

Whisper Announcement Fails to Play - "Whisper Prompt Playback Failed"

Problem Summary	Whisper Announcement fails to play
Error Message	Central controller event viewer and Router log shows: Unable to find Whisper Announcement media file <filename> CVP logs show: Whisper Prompt Playback failed. Check the media name and address. VXML gateway logs can provide more detail with 'deb voip appl err' trace on. [id:5010] [ICM_EVENT_REPORT], dialogueId=119, sendSeqNo=4, eventId=ANSWER, causeCode=CAUSE_WHISPER_MEDIA_ERROR,,
Possible Cause	Whisper Announcement wav file was not found
Recommended Action	Check that the ICM script has the correct wav file listed and check that the file exists in the media server
Release	Release 9.0(1)
Associated CDETS #	None.