

## Call/VXML Server Is Not Reachable

<b>Problem Summary</b>	After a forced delete of the Reporting Server, the Call Server state did not change from the Down state to the Partial or Up state.
<b>Error Message</b>	Opsconsole Control Center: Call Server status is down.
<b>Possible Cause</b>	The Call Server messageAdapter.properties file is corrupt.
<b>Recommended Action</b>	<p>To resolve this issue:</p> <ol style="list-style-type: none"> <li>1. From the command line, run <b>CVP_HOME\bin\tac\reimage.bat</b> on the Call Server.</li> <li>2. Restart the Operations Console Resource Manager (ORM) service.</li> <li>3. Log in to the Operations Console, and choose <b>Device Management &gt; CVP Call Server</b>.</li> <li>4. Click <b>Save &amp; Deploy</b> to save the changes and apply them to the Call Server.</li> </ol> <p><b>Note:</b> 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.</p> <p><b>Note:</b> Optionally, you can reinstall the CVP device.</p>
<b>Release</b>	Release 7,8,9,10x
<b>Associated CDETS #</b>	None.