

Agent Greeting fails to play

Problem Summary	Agent Greeting fails to play
Error Message	Attempting to resolve hostname [noexist.cisco.com] to IP address (gethostbyname). The following trace message displayed in the CTI OS client log: 09/28/10 10:04:22.234 3688 CTI OS Softphone Thd(176) CRITICAL: Failed to resolve hostname [noexist.cisco.com] to IP address (gethostbyname).
Possible Cause	Agent Greeting wav file missing
Recommended Action	Check that the greeting file in the error message (1102_English.wav for this example) exists in the media server.
Release	Release 9.0(1)
Associated CDETS #	None.