

## IVR Subsystem Goes into Disabled State When Call Server Service Starts

<b>Problem Summary</b>	When the Call Server service is started, the IVR subsystem goes into a Disabled state.
<b>Error Message</b>	
<b>Possible Cause</b>	The Unified CVP license in use is a non-expiring license (no expiration date).
<b>Recommended Action</b>	Use a Unified CVP license that has an expiration date
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	If the Unified CVP license in use has an expiration date, the Unified CVP Call Server service need to be recycled.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.