

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

Problem Summary	Calls are failing in IVR and user hears busy tone for these calls.
Error Message	Calls to IVR are failing.
Possible Cause	<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>
Recommended Action	Correct the ICM configuration to make it point to the correct VRU script and try out the call.
Release	Release 8.0(1)
Associated CDETS #	None.