

# Troubleshooting Cisco Unified Communications Manager MOH Issues

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## Introduction

### Prerequisites

- Requirements

- Components Used

- Conventions

### Error Message

- The MOH Folder Not Found in Directory (\\x.x.x.x\TFTPPATH)

- Resolution

### Cannot Upload MOH Audio File

- Error: Not Enough Disk Space to Transcode the Audio File

- Resolution

- Error: Unable to Transcode File: Unable to Connect MOH Encode Filter to Filter Graph

- Resolution

- Error: Download MOH File Failed – Download Request Failure Error Message in

- Callmanager Event Log

- Resolution

### Related Information

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## Introduction

This document explains the recommended workaround for the Music On Hold (MOH) error message that you can receive when you try to access MOH.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of this topic: Cisco Unified Communications Manager.

### Components Used

The information in this document is based on Cisco Unified Communications Manager:

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

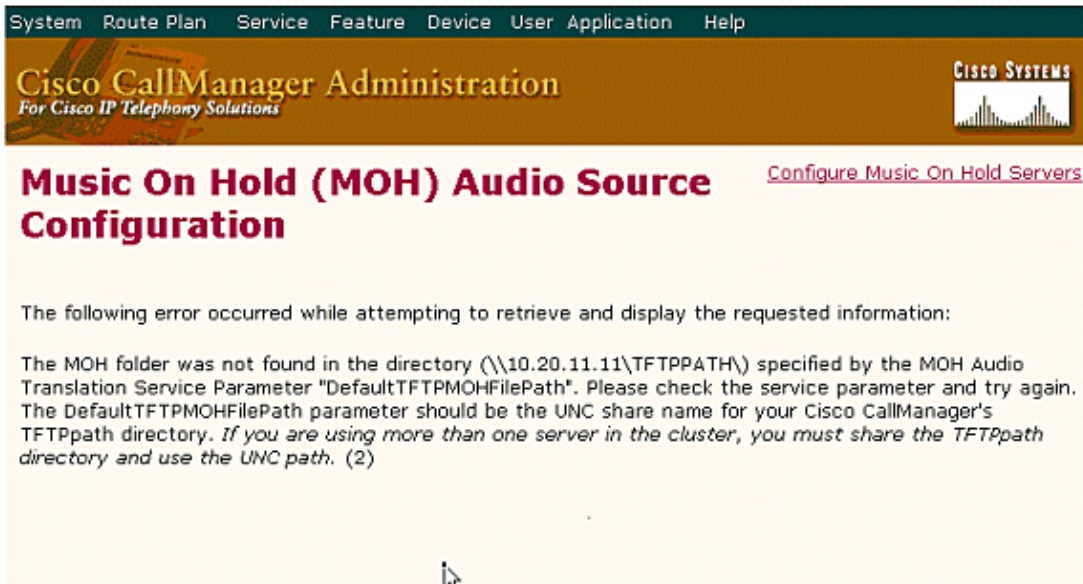
Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Error Message

## The MOH Folder Not Found in Directory (\\x.x.x.x\TFTPPATH)

The MOH folder was not found in the directory (\\x.x.x.x\TFTPPATH) specified by the MOH Audio Translation Service Parameter "DefaultTFTPMOHFilePath."

This error message can display when you try to access MOH:

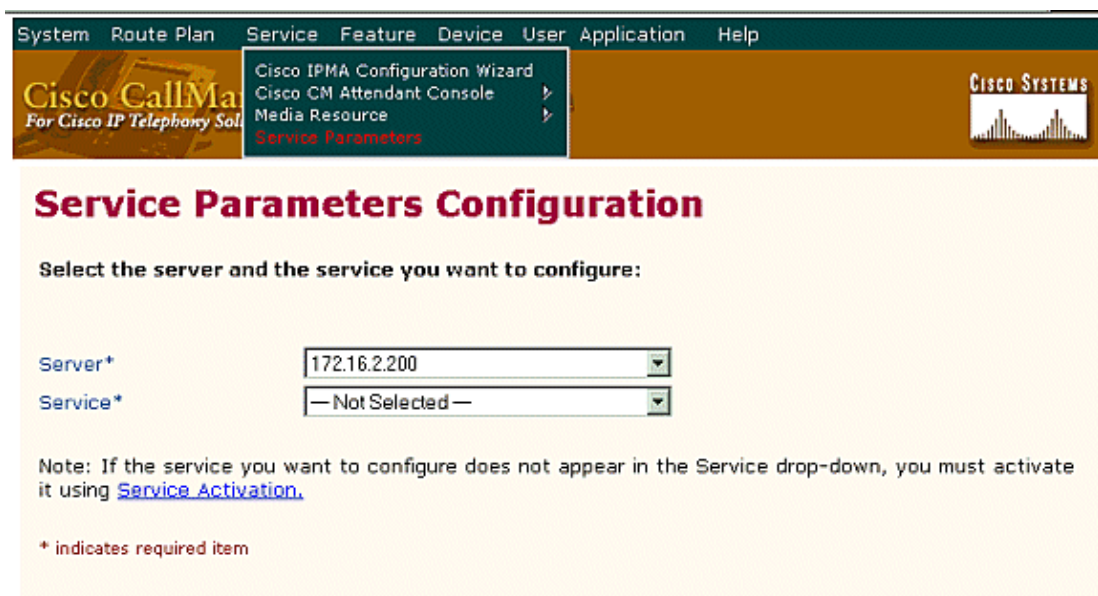


The screenshot shows the Cisco CallManager Administration interface. The top navigation bar includes System, Route Plan, Service, Feature, Device, User, Application, and Help. The main header displays "Cisco CallManager Administration For Cisco IP Telephony Solutions" and the Cisco Systems logo. The page title is "Music On Hold (MOH) Audio Source Configuration" with a link to "Configure Music On Hold Servers". The error message states: "The following error occurred while attempting to retrieve and display the requested information: The MOH folder was not found in the directory (\\10.20.11.11\TFTPPATH\ specified by the MOH Audio Translation Service Parameter 'DefaultTFTPMOHFilePath'. Please check the service parameter and try again. The DefaultTFTPMOHFilePath parameter should be the UNC share name for your Cisco CallManager's TFTppath directory. If you are using more than one server in the cluster, you must share the TFTppath directory and use the UNC path. (2)".

## Resolution

Complete these steps:

1. On the CallManager Administration, click **Service > Service Parameters**, and choose the server.



The screenshot shows the Cisco CallManager Administration interface with the "Service Parameters" menu item selected. The page title is "Service Parameters Configuration". The instruction reads: "Select the server and the service you want to configure:". There are two dropdown menus: "Server\*" with the value "172.16.2.200" and "Service\*" with the value "— Not Selected —". A note states: "Note: If the service you want to configure does not appear in the Service drop-down, you must activate it using [Service Activation](#)." A footnote indicates: "\* indicates required item".

2. Choose the service **Cisco MOH Audio Translator**.

## Service Parameters Configuration

Select the server and the service you want to configure:

Server\*

Service\*

Note: If the service you want to configure is not listed in the Service drop-down, you must activate it using [Service Activation](#).

\* indicates required item


- Cisco Extended Functions
- Cisco Extension Mobility
- Cisco IP Manager Assistant
- Cisco IP Voice Media Streaming App
- Cisco Messaging Interface
- Cisco MOH Audio Translator**
- Cisco RIS Data Collector
- Cisco Serviceability Reporter
- Cisco Telephony Call Dispatcher
- Cisco Tftp
- Cisco WebDieler

- On that page, check the value for the field **Default TFTP MOH File Path** and correct the IP address for the path. If the parameter value of the **Default TFTP MOH File Path** has the IP address of the server (`\\<ip address>\TFTPPATH`), and if the mohaudiosource.asp does a search by the hostname, it does not resolve the IP address. You must use the parameter value `\\<serverNAME>\TFTPPATH` for the **Default TFTP MOH File Path**.

## Service Parameters Configuration

[Select Another Server/Service Parameters for all servers](#)

Current Server : 172.16.2.200

Current Service: Cisco MOH Audio Translator 

Status: Ready

All parameters apply to the current server except those in the Clusterwide group(s)

Parameter Name	Parameter Value	Suggested Value
MOH Source Directory*	c:\Program Files\Cisco\MOH\DropMOHA	c:\Program Files\Cisco\MOH\DropMOHAudioSourceFilesHere

Clusterwide Parameters (Parameters that apply to all servers)

Parameter Name	Parameter Value	Suggested Value
Default TFTP MOH File Path	\\CCM1\TFTPPATH	

Some parameters in this group are hidden, click on Advanced button to see hidden parameters

\* indicates required item

- Repeat steps 1 through 3 for any other CallManagers you have on the list.

**Note:** It is normal if the service **Cisco MOH Audio Translator** is not available for one CallManager.

# Cannot Upload MOH Audio File

**Note:** If you have a cluster of Cisco CallManagers that has two or more servers, make sure to also upload the MOH audio file on all the subscribers on which the IP voice media streaming application service is live.

## Error: Not Enough Disk Space to Transcode the Audio File

When I try to upload the MOH audio file, CallManager gives an error: Not enough disk space to transcode the audio file.

### Resolution

This problem can be resolved in these ways.

- Restart the CallManager to clear all temporary files and allow you to upload the MOH files. If a reboot is not possible, try the next solution.
- Delete the unused MOH audio files through the CCM Administration page and try to upload the MOH files. If these steps do not resolve the problem, try the next solution.
- Gather all the service trace files for a time period of two or more hours (from the server from which you upload the MOH file) and choose **Delete Collected Log Files from server** in the final window of the RTMT collect files dialog window. This clears the space occupied by the trace files in the hard disk.

These steps help to upload the MOH file to the CallManager server.

## Error: Unable to Transcode File: Unable to Connect MOH Encode Filter to Filter Graph

When you try to import the MOH audio file, the CallManager gives this error:

```
Input File Name: abcd.vox
Error Code: 8
Error Text: Unable to transcode file: Unable to connect MOH Encode
            filter to filter graph.
Result: Translation Fail
```

This issue occurs when the audio file you wish to use as the MOH audio source is in a format other than the **.wav** or **.mp3** file format. The **.wav** and **.mp3** formats are the only file formats that are recommended for use with the Cisco CallManager.

**Note:** If you want to use a recorded or live audio, such as MOH, a sound card is required. This mechanism enables you to use radios, CD players, or any other compatible sound source. The Cisco CallManager Release 3.3(5) and 4.x with Microsoft Windows 2000 (OS 2000 version 2.7 or later) supports the Griffin Technologies iMic USB sound card. This device is supported on all Cisco MCS-78xxH or MCS-78xxI servers with a 3.0 GHz or greater processor. Some MCS servers also support the P-800 USB Digital Audio Converter from Telex Communications, which requires Windows 2000.2.5 or later.

### Resolution

In order to resolve this issue, convert the audio file to **.wav** or **.mp3** format and put the file under C:\Program Files\Cisco\MOH\DropMOHAudioSourceFilesHere. Now, add the MOH Audio source and insert the file. You are able to import the file without any error this time.

# Error: Download MOH File Failed – Download Request Failure Error Message in Callmanager Event Log

This issue occurs when the media streaming application from the MOH server is unable to access the file from the TFTP.

## Resolution

In order to resolve this issue, perform these steps:

1. Go to **Service > Service Parameter**.
2. Choose **Default TFTP MOH File Path** under Music on Hold (MOH) audio translator service, and verify that it points to the correct server.
3. Choose **IP Voice Media Streaming App (IPVMA)** for the same server, and make sure that the configured TFTP server address is the server that contains the audio files for the media streaming application in its TFTP path (c:\program files\cisco\tftppath\).
4. If the issue still persists, try to re-start **IPVMA** and **MoH audio translator service** on the Cisco CallManager.

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## Related Information

- [Change the Default MOH Directory](#)
- [CallManager Failure to Load Large MOH Audio Source Files](#)
- [CallManager Music On Hold Volume Adjustment](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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