

## Cannot Complete Call Control

<b>Problem Summary</b>	After Whisper Announcement plays in a Parent/Child deployment, if you click the Hold, Conference, or Transfer buttons, you receive an error message. You can disconnect the call without problem.
<b>Error Message</b>	Operation ... failed
<b>Possible Cause</b>	In a Parent/Child deployment, you configured the ECC variable, user.media.id, and used it in the parent routing script.
<b>Recommended Action</b>	Remove the ECC variable. This variable is not required by CVP.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	N/A