

Other Areas to Check

Problem Summary	General failures.
Error Message	None.
Possible Cause	Software version incompatibilities, hotfixes not installed or installed incorrectly, firewalls, network slowness.
Recommended Action	<p>To resolve this issue:</p> <ul style="list-style-type: none"> • 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>. • Determine if there are any firewalls in the solution. Firewalls can introduce network latencies and misrouted messages if it is not configured correctly.
Release	Release 7.0(2)
Associated CDETS #	None.