

**An error message plays when calling a CTI route point**

<b>Problem Summary</b>	Callers hear a message when calling a CTI route point. The JTAPI subsystem might also be in partial service because the CTI route point cannot load the associated application script.
<b>Error Message</b>	<i>I'm sorry, we are currently experiencing system problems.</i>
<b>Possible Cause</b>	The application script associated with the CTI route point did not load correctly.
<b>Recommended Action</b>	<p>Validate the application script in the Cisco Unified CCX Editor as follows:</p> <ol style="list-style-type: none"> <li>1. From the Cisco Unified CCX Administration web page, choose Applications &gt; Script Management.</li> <li>2. Click the script and download it from the Repository.</li> <li>3. Open the script in the Cisco Unified CCX Editor.</li> <li>4. Validate the script and save it.</li> <li>5. Choose Applications &gt; Script Management and upload the script to the Repository.</li> <li>6. When prompted, click Yes to refresh both script and applications.</li> <li>7. Refer to the Cisco Unified CCX trace files to verify that the application script was loaded successfully.</li> <li>8. If a script has been validated, saved, and uploaded to the repository, and still will not load, verify that any other dependencies are met. For example, if the script references a custom class, make sure that the class is available to the Cisco Unified CCX Engine.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.