

Nuance 9.0 not working with Unified CCX

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| Problem Summary | Nuance MRCP ASR and MRCP TTS not working after configured from AppAdmin |
| Error Message | MRCP ASR and MRCP TTS Provider not able to recognize and play prompts. |
| Possible Cause | Unified CCX is not integrated properly with Nuance 9.0 or check Nuance 9.0 licenses. |
| Recommended Action | 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 http://www.cisco.com/en/US/prod/collateral/voicesw/custcosw/ps5693/ps1846/product_bulletin_c25-546 |
| Release | Release 8.0(1) |
| Associated CDETS # | |