

# CRS Script Debugging Error: "Unmarshalling Return"

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## Introduction

This document describes the reasons for the "Unmarshalling Return" exception error that occurs intermittently when you troubleshoot a Customer Response Solutions (CRS) script. This document also provides a solution for this problem in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Express Edition

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Cisco IPCC Express Edition version 3.5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

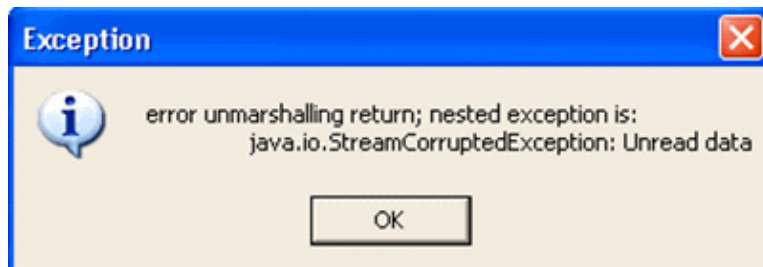
Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

When you debug a CRS script, the "Unmarshalling Return" exception appears sporadically (see Figure

1).

**Figure 1 "Unmarshalling Return" Error**



## Cause

There are two possible reasons for the occurrence of this problem. The first reason is a version mismatch between the CRS server and the Script Editor. The second reason is a combination of these two factors:

- You upgrade to Cisco IPCC Express version 3.5.x from version 3.1.x.
- The script contains the Time of Day step.

**Note:** This problem occurs only when the script contains the Time of Day step created with the 3.1.x Script Editor.

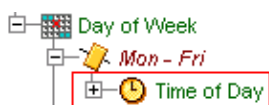
## Solution

In case of a version mismatch, upgrade the CRS server or the Script Editor so that the versions match.

If the version matches between the CRS server and the Script Editor, and you still encounter this issue, complete these steps in order to solve the problem:

1. Use the 3.5.x Script Editor to open the script that causes the problem.
2. Delete the Time of Day step (see Figure 2).

**Figure 2 Time of Day Step**



3. Drag and drop the Time of Day step from the palette in order to add the step back.
4. Save the script.

The error no longer appears after you perform these steps.

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IP Communications and Video: Contact Center

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## Related Information

- **Technical Support & Documentation – Cisco Systems**
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