

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:

Contents

- [1 Call Server](#)
- [2 VXML Server](#)
- [3 Reporting Server](#)
- [4 Audio](#)
- [5 Transfer and Connect](#)
- [6 Unified Communications Manager](#)
- [7 Unified ICME](#)
- [8 Content Services Switch](#)
- [9 General Troubleshooting](#)
- [10 H.323 Troubleshooting](#)
- [11 SIP Troubleshooting](#)
- [12 SNMP Troubleshooting](#)
- [13 Installation Troubleshooting](#)
- [14 Gateway Troubleshooting](#)
- [15 Unified Presence Server](#)
- [16 Operations Console \(OAMP\)](#)
- [17 Cisco Security Agent \(CSA\)](#)
- [18 Support Tools](#)
- [19 Backup and Restore](#)

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](#)
- [Call Server: Connection with PIM Dropped. Call Server Going Out of Service](#)
- [Call Server: H.323 Service Cannot Access Call Server](#)
- [Call Server: Resetting System Clock Stops IVR Service Requests](#)
- [Call Server: IVR Service CALL_RESULT Returns Error Code Other than 0](#)
- [Call Server: Call Server Is Unreachable](#)
- [Call Server: Received ERROR_SCRIPT_NAME = 6 on IVR Service](#)
- [Call Server: Invalid Path or File Name](#)
- [Call Server: "Dialogue Failure Event" Error in the Call Server Log Files](#)
- [Call Server: Call Server "Variable Data Is Invalid" Error](#)

- [Call Server: Unable Add IOS Device Because Device Is Already Managed](#)
- [Call Server: VRU Application Error in Call Server Log](#)
- [Call Server: ECC Variable Contents Truncated after Passing through Call Server](#)
- [Call Server: "Have You Configured Your Call Server?" Error](#)
- [Call Server: Erratic Behavior When Everything Is Configured Properly](#)
- [Call Server: IVR Subsystem Goes into Disabled State When Call Server Service Starts](#)
- [Call Server: IVR Subsystem Returns a 500 Rejection on VXML Fetch from Gateway](#)
- [Call Server: Full Video Call Disconnected When Routed Through IVP](#)
- [Call Server: SIP Code 488 or 603 Returned on Full Video Call Rejection](#)
- [Call Server: Full Video Warm Transfer with Queuing Not Working](#)
- [Call Server: CVP Warm Transfer With Queuing Get Disconnected](#)
- [Call Server: Hold Movie not Visible to Caller on Hold](#)
- [Call Server: Full Video Calls Drop upon Dialing the DNIS](#)
- [Call Server: Undecipherable Message Is Displayed When the VMS Subsystem Is Down](#)
- [Call Server: Connection between Unified CVP and IVP cannot be established when setting up TLS](#)
- [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: VBadadmin 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](#)