

**Nuance 9.0 not working with Unified CCX**

<b>Problem Summary</b>	Nuance MRCP ASR and MRCP TTS not working after configured from AppAdmin
<b>Error Message</b>	MRCP ASR and MRCP TTS Provider not able to recognize and play prompts.
<b>Possible Cause</b>	Unified CCX is not integrated properly with Nuance 9.0 or check Nuance 9.0 licenses.
<b>Recommended Action</b>	Make sure that Nuance license file have not expired so also make sure that Nuance 9.0 is integrated prop as per information available at <a href="http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/product_bulletin_c25-546">http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/product_bulletin_c25-546</a>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	