

Changing the TCP data port on the ARC Plus

Scope

Applies to the ARC Plus product line

Synopsis

When using an ARC Plus with a Cisco router, the router may detect ARC Plus traffic on TCP port 2000 as being an unrelated service (Skinny Call Control Protocol, SCCP). If you experience connectivity issues using the ARC Plus with a Cisco router, you can change the data port from 2000 to a different value.

Procedure

To change the port:

1. Connect to the ARC Plus unit using AutoLoad Plus software.
2. Click Edit>Settings>Network settings
3. In Network settings, change the data port from 2000 to another port number such as 4095 or 50000.
4. Save these changes to the ARC Plus unit.
5. Update other device(s) or software that interact with the ARC Plus unit, for example AutoPilot software or a Router if port forwarding is configured.

For information on Cisco's use of port 2000, please visit

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/8_0_2/portlist802.html and scroll down to Port Descriptions Table 6.

Thank you,

Burk Technology Technical Support Team

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