Troubleshooting Manitou

Ports for Manitou

There are times when Manitou services may not start within the MSM. This is, most often this is caused by a port being used by another program. Sometimes a program like receiver, or support, software installed on the Manitou server, may utilize the same ports identified for Manitou.

To find out which ports are being used by which programs do the following

- Log into the server with an Administrator login
- Open a Command prompt - Start -> Run -> cmd -> Enter
- Type "Netstat –anb > c:\temp\ports.txt" without the quotes.
- Locate the file in the TEMP folder and Open the file in Notepad.

This will output a text file which will be much easier to review and search. It lists all open ports and the programs associated with those ports. Below is a list of ports utilized by Manitou:

TCP Port	Description
6962 - VRT	Used for Voice Record and will be open on the server where the VRT service is installed.
6980 - Logger	This allows the logger to run and record Manitou related system activity. Opened on the Manitou server
6981 - All Events Printer	This port allows Manitou to communicate with the AEPrinter applications. This will need to be open on the server where the All Events Printer is installed.
6990 - Application Server	This service allows workstations to connect, and needs to be open on the server where the Application Service(s) is installed (Typically the Manitou server).
6991 - Broker	This is needed for any other Manitou Sub-process to start. Opened on the Manitou Server
6992 - Sentry	This is needed for workstations to be authorized to connect, and needs to be opened on the Manitou Server.
6993 - FEP Control	This is needed to receive signals, and needs to be opened on the FEP Server (typically the Manitou server).
6996 - Report Server	This is needed to be able to run reports from Manitou. This is typically opened on the Manitou server.
6997 - Report Scheduler	This is needed for scheduled reports. Opened on the Manitou server.
6998 - Report Publisher	This is needed to send out reports from the Manitou system. Opened on the Manitou server.
6999 - Monitor Service	This is needed for application communication between various systems with Manitou processes and services installed on them. This will need to be opened on any server that has a Manitou service running, excluding the Manitou workstations.
7000 - Marshaller FEP	This is for signal processing, and needs to be open on the Manitou Server.
7001 - Marshaller Signal Processing	This is for signal handling and needs to be open on the Manitou Server.
7007 - Distributer	This is for pushing updates and version upgrades. This will need to be open for incoming and outgoing traffic on any machine with Manitou software installed.
7008 - Web Gateway	This is for BoldNet to be able to communicate with Manitou. Opened on the Manitou server.
7010 - Licensing	This allows for the License Manager to communicate with the Monitor service to update licensing information. This needs to be open on any machine that has a Broker installed.
6110 - Telephony Server	This port can be changed as needed and is for telephony integrations. This needs to be open on the Telephony Server (typically the MediaGateway server).
6110 - PBX Server	This port can be changed as needed and is for PBX integrations. This needs to be open on the PBX Server (typically the MediaGateway server).
6112 - MediaGateway FEP Connection	This port can be changed as needed and is for sending translated signals to the FEP after parsing from the MediaGateway. This needs to be open on the Manitou server.
6114 - MediaGateway GPS Connection	This port can be changed as needed and is for sending translated GPS signals to the FEP after parsing from the MediaGateway. This needs to be open on the Manitou server.
1433 - Micorsoft SQL Server	Must be open on the server where SQL is installed.

Additional Information:

- UDP Ports are:
  6982 - Stealth Logger for data sent to the Stealth Logger.

- 1434 - Microsoft SQL Server for the SQL Listener service that allows a client query to the server for a list of named instances and their network information.

On a "typical" Manitou system, where the only TCP router is the one in the Firewall, the servers will likely be able to communicate on ALL ports, including the above listed ports. This is a normal situation for a network with a good firewall protecting it. This also assumes that the individual computers or servers within the network do not have Firewall or Internet Security software installed on them.

In general, to connect a client to the Manitou server, TCP ports 6990 and 6992 must be open (in the direction of the Manitou server), which will allow Sentry and AppServer communication. This applies to the Manitou Web Client, and the DataNet (Remote Desktop) client as well. It is also wise to include TCP port 7007 (in both directions) between a client and the Manitou servers. As stated above, a "typical" system will already allow communication on these ports. Exceptions will occur when the workstations or the Remote Access server are on a separate network, and traffic must flow through a router between the clients and servers. These can be shared locally only, unless there is a plan for remote workstations.