Back: Troubleshooting Unified Customer Voice Portal

Add tip: Create Contact Center Troubleshooting Tips

Create PDF: Create PDF for Unified CVP 7.0(2)

The following tips were added by Cisco Documentation:

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Call Server

- Call Server: Device Becomes Corrupted
- Call Server: SSL Recovery
- Call Server: Resource Manager Service Fails to Start
- Call Server: Call Server Is Not Reachable
- Call Server: Call Server Cannot Communicate with Co-located Reporting Server
- Call Server: Call Server or VoiceXML Service Cannot Be Restarted
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- Call Server: Resetting System Clock Stops IVR Service Requests
- Call Server: IVR Service CALL_RESULT Returns Error Code Other than 0
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- Call Server: Invalid Path or File Name
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- Call Server: Unable Add IOS Device Because Device Is Already Managed
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- Call Server: Only One Call Server Is Receiving Calls
- Call Server: Calls Are Disconnecting
- Call Server: Non-English Video Text Overlay is Garbled in Full Video
- Call Server: Movie Media of Video Micro-Application Cannot be Interrupted
- Call Server: Media Poller timing issues
- Call Server: Invalid Thumbnail Images on VMS Server
- Call Server: CALL Server Cannot Connect to IVP Server
- Call Server: VMS Administrator Replaces Video Content While Agent is Previewing
- Call Server: VMS Administrator Replaces Video Content While Agent is Pushing Initial Video to Caller
- Call Server: Unable to Process Playback Request

VXML Server

- VXML Server: Ended Session Request Error
- VXML Server: Ending Session Request Error
- VXML Server: Session Does Not Contain Call Information
- VXML Server: Rapid Multiple Sequential Applications Warning
- VXML Server: Session Loss During a Call Error
- VXML Server: Session Ending within an Element Error
- VXML Server: Empty Error Message
- VXML Server: VXML Server Displays Information of an Old Version
- VXML Server: VXML Server Console Displays No Information
- VXML Server: VXML Server Sample Application Displays Page Not Found
- VXML Server: VXML Server Sample Application Displays Technical Difficulties
- VXML Server: Excessive Unavailable ASR Errors in VXML Server Log
- VXML Server: VXML Server Loggers Not Functioning
- VXML Server: VXML Server Is Unreachable
- VXML Server: VXML Server Does Not Start After Patch
- VXML Server: VXML Server Fails After CVP 7.0 Upgrade
- VXML Server: VoiceXML Scripts Fail
- VXML Server: Call Start Element Deleted From VXML Server
- VXML Server: VoiceXML Application Fails to Access Another Resource
- VXML Server: Error 500: Error Initializing Velocity
- VXML Server: Keytool Error: Failed to Establish Chain from Reply
- VXML Server: VXML Server Statistics Not Available Error Message

Reporting Server

- Unified CVP: Reporting Server Logging Causes Performance Issues
- Reporting: Agent-initiated calls that result in Prompt Play
- Reporting Server: Cannot Initialize the JDBC Connection
- Reporting Server: CVP Error Log
- Reporting Server: Errors During Reporting Server Database Purge
- Reporting Server: Failure to Receive Messages from the Message Bus
- Reporting Server: No Informix Services Found on Reporting Server
- Reporting Server: Purge Cannot Run
- Reporting Server: Queries Timing Out Under Load
- Reporting Server: Reporting Server Association Error
- Reporting Server: Reporting Server Cannot Connect to Database
- Reporting Server: Reporting Server Cannot Initialize JDBC Connection
- Reporting Server: Reporting Server Goes into Partial Service Mode
- Reporting Server: Reporting Server Is Unreachable
- Reporting Server: Reporting Server Not Receiving Messages From Message Bus
- Reporting Server: Reports Are Slow
- Reporting Server: Starting Informix Database Causes Client Locale Not Set Error
- Reporting Server: What are the Informix Error Codes?
- Reporting Server: Goes to Partial Service Mode

Audio

- Audio: Incoming Audio-Only Calls to IVP Are Not Rejected
- Audio: Caller Hears Nothing but No Errors Logged
- Audio: Caller Does Not Hear Prompt or Expected Event Does Not Occur
- Audio: No Audio After Consult Transfer
- Audio: One-Way Audio on Voice Gateway
- Audio: GetSpeech Micro-Application With Datatype "Currency" Does Not Work with Negative Currencies
- Audio: A Prompt File From Media Server Did Not Run
- Audio: Long Pauses between Prompts
- Audio: Caller Hears System Error Message
- Audio: Prompts Not Played Intermittently, Random Prompts, Random ICM Scripts
- Audio: Prompts Not Played if SetTransferLabel is Configured
- Audio: No Ring Tone When Transfer to Unified CCE Agent
- Audio: Garbled Prompts or Voice
- Audio: Caller Hears Prompt then Dead Air, Fast Busy, or Pause, then Disconnected
- Audio: One-way Voice after Agent Transfer
- Audio: Micro-Application May Not Always Create Correct VoiceXML
- Audio: Large Number of No Matches for Speech Recognition
- Audio: Same Prompt Repeats Multiple Times
- Audio: Cannot Deploy Newly Added Speech Server
- Audio: SpeechWorks Does Not Work with Unified CVP
- Audio: Hearing English System Critical Message When Locale Not Set to en-us
- Audio: Speech and DTMF Keystroke Recognition Take Long Time to Complete
- Audio: Speech Recognition Does Not Recognize Wide Character String Grammars
- Audio: Large Number of Invalid Entries for Speech Recognition
- Audio: DTMF Barge-in Not Detected
- Audio: Clicking Noise Heard During Scansoft TTS on IP Phones

Transfer and Connect

- Transfer and Connect: Agent Does Consult Transfer to CVP and Completes Consult While Connected to IVR
- Transfer and Connect: Agent Available and Transfer Does Not Happen
- Transfer and Connect: Problem with IP Transfer
- Transfer and Connect: Agent Cannot Transfer Calls to Unified CVP or Another Agent
- Transfer and Connect: Agent Cannot Perform a Consult Transfer and Conference to a Second Agent
- Transfer and Connect: Ringtone Video Is Not Visible During Consult Transfer
- Transfer and Connect: When a Call Is IP Transferred, the Caller Is Disconnected
- Transfer and Connect: A Call Placed from an Analog Phone on an FXS Port Fails
- Transfer and Connect: Calls Dropped When a Caller Tries to Invoke Supplementary Services
- Transfer and Connect: Call is Disconnected during IP Transfer and the Gatekeeper Is Configured
- Transfer and Connect: Agent Desktop Gets a "Call Failed Due to Network Interruption" Error
- Transfer and Connect: Call Back For IVR Service Treatment or Subsequent Network Transfer Fails
- Transfer and Connect: Call Disconnected As Soon As Agent Answers
- Transfer and Connect: Call Immediately Disconnected and Caller Hears Nothing
- Transfer and Connect: Agent Goes Ready, Queued Caller Never Delivered to Agent
- Transfer and Connect: Post-Route Transfers Do Not Work
- Transfer and Connect: No Ringback on Blind Transfer
- Transfer and Connect: RONA and Router Requery Not Working as Expected
- Transfer and Connect: Call Disconnected as Soon as Agent Answers
- Transfer and Connect: DTMF Tones not Recognized
- Transfer and Connect: Re-route On No Answer CallDisposition RNA Code 19

Unified Communications Manager

- Unified Communications Manager: ASP Error Occurs on Unified CM

Unified ICME

- Unified ICME: Unified ICME Lookup Requests Show 0
- Unified ICME: Unified ICME Timeout Occurs and No Error Found
- Unified ICME: Call Receives Default Route Label From Unified ICME
- Unified ICME: ICM Script Fails on Run VRU Script Node
- Unified ICME: Running Out of ECC Variable Space
- Unified ICME: VRU Script Returns Incorrect Result
- Unified ICME: Incorrect Number for Play Data Micro-applications
- Unified ICME: Caller Is Restarted at Beginning of ICM Script
- Unified ICME: Numeric data Is not Playing in the Expected Format
- Unified ICME: Unified ICME Service Control Only Displays H.323 Service After Core Software Install
- Unified ICME: Error Code 31, 32, 33 Returned to ICM Script
- Unified ICME: Error Code 9 Returned to ICM Script

Content Services Switch

- Content Services Switch: Content Services Switch Shows Call Server Out of Service but IVR Service Is up

General Troubleshooting

- General Troubleshooting: Intermittent Timeout Issues
- General Troubleshooting: Windows OS Application Log Fills up
- General Troubleshooting: Error When Adding a Dial-Peer
- General Troubleshooting: "Java is Not a Recognized Program" Error
- General Troubleshooting: "Password Does Not Meet the Operating System Security Requirements" Error
- General Troubleshooting: Password Lost or Forgotten
- General Troubleshooting: Server IP Address Has Been Changed
- General Troubleshooting: Unable to Open Command Prompt Window or Other Applications
- General Troubleshooting: When Hyperthreading Is Enabled, Unified CVP Performance Is Degraded
- General Troubleshooting: Users Cannot Login
- General Troubleshooting: Errors Reported by Various Unified CVP Components
- General Troubleshooting: Other Areas to Check

H.323 Troubleshooting

- H.323 Troubleshooting: H.323 Service Process Restarts Unexpectedly
- H.323 Troubleshooting: H.323 Service Out of Service
- H.323 Troubleshooting: H.323 Service Log Indicates Wrong Number of Licensed IVR Service Ports
- H.323 Troubleshooting: H.323 Service Must be Registered with Gatekeeper to Perform IP Transfers Error
- H.323 Troubleshooting: Unexpected Event for the Gatekeeper Registrations Error
- H.323 Troubleshooting: VBadmin Command Fails

SIP Troubleshooting

- SIP Troubleshooting: SIP to SIP Calls Do Not Play Ring Ringback Tone
- SIP Troubleshooting: Assigning DN Auto Answer Settings for Shared Lines
- SIP Troubleshooting: SIP Calls Experience Long Delay or Fast Busy
- SIP Troubleshooting: SIP Calls Receives 500 Internal Server Error "Routing Failed" Event
- SIP Troubleshooting: SIP Call Receives 489 Bad Event Message
- SIP Troubleshooting: Back to Back User Agent (B2BUA) Sending 503 Server Not Available
- SIP Troubleshooting: REJECTED WITH 401 - Unauthorized Reason: Q.850;cause=57
- SIP Troubleshooting: MTP Resource Allocated Even Though MTP is Disabled
- SIP Troubleshooting: SIP Call Fail on SIP Trunk on Unified CM to Back to Back User Agent
- SIP Troubleshooting: SIP Call Is Cleared From Unified CVP with Code 127
- SIP Troubleshooting: Critical Error Audio Is Not Heard on an Abnormal Disconnect SIP Call
- SIP Troubleshooting: SIP Calls Survivability Script Failing
- SIP Troubleshooting: 482 Loop Detected Error from CUPS SIP Proxy
- SIP Troubleshooting: SIP Call Fails with 404 Not Found Error Message
- SIP Troubleshooting: H.323 Gateway/SIP Call with IVR Service is Terminated with Reason Code: Q.850;Cause=38
- SIP Troubleshooting: SIP Call Drops When Mobile Agent's Phone (Remote CTI Port) is Busy

SNMP Troubleshooting

- SNMP Troubleshooting: SNMP Notification: authenticationFailure

Installation Troubleshooting

- Installation Troubleshooting: Increase Size of the Virtual Memory Paging File
- Installation Troubleshooting: InstallShield Engine Cannot Be Installed
- Installation Troubleshooting: File in Use Message When Uninstalling
- Installation Troubleshooting: Error Uninstalling WebSphere Application Server
- Installation Troubleshooting: Password Issues
- Installation Troubleshooting: Reporting Password Error During Installation
- Installation Troubleshooting: Install Radvision Package in Linux
- Installation Troubleshooting: Dialog Box During Reporting Uninstallation
- Installation Troubleshooting: Install with Non-US English Region/Locale Settings
- Installation Troubleshooting: Call Server CPU spikes to 90%-100%

Gateway Troubleshooting

- Gateway Troubleshooting: Ringing Stops on IP Phone Calling TDM
- Gateway Troubleshooting: Gateway Cannot Connect to ASR/TTS Server
- Gateway Troubleshooting: Pressing Digit 9 Causes No-Match
- Gateway Troubleshooting: Receiving Bootstrap Warning Error
- Gateway Troubleshooting: Switch Transfer Is Not Going to the Gateway Defined in the Gatekeeper Zone Prefix Command
- Gateway Troubleshooting: Undeclared ECMAScript variable audium_vxmlLog

Unified Presence Server

- Unified Presence Server: Installation Keeps Failing in Network Connectivity Validation Page
- Unified Presence Server: The Install Complains About Hardware Check Failure
- Unified Presence Server: Call Fails When Transferred to Agent

Operations Console (OAMP)

- Operations Console (OAMP): OAMP Functionality Is Limited

Cisco Security Agent (CSA)

- Cisco Security Agent (CSA): CSA Agent is Disabled; You Cannot Re-enable It

Support Tools

- Support Tools: Unable to Login to Support Tools

Backup and Restore

- Backup and Restore: Reporting Server Purging Daily
- Backup and Restore: Changing Backup Server Requires Restart
- Backup and Restore: "Retrying ASR Server. Last tried BACKUP asr-en-US-backup. primary tried:0, backup tried:1" Error