

Connection between Unified CVP and IVP cannot be established when setting up TLS

Problem Summary	Note: This tip applies to full video only. When the Transport Layer Security (TLS) is being set up, the connection cannot be established between Unified CVP and IVP
Error Message	SSL session handshake failed (is the server SSL enabled?). Log messages constantly show connection being made and then broken.
Possible Cause	The TLS setting is enabled on the Call Server but not in iContact. Enable TLS setting on Call Server and IVP are not in sync.
Recommended Action	Verify that both Call Server and iContact are configured for TLS. Call Server configuration is enabled via OAMP. iContact configuration is via iContactConfiguration.xml. Both Call Server and IVP must be restarted if their settings for enabling/disabling TLS are changed.
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	The required procedures to import/export keys between Call Server and IVP has not completed or is not accurate.
Recommended Action	Verify that the proper keys are imported and exported. Refer to the TLS configuration documentation for procedural Call Server/IVP information.
Release	Release 7.0(2)
Associated CDETS #	None.