

# MOH Registration Issue – kDeviceMgrRegisterWithCallManagerError: Connection Error with Cisco CallManager

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## Introduction

This document explains the recommended workaround for the `DeviceMgrRegisterWithCallManagerError:Connection` error with Cisco `CallManager` error message that appears in the event log when the Music On Hold (MoH) unregisters and re-registers with the Cisco Unified Communications Manager (`CallManager`).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (`CallManager`).

### Components Used

The information in this document is based on Cisco Unified Communications Manager (`CallManager`) 4.x.

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, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

The MoH server unregisters and re-registers intermittently with Cisco Unified Communications Manager, and the `kDeviceMgrRegisterWithCallManagerError: Connection error with Cisco CallManager` error message appears in the event log:

```
Event Type:      Error
Event Source:    Cisco IP Voice Media Streaming App
```

Event Category: None  
Event ID: 3  
Date: 8/9/2007  
Time: 8:19:10 AM  
User: N/A  
Computer: Cisco-123450B4BDC  
Description:  
Error: kDeviceMgrRegisterWithCallManagerError - Connection error with Cisco CallManager.  
Trace Name: [CFB][172.10.1.2]  
App ID: Cisco IP Voice Media Streaming App  
Cluster ID: Cisco-123AF0B4BDC-Cluster  
Node ID: 172.10.1.2

Explanation: Device manager registered with the specified Cisco CallManager and got a socket error or disconnect.

Recommended Action: No action is required; device recovery will handle this.

## Solution

This error message is most likely a result of a problem with keepalives between the MoH server and the Cisco Unified Communications Manager.

In order to overcome this issue, complete these steps:

1. Reboot the Voice Media Streaming Application. Stop and start the IP Voice Media Streaming Application in the Control Center.

Refer to Control Center for more information on how to start and stop various Cisco CallManager services.

2. Reset the MoH server.

Refer to the *Resetting a Music On Hold Server* section of Music On Hold Server Configuration for information on how to reset the MoH server.

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## Related Information

- **Troubleshooting Cisco Unified Communications Manager MOH Error Message**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
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