## **Call Server Is Not Reachable**

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Problem	After a forced delete of the Reporting Server, the Call Server state did not change from
Summary	the Down state to the Partial or Up state.
Error Message	Opsconsole Control Center: Call Server status is down.
Possible Cause	The Call Server messageAdapter.properties file is corrupt.
Recommended Action	<ol> <li>From the command line, run CVP_HOME\in\tac\reimage.bat on the Call Server.</li> <li>Restart the Operations Console Resource Manager (ORM) service.</li> <li>Log in to the Operations Console, and choose Device Management &gt; CVP Call Server.</li> <li>Click Save &amp; Deploy to save the changes and apply them to the Call Server.         <ul> <li>Note: All co-located devices—including VXML Server, Reporting Server, and Video Media Server—must be deployed after reimage.bat is run. You must repeat these steps for each co-located device.</li> </ul> </li> <li>Note: Optionally, you can reinstall the CVP device.</li> </ol>
Release	Release 7.0(2)
Associated CDETS #	None.