

Troubleshoot CVP Call Server Problems

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[List of Abbreviations](#)

[Problem Summary 1](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 2](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 3](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 4](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 5](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 6](#)

[Possible Causes](#)

[Recommended Action](#)

[Problem Summary 7](#)

[Possible Causes](#)

[Recommended Action](#)

Introduction

This document describes how to troubleshoot common issues with Cisco Unified Customer Voice Portal (CVP) Call Server.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP advanced features

- Cisco Unified Intelligent Contact Management (ICM), Cisco Unified Contact Center Enterprise (UCCE) deployments

Components Used

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

- CVP Server 9.0(1)
- UCCE 9.0(1)

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.

Background Information

List of Abbreviations

- Session Initiation Protocol (SIP)
- Voice eXtensive Markup Language (VXML)
- Network Application Manager (NAM)
- Expanded Call Context (ECC)
- OAMP Resource Manager (ORM)
- Interactive Voice Response (IVR)
- Voice Response Unit (VRU)
- Text-To-Speech (TTS)

Problem Summary 1

Unified CVP shows 1 to 2 second delay in the Call Server when VXML gateway bootstraps the call.

Cisco Unified CVP 10.0(1) onwards.

Associated CDETS: [CSCuq07550](#)

Possible Causes

The delay is caused if the Call Server and VXML gateway are in different subnets.

Recommended Action

Step 1. Open the registry editor of the machine.

Step 2. Navigate to the following path:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\<Interface GUID>
```

Step 3. Set **TcpAckFrequency** parameter to 1.

Step 4. Restart the windows machine.

Problem Summary 2

After a forced delete of the Reporting Server, the Call Server state did not change from the **Down** state to the **Partial** or **Up** state.

Error message: "Opsconsole Control Center: Call Server status is down."

Cisco Unified CVP 7.x, 8.x, 9.x, 10.x.

Possible Causes

The Call Server message **adapter.properties** file is corrupted.

Recommends Action

Step 1. From the command line, run **CVP_HOME\bin\tac\reimage.bat** on the Call Server.

Step 2. Restart the Operations Console Resource Manager service.

Step 3. Log in to the Operations Console, and choose **Device Management > CVP Call Server**.

Step 4. Click **Save & Deploy** to save the changes and apply them to the Call Server.

Note: All co-located devices, VXML Server, Reporting Server, Video Media Server, must be deployed after **reimage.bat** is ran. You must repeat these steps for each co-located device.

Note: Optionally, you can reinstall the CVP device.

Problem Summary 3

Resetting System Clock Stops IVR Service Requests. Resetting the system clock on the Call Server causes the IVR Service to stop functioning.

Cisco Unified CVP 7.0(2) and onwards.

Possible Causes

Changing the time of the system clock on the Unified CVP Call Server causes the IVR Service to stop accepting calls.

Recommended Action

Do not reset the Windows system clock on a machine running Unified CVP.

Note: Resetting the Windows system clock is not supported on a Call Server.

Problem Summary 4

The Call Server is unreachable.

Cisco Unified CVP 7.0(2) and onwards.

Possible Causes

A configured component is unreachable in any one of the following three conditions:

- Operations Console is unable to connect to the Operations Console Resource Manager that is co-located with the Call Server. For example, the Operations Console Resource Manager is down.
- The Operations Console Resource Manager on the Call Server did not receive a state event from the controller of that component.
- The Operations Console Resource Manager is unable to connect to the Call Server, so it is not receiving state events from the central controller. For example, the Call Server is down.

Recommended Action

In this example, all three services (Unified ICM, IVR, and SIP) are configured. The central controller reports that IVR Service and SIP are **IN_SERVICE**, but it does not report the status of the Unified ICME Service to the Operations Console for an unknown reason. Operations Console reports the status of Unified ICM as **UNREACHABLE**. Operations Console aggregates the status of the various components of the device to arrive at device status. It sees that two of the components (IVR Service and SIP) are **IN_SERVICE**, but Unified ICM is **UNREACHABLE**. Operations Console shows the status of the Call Server as **UNREACHABLE** even though IVR Service and SIP are in **INSERVICE**.

Check the network environment for connectivity and the actual state of the server.

Problem Summary 5

The Call Server is reporting an error "Variable Data Is Invalid".

Cisco Unified CVP 7.0(2) and onwards.

Possible Causes

The ICM script can truncate values with leading zeros, or zeros after decimals, or round values.

Recommended Action

Put quotes around numbers in a Script Editor Set node, so they are processed as a string. This is especially important if:

- Leading zeros are present (example: dates)
- Trailing zeros are present after a decimal point (example: currency)
- The number is very large (example: a number normally expressed through exponential notation)

Problem Summary 6

VRU Application Error in Call Server Log. The call might not go through the Call Server, so a prompt is not played. An error or warning message can appear in the Call Server log. Error message "VRU APPLICATION ERROR: Assigning the tag 7 to the non-existing ECC variable "user.microapp.error_code" ".

Cisco Unified CVP 7.0(2) and onwards.

Possible Causes

The ECC variable is not configured on the Unified ICM and/or NAM software, or the defined length is not the same in both devices.

Recommended Action

Add the identical ECC variable definition to the Unified ICM and/or NAM.

Problem Summary 7

ECC Variable Contents Truncated after Passing through Call Server. The contents of an ECC Variable configured in Script Editor are truncated after passing through the Call Server. For example, the TTS text that is spoken to the caller is not the complete text that was configured. Another example of this behavior is where there are media fetch failures and the URL to the media file is only a subset of the expected URL.

Cisco Unified CVP 7.0(2) and onwards.

Possible Causes

The cause of this problem can be that the length of the ECC variable value that was set in Script Editor is longer than the maximum length of the ECC Variable configured at setup time.

Recommended Action

The solution is to make the maximum length of the ECC Variables longer. This is done using the Unified ICM Configuration Manager.

Note: If you change the maximum length of ECC variables, you need to restart the Call Server after making the change.

Note: In a NAM/ICM environment, the length needs to be identical on all NAM and Unified

ICM environments or the variable will not pass.