

Connection Failure Between a Collaboration Server and a Media Blender – Vmoptions File

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Introduction

This document describes one reason that the Cisco Media Blender fails to establish a connection with the Cisco Collaboration Server and provides a solution in a Cisco Unified Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified ICM Enterprise Edition
- Cisco Collaboration Server
- Cisco Media Blender

Components Used

The information in this document is based on Cisco Unified ICM Enterprise Edition version 5.x and later.

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.

Background

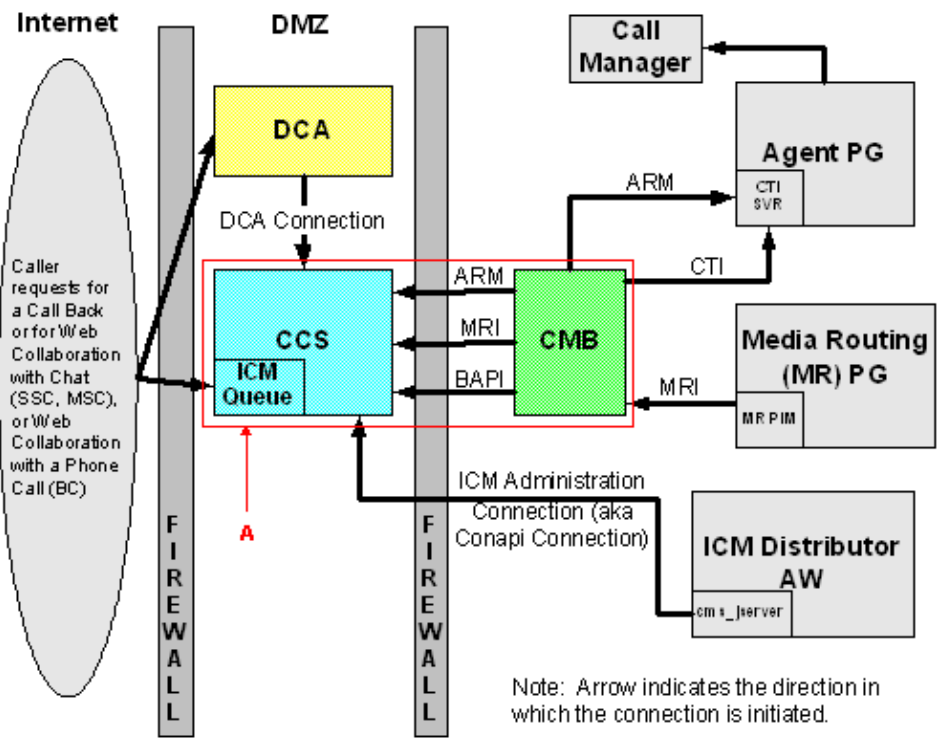
The Collaboration Server is an application that provides Contact Centers with the ability to handle web-initiated requests. The Collaboration Server allows Contact Center agents to share information with customers over the web. This includes web pages, forms, and applications. At the same time, the Collaboration Server uses nothing more than a common web browser in order to conduct a voice conversation or text chat.

The Media Blender works with the Collaboration Server in order to provide a blended collaboration and a callback. The Media Blender provides a firewall gateway service to allow communication between the Collaboration Server, which resides outside the firewall, and the Unified ICM peripheral gateway (PG), which is inside the firewall.

Topology

A descriptive Collaboration Server and Media Blender in the Multi-Channel Contact Center is illustrated in Figure 1.

Figure 1 Collaboration Server and Media Blender in the Multi-Channel Contact Center



Problem

The Media Blender is configured to connect with the Collaboration Server via Remote Method Invocation (RMI) on port 1099 (see arrow A in Figure 1). However, the connection request fails to establish through the firewall.

Solution

In the log from the Media Blender, this entry is identified:

```
06/30/2006 15:28:46.755 ERROR ERROR common.2 LegacyError
com.cisco.io.net.rmi.RmiDriver Authenticate "RmiDriver:
rmi://172.16.246.75:1099/CCS_CMB_Connection_CCS_BAPI"
"java.rmi.ConnectException: Connection refused to host: 192.168.9.180;
nested exception is: java.net.ConnectException: Connection timed out:
connect" - Legacy error: null
```

This log entry means there is no socket connection established. These are the possible reasons:

- Server is behind the firewall
- Server is down
- Server has multiple IP addresses

If the server is behind the firewall, it needs an externally known IP address which is defined in the **vmoptions** file as this:

```
java.rmi.server.hostname=[externally_known_ipaddr]
```

Thus, when a client connects to a server via Network Address Translation (NAT), the RMI connection uses the externally known IP address instead of the local address in order to identify itself to the client.

You need to change the **vmoptions** file on the Collaboration Server in order to solve the problem. Complete these steps:

1. Go to C:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec in order to find the **vmoptions** file.
2. Enter the **java.rmi.server.hostname** line (see arrow A in Figure 2).

Figure 2 Vmoptions

```
-DWLROOT=c:\cisco_cs
-DWLPROPDIR=c:\cisco_cs\servlet\properties
-Djava.protocol.handler.pkgs=com.cisco.net.protocol
-Djava.rmi.dgc.leasevalue=30000
-Xmixed
-Djava.rmi.server.hostname=10.10.10.10 ← A
```

3. Restart the Internet Information Services (IIS) and the World Wide Web (WWW) on the Collaboration Server in order for this change to take effect.

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Related Information

- **Technical Support & Documentation – Cisco Systems**
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