

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

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| 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. |