

## Arc Express – *tech notes*

### Arc Express client does not connect

#### Description

This tech note describes a number of solutions to the 'Not Connected' errors that appear at the bottom of the Arc Express console window.

#### Q. Client is not connecting to the server when logging in.

A. To check that the client is communicating correctly, there should be two green lights at the bottom of the console screen.



The PBX Server light is the connection to the Arc Express Server. The Extn (extension – meaning the operator's phone) light shows that there is device association from the physical phone to the console application.

#### If the PBX light is **red**, please check the following points

1. The Mettoni Console Server Service is running
2. Ensure that the Windows XP Firewall is turned off on the Arc Express server (if a remote client is used)
3. Test that the DSN connection for the ArcDirectory database is working. This database is located on the Arc Express Server. Test the DSN using the Microsoft ODBC configuration tool in the Windows Control panel. The login credentials for this Database are as follows: username **Sa** password: **Arc2006**

4. Check that the actual Arc Server phone is registered by typing the following on a Cisco Call Manager Express telnet session: -

sh Ephone

```

csh: Select Telnet 172.26.250.133
ephone-5 Mac:2220.2FB5.D909 TCP socket:[2] activeLine:0 REGISTERED in SCCP ver 0
and Server in ver 0
mediaActive:0 offhook:0 ringing:0 reset:0 reset_sent:0 paging 0 debug:0 caps:2
IP:172.26.250.19 1028 Telecaster 7960 sub=4 keepalive 37 max_line 34
Phone reports 31 Available Lines
button 1: dn 150 number 7000 CH1 IDLE CH2 IDLE
button 2: dn 135 number 7090 CH1 IDLE
button 3: dn 134 number 7091 CH1 IDLE
button 4: dn 133 number 7092 CH1 IDLE
button 5: dn 132 number 7093 CH1 IDLE
button 6: dn 131 number 7094 CH1 IDLE
button 7: dn 130 number 7095 CH1 IDLE
button 8: dn 129 number 7096 CH1 IDLE
button 9: dn 128 number 7097 CH1 IDLE
button 10: dn 127 number 7098 CH1 IDLE
button 11: dn 126 number 7099 CH1 IDLE
button 12: dn 125 number 7080 CH1 IDLE
button 13: dn 124 number 7081 CH1 IDLE
button 14: dn 123 number 7082 CH1 IDLE
button 15: dn 122 number 7083 CH1 IDLE
button 16: dn 121 number 7084 CH1 IDLE
button 17: dn 120 number 7085 CH1 IDLE
button 18: dn 149 number 7010 CH1 IDLE
button 19: dn 148 number 7011 CH1 IDLE
button 20: dn 147 number 7012 CH1 IDLE
button 21: dn 146 number 7013 CH1 IDLE
button 22: dn 145 number 7014 CH1 IDLE
button 23: dn 144 number 7015 CH1 IDLE
button 24: dn 143 number 7016 CH1 IDLE
button 25: dn 142 number 7020 CH1 IDLE
button 26: dn 141 number 7021 CH1 IDLE
button 27: dn 140 number 7022 CH1 IDLE
button 28: dn 139 number 7023 CH1 IDLE
button 29: dn 138 number 7024 CH1 IDLE
button 30: dn 137 number 7025 CH1 IDLE
button 31: dn 136 number 7026 CH1 IDLE
Username: ARC001 Password: cisco

--More--

```

The server phone (via the show run results) looks like this

```

csh: Telnet 172.26.250.133
ephone 5
mac-address 2220.2FB5.D909
username "ARC001" password cisco
type 7960 addon 1 7914 2 7914
button 1:150 2:135 3:134 4:133
button 5:132 6:131 7:130 8:129
button 9:128 10:127 11:126 12:125
button 13:124 14:123 15:122 16:121
button 17:120 18:149 19:148 20:147
button 21:146 22:145 23:144 24:143
button 25:142 26:141 27:140 28:139
button 29:138 30:137 31:136

```

If there is no **Green** light for the Extension, please check the following.

1. Check that the Console Phone is connected and registered to the CUCME.  
Example of operator ephone configuration:

```
!
ephone 14
 mac-address 0021.70B9.5A4D
 username "attendant1" password 1234
 button 1:3
!
```

2. Check that the actual Arc Server phone is registered, same as the previous step 4.  
To achieve client phone association the phone's username and password has to be added to the DeviceSetup.exe application located on the Arc Express Console PC at

***C:\Program Files\Mettoni\Arc Express\DeviceSetup.exe***

Within device setup there should be a username of **Attendant1** with password **1234**.

The username and password credentials should match those for the physical ephone configuration in the CCME configuration.