

**Agent Greeting fails to play**

<b>Problem Summary</b>	Agent Greeting fails to play
<b>Error Message</b>	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).
<b>Possible Cause</b>	Agent Greeting wav file missing
<b>Recommended Action</b>	Check that the greeting file in the error message (1102_English.wav for this example) exists in the media server.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.