

Troubleshooting MOH Registration Issues with Cisco CallManager

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Introduction

This document explains the recommended solutions when the Music On Hold (MoH) unregisters and re-registers with the Cisco Unified Communications Manager (CallManager).

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x/5.x/6.x/7.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem: kDeviceMgrRegisterWithCallManagerError: Connection error

The MoH server unregisters and re-registers intermittently with Cisco Unified Communications Manager, and the kDeviceMgrRegisterWithCallManagerError: Connection error with Cisco CallManager error message appears in the event log:

Event Type: Error

Event Source: Cisco IP Voice Media Streaming App
Event Category: None
Event ID: 3
Date: 8/9/2007
Time: 8:19:10 AM
User: N/A
Computer: Cisco-123450B4BDC
Description:
Error: kDeviceMgrRegisterWithCallManagerError - Connection error with Cisco CallManager.
Trace Name: [CFB][172.10.1.2]
App ID: Cisco IP Voice Media Streaming App
Cluster ID: Cisco-123AF0B4BDC-Cluster
Node ID: 172.10.1.2

Explanation: Device manager registered with the specified Cisco CallManager and got a socket error or disconnect.

Recommended Action: No action is required; device recovery will handle this.

Solution

This error message is most likely a result of a problem with keepalives between the MoH server and the Cisco Unified Communications Manager.

In order to overcome this issue, complete these steps:

1. Reboot the Voice Media Streaming Application. Stop and start the IP Voice Media Streaming Application in the Control Center.

Refer to Control Center for more information on how to start and stop various Cisco CallManager services.

2. Reset the MoH server.

Refer to the *Resetting a Music On Hold Server* section of Music On Hold Server Configuration for information on how to reset the MoH server.


Problem: MOH Server does not get Registered

After you upgrade from Cisco CallManager 4.1(3) to Cisco Unified Communications Manager 6.1(2), the MOH server is not registered with the Cisco Unified Communications Manager.

Solution



This issue can occur when the **Run Flag** parameter under the MoH Server Configuration page is set as **No**. Set the Run Flag to **No** on the MoH server in order to disable MoH.

In order to resolve this issue, go to the Cisco Unified CM Administration page and choose **Media Resources > Music on Hold Server** and set the **Run Flag** to **Yes**.


 **Cisco Unified CM Administration**
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk

Music On Hold (MOH) Server Configuration

 Save  Reset


Status

 Status: Ready

Device Information

| | |
|--------------------------------|---|
| Registration | Registered with Cisco Unified Communications Manager 172.16.2.110 |
| IP Address | 172.16.2.110 |
| Host Server* | <input type="text" value="172.16.2.110"/> |
| Music On Hold Server Name* | <input type="text" value="MOH_2"/> |
| Description | <input type="text" value="MOH_cm601"/> |
| Device Pool* | <input type="text" value="Default"/> |
| Location* | <input type="text" value="Hub_None"/> |
| Maximum Half Duplex Streams* | <input type="text" value="250"/> |
| Maximum Multicast Connections* | <input type="text" value="30"/> |
| Fixed Audio Source Device | <input type="text"/> |
| Run Flag* | <input type="text" value="Yes"/> |

Related Information

- [How to disable MOH for conference calls in Cisco CallManager](#)
- [How to configure MoH that uses external fixed audio source like Radio/USB Adapter in the Cisco CallManager 5.x](#)
- [Troubleshooting Cisco Unified Communications Manager MOH Error Message](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
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