

Speech Connect: "No More Names Present" Message Occurs

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Introduction

Speech Connect is an advanced, speech-enabled automated attendant system for the enterprise. Speech Connect allows customers, employees, and management to find each other without the need to know multiple phone numbers. On the phone, callers say names, departments, products, or services that are associated with an extension, and Speech Connect transfers the call.

This document discusses how to troubleshoot the speech recognition issue with the Speech Connect .

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Speech Connect

Components Used

The information in this document is based on the Speech Connect 1.0.2 and earlier.

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

Sometimes, speech recognition does not appear to work at all and callers ask for people in the directory hear these messages:

```
No more names to present
```

OR

Sorry, I did not understand.

Results (if any) that are presented to the caller are the lower scoring speech recognition results and are most likely incorrect.

The `$NUANCE/session` directory is the normal location for recordings made during a call. Once the directory is full, new recordings of the callers utterances cannot be made. This disrupts the processing of speech recognition results and although Speech Connect works fine internally, it does not present the caller with the correct results. The recordings (`.wav` files) are also noted in log files that detail each speech recognition request. This issue can be verified if you look at the logs found in `/opt/cisco/speechconnect/logs/asr/{date}`. The file `/opt/cisco/speechconnect/logs/asr/{date}/{date}_asr.log` contains a Master record for each name request and a detail record for each hypothesis returned from recognition processing. An example of a correct entry in the `asr log` file appears here.

Note: You can see the "master" record with a `*.wav` file listed, and with names returned in the detail record.

```
M |2008-12-1
  9:18:27|lxsc1.lyrix.com|Company|1881|GETPERSON|CR
  |3|3|3|http://localhost/EJDDPCCNAAAPDJICAAAAAAA/20081201091822_019176.wav|"Peter
  Parker" < sip:3076@10.0.112.247> D|1|1|N|-|55|harry osborn|2|15
  15|102 D|2|2|N|-|12|flash thompson|2|12 12|121
```

When `$NUANCE/session` directory is full, the `.wav` file cannot be saved and the log file appears as such.

Note: The `*.wav` file is missing from both master records in this example. For the first record, since there are no details to present to the user, Speech Connect asks the caller to repeat their request. For the second Master record, "robert smith" is presented to the caller. But, the best result, which is not shown due to the issue, is missing and subsequently not presented to the caller.

```
M |2008-11-21
  13:48:08|mycompany-sys1|Company|32073|GETPERSON|C- |1|1|1|| M |2008-11-21
  13:48:12|mycompany-sys1|Company|32073|GETPERSON|C- |1|1|1|| D|1|1|-|-|6|robert
  smith|2|6 6|49D72A83-9DB4-455D-B1A0-3D81285D2024
```

A large number of Master records without corresponding detail records is an indication of an issue. This behavior is a result of the `$NUANCE/session` directory that contains too many items. The directories and files `$NUANCE/session` need to be removed in order to return the system to normal functioning. The directory `$NUANCE/session (/usr/local/Nuance/SpeechServer_5/server/session)` contains more than 32,000 files.

You can confirm the number of entries in the directory with this command:

```
ls $NUANCE/session |wc -l
```

You can also review the current `asr log` file with this command:

```
more /opt/cisco/speechconnect/logs/asr/{date}/{date}_asr.log
```

where `{date}` is in `yyyymmdd` format.

Solution

This issue has been fixed in Speech Connect version 1.0.3. Upgrade to Speech Connect version 1.0.3 in order to resolve this issue. Once this is done, the files are purged during the standard overnight process.

Once the upgrade is performed, then you can also have the files purged if you log into the Speech Connect system and run the purge command.

Log into the system as scadmin and change to root: su ? (enter the root password). Run this command:

```
/opt/cisco/speechconnect/bin/SEAA_PurgeSessionData.sh
```

Hit **Enter** after you enter the previous command. This should purge the old data that causes the problem, and the system should be fine going forth.

Note: You can determine what time the nightly process is scheduled to run if you use the web interface: **Config > Scheduled Tasks > Directory Update** and note the time in the `Time of Day` column, which shows the time the next nightly process runs.

Related Information

- [Installation and Administration Guide for the Speech Connect for Cisco Unity Feature](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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