

IVR Manager and ISE authentication

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Applies to

All Version

Description

"Send Configuration" in IVR Manager does not work and returns the error:
Error occurred when trying to send configuration to Cisco voicegateway

Log file shows:

```
RESULTS:
StepsCount: 1
StepCurrent: 1
ResultLog:
08:09:47      Starting new log.
08:09:47      Thread Id: 48124
08:09:47      00,0000 Trying to reach 10.168.1.211:0 from 0.0.0.0
08:09:47      00,0000 Opening connection from 0.0.0.0 to 10.168.1.211:0
08:09:47      00,0000 Connection type: Telnet
08:09:47      00,0000 Connection successful
08:09:47      00,0781 Sending authentication information
08:09:47      00,0000 Waiting for router prompt...
08:09:48      00,9980 Sending username...
08:09:48      00,0000 Sending command: 'stonevoice'
08:09:48      00,0000 Pausing for 200 ms..
08:09:54      05,4609 -2147214328      !Command error      0
08:09:54      00,0000 Disconnecting (quit)...
08:09:54      00,0000 Pausing for 200 ms..
08:09:54      00,4355 Pausing for 200 ms..
08:09:55      00,4375 Pausing for 200 ms..
08:09:55      00,4375 Pausing for 200 ms..
08:09:55      00,2168 Connection has been shut down
```

Cause

The problem is caused by an unexpected username and password prompt.

Solution

Ensure that the prompt configured in ISE ends with a space, example:

Not "Username:" but "Username: " with ending space
Not "Password:" but "Password: " with ending space