

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

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| <b>Problem Summary</b>    | <b>Note:</b> This tip applies to full video only.<br>When the Transport Layer Security (TLS) is being set up, the connection cannot be established between Unified CVP and IVP   |
| <b>Error Message</b>      | SSL session handshake failed (is the server SSL enabled?).<br>Log messages constantly show connection being made and then broken.  |
| <b>Possible Cause</b>     | 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.  |
| <b>Recommended Action</b> | 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. |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |
| <b>Possible Cause</b>     | The required procedures to import/export keys between Call Server and IVP has not completed or is not accurate.  |
| <b>Recommended Action</b> | Verify that the proper keys are imported and exported. Refer to the TLS configuration documentation for procedural Call Server/IVP information.  |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |