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GVP Troubleshooting Guide

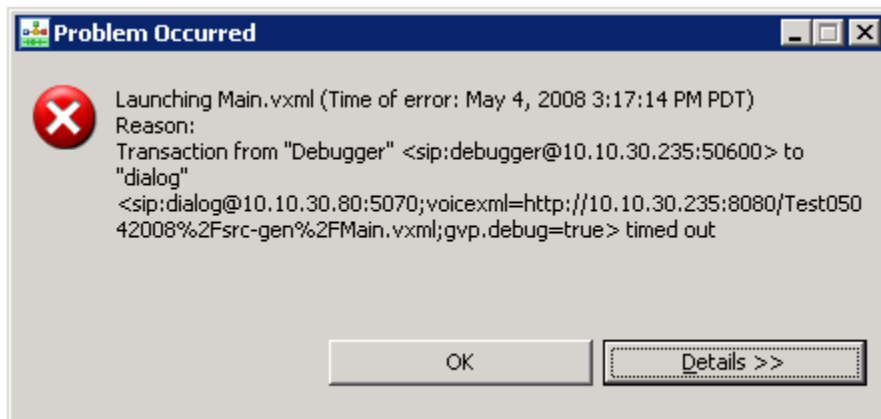
Debug Call Failed

12/21/2025

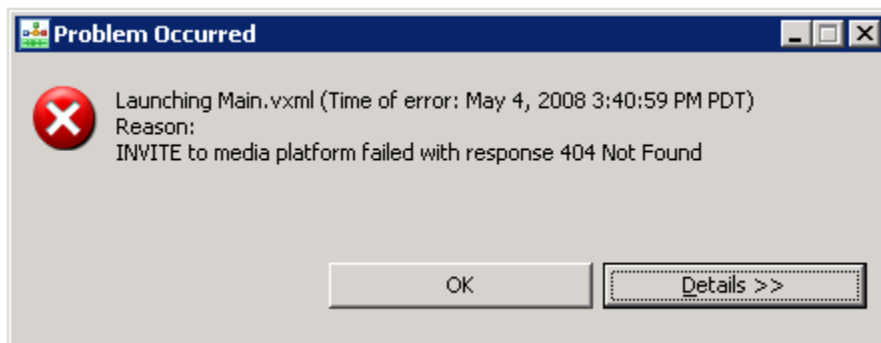
Debug Call Failed

If the error that is shown in following appears, one of following scenarios might be occurring:

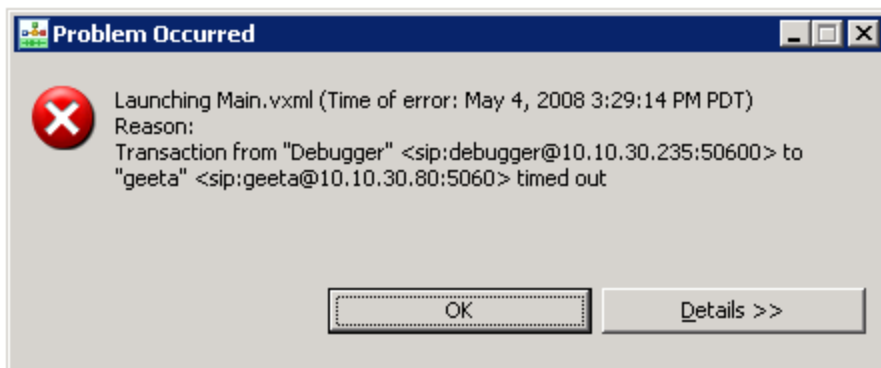
- The GVP MCP/Resource Manager (RM) is stopped.
- The wrong IP address and/or port is specified for the MCP/RM.
- Debugging is not enabled on the MCP.



The error that is shown in the next figure indicates an incorrect port. For example, instead of a request being sent to the MCP/RM, it is being sent to the SIP Server.

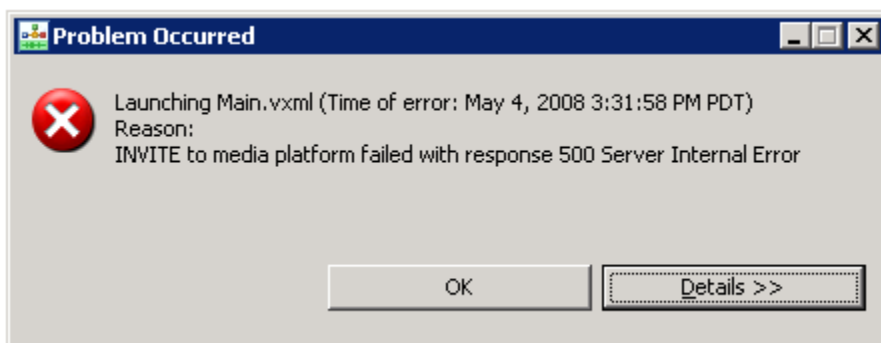


The error that is shown in the next figure indicates an incorrect IP address and/or port number of the SIP phone.



The error that is shown in the next figure, along with traces that look similar to those shown in the example, indicates that you should check the Tomcat configuration on your desktop:

1. Make sure that the Tomcat preferences in Composer are configured correctly: Tomcat port number and administrator user/password.
2. Make sure that the CV801Tomcat Tomcat service is running.
3. If you are using some other server for a handcoded application, verify that the web application URL is valid and that the server is running.
4. Make sure the SquidNT service is up and running in the GVP installed machine.



Example:

```
appl_begin INIT_URL=http://10.10.30.235:8001/Test05042008/src-gen/  
Main.vxml%7CDEFAULTS=file:///C:/Program Files/GCTI/gvp/VP Media Control Platform 8.0/  
MCP_dev-vm-geeta_8.0.004.01/config/defaults-ng.vxml|ANI=|DNIS=|PROTOCOLNAME=unde  
fined|PROTOCOLVERSION=undefined|CALLIDREF=08441b4de6dda90f05c220cfd3d85d1@10.10.30.  
235|VXMLI_TYPE=NGI wf_lookup http://10.10.30.235:8001/Test05042008/src-gen/Main.vxml  
fetch_start document:http://10.10.30.235:8001/Test05042008/src-gen/Main.vxml  
wf_lookup file:///C:/Program Files/GCTI/gvp/VP Media Control Platform 8.0/MCP_dev-vm-  
geeta_8.0.004.01/config/defaults-ng.vxml fetch_start document:file:///C:/Program  
Files/GCTI/gvp/VP Media Control Platform 8.0/MCP_dev-vm-geeta_8.0.004.01/config/  
defaults-ng.vxml fetch_end Fail (HTTP error response 503):http://10.10.30.235:8001/  
Test05042008/src-gen/Main.vxml wf_arrived s (memory):file:///C:/Program Files/GCTI/  
gvp/VP Media Control Platform 8.0/MCP_dev-vm-geeta_8.0.004.01/config/defaults-ng.vxml  
appl_end
```