

Caller Hears System Error Message

Problem Summary	A caller hears a system error message.
Error Message	The caller hears the default audio message that indicates a system error has occurred.
Possible Cause	When a caller hears a system error message, this usually indicates an ICM scripting or configuration error.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 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. 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) . 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. 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.
Release	Release 7.0(2)
Associated CDETS #	None.