

Back: [Troubleshooting Unified Customer Voice Portal](#)

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Print PDF: [Create PDF for Unified CVP 8.5](#)

Note: For more information on basic troubleshooting steps, refer to [Troubleshooting Tips for Unified CVP 7.0\(2\)](#).

The following tips were added by Cisco Documentation:

General

- [Unified CVP: Call Server - Multiple valid licenses are chosen at random](#)

Agent Greeting

- [Agent Desktop Does Not Enable Login](#)
- [Agent Greeting Enable/Disable Button is Grayed](#)
- [Agent Greeting Fails to Play - ICM Router Event ID: 64 EnterpriseAgent PIM Event ID: 27](#)
- [Agent Greeting Fails to Play - Agent PIM log has no route request](#)
- [Agent Greeting Fails to Play - Agent greeting disabled for agent](#)
- [Agent Greeting Fails to Play - CRITICAL: Failed to resolve hostname](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 41](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 42](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Error ID: 43](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 36](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 38](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 40](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 49](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 52](#)
- [Agent Greeting Fails to Play - EnterpriseAgent PIM Event ID: 57](#)
- [Agent Greeting Fails to Play - ICM Router Error Code: 63 EnterpriseAgent PIM Event ID: 27](#)
- [Agent Greeting Fails to Play - ICM Router Event ID: 637](#)
- [Agent Greeting Playback Gets Cut Off](#)
- [Agent Greeting Record Application Fails](#)
- [Agent Greeting Recording Fails - Check Required Information.exit.no ftp server](#)
- [Agent Greeting Recording Fails - FTP Deployment Error.enter](#)
- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max disconfirmed](#)
- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max noinput](#)
- [Agent Greeting Recording Fails - Record Greeting With Confirm.exit.max nomatch](#)
- [Agent Greeting Recording Fails - Script aborts at the RunExternalScript node](#)
- [Agent Unable to Record Greeting - ICM Router Event ID: 63, 66 EnterpriseAgent PIM Event ID: 43](#)
- [Agent Unable to Record Greeting - ICM Router Event ID: 63, 66 EnterpriseAgent PIM Event ID: 44](#)

Agent Whisper

- Agent Whisper - Call Fails
- Agent Whisper - Poor Caller Ringtone Quality
- Caller Hears Silence Before the Greeting Plays
- Canned AG.ICMS Script Fails to Play VRU Script when the Call needs to be Queued
- Whisper Announcement Fails to Play
- Whisper Announcement Fails to Play - Call.WhisperAnnouncement variable set without
- Whisper Announcement Fails to Play - B2BUA is not configured
- Whisper Announcement Fails to Play - During Transfer Request
- Whisper Announcement Fails to Play - No Default Label Configured
- Whisper Announcement Fails to Play - Whisper Call Setup Failed
- Whisper Announcement Fails to Play - Whisper Prompt Playback Failed