

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

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The following tips were added by Cisco Documentation:

General Troubleshooting

- [Graceful shutdown does not work when Call Server is in partial service](#)
- [Courtesy callback is not offered, when EWT in the ICM is set more than 30 minutes](#)

Error Message

- ["Failed - Device is using an old Unified CVP version that does not support this operation"](#)