

**Calls to IVR are failing and ICM subsystem is OUT\_OF\_SERVICE**

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| <b>Problem Summary</b>    | Calls to IVR are failing and ICM subsystem is OUT_OF_SERVICE.  |
| <b>Error Message</b>      | Calls to IVR are failing.  |
| <b>Possible Cause</b>     | <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> |
| <b>Recommended Action</b> | Correct the VRU script and restart IPIVR Engine. Verify that ICM subsystem is in ACTIVE state in IPIVR.  |
| <b>Release</b>            | Release 8.0(1)   |
| <b>Associated CDETS #</b> | None.  |