

## Calls are failing in IVR and user hears busy tone for these calls

<b>Problem Summary</b>	Calls are failing in IVR and user hears busy tone for these calls.
<b>Error Message</b>	Calls to IVR are failing.
<b>Possible Cause</b>	<p>Check if there are following exceptions in the MIVR logs :</p> <p>MIVR-SS_ICM-3-UNDEFINED_VRU_SCRIPT:Undefined VRU script referenced by the specified call  %MIVR-LIB_ICM-7-EXCEPTION:com.cisco.ged125.InvalidScriptException</p> <p>In case of the above exceptions ?</p> <p>Check if the VRU script name field configured in ICM settings matches the VRU script name defined in IVR.</p>
<b>Recommended Action</b>	Correct the ICM configuration to make it point to the correct VRU script and try out the call.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None.