

Gateway Cannot Connect to ASR/TTS Server

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| Problem Summary | Gateway cannot connect to ASR/TTS server. |
| Error Message | None. |
| Possible Cause | There is a connectivity problem between the gateway and the ASR/TTS server or there are not enough ASR/TTS licenses available. |
| Recommended Action | <p>Check that the Gateway has the correct IP addresses for the ASR and TTS servers, as well as the ASR and TTS backup servers.</p> <p>Run a series of ping tests to each of the IP addresses of the ASR and TTS servers and backup server. Verify that there is network connectivity to each of the servers.</p> <p>Check that the ASR and TTS services are running.</p> <p>Check that the IVR Service configuration is correct.</p> |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |