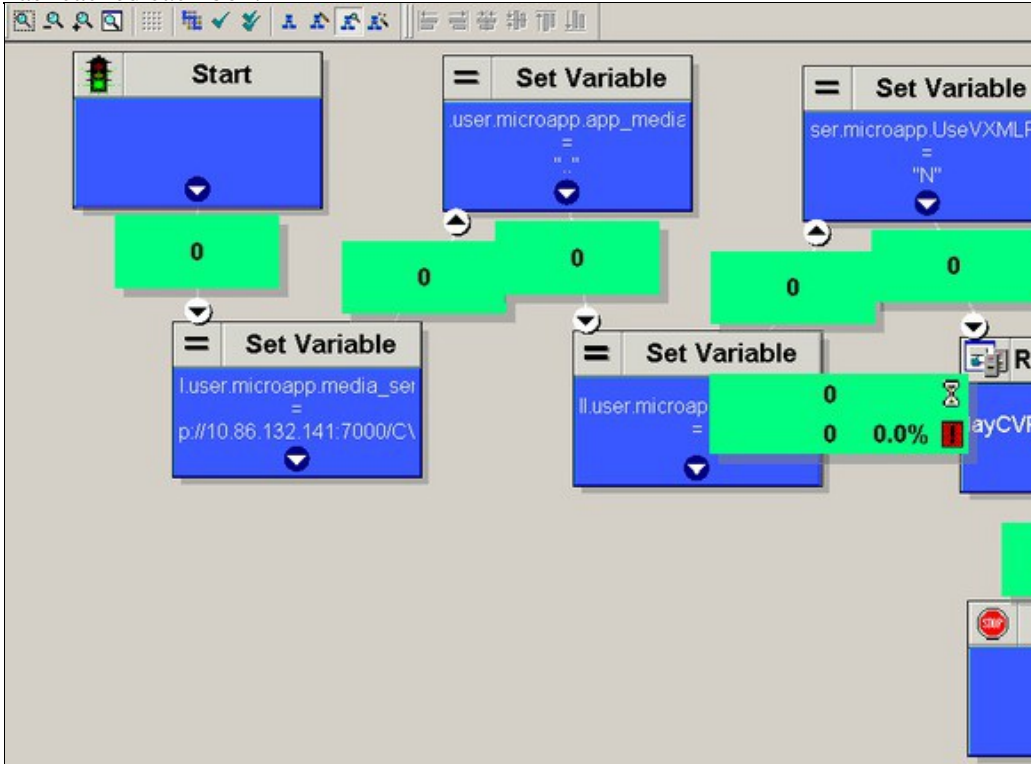


## Enable\_ICM\_script\_monitoring

The Unified ICM scripting tool provides a monitoring mode that enables you to track the progress of a call through the Unified ICM script. This mode is especially helpful for both complex and simple scripts in the comprehensive exercise, the as it provides the following valuable information:

- Indicates whether or not the call reached the Unified ICM portion of the call flow.
- Indicates whether or not the call completed specific parts of the script and, if there is more than one path in the script, which path the call took.

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Problem Summary</b>    | Enable ICM script monitoring                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Error Message</b>      | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Possible Cause</b>     | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Recommended Action</b> | <p>To enable the script monitoring function, complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Log into the ICM server and open the script editor.</li> <li>2. Open the script you wish to monitor and click the monitoring icon (set of blocks with a magnifying glass) or select <b>Script &gt; Monitor Script</b>.<br/>The script editor displays the script with green boxes indicating how many times a call has reached each box.</li> </ol>  <ol style="list-style-type: none"> <li>3. Place a call and wait a few seconds.<br/>In the following example, the user placed five calls with the following results: <ul style="list-style-type: none"> <li>• The ICM system successfully set the variables for all five calls.</li> <li>• Three of the calls completed properly as indicated by the 60% box.</li> <li>• Two calls were terminated early (in this test, by the user hanging up) as indicated by the 40% box.</li> <li>• None of the calls was sent to the error path as indicated by the 0% box.</li> </ul> </li> </ol> <p><b>Note:</b> In the comprehensive exercise you create <b>two</b> ICM scripts. To monitor the calls from the other direction, switch to the other ICM script.</p> |

Enable\_ICM\_script\_monitoring

|                           |       |
|---------------------------|-------|
| <b>Release</b>            | NA    |
| <b>Associated CDETS #</b> | None. |

**Back:** [Troubleshooting Tips for Getting Started with CVP](#)