

Content Services Switch Shows Call Server Out of Service but IVR Service Is up

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| Problem Summary | Content Services Switch (CSS) shows Call Server out of service but IVR Service is up. |
| Error Message | None |
| Possible Cause | The keepalive retry period is set too low. |
| Recommended Action | <p>The CSS polls the Unified CVP Call Server with a special Unified CVP script that is manually placed on the CSS. The keep alive retry period must be greater than the retry period specified in the script. Make sure the CSS keep alive retry period is set to 6. Also do a show script <script name> on the CSS to verify that the script exists.</p> <pre> service vxml1 keepalive maxfailure 1 keepalive retryperiod 6 ip address 10.86.129.22 keepalive type script <script name> "10.86.129.31" active </pre> |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |