

## Other Areas to Check

<b>Problem Summary</b>	General failures.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Software version incompatibilities, hotfixes not installed or installed incorrectly, firewalls, network slowness.
<b>Recommended Action</b>	<p>To resolve this issue:</p> <ul style="list-style-type: none"> <li>• Verify that the your software versions comply with the Unified CVP compatibility matrix in the <i>Hardware and System Software Specification for the Cisco Unified Customer Voice Portal</i>.</li> <li>• Determine if there are any firewalls in the solution. Firewalls can introduce network latencies and misrouted messages if it is not configured correctly.</li> </ul>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.