

Hold Movie not Visible to Caller on Hold

Problem Summary	Note: This tip applies to full video only. The caller does not see a hold movie when agent places the caller on hold.
Error Message	None
Possible Cause	Mis-configuration of ECC variables that control the hold movie to be played to caller.
Recommended Action	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"
Release	Release 7.0(2)
Associated CDETS #	None.
Possible Cause	The default hold movie is not configured in the /home/rv/ivp/applications/iCONTACT/conf/iCONTACTConfiguration.xml file.
Recommended Action	Verify if a default hold movie is configured in the /home/rv/ivp/applications/iCONTACT/conf/iCONTACTConfiguration.xml file as follows: <pre><leg-configuration> <type>agent</type> <bg-media>rtsp://<IP addr of VMS>/en-us/app/hold.3gp</bg-media> </leg-configuration></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).
Release	Release 7.0(2)
Associated CDETS #	None.