

## Full Video Calls Drop upon Dialing the DNIS

<b>Problem Summary</b>	Upon dialing the Dialed Number Identification Service (DNIS), full video calls are immediately dropped.
<b>Error Message</b>	none
<b>Possible Cause</b>	The connection between Unified CVP and the Interactive Video Platform (IVP) system from Radvision (used as part of the Unified CVP solution) may not be established.
<b>Recommended Action</b>	<p>Verify the following requirements:</p> <ul style="list-style-type: none"> <li>• The Call Server status is functioning (up) in the OAMP control center.</li> <li>• A valid connection exists between Unified CVP and IVP via Diag Servlet. To verify, click on <b>Dump IVR subsystem</b> and look for the following ContactClient statements: <ul style="list-style-type: none"> <li>ContactClientManager: video enabled: true</li> <li>ContactClient count: 1</li> <li>ContactClient [192.168.150.170]:9981, connectionId:iCONTACT-Connection-1</li> </ul> </li> <li>• Look for following log message in CVP log: 2472: 192.168.150.173: Sep 24 2007 11:35:25.500 -0400: %CVP_7_0_IVR-1-VIDEO_CONNECTION_UP: Connection to iContact server [192.168.150.170]:9981 is UP [id:3100]</li> </ul>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	The access numbers and/or prefix numbers have not been configured for iCONTACT in IVP Manager and/or iCONTACT configuration file.
<b>Recommended Action</b>	<p>To resolve this issue:</p> <ol style="list-style-type: none"> <li>1. Configure the access numbers and/or prefix numbers for iCONTACT using IVP Manager.</li> <li>2. Configure the same access numbers and/or prefix numbers in the iCONTACT configuration file.</li> <li>3. Restart IVP after making these changes.</li> </ol>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.