

## Voice Browser Step troubleshooting steps

<b>Problem Summary</b>	Some guidelines must be followed to avoid troubles when using the Voice Browser step.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Not applicable here.
<b>Recommended Action</b>	<p>To avoid problems, use the following steps:</p> <ol style="list-style-type: none"> <li>1. Use Cisco Unified CCX Administration to check to be sure subsystems are in service, such as CMT, JTAPI, MRCP ASR, MRCP TTS, and Voice Browser.</li> <li>2. Make sure the Universal Resource Identifier (URI) is reachable by testing the URI in a web browser.</li> <li>3. Make sure the Provider selection is set correctly.</li> <li>4. If using VXML scripts, specify the desired TTS provider. For example, for Nuance Vocalizer 3.0, the configuration is as follows: <code>&lt;property name="com.cisco.tts.provider" value="Nuance Vocalizer 3.0"/&gt;</code></li> <li>5. Make sure that VXML, grammar, and audio files are correct by validating each piece separately before connecting them all together.</li> <li>6. Tracing subfacilities that are helpful in debugging the Voice Browser steps include: SS_VB, SS_MRCP_TTS, SS_MRCP_ASR, and SS_CMT. See the Tracing chapter of this book for additional information.</li> <li>7. Make sure the file fetching locations are reachable and correct.</li> <li>8. Check the syntax of the application by including VoiceXML DTD shipped with Cisco Unified CCX.</li> </ol>
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.