

## Invalid Thumbnail Images on VMS Server

<b>Problem Summary</b>	Invalid images in the VMS movie library causing unintended consequences on the VMS system.
<b>Error Message</b>	none
<b>Possible Cause</b>	none
<b>Recommended Action</b>	<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><b>Note:</b> 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>
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.