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| **Problem Summary** | The earlier section Common Audio Responses, Error Messages, and Issues with Solutions contains error indications that include problems with the call server. The following information supplements that section. |
| **Error Message** | NA |
| **Possible Cause** | NA |
| **Recommended Action** | Call server status is *partial*:<br><br>• An immediate busy signal usually indicates an issue with the gateway or a call server that is down.<br>• This is normal status for the standalone applications because the call server is not connected to ICM.<br>• In the comprehensive exercise, a status of *partial* usually indicates a problem with the configuration of the PG connecting CVP to ICM. Refer to Troubleshooting the PG Installed on the Unified CVP Server.<br><br>**Note:** You do *not* need a license file for the test implementation of the call server. However, the test implementation is limited to **thirty** simultaneous calls. This means that, if, for some reason, calls are not being completed and are "stuck" in the system, additional calls (over 30) will not go through and will be logged as errors. |
| **Release** | NA |
| **Associated CDETS #** | None. |

**Back:** Troubleshooting Tips for Getting Started with CVP