

Fail to Open .wav File in the ISN Voice Browser

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Introduction

This document provides two steps to check to solve this error message that appears in the Internet Service Node (ISN) Voice Browser log when the Voice Browser server plays your prompts instead of the Media server (Web server):

```
ERROR: Couldn't open file ../MediaFiles/cust/en-us/App/test6.wav :  
DNIS = 8501 : CID = d78fa777-950a-11d4-84a8-c95863714ef4
```

Note: The above error message is displayed over two lines due to space limitations.

Note: The following bug also discusses this issue: CSCma27100 (registered customers only) .

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Cisco Internet Service Node (ISN)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.2
- Cisco ISN version 1.1 and later

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

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

When you view the log files from the Voice browser, there are random entries that indicate that certain .wav files are not being played:

```
VoiceBrowser-VB Trace: 00000095: ERROR: Couldn't open file ../MediaFiles/cust/en-us/App/test6.wav : DNIS = 8501 : CID = d78fa777-950a-11d4-84a8-c95863714ef4
VoiceBrowser-VB Trace: 00000305: ERROR: Fetching Media. URL: file:///../MediaFiles/cust/en-us/App/test5.wav : DNIS = 8501 : CID = eae6dea3-950f-11d4-9345-d863714ef4b0
VoiceBrowser-VB Trace: 00000307: ERROR: Fetching Media. URL: file:///../MediaFiles/cust/en-us/app/test.wav : DNIS = 8501 : CID = a4b7308d-950b-11d4-86fd-c95863714ef4
VoiceBrowser-VB Trace: 00000309: ERROR: Couldn't open file ../MediaFiles/cust/en-us/app/goodbye.wav : DNIS = 8501 : CID = a4fdfc32-950b-11d4-8703-c95863714ef4
VoiceBrowser-VB Trace: 00000310: ERROR: Couldn't open file ../MediaFiles/cust/en-us/app/hello.wav : DNIS = 8501 : CID = ed17c8d8-950f-11d4-934b-d863714ef4b0
VoiceBrowser-VB Trace: 00000572: ERROR: Couldn't open file ../MediaFiles/cust/en-us/app/goodday.wav : DNIS = 8501 : CID = ad42b660-9510-11d4-94bb-c95863714ef4
VoiceBrowser-VB Trace: 00000595: ERROR: Couldn't open file ../MediaFiles/cust/en-us/app/October.wav : DNIS = 8501 : CID = 1722251a-9515-11d4-a232-d863714ef4b0
```

Note: The above entries are displayed over two lines due to space limitations.

Solution

In order to correct this problem, verify these two things:

1. Confirm the .wav file indicates an error in the voice browser log located in the correct system path. If not, move or add the file to the correct path.
2. Confirm an anti-virus program runs on the voice browser server and turn off outbound file checking, as noted under the ISN anti-virus guideline in the Cisco Internet Service Node (ISN) Configuration and Administration Guide.

Related Information

- [Internet Service Node \(ISN\) Log Document](#)
- [Cisco Internet Service Node \(ISN\) Configuration and Administration Guide](#)
- [Technical Support – Cisco Systems](#)

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