

Calls to IVR are failing and ICM subsystem is OUT_OF_SERVICE

Problem Summary	Calls to IVR are failing and ICM subsystem is OUT_OF_SERVICE.
Error Message	Calls to IVR are failing.
Possible Cause	<p>Check if there are any exceptions/errors related to scripts in the logs. Verify that the prompt paths used in the scripts are valid. In an upgrade set up, it could be that the scripts are still using the old windows path which will not work in UCCX 8.0 environment.</p> <p>Erroneous scripts can result in call failure and ICM subsystem may not come up at all if the prompt path is incorrect.</p>
Recommended Action	Correct the VRU script and restart IPIVR Engine. Verify that ICM subsystem is in ACTIVE state in IPIVR.
Release	Release 8.0(1)
Associated CDETS #	None.