

**Hold Movie not Visible to Caller on Hold**

<b>Problem Summary</b>	<b>Note:</b> This tip applies to full video only. The caller does not see a hold movie when agent places the caller on hold.
<b>Error Message</b>	None
<b>Possible Cause</b>	Mis-configuration of ECC variables that control the hold movie to be played to caller.
<b>Recommended Action</b>	Make sure the user.microapp.media_server and user.cvpmmovies_bg_media ECC variable are configured correctly via the "Set Variable" node in the ICM script: for example, user.microapp.media_server = "rtsp://10.86.129.233" user.cvpmmovies_bg_media="app/hold.3gp"
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.
<b>Possible Cause</b>	The default hold movie is not configured in the /home/rv/ivp/applications/iCONTACT/conf/iCONTACTConfiguration.xml file.
<b>Recommended Action</b>	Verify if a default hold movie is configured in the /home/rv/ivp/applications/iCONTACT/conf/iCONTACTConfiguration.xml file as follows:  <pre>&lt;leg-configuration&gt; &lt;type&gt;agent&lt;/type&gt; &lt;bg-media&gt;rtsp://&lt;IP addr of VMS&gt;/en-us/app/hold.3gp&lt;/bg-media&gt; &lt;/leg-configuration&gt;</pre> Specify the RTSP URL (as shown above) or as a file:// URL (if file stored locally on IVP box). (e.g. file:///home/rv/movies/local/hold.3gp).
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.