

Agent Greeting Recording Fails

Problem Summary	Agent Greeting Recording Fails
Error Message	VXMLServer/applications/RecordAgentGreeting/logs/ActivityLog shows: FTP Deployment Error,enter,
Possible Cause	Unable to access FTP server because the ip is invalid or the username and password are incorrect
Recommended Action	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.
Release	Release 9.0(1)
Associated CDETS #	None.