GVP Troubleshooting Guide

Troubleshooting with Composer

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Troubleshooting with Composer

You can troubleshoot voice application errors by using Composer. The errors that are described in this chapter will appear in the call-trace view of Composer. When you start a call through Composer, a window automatically appears that contains the call traces. You can then check the call traces to obtain information about the Genesys Voice Platform (GVP) configuration and other issues.

Important

All of the example logs that are shown in this topic are interaction level logs. Select `Windows->Show View->Call Trace` to open the call trace window manually if required.

This topic contains the following sections:

- HTTP 503 Error
- No TTS Resource
- No ASR Resource
- Debug Call Failed
- Stale Application Pages
- CTIC Application Errors