

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	To resolve this issue: <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.