

MOH Error Message: kRenderFileFailed – Render file-to-filter graph failure

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Introduction

This document explains the recommended workaround for this Music on Hold (MOH) error message: `kRenderFileFailed - Render file-to-filter graph failure`.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified Communications Manager (CallManager).

Components Used

The information in this document is based on Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

MOH does not work, and this error message appears:

```
Event Type:      Error
Event Source:    Cisco IP Voice Media Streaming App
Event Category:  None
Event ID:        3
Date:            9/13/2007
Time:            11:28:24 AM
User:            N/A
Computer:        CISCO
Description:
```

Error: kRenderFileFailed - Render file-to-filter graph failure.

Explanation: The COM call to render the audio source file-to-filter graph failed; audiosource will not play, possibly due to missing audio source or lack of memory.

Recommended Action: Check to see if the audio source exists.
Reset MOH device; if out of resources, reboot server..

Solution

This error message appears due to incorrect configuration in the MOH server.

In order to resolve this issue, ensure that the correct IP address for the MOH server is entered under: **Service > Service parameters > IP voice media streaming App > Default TFTP MOH IP Address.**

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Related Information

- **MOH Registration Issue – kDeviceMgrRegisterWithCallManagerError: Connection Error with Cisco CallManager**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**

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