

Troubleshoot Webex Phone Service via MRA in Backup Data Center

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Introduction

This document describes how Webex VDI phone service disconnects randomly via Expressway.

Prerequisites

Push Webex Client log to Webex Control Hub and upload the Cisco Calling Environment Data file to the case, for TAC to review. Also TAC needs the user email address and Organizational ID.

Problem

Webex client unable to connect to softphone service when connecting to the backup data center (DR). Webex client Softphone connects to the primary data center.

Solution

Thin Client using Expressway:

```
EccIpResolveHelper::getIpAddressByHostname:Resolve IpAddress From ThinClient, hostname : den-eq-dat-expwy-e., family: 2
```

Thin Client timeouts at 2 seconds over port 8443:

```
EccWrapper::queryLocalIpAddress:Enter, currentIpRequestId: 1, hostname:, port: 8443 EccWrapper::queryLocalIpAddress:Wait result for requestId: 1, timeout: 2s.
```

The result is Thin Client unable to find hostname:

```
EccWrapper::queryLocalIpAddress:Timed out, requestId: 1, local ip not found for hostname:
```

Ensure Webex App can reach both external IP and port (8443 / 5061) of VCS-E in HVD. Please reference the document below:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/vdi/wbx-vdi-deployment-guide/wbx-teams-vdi-deployment_chapter_01.html#Cisco_Reference.dita_0d5c03e9-16aa-4864-911a-78d4a3fc1389

Next document recommends setting for internal DNS and Firewall settings for VDI environments:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/vdi/wbx-vdi-deployment-guide/wbx-teams-vdi-deployment_chapter_01.html