

A Prompt File From Media Server Did Not Run

Problem Summary	<p>A prompt file from Media Server did not run. Other symptoms of this issue may include:</p> <ul style="list-style-type: none"> • There is an error message in the Unified CVP logs stating a problem with invalid encoding. • There is an error message in the Unified CVP logs stating the audio file has a bad header. • There is an error message in the Unified CVP logs stating that the payload type in audio file does not match the payload.
Error Message	<p>Invalid encoding</p> <p>ERROR: Audio file had a bad header.</p> <p>ERROR: Payload type in audio file does not match the payload.</p>
Possible Cause	Codec mismatch between the Voice Browser configured codec and Audio file codec.
Recommended Action	<p>Complete the following steps:</p> <ol style="list-style-type: none"> 1. Convert the prompt file codec to the H.323 Service configured codec (g711Alaw64K or g711Ulaw64K). 2. Verify that the codec is using the sCodec command from VBAdmin and check the prompt file properties to verify that codec matches the VB configured codec.
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	The audio file is not a valid .wav file.
Recommended Action	Re-record or convert the audio file in standard .wav format.
Release	Release 7.0(2)
Associated CDETS #	None.