

## Caller Hears System Error Message

<b>Problem Summary</b>	A caller hears a system error message.
<b>Error Message</b>	The caller hears the default audio message that indicates a system error has occurred.
<b>Possible Cause</b>	When a caller hears a system error message, this usually indicates an ICM scripting or configuration error.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. If the caller is experiencing the error before hearing any other prompts, in Unified ICME software make sure the dialed number is associated with a call type and the call type is associated with a script.</li> <li>2. In the ICM script, be certain that all external paths out of Run External Nodes have some default action (transfer to default LABEL, Queue to Skill Group, and so forth) .</li> <li>3. In the ICM script, make sure that the last node in the script at the logical end of the call terminates gracefully, such as with a RELEASE or LABEL. Otherwise, the system error is played.</li> <li>4. Unified CVP might have timed out waiting for a response from Unified ICME software. This is typically caused by an Application Gateway data base dip that is taking longer than the Unified CVP Call Server timeout settings.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.