

Troubleshoot common issues regarding CMS conference bridge registration on CUCM

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Introduction

This document describes common issues faced when trying to register Cisco Meeting Server (CMS) as a conference bridge on Cisco Unified Call Manager (CUCM).

Prerequisites

- Have configured a SIP Trunk from CUCM to CMS using CMS's FQDN rather than IP
- Have configured the CMS conference bridge on CUCM, having enabled the Override SIP Trunk Destination as HTTPS Address Hostname.

1. TLS version mismatch

It can happen that CUCM is using TLS 1.0 whereas CMS is using TLS 1.2

From version 2.3, the Meeting Server uses a minimum of TLS 1.2 and DTLS 1.2 for all services: SIP, LDAP, HTTPS (inbound connections: API, Web Admin and Web Bridge; outbound connections: CDRs) and XMPP.

Solution

If needed for interop with older software that has not implemented TLS 1.2, a lower version of the protocol can be set as the minimum TLS version for the SIP, LDAP and HTTPS services. See `tls <service> min-tls-version <minimum version string>` and `tls min-dtls-version <minimum version string>` commands in the MMP Command reference guide for CMS.

Note: A Call Bridge restart is required for changes to the `tls` configuration to be applied.

2. CUCM not sending any TCP traffic to CMS

It can happen that you see no traffic arriving from CUCM on CMS.

Solution

The reason this can happen is because CUCM is unable to resolve the URL to connect to CMS. Make sure the URL used in the Override SIP Trunk Destination as HTTPS Address Hostname on the conference bridge has a corresponding A record on the DNS which the CUCM is using.

Alternatively, make sure that the Primary DNS of CUCM is able to resolve the FQDN of CMS. The secondary DNS node configured on CUCM will not be used unless the primary DNS node is completely not reachable.

In the CUCM SDL logs you will see this:

```
87042368.004 |15:18:18.129 |AppInfo |ConnectionFailureToPDP - A connection request from Unified CM to t
87042368.005 |15:18:18.129 |AlarmErr |AlarmClass: CallManager, AlarmName: ConnectionFailureToPDP, Alarm
```

3. CMS not registering because of certificate issue

You see the TCP traffic being exchanged between CUCM and CMS, however CUCM is resetting the TCP connection.

Solution

During the 3 way handshake to set up the TCP connection between CMS and CUCM, CMS is presenting its webadmin certificate to CUCM. The URL used in the override parameter needs to be present in the WebAdmin certificate either as CN or in the SAN field.