

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

<b>Problem Summary</b>	Whisper Announcement fails to play
<b>Error Message</b>	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,,
<b>Possible Cause</b>	Whisper Announcement wav file was not found
<b>Recommended Action</b>	Check that the ICM script has the correct wav file listed and check that the file exists in the media server
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.