

IVR Subsystem Returns a 500 Rejection on VXML Fetch from Gateway

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| Problem Summary | IVR Subsystem returns a 500 rejection on VXML fetch from the gateway as seen in the gateway or CVP logs. |
| Error Message | 500 Rejection |
| Possible Cause | Incorrect setting of parameter "Max Length of DNIS" on ICM service configuration page of Operations Console. |
| Recommended Action | Set parameter to the same length as the DNIS part of the label returned by ICM. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |