**IVR Lower Environment**

Could you please reset the following servers from top down for each environment?

DEV and QA are hanging with dead air when calling in

844-817-4111

855-818-0281

UAT and STAGE will drop the call after entering in a DNIS

855-818-0283

855-818-0282

### **Development**

The development environment consists of the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Location** | **Hostname** | **IP** |
| Avaya EPM/MPP | TDC | LD-EPM-A01 | 10.1.77.216 |
| NSS | TDC | LD-IVR-A01 | 10.1.77.215 |
| Tomcat | TDC | LD-IVR-W01 | 10.1.77.218 |

### **QA**

The QA environment consists of the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Location** | **Hostname** | **IP** |
| Avaya EPM/MPP | TDC | LQ-EPM-A01 | 10.1.77.220 |
| NSS | TDC | LQ-IVR-A01 | 10.1.77.219 |
| Tomcat | TDC | LQ-IVR-W01 | 10.1.77.222 |

### **UAT**

The UAT environment consists of the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Location** | **Hostname** | **IP** |
| Avaya EPM/MPP | TDC | LU-EPM-A01 | 10.1.77.224 |
| NSS | TDC | LU-IVR-A01 | 10.1.77.223 |
| Tomcat | TDC | LU-IVR-W01 | 10.1.77.226 |

### **Stage**

The Stage environment consists of the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Component** | **Location** | **Hostname** | **IP** |
| Avaya EPM/MPP | TDC | LS-EPM-A01 | 10.1.77.228 |
| NSS | TDC | LS-IVR-A01 | 10.1.77.227 |
| Tomcat | TDC | LS-IVR-W01 | 10.1.77.230 |