

## Agent Greeting Recording Fails

<b>Problem Summary</b>	Agent Greeting Recording Fails
<b>Error Message</b>	VXMLServer/applications/RecordAgentGreeting/logs/ActivityLog shows: FTP Deployment Error,enter,
<b>Possible Cause</b>	Unable to access FTP server because the ip is invalid or the username and password are incorrect
<b>Recommended Action</b>	Verify that the media server configuration (IP address, credentials) in CVP's OpsConsole Server is correct. Verify that a "Deploy Media Servers" operation has been executed in CVP's OpsConsole Server.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.