

## Prompts Not Played Intermittently, Random Prompts, Random ICM Scripts

<b>Problem Summary</b>	The callers are encountering problems such as prompts only being played intermittently or are not being played at all. Other issues include random prompts, and random ICM scripts.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Media file caching is not configured correctly on the gateway.
<b>Recommended Action</b>	If media caching is not enabled on the gateway, the gateway is forced to load every prompt for each call. This can sometimes create a situation that overloads the gateway and can cause prompt play failures. For procedures on how to configure gateway caching, refer to the Configuration and Administration Guide for Cisco Unified Customer Voice Portal.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.