Disaster Recovery

Audio Conferencing Not Working after Disaster Recovery for a Multi-Data Center System

Problem On a secure teleconferencing system, audio conferencing does not function after you perform disaster recovery on a Multi-data Center (MDC) system.

Possible Cause The Cisco Unified Communications Manager (CUCM) SIP trunk configuration is not updated. Before you perform the disaster recovery procedure, the application point and load balance point SIP trunks are configured with X.509 SIP trunk security profiles. At your primary data center, your SIP trunks are configured with X.509 SIP trunk security profiles in that data center. At your secondary data center, the SIP trunks are configured with X.509 SIP trunk security profiles in that data center. Each SIP trunk security profile is indicated by its URL.

Possible Cause After disaster recovery, the restored secondary data center is assigned the SIP trunk security profile URL of the primary data center. This causes your audio conferencing features to fail. See the tables below for the required configurations for both data centers before disaster recovery.

Table 1: First Data Center Configuration before Disaster Recovery

SIP Trunk	SIP Trunk Security Profile: X.509 Subject Name
SIP trunk for a load balance point at the first data center	Site URL for the first data center (FQDN format)
SIP trunk for an application point at the first data center	Site URL for the first data center (FQDN format)

Table 2: Second Data Center Configuration before Disaster Recovery

SIP Trunk	SIP Trunk Security Profile: X.509 Subject Name
SIP trunk for a load balance point at the second data center	Site URL for the second data center (FQDN format)
SIP trunk for an application point at the second data center	Site URL for the second data center (FQDN format)

Solution Start CUCM and change the SIP trunk security profile for your secondary data center to the URL of the primary data center in the X.509 Subject field. See the table below for the required configuration of your secondary data center after disaster recovery. See the *Cisco Webex Meetings Server Administration Guide* for more information about disaster recovery. See the *Cisco Webex Meetings Server Planning Guide* for more information about CUCM configuration.

Solution http://www.cisco.com/c/en/us/support/conferencing/webex-meetings-server/products-installation-and-configuration-guides-list.html

Table 3: Second Data Center Configuration after Disaster Recovery

SIP Trunk	SIP Trunk Security Profile: X.509 Subject Name
SIP trunk for a load balance point at the second data center	Site URL for the first data center (FQDN format)
SIP trunk for an application point at the second data center	Site URL for the first data center (FQDN format)