

## Caller Does Not Hear Prompt or Expected Event Does Not Occur

<b>Problem Summary</b>	When a call is made, the caller does not hear a prompt or an expected event (such as a transfer) does not take place.
<b>Error Message</b>	None.
<b>Possible Cause</b>	There has been a misconfiguration on the Unified ICME.
<b>Recommended Action</b>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>1. In Configure ICM, under Network VRU Scripts, note the Network VRU for the Network VRU script in the ICM Run VRU Script node.</li> <li>2. In Configure ICM, under Labels for the Network VRU that is running the ICM script, click Set Target, click Network VRU and select the Network VRU noted in Step 1.</li> </ol> <p><b>Note:</b> When using VRU Types 2 or 5, try running Call Tracer.</p>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	An error has occurred in Unified CVP.
<b>Recommended Action</b>	<p>Do the following:</p> <ol style="list-style-type: none"> <li>1. Use Monitor mode in the ICM Script Editor to see if the call is following the expected path (that is, it does not travel through an X branch).</li> <li>2. Check the Call Server logs to see what the error or warning messages have been generated.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.