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General

- [You place a test call and immediately receive a busy signal](#)
- [Call immediately hangs up or rings once and hangs up](#)
- [You hear holdmusic.wav or but hear a TTS response instead](#)

Audio Error Messages

- [Your call cannot be completed as dialed. Please consult your directory and call again, or ask your operator for assistance.](#)
- [critical_error.wav: I'm sorry, we are currently experiencing system problems and are unable to process your call. Please try again later.](#)
- [I'm sorry, we are experiencing difficulties. Please call back at a later time.](#)
- [We are currently experiencing heavy call volume. Please try your call again later.](#)
- [I'm sorry, there was a problem with this application. Please call back later.](#)

Voice Gateway Troubleshooting

- [Verify voice gateway is added to Operations Console and is reachable](#)
- [Gateway CLI commands for CVP exercises](#)
- [Voice gateway debug commands and log files](#)
- [View copy and print the voice gateway configuration file](#)
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VXML Server Troubleshooting

- Check status and/or restart VXML Server
- Restart VXML Server using Windows services management
- VXML Server not reachable and you cannot restart it
- Access VXML Server administrative batch files
- Access read and clear VXML server log files

Call Server Troubleshooting

- Call Server Troubleshooting

Reporting Server Troubleshooting

- Status of the Reporting server
- Check for call events being sent to the Reporting server.

Call Studio (customhelloworld) troubleshooting

- Call Studio (customhelloworld) audio error messages
- You receive the message customhelloworld: Validation failed. Please see Call Studio Problems view for details
- You see the message that Windows cannot open the file deployApp.sh
- You see the message that the application is loaded and running but errors were encountered while initializing the application
- You receive a validation failed message when deploying customhelloworld application from within Call Studio
- You hear a TTS response instead of holdmusic.wav when you call customhelloworld DN
- Subdialog return - caller input error

Troubleshooting comprehensive call flow exercise

- Audio Error Message: I'm sorry, we are experiencing difficulties. Please call back at a later time.
- Audio Error Message: I'm sorry, we are currently experiencing system problems and are unable to process your call. Please try again later
- Quick troubleshooting checks for comprehensive call flow exercise
- Comprehensive exercise common issues
- Troubleshooting PG installed on Unified CVP server

Track call progress using Unified ICM script monitoring

- Enable ICM script monitoring