

One\_DN\_works\_properly\_but\_the\_other\_one\_does\_not

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

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