

Caller Does Not Hear Prompt or Expected Event Does Not Occur

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