Troubleshooting Comet Notifications over SSL

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Unable to Send Comet Notification over SSL

Make sure of the following if Unity Connection is unable to send comet notifications over SSL:

• User workstations are establishing connection on 7443 port.

• Firewall is not blocking the traffic on 7443 port.

• The show cuc jetty ssl status command is executed on both the primary and secondary nodes and the SSL mode is enabled.

• Connection Jetty service is restarted on both the primary and secondary servers.

For more information, see:

• The "Service Ports" section of the "IP Communications Required by Cisco Unity Connection" in the Security Guide for Cisco Unity Connection, Release 11.x, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/security/b_11xcucsecx.html

• The Command Line Interface Guide for Cisco Unified Communications Solutions, Release 11.0(1), available at
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cli_ref/11_0_1/CUCM_BK_CBEED39F_00_cucm-cli-reference-guide-100.html.