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General

Error: ASRX speechworks engine initialized

I see the following errors in the logs: `ASRX speechworks engine initialized Oct 23 18:12:31.062(8) ASRX unable to create recognizer for device 11, error code=21 Oct 23 18:12:31.062(8) S003 could not activate ASR channel`

Resolution

These errors indicate that you might not have your Nuance Server configured properly. Please follow the guidelines below to troubleshoot:

- Do you have a **Nuance VoiceRecognition Server** installed and a valid license for it? This is not part of CUAE isntalation and you need to contact Nuance for a trial license.
- If the answer to the above is yes, do you have correct configuration in CUAE admin console in **Connections** ? Ensure that you have both **Nuance Server** and **Nuance License Server** defined.
- If the answer to the above is yes, do you have correct configuration in CUAE admin console in **Connections**? Ensure that you have both **Nuance Server** and **Nuance License Server** defined.

Error: SWI_ERROR| recoverable error| ProxyEntry::InstantiateRecognizerProxy | Unable to obtain any Recognizers from any available servers

I see the following error in the logs: `SWI_ERROR| recoverable error| ProxyEntry::InstantiateRecognizerProxy | Unable to obtain any Recognizers from any available servers.`

Resolution

The log indicates the Media Server cannot obtain a Recognizer, which means either there is a connection issue between the CUAE and the Nuance server or your Nuance server does not have any available licenses. Follow the guidelines below to troubleshoot:

- Verify Speech Recognition Configuration is correct, which means you have both Nuance Server and Nuance License Server configured. If not, configure these components correctly as outlined in the CUAE Administration Guide.

- Restart Media Engine whenever you change Speech Recognition Configuration. If you have missed out doing this, restart the media engine and see if the issue persists.
- Make sure the clock setting are the same between the CUAE server and the Nuance server. If the time offset is 5 minutes or more, the VR operation may not work properly.
- If none of the above work, from CUAE server machine, run Nuance's test client from the command prompt and read the output.Look in **C:\Program Files\SpeechWorks\OpenSpeech Recognizer\bin\SWIrecTest.exe**. If this does not work, you will need to re-install your Nuance components.

Which languages does Nuance support?

Which languages does Nuance support?

Resolution

Voice Recognition is dependent on the Nuance packages you have installed on the Nuance Server. CUAE comes with the Nuance Client part of it. Customers can install their own Nuance Servers with whatever packages they want (Eg: Brazilian, Portuguese, French Canadian, etc).

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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.

Which version of Nuance is being used by CUAE?

Which version of Nuance is being used by CUAE?

Resolution

3.0.9 is the legacy version being used and the latest legacy version available is 3.0.15.

Error: SWI_ERROR| recoverable error| ProxyEntry::InstantiateRecognizerProxy | Unable to obtain any Recogni

Which port number is to be entered for the Nuance Server configuration?

Which port number is to be entered for the Nuance Server configuration?

Resolution

4904

Which port number is to be entered for the Nuance License Server configuration?

Which port number is to be entered for the Nuance License Server configuration?

Resolution

27000

Test to check if Nuance is up and running on my machine?

Is there a test to check if Nuance is up and running on my machine?

Resolution

C:\Program Files\SpeechWorks\OpenSpeechRecognizer\bin\SWIrecTest.exe is an exe to test whether the voice recognition server is up and running.

What is rc-9 error

What does rc-9 error indicate?

Resolution

rc-9 error indicates no connection between the client and the server. Ensure that the client and server are both up and running, and pingable.

How many Nuance servers can be used with one CUAE?

How many Nuance servers can be used with one CUAE?

Resolution

Five Nuance servers can be used with one CUAE and the load balancing will be done automatically.