

Contents

- 1 Property File Validation
- 2 CMB Parameter Validation in CIM
- 3 Troubleshooting
 - ◆ 3.1 netstat
 - ◆ 3.2 Tracing
- 4 Resolution

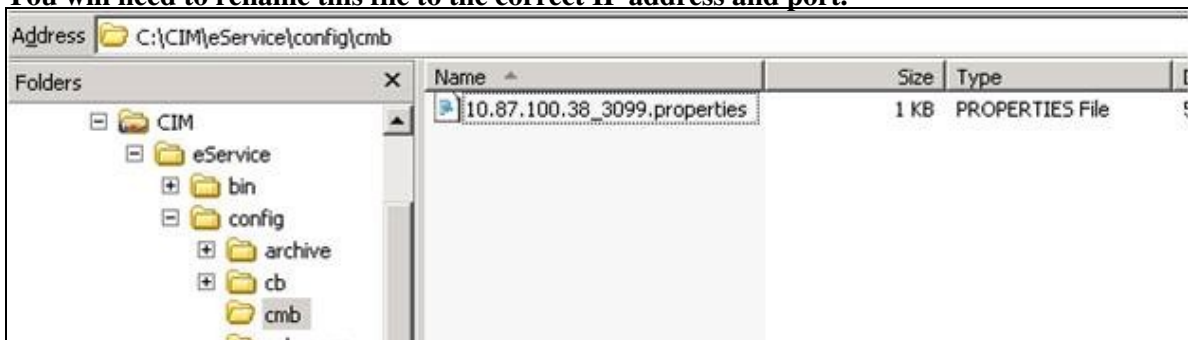
Property File Validation

1. Verify the correct settings are configured in the collaboration.properties file located on the CMB server. Navigate to C:\CiscoMB\servlet\Properties\Blender\collaboration.properties

<pre># Don't change the following two lines name=Remote-WIM package=com.cisco.ics.blender.remote # Hostname of CCS (must be in system hosts file) remotehost=10.87.100.71 # Remote service name remoteservice=Connection_CCS_BAPI # Remote registry port remoteregistryport=15099 # Remote password remotepassword=(enc:2)Y2NzcHc= # Local service name localservice=Connection_CMB_BAPI # Local registry port localregistryport=3099 # Local password localpassword=(enc:2)Y211cHc= # Ignore queue and start events from other media acceptqueue=false acceptstart=false</pre>	<p>The IP Address of the CIM Services Server</p>
<p>CIM RMI port defined during install of CIM. Default value is 15099 CMB default is 1099</p>	
<p>CMB Encrypted passwords. Local Password is CMB Remote Password is CIM</p>	

2. Verify the correct settings are configured on the CIM CMB properties file located on the CIM Services Server. Navigate to C:\<CIM_Home_Directory>\eService\config\cmb\<ipAddressofCMB_port>.properties

You will need to rename this file to the correct IP address and port.



CMB_Unable_to_Establish_RMI_Link_to_CIM

```
10.87.100.38_3099.properties - Notepad
File Edit Format View Help

#path for CMB server filesystem
WLROOT=C:\\CiscoCMB

#Don't change this
package=com.cisco.ics.blender.remote
TransportType=rmi

# Name for this medium
name=Remote-BAPI

#Hostname or ip address of BAPI application
RemoteHost=10.87.100.38

#Remote Port number for BAPI application
RemoteRegistryPort=3099

#Local Port number for BAPI application
LocalRegistryPort=15099

#Name for this (Blender) side of the rmi service
LocalService=Connection_CCS_BAPI
#name for the other (API) side of the rmi service
RemoteService=medium

# Remote password
RemotePassword={enc:2}Y21icHC=

#password for this (Blender) side
LocalPassword={enc:2}Y2NzCHC=

PROVIDER_IN_SERVICE_WAIT_TIME=10
```

IP Address of the CMB Server

Verify that the RMI ports are configured

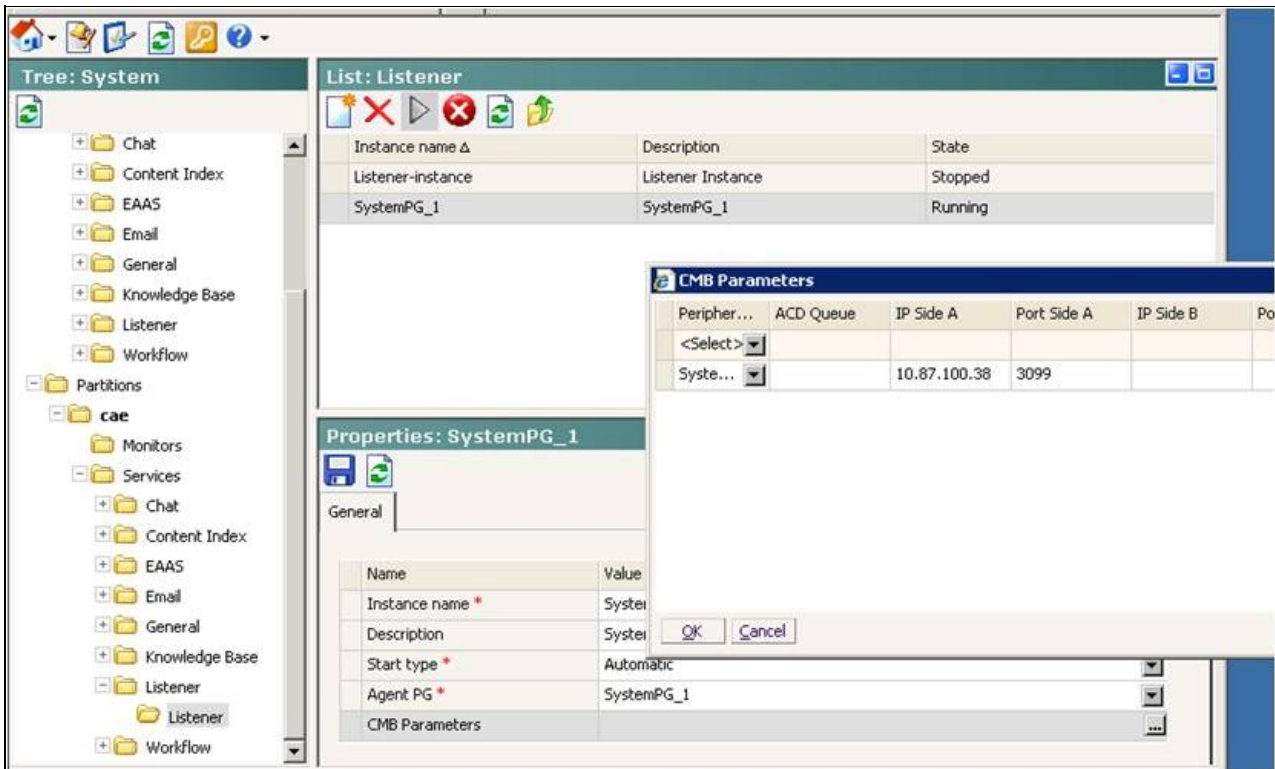
Verify passwords Take Note:
Remote Password = Local Password on CMB
Local Password = Remote Password on CMB

Any changes to properties files require a restart of Cisco Media Blender

CMB Parameter Validation in CIM

From the System Web Interface Navigate to System Console > Partitions > Default Partition > Listener
Verify the following configuration in the CMB Parameters. The parameters in this table must match the name of the collaboration.properties file as configured above.

- Peripheral ? Select the Agent PG which CIM is connecting to
- IP Side A ? IP Address of the CMB Server
- Port Side A ? Port CMB is listening on



Any changes to these CMB Parameters require a restart of the Listener process.

Troubleshooting

netstat

- From a command line verify the status of the CMB listening port:

```
C:\Documents and Settings\administrator.CAE>netstat -an | find "3099"
TCP    0.0.0.0:3099          0.0.0.0:0           LISTENING
TCP    10.87.100.38:3099   10.87.100.71:3063   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3064   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3065   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3066   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3067   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3068   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3069   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3070   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3071   TIME_WAIT
TCP    10.87.100.38:3099   10.87.100.71:3072   TIME_WAIT
TCP    10.87.100.38:4983   10.87.100.38:3099   TIME_WAIT
```

Tracing

Additional tracing can be enabled by changing the verbose level to 10. **NOTE: USE THIS LEVEL WITH CAUTION IN PRODUCTION. BE SURE TO REVERT TO 5 WHEN FINISHED AND RESTART CMB**

- To change tracing levels navigate to the blender.properties file located on the Cisco Media Blender

CMB_Unable_to_Establish_RMI_Link_to_CIM

in \CiscoMB\servlet\Properties\Blender

```
#####  
# The following properties should only be changed by advanced users,  
# or at the request of the Cisco Technical Assistance Center (TAC).  
#####  
# log level  
verbose=10
```

- Restart the Media Blender
- The CMB log file is located at C:

```
05/11/2010 13:51:43.867 TRACE INTERNAL_STATE Blender com.cisco.ics.blender.remote.Medium Remote-WIM "ServletExec:  
request: time=1273585838288, uri=/servlet/BlenderNew" "" - Creating rmi transport.  
05/11/2010 13:51:43.867 TRACE CODE_MARKER Blender com.cisco.ics.blender.remote.Medium Remote-WIM "ServletExec:  
request: time=1273585838288, uri=/servlet/BlenderNew" "" - Creating rmi driver with properties  
{RemotePassword={enc:2}Y2NzCHc=, LocalPassword={enc:2}Y21icHc=}  
05/11/2010 13:51:43.883 ERROR FATAL common.2 LegacyError com.cisco.io.net.rmi.RmiDriver Init "ServletExec:  
request: time=1273585838288, uri=/servlet/BlenderNew" "java.lang.RuntimeException: Unable to attach to local  
registry." - Legacy error: Unable to bind Authentication module to registry  
05/11/2010 13:51:43.883 ERROR FATAL cmb.0 Error com.cisco.ics.blender.Blender "" "ServletExec: request:  
time=1273585838288, uri=/servlet/BlenderNew" "java.lang.RuntimeException: java.lang.RuntimeException: Unable to  
attach to local registry." - Error during load of  
medium:C:\CiscoMB\servlet\properties\Blender\Collaboration.properties - exception:java.lang.RuntimeException:  
java.lang.RuntimeException: Unable to attach to local registry.
```

- This indicates the application is unable to create and start a registry on the specified port
- After changing the port as outlined in the sections above, restart the IIS and WWW windows process on the CMB server (Start > Run > services.msc)
- Prior to restarting CMB, don't forget to change the logging level in the blender.properties file and restart CMB when troubleshooting is completed

Resolution

CMB RMI Link issues can be a combination of issues with property files and Listener parameters.