

CallManager Failure to Load Large MOH Audio Source Files

Document ID: 68980

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background

Symptom

Cause

Resolution

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes one reason why Cisco CallManager fails to load large Music on Hold (MOH) audio source files and provides a solution.

Prerequisites

Requirements

Cisco recommends that you have knowledge of this topic:

- Cisco CallManager

Components Used

The information in this document is based on Cisco CallManager.

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.

Background

Active server pages set a limit for the amount of time that a given page can execute. The rationale is that if a page takes too much time to execute and return results, the user becomes frustrated and presses the Stop button in the browser.

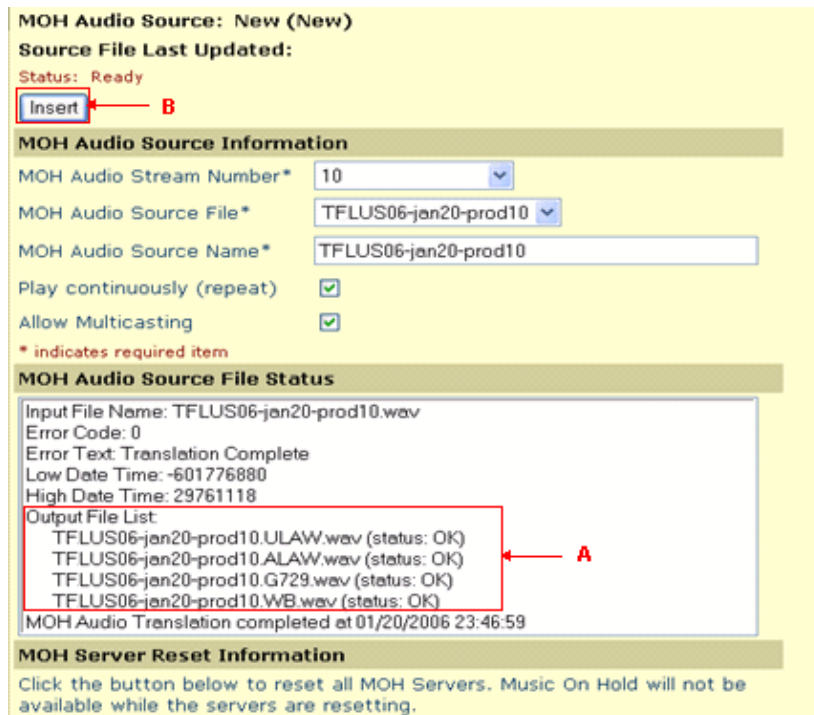
The default timeout in all versions of Internet Information Server (IIS) is set to 90 seconds. However, in the

case of a file upload, the page must execute for the duration of the upload. If a user transfers information over a slow line or transfers a large quantity of information, it is easy to exceed this limit.

Symptom

A scripting error happens when you insert a new large MOH audio source file. The new MOH audio source file is successfully transcoded to ULAW.wav, ALAW.wav, G729.wav and WB.wav but fails to insert (see arrow A in Figure 1).

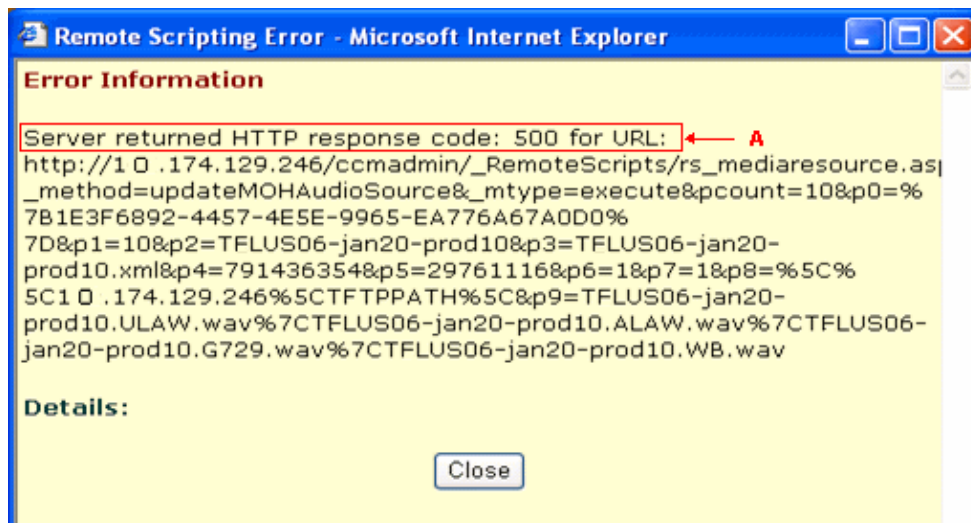
Figure 1 Insert New MOH Audio Source



This error message displays (see Figure 2):

```
Server returned HTTP response code: 500 for URL:
```

Figure 2 Remote Scripting Error



The **ASP 0113 Script_timed_out** error message is identified as this example output shows when you review the corresponding IIS error log file. The log file is located in the c:\WINNT\System32\LogFiles\W3SVC1 directory:

```
2006-01-30 21:46:40 10.174.129.246 - 10.174.129.246 80 GET
/CCMAdmin/_RemoteScripts/rs_mediaresource.asp _method=updateMOHAudioSource&
_mtype=execute&pcount=10&p0=%7BB2D8F578-4C1C-4299-BF06-
45B5A102EF80%7D&p1=3&p2=ciscotac&p3=ciscotac.xml&p4=-794816657&p5=29763044&p6=null&
p7=null&p8=%5C%5C142.174.129.246%5CTFTPPATH%5C&p9=ciscotac.ULAW.wav%7Cciscotac.ALAW.
wav%7Cciscotac.G729.wav%7Cciscotac.WB.wav|-|ASP_0113|Script_timed_out
500 0 Mozilla/4.0+(compatible;+MSIE+6.0;+Win32) -
```

Cause

The `ScriptTimeout` property specifies the maximum amount of time that a script can run before it is terminated. The error is generated when the processing time of the script exceeds the maximum value that has been designated for the `ScriptTimeout` property. It explains why this problem only happens when you insert large MOH audio source files.

Resolution

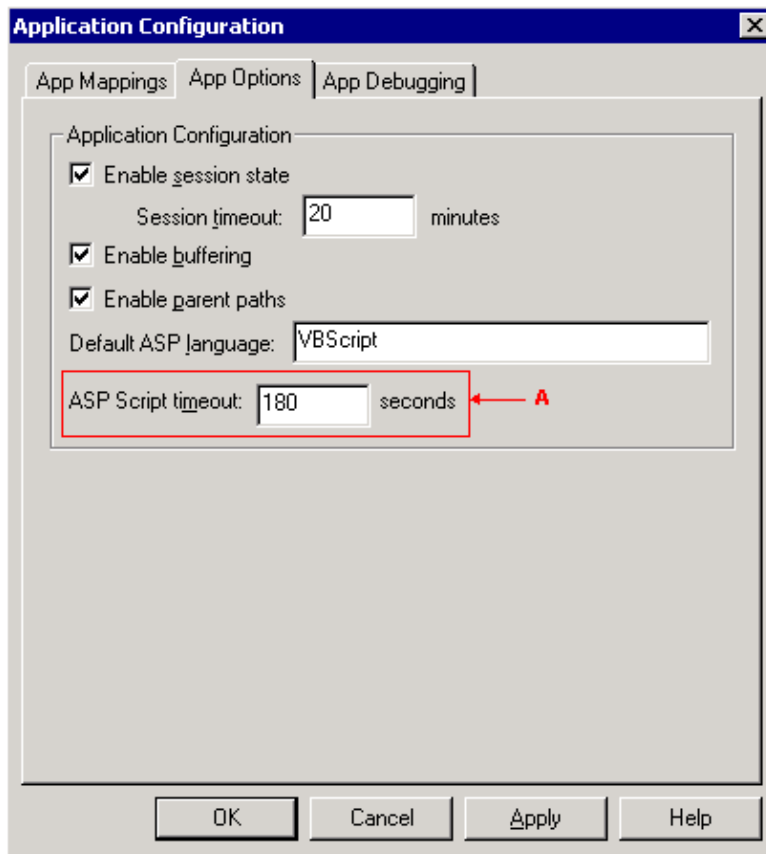
You can increase the time that is allowed to process ASP scripts for a particular website. Change the metabase value in IIS in order to accomplish this.

Complete these steps:

1. Select **Start > Programs > Administrative Tools > Internet Services Manager** to open Internet Services Manager.
2. Expand the tree and Default Web Site.
3. Right-click **CCMAdmin** under Default Web Site.
4. Click **Properties**.
5. Click the Home Directory tab.
6. Click **Configuration** located under Application Settings.
7. Click the App Options tab.

The Application Configuration window displays (see Figure 3).

Figure 3 Application Configuration



8. Increase the ASP Script Timeout value to a number high enough to prevent script timeouts.

In this case, the value is increased to 180 seconds (see arrow A in Figure 3) in order to load large MOH source files successfully.

If you receive an error that states the file is too large when you try to upload any audio source file that is longer than 8 seconds, it might be due to the browser you are using. The official supported browsers for Cisco CallManager Administration are:

- Netscape Communicator 4.X
- Microsoft Internet Explorer 5 or 6

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Updated: Feb 03, 2006

Document ID: 68980
