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General

Error: Cannot provision media files for application, no media servers configured

I see the following error message in my logs: Cannot provision media files for application, no media servers configured

Resolution

This is a warning message when a media-engine is not configured and a media-rich application is uploaded. Configure the media engine as outlined in the Adding a Cisco Unified Media Engine Group section of the CUAE Administration Guide.

Error: MCP No media resource group configured for AnswerAndPlay:Default

I see the following error message in my logs:

MCP No media resource group configured for AnswerAndPlay:Default

MEP No media resource group configured for AnswerAndPlay:Default

TM Enqueuing 'failure' (1000006) response from Metreos.MediaControl

Resolution

This is an error message when a media-engine is not configured and a media-rich application is run. Configure the media engine as outlined in the Adding a Cisco Unified Media Engine Group section of the CUAE Administration Guide.

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.

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.

mms.log file records entries that are not in accordance with the media license file resources

I see the following error in my logs : AVR (CSP) media resources exhausted.

Further, on reboot, the mms.log file records the following entry, that is not in accordance with the media license file resources:

RESX licensed resources follow:

RESX G711 connections 1

RESX G729 low-bitrate resources 0

RESX voice resources 1

RESX conference resources . . . 32

RESX text-to-speech ports . . . 1

RESX continuous speech resources 0

Resolution

The RESX values referenced are exactly those which manifest after a faulty CUAE installation. A fresh install is needed to resolve the issue.

Unable to hear any audio while making a call. Call hangs up after 12 seconds

I am running an application that makes a call and plays audio. However, I am unable to hear any audio, and the call hangs up in 12 seconds. I see no errors in the logs.

Resolution

- Ensure that The SIP Provider **DefaultOutboundFromNumber** is set to a number for outbound calls to complete.
 - Ensure that an IP address is assigned to the SIP Provider in the Cuaeadmin interface (Go to **Plugins > List Plugins > SIP Provider**)
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Can I install a media engine on VMWare?

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Resolution

No, we do not recommend this. We have found evidence of faulty behavior when media engine is installed on VMWare.

What are the steps required for adding Media server on an independent box?

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Resolution

- Install Core Addendum / SDK Prerequisites
 - Install Platform Services
 - Install Application Server (opt)
 - Install Media Engine
 - If you have installed Application Server (this must be done after Platform Services and before Media engine), you can disable it.
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Connection ID is assigned 0 value prior to media control operations

Connection ID is assigned 0 value prior to media control operations.

Resolution

Connection ID is a unique identifier used to identify a connection in all subsequent Media Control API operations. A value of 0 indicates that this connection may not be fully connected, and therefore not ready to use in most Media Control API by the time it is returned to the script if WaitForMedia is not the default TxRx. You will have to inspect your application to see whether the connection is being dropped/deleted, and

modify the logic accordingly.

Where are recorded files stored?

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Resolution

Recorded files are placed into the root of the media engine audio path, which by default is **C:\Program Files\Cisco Systems\Unified Application Environment\MediaServer\Audio**

Error: IPCF error 27 on transx 657090024 'play' from client 2

I receive the following error in my logs:

IPCF error 27 on transx 657090024 'play' from client 2

IPCF error 27 on transx 657089852 'play' from client 2

Resolution

Error 27 indicates an invalid parameter. Check your parameters entered for the Play action against the API Reference Guide.

Error: MCP Media server 'X.X.X.X' has an invalid IP address. Media server not added

Error: MCP Media server 'X.X.X.X' has an invalid IP address. Media server not added.

Resolution

It appears that the Application Server is unable to read media server information from the database.

- Ensure that Platform Services has been installed before Application Server and Media Engine.
 - Delete the media engine, restart application server, re-add the media engine to see if the issue persists.
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