

**H.323 Service Cannot Access Call Server**

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| <b>Problem Summary</b>    | Some HTTP requests from the Unified CVP Voice Browser to the Call Server are being blocked.   |
| <b>Error Message</b>      | Blocked by port blocking rule VoiceBrowser.exe Prevent IRC communication.<br>Blocked by port blocking rule tomcat5.exe Prevent IRC communication.   |
| <b>Possible Cause</b>     | VirusScan is blocking ports in the range of 6666-6669, which are used in IRC communications. The application does not have to be listening on these ports for it to be blocked. If the application is assigned a client port in that range, the attempt to connect to a server using that port is blocked by VirusScan on the server machine. The connect attempt fails.  |
| <b>Recommended Action</b> | <p>Check the VirusScan logs for error messages. access the logs,VirusScan Console -&gt; Task -&gt; View Log You might find entries like these: 10/10/2006 3:15:01 AM Blocked by port blocking rule VoiceBrowser.exe Prevent IRC communication 10.86.129.138 10/10/2006 8:49:01 PM Blocked by port blocking rule tomcat5.exe Prevent IRC communication 10.86.129.211.</p> <p>To view VirusScan logs</p> <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Programs &gt; Network Associates &gt; VirusScan Console</b>.</li> <li>2. Click on the <b>Task</b> menu and select <b>View Log</b>.</li> </ol> <p>You might find entries such as:</p> <p>Blocked by port blocking rule VoiceBrowser.exe Prevent IRC communication.<br/>Blocked by port blocking rule tomcat5.exe Prevent IRC communication.<br/>INFO: Retrying communication with Call Server localhost:8000<br/>INFO: Retrying communication with Call Server localhost:8000<br/>Voice Browser to Call Server localhost:8000 connection unsuccessful.<br/>Voice Browser cannot access any Call Servers and is no longer accepting calls.<br/>Voice Browser &lt;VB machine name here&gt; is out of service.</p> <p>Exclude the Unified CVP processes from port blocking when using McAfee VirusScan on a system running Unified CVP Call Server. If a different anti-virus product is used, do the equivalent exclusions for the port blocking rules for that product.</p> <p>Instructions for McAfee VirusScan on Unified CVP Call Server.</p> <ol style="list-style-type: none"> <li>1. Open the VirusScan Console.</li> <li>2. Click <b>Access Protection</b>.</li> <li>3. Click <b>Properties</b> under the Task menu.</li> <li>4. Click the <b>Port Blocking</b> tab.</li> <li>5. Check both <b>Prevent IRC Communication</b> rules.</li> <li>6. Click the first <b>Prevent IRC Communication</b> rule and click <b>Edit</b>.</li> <li>7. Enter <b>VoiceBrowser.exe,tomcat5.exe</b> to the Excluded Process field.</li> <li>8. Click <b>OK</b>.</li> <li>9. Click the second <b>Prevent IRC Communication</b> rule and click <b>Edit</b>.</li> <li>10. Enter <b>VoiceBrowser.exe,tomcat5.exe</b> to the Excluded Process field.</li> <li>11. Click <b>OK</b>.</li> </ol> |
| <b>Release</b>            | Release 7.0(2)  |

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| <b>Associated<br/>CDETS #</b> | None. |
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