

An error message plays when calling a CTI route point

Problem Summary	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.
Error Message	<i>I'm sorry, we are currently experiencing system problems.</i>
Possible Cause	The application script associated with the CTI route point did not load correctly.
Recommended Action	<p>Validate the application script in the Cisco Unified CCX Editor as follows:</p> <ol style="list-style-type: none"> 1. From the Cisco Unified CCX Administration web page, choose Applications > Script Management. 2. Click the script and download it from the Repository. 3. Open the script in the Cisco Unified CCX Editor. 4. Validate the script and save it. 5. Choose Applications > Script Management and upload the script to the Repository. 6. When prompted, click Yes to refresh both script and applications. 7. Refer to the Cisco Unified CCX trace files to verify that the application script was loaded successfully. 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.
Release	Release 7.0(1)
Associated CDETS #	None.