

IVR Subsystem Goes into Disabled State When Call Server Service Starts

Problem Summary	When the Call Server service is started, the IVR subsystem goes into a Disabled state.
Error Message	
Possible Cause	The Unified CVP license in use is a non-expiring license (no expiration date).
Recommended Action	Use a Unified CVP license that has an expiration date
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	If the Unified CVP license in use has an expiration date, the Unified CVP Call Server service need to be recycled.
Recommended Action	Recycle the Unified CVP Call Server Service. After recycling, check to see if the IVR subsystem is not in a Disabled state. If it is disabled, the process needs to be repeated a few times.
Release	Release 7.0(2)
Associated CDETS #	None.