

## Gateway Cannot Connect to ASR/TTS Server

<b>Problem Summary</b>	Gateway cannot connect to ASR/TTS server.
<b>Error Message</b>	None.
<b>Possible Cause</b>	There is a connectivity problem between the gateway and the ASR/TTS server or there are not enough ASR/TTS licenses available.
<b>Recommended Action</b>	<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>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.