

Full Video Calls Drop upon Dialing the DNIS

Problem Summary	Upon dialing the Dialed Number Identification Service (DNIS), full video calls are immediately dropped.
Error Message	none
Possible Cause	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.
Recommended Action	<p>Verify the following requirements:</p> <ul style="list-style-type: none"> • The Call Server status is functioning (up) in the OAMP control center. • A valid connection exists between Unified CVP and IVP via Diag Servlet. To verify, click on Dump IVR subsystem and look for the following ContactClient statements: <ul style="list-style-type: none"> ContactClientManager: video enabled: true ContactClient count: 1 ContactClient [192.168.150.170]:9981, connectionId:iCONTACT-Connection-1 • 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]
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	The access numbers and/or prefix numbers have not been configured for iCONTACT in IVP Manager and/or iCONTACT configuration file.
Recommended Action	<p>To resolve this issue:</p> <ol style="list-style-type: none"> 1. Configure the access numbers and/or prefix numbers for iCONTACT using IVP Manager. 2. Configure the same access numbers and/or prefix numbers in the iCONTACT configuration file. 3. Restart IVP after making these changes.
Release	Release 7.0(2)
Associated CDETS #	None.