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General

Unable to hear any audio while playing wav/tts file

I am running an application to play a wav/tts file to a phone. However, I am unable to hear any audio. The logs reveal the following messages: `<field name="terminationCondition">deviceerror</field>`

Resolution

- One of the reasons for this error could be HMP failure. Verify that the HMP is running.
 - ◆ Go to **Start > Programs > Intel Net Structure HMP > Configuration Manager DCM**
 - ◆ HMP_Software#0 should depict a green arrow. If it isn't, restart HMP.
 - ◆ This error could also occur if the media engine has been installed on VMWare. We do not recommend this. Reinstall on proper machine to resolve issue.

SDK License not visible

I have applied an SDK license to my media engine, and the available licenses depicted on the cuae admin interface reflect this. However, application logs show the following: `Info: MCP Resources available for LocalMedia (cuae): ip=1(1) v=1(1) c=6(6) l=0(0)`

I am unable to use more than one RTP port at a time.

Resolution

- Ensure that licenses are not being held up by other application instances holding media resources.
- Ensure that the Dialogic HMP media engine is not using the default license that allows only 1 RTP stream. This will require applying the correct license. If that doesn't work either, it indicates a faulty install. A fresh install will be required to resolve the issue.

Applicable to release 2.5.1 SR2

Which version of HMP is supported by CUAE 2.5.1 SR2?

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Resolution

HMP 3.0 SU214 is shipped with CUAE 2.5 SR2.