

**Names are not recognized**

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|---------------------------|---|
| <b>Problem Summary</b>    | For calls that have been allocated a channel from a MRCP ASR Dialog Control Group, names are not consistently recognized by the Name to User step.  |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The Name Grammar Generator was not run after a new Cisco Unified CCX installation or after you added or changed an existing name.   |
| <b>Recommended Action</b> | <p>Run the Name Grammar Generator.</p> <p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Select <b>Tools &gt; User Management &gt; Name Grammar Generation</b>. (Run the Name Grammar Generator at off-peak times.)</li> <li>2. Verify that you have select the correct Grammar Variant. If you use Nuance, select "Nuance." If you use any other vendor, select "Standard," and in the case of a mixed environment, select "Both."</li> </ol> |
| <b>Release</b>            | Release 7.0(1)  |
| <b>Associated CDETS #</b> | None.   |