

Unified CVP Error Message is not Heard When IP Originated Call Encounters Error

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| Problem Summary | No error message is heard when an IP originated caller encounters an error with Unified CVP. |
| Error Message | No error message is heard when an error is encountered |
| Possible Cause | REFER for 92929292 is not configured to be handled by Unified Communications Manager. For IP Originated endpoints (such as Agents performing warm transfers), the Error DN (92929292) REFER needs proper routing in place to support Survivability when the VXML Gateway is not available. |
| Recommended Action | You must configure a route pattern and SIP route pattern on Unified Communications Manager to handle the REFER for the Error DN (92929292). |
| Release | Release 8.0(1) |
| Associated CDETS # | CSCtf63492 |