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 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/security/guide/b_14cucsecx.html.
- The *Command Line Interface Guide for Cisco Unified Communications Solutions*, available at https://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-maintenance-guides-list.html.