

Call/VXML Server Is Not Reachable

Problem Summary	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.
Error Message	Opsconsole Control Center: Call Server status is down.
Possible Cause	The Call Server messageAdapter.properties file is corrupt.
Recommended Action	<p>To resolve this issue:</p> <ol style="list-style-type: none"> 1. From the command line, run CVP_HOME\bin\tac\reimage.bat on the Call Server. 2. Restart the Operations Console Resource Manager (ORM) service. 3. Log in to the Operations Console, and choose Device Management > CVP Call Server. 4. Click Save & Deploy to save the changes and apply them to the Call Server. <p>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.</p> <p>Note: Optionally, you can reinstall the CVP device.</p>
Release	Release 7,8,9,10x
Associated CDETS #	None.