

H.323 Service Cannot Access Call Server

Problem Summary	Some HTTP requests from the Unified CVP Voice Browser to the Call Server are being blocked.
Error Message	Blocked by port blocking rule VoiceBrowser.exe Prevent IRC communication. Blocked by port blocking rule tomcat5.exe Prevent IRC communication.
Possible Cause	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.
Recommended Action	<p>Check the VirusScan logs for error messages. access the logs,VirusScan Console -> Task -> 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"> 1. Go to Start > Programs > Network Associates > VirusScan Console. 2. Click on the Task menu and select View Log. <p>You might find entries such as:</p> <p>Blocked by port blocking rule VoiceBrowser.exe Prevent IRC communication. Blocked by port blocking rule tomcat5.exe Prevent IRC communication. INFO: Retrying communication with Call Server localhost:8000 INFO: Retrying communication with Call Server localhost:8000 Voice Browser to Call Server localhost:8000 connection unsuccessful. Voice Browser cannot access any Call Servers and is no longer accepting calls. Voice Browser <VB machine name here> 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"> 1. Open the VirusScan Console. 2. Click Access Protection. 3. Click Properties under the Task menu. 4. Click the Port Blocking tab. 5. Check both Prevent IRC Communication rules. 6. Click the first Prevent IRC Communication rule and click Edit. 7. Enter VoiceBrowser.exe,tomcat5.exe to the Excluded Process field. 8. Click OK. 9. Click the second Prevent IRC Communication rule and click Edit. 10. Enter VoiceBrowser.exe,tomcat5.exe to the Excluded Process field. 11. Click OK.
Release	Release 7.0(2)

Associated CDETS #	None.
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