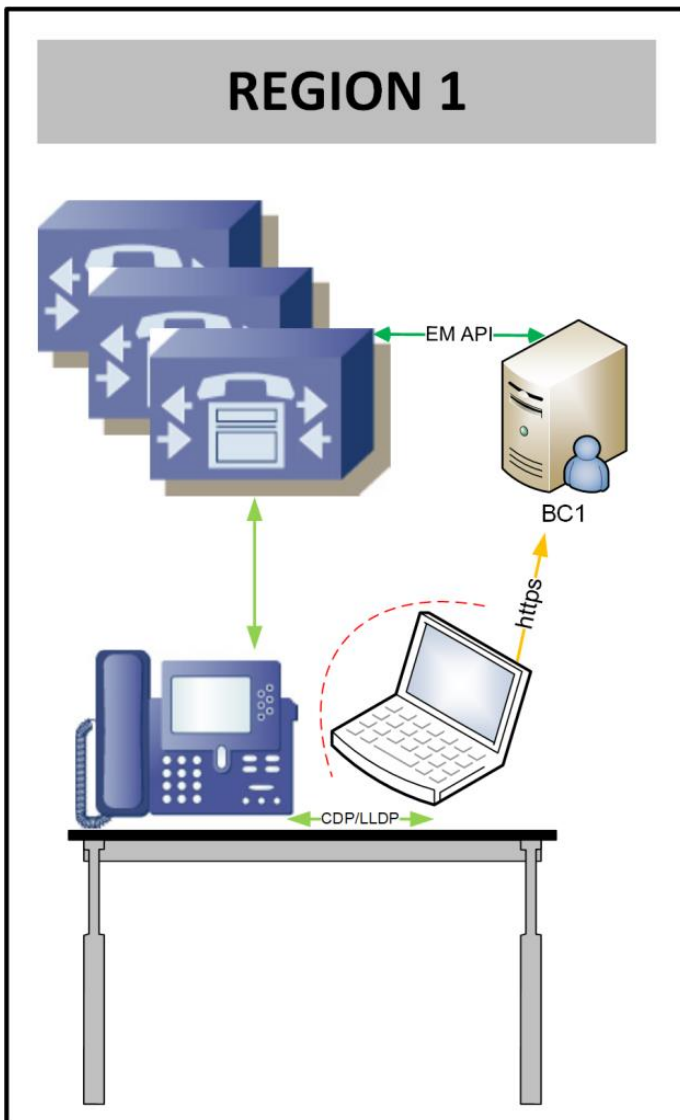
```

<NetworkConfiguration>
  <DHCPServer>172.16.1.254</DHCPServer>
  <BOOTPServer>No</BOOTPServer>
  <MACAddress>0007EB6</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.jsp</InformationURL>
  <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>
  <GARPEEnabled>Yes</GARPEEnabled>
  <VoiceVlanAccessEnabled>Yes</VoiceVlanAccessEnabled>
  <AutoSelectLineEnabled>No</AutoSelectLineEnabled>
  <VideoCapability>No</VideoCapability>
  <DscpForCm2Dvce>CS3</DscpForCm2Dvce>
  <DscpForPhnCf>CS3</DscpForPhnCf>
  <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](mailto: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](mailto:sales@rsconnect.net)