

Calls are failing and VVB plays error.wav audio

Problem Summary	Calls are failing
Error Message	<p>VVB default log will display below error:</p> <p>%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=xxxx] MRCP_ERROR:Mrpv2ClientImpl.evaluatefailure() : SETUP_FAILURE : Session SETUP operation failed; Host= Nuance Server IP Address</p> <p>%MIVR-SS_MRCP_TTS-7-UNK:[CALLID=xxxx] Error while creating the session in second attempt Session SETUP operation failed : server = Nuance Server IP Address</p> <p>%MIVR-SS_MRCP_TTS-3-MRCP_TTS_CREATE_SESSION_SRVR_ERROR:MrpcClient.createSession() failed due to possible internal server error on the mrcp server. Please make sure the mrcp server processes are up and adequate licenses are provisioned.: Server IP=10.78.0.78,Create Session Return Code=MRCP Status Code: 400, Description: Session creation failed (possible socket connection error),MRCP Reason=Session SETUP operation failed : server = Nuance Server IP Address</p> <p>%MIVR-SS_VB-7-UNK:[CALLID=xxxx] VBEventHandler::handleEvent event: error.noresource: TTS Server is Unavailable</p>
Possible Cause	The Nuance server Licenses are exhausted
Recommended Action	Increase the Number of Licenses from Nuance side or add some more Nuance Server
Release	11.5
Associated CDETS #	NA