

Error in Cisco Unified CCX Administration when trying to upload a prompt .wav file larger than 20MB (204800 Bytes)

Problem Summary	An error is displayed in Cisco Unified CCX Administration when you try to upload a prompt .wav file in
Error Message	The page cannot be displayed.
Possible Cause	The .wav file is larger than the limit of 20MB (204800 Bytes). This limit is set by IIS in the configuration file <code>AspMaxRequestEntityAllowed</code> .
Recommended Action	Use an audio editing program to split the audio file into multiple pieces, each of which whose size is less than 20MB. e.g., If you have a 40MB prompt .wav file named <code>myPromptMessage.wav</code> , split it into four 10MB prompt .wav files. The files should look like this: <code>Play Prompt(--Triggering Contact--, P[myPromptMessagePart1.wav] + P[myPromptMessagePart2.wav] + P[myPromptMessagePart3.wav] + P[myPromptMessagePart4.wav])</code> Try to choose natural spoken pauses to split the file on. i.e., Don't split the file right in the middle of a word.
Release	Release 7.0(1)
Associated CDETS #	None.