

## A Prompt File From Media Server Did Not Run

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