

Invalid Thumbnail Images on VMS Server

Problem Summary	Invalid images in the VMS movie library causing unintended consequences on the VMS system.
Error Message	none
Possible Cause	none
Recommended Action	<p>Be sure to adhere to the following guidelines for thumbnail images on the VMS system. Valid thumbnail image pixel size is 120 x 80 (width x height).Thumbnail images must have the same name as the XML file, with the exception of the file extension. Supported file extensions are: .jpg, .gif, and .png.</p> <p>Note: Large images use more network bandwidth and will impact Video Media Server performance when they are displayed to agents. Images that are larger or smaller than120 x 80 will be resized for display only. The content on the image itself does not change on the file system.</p>
Release	Release 7.0(2)
Associated CDETS #	None.