

## Quick\_troubleshooting\_checks\_for\_comprehensive\_call\_flow\_exercise

For the Comprehensive exercise, there are a number of servers, services, and other components that must be Up. It is possible that one or more of these components was turned off or not enabled during the set up process.

- ICM services
  - Cisco ICM icm Distributer
  - Cisco ICM icm LoggerA
  - Cisco ICM icm RouterA
  - CVP Call Server and VXML Server
  - Peripheral Gateway service

Comprehensive exercise audio error messages

- CM server (route patterns)
- TTS server
- HelloWorld and customhelloworld voice applications are running on the CVP Server

You can verify if any of these components has a not ready condition and start them if they are not Up and running.

- Verify status and start ICM services
- Verify status and start CVP Call Server
- Verify status and start PG on Unified CVP Server
- Verify route patterns on CM server
- Verify TTS server status
- Verify voice applications are running on VXML Server

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