

## <Whisper Announcement Does Not Play - UCCX Cannot Find File>

<b>Problem Summary</b>	Whisper Announcement does not play.
<b>Error Message</b>	com.cisco.prompt.UndefinedPromptException: user prompt '/opt/cisco/uccx/Prompts/user/en_US/TestWA/GoldenStar6sec.wav
<b>Possible Cause</b>	UCCX cannot find the Whisper Announcement file.
<b>Recommended Action</b>	Collect and analyze UCCX logs. No information is visible on UCCE.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None