

Neither_DN_provides_any_response...the_line_is_silent_and_the_call_does_not_connect_or_terminate

Problem Summary	Neither DN provides any response...the line is silent and the call does not connect or terminate.
Error Message	NA
Possible Cause	For the Comprehensive exercise, if Cisco ICM icm RouterA is not started, it will cause this effect. As well, some PG issues will also cause the issue of no response at all. For example, the PG type must be type 10.
Recommended Action	<p>Open the ICM Service Control tool to check if the Cisco ICM icm RouterA service is running, and start Cisco ICM icm RouterA if the service is not running, perform the following steps:</p> <ol style="list-style-type: none">1. Log in to the Unified ICM server using a program such as VNC viewer. The workstation folder opens with a set of functions listed on the desktop.2. Double-click Service Control and verify that the Cisco ICM icm RouterA service is running.3. If Cisco ICM icm RouterA is not started, select Cisco ICM icm RouterA and click Start. <p>Troubleshoot the PG. See troubleshooting topics related to the PG installed on the Unified CVP Server.</p>
Release	NA
Associated CDETS #	None.

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