

One_DN_works_properly_but_the_other_one_does_not

Problem Summary	One DN works properly, but the other does not work.
Error Message	NA
Possible Cause	NA
Recommended Action	<p>Perform the following steps to troubleshoot DN problems of this type for the Comprehensive exercise:</p> <ol style="list-style-type: none">1. Open the Unified ICM Script Editor with the script for the call that does not work.2. Select Script > Monitor Script and place the call again. Monitor mode will indicate how far the call is processed through the script.3. Check that you have saved the latest Unified ICM call script. If it was not saved, save the script and retry the call.4. Check the connections on the calls script. <p>See topics related to call transfer additions.</p>
Release	NA
Associated CDETS #	None.

Back: [Comprehensive exercise common issues](#)