

## Agent Greeting Recording Fails

<b>Problem Summary</b>	Agent Greeting Recording Fails. Script aborts at the RunExternalScript node that invokes the CVP recording application.
<b>Error Message</b>	None.
<b>Possible Cause</b>	

The CVP ECC variables for recording are not created and set correctly in the routing script:

### Recommended Action

1. If you are using the NON-default media server, check the user.microapp.media\_server ECC variable is set correctly in the recording routing script. 2. Check the user.microapp.app\_media\_lib ECC variable is set correctly to the agent greeting path on the media server in the recording routing script. The default path should be "app/ag\_greeting". 3. Check the user.microapp.ToExtVXML[] ECC variable is set to the correct VXML application. The default should be "application=RecordAgentGreeting".

### Release

Release 9.0(1)

### Associated CDETS #

None.