

Names are not recognized

Problem Summary	For calls that have been allocated a channel from a MRCP ASR Dialog Control Group, names are not consistently recognized by the Name to User step.
Error Message	None.
Possible Cause	The Name Grammar Generator was not run after a new Cisco Unified CCX installation or after you added or changed an existing name.
Recommended Action	<p>Run the Name Grammar Generator.</p> <p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Select Tools > User Management > Name Grammar Generation. (Run the Name Grammar Generator at off-peak times.) 2. Verify that you have select the correct Grammar Variant. If you use Nuance 8.5 select "Nuance" , for Nuance 9.0 and Scansoft select OSR 3.1.x and if you use IBM WVS select 2003 SISR.In the case of a mixed environment, select "All" or combination of them.
Release	Release 8.0(1)
Associated CDETS #	None.