

# Change the Default MOH Directory

Document ID: 67127

## Contents

### Introduction

#### Prerequisites

- Requirements

- Components Used

- Conventions

#### Procedure

#### Verify

#### Troubleshoot

- Bad Quality or No Audio

- Dead Air When MOH is Played with Cisco Unified Communications Manager 6.X

- MOH No Longer Works

#### Related Information

## Introduction

This document describes the procedure you use to change the default Music On Hold (MOH) directory. The default directory where the audio files are dropped is `C:\Program Files\cisco\MOH\DropMOHAudioSourceFilesHere`. Use this folder to drop the wav file. This dropped wav file is converted into five codec files, together with an XML file. All six files are stored in the `C:\ProgramFiles\Cisco\TFTPPath\MOH` path.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco CallManager.

### Components Used

The information in this document is based on Cisco CallManager version 4.1.

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.

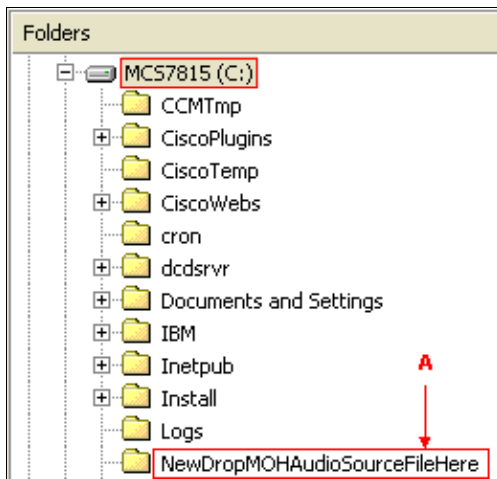
## Procedure

Complete these steps in order to change the default MOH directory:

1. Create a new directory.

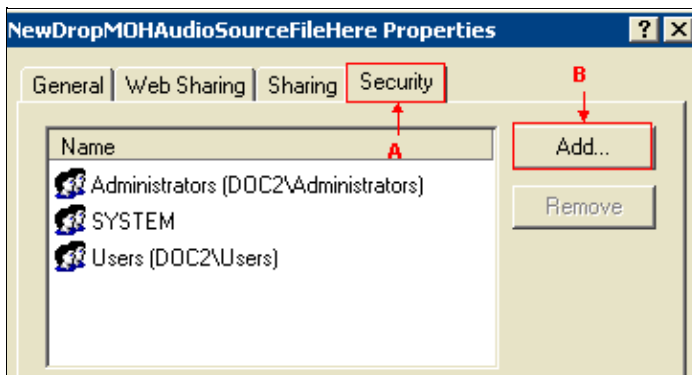
In this example, the new MOH directory is located at C:\NewDropMOHAudioSourceFileHere. See arrow A in Figure 1.

**Figure 1 New Default MOH Drop Directory**



2. Right-click the new MOH directory, and click **Properties**.
3. Click the Security tab. See arrow A in Figure 2.

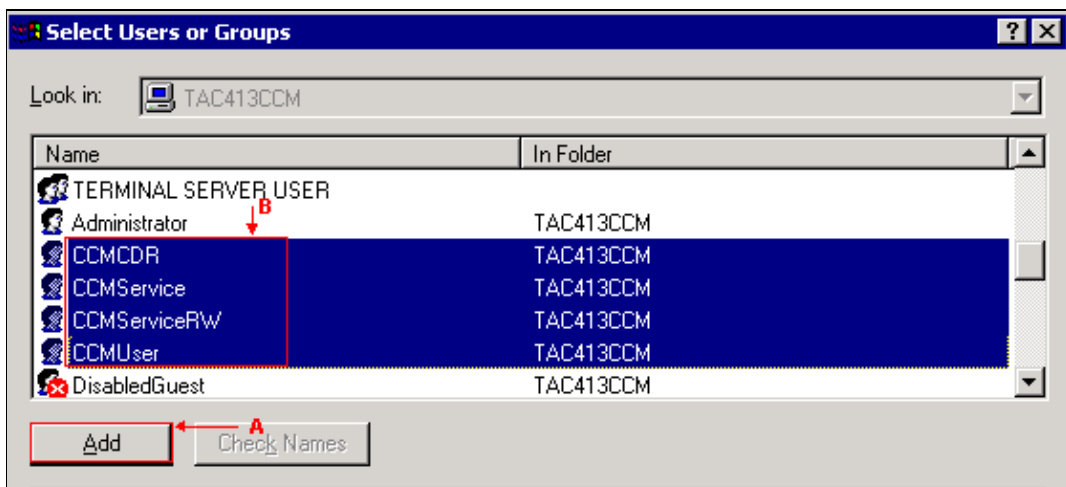
**Figure 2 Directory Security Setting – 1**



4. Click arrow B. See Figure 2.

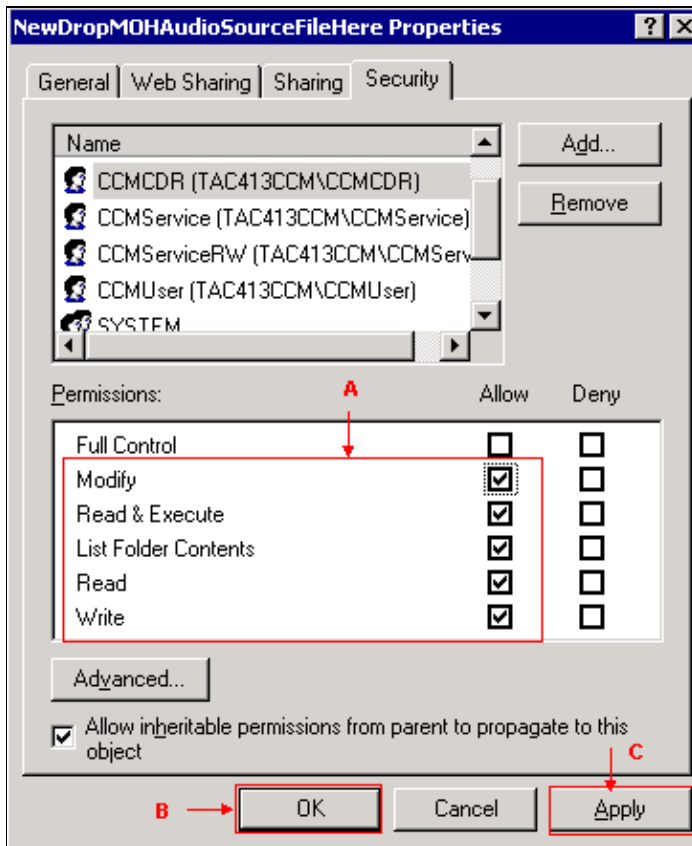
The Select Users Or Groups window appears. See Figure 3.

**Figure 3 Select Users Or Groups**



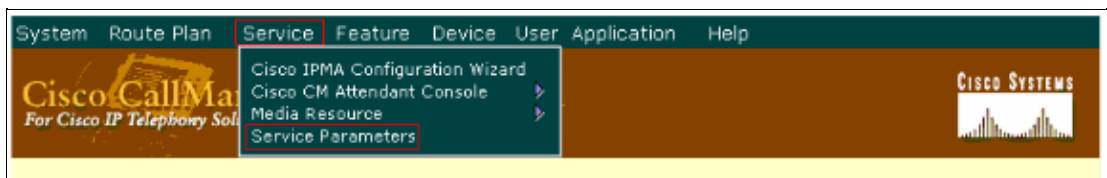
5. Select **CCMCDR**, **CCMService**, **CCMServiceRW**, and **CCMUser**. See arrow B in Figure 3.
6. Click **Add** . See arrow A in Figure 3.
7. Click **OK**. Figure 4 appears.

**Figure 4 Set User Permissions**



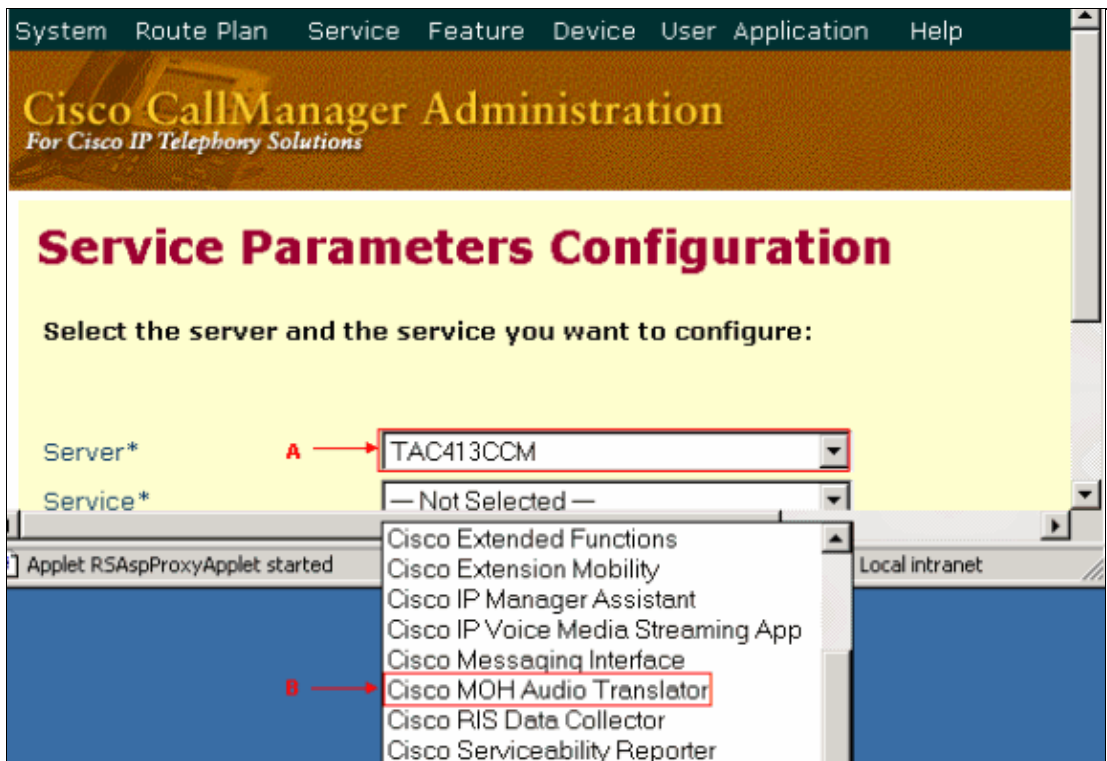
8. Assign these added users with appropriate permissions. In order to do this, check **Modify**, **Read & Execute**, **List Folder Contents**, **Read** and **Write** in the Permissions section for each individual user. See arrow A in Figure 4.
9. Click **Apply**. See arrow B in Figure 4.
10. Click **OK**. See arrow C in Figure 4.
11. Choose **Start > Programs > Cisco CallManager <version number> > CallManager Administration**.
12. Click **Service** in the menu bar and select **Service Parameters**. See Figure 5.

**Figure 5 Selection of Service Parameters**



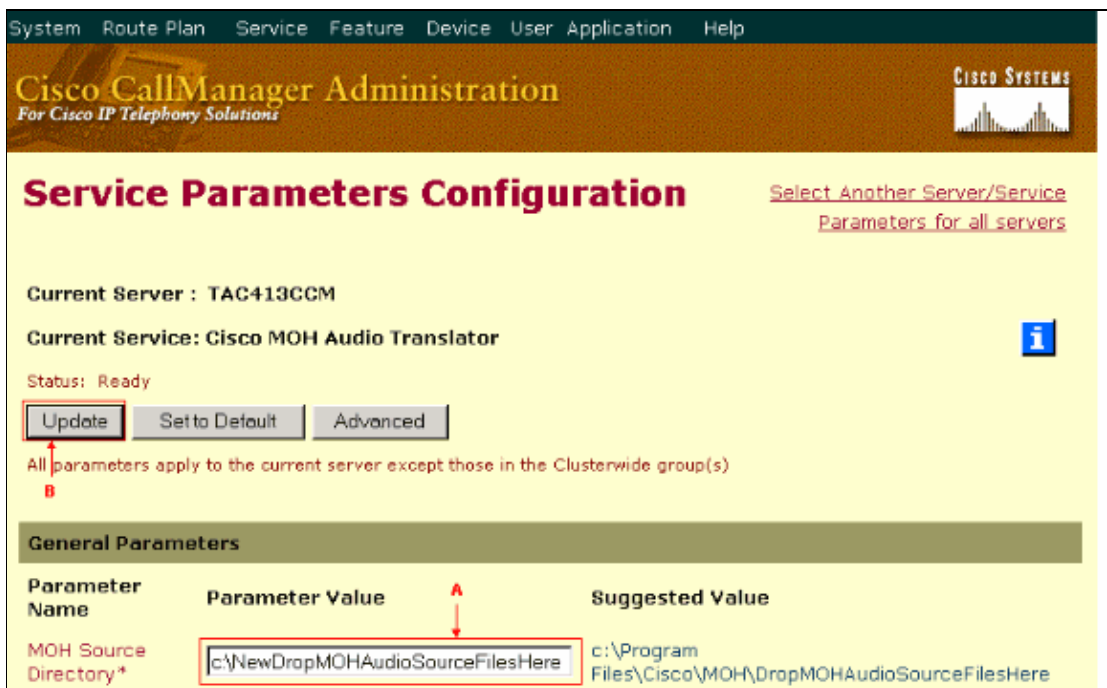
13. Select the server name from the Server drop-down list. See arrow A in Figure 6.

**Figure 6 Service Parameters Configuration – 1**



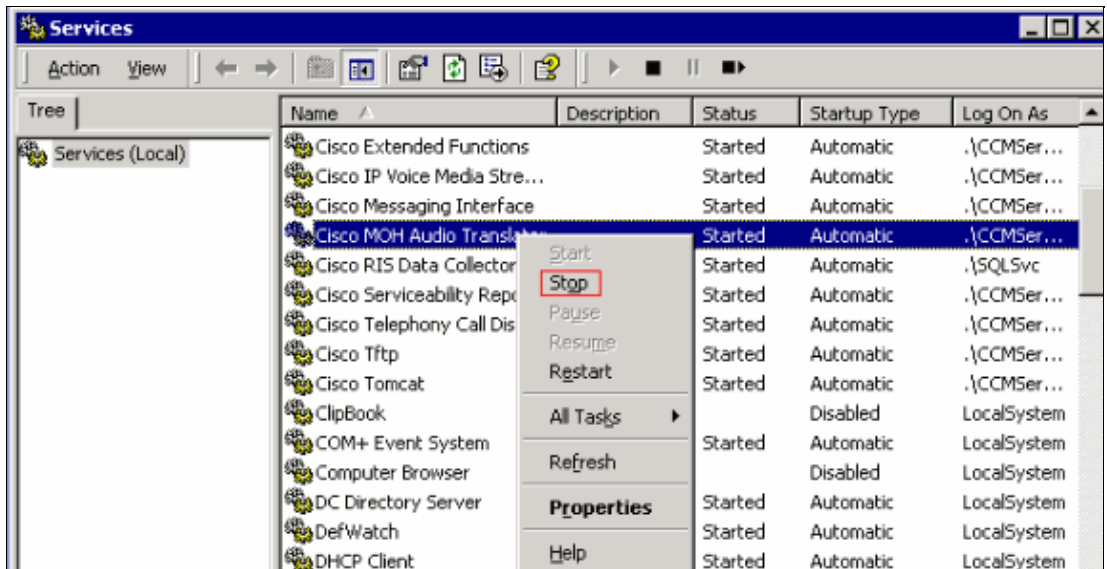
14. Select **Cisco MOH Audio Translator** from the Service drop-down list. See arrow B in Figure 6.
15. Enter the new directory, which you create in step one, in the MOH Source Directory field. See arrow A in Figure 7.

**Figure 7 Service Parameters Configuration – 2**



16. Click **Update**. See arrow B in Figure 7.
17. Choose **Start > Programs > Administrative Tools > Services**.
18. Right-click **Cisco MOH Audio Translator**, and select **Stop**. See Figure 8.

**Figure 8 Services**



19. Right-click the **Cisco MOH Audio Translator**, and select **Start** after it stops.

## Verify

Add an audio file in the new folder.

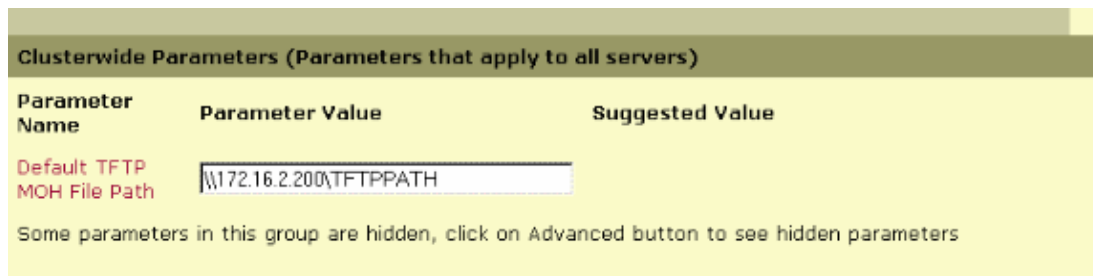
In two to three seconds, this file is converted to five wav files, together with an XML file, in this directory:

`C:\ProgramFiles\Cisco\TFTPPath\MOH`

**Note:** If the translated files are not found in this location, check in the folder specified in **Default TFTP MOH File Path** in the Cisco CallManager publisher server.

**Note:** In order to find the **Default TFTP MOH File Path**, go to the **Cisco CallManager Administration** Web page, then **Services > Service Parameters**. Choose the publisher server, and click **Cisco MOH Audio Translator service**.

**Figure 9:**

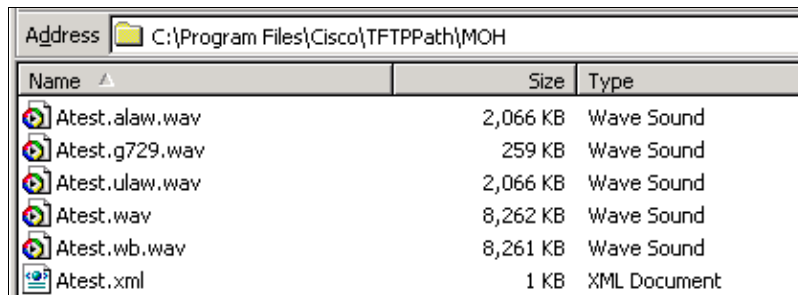


The suffixes for these six files are:

- alaw.wav
- au
- g729.wav
- ulaw.wav
- wb.wav
- xml

For example, if the audio file is named as atest.wav, these six converted files are named as atest.alaw.wav, atest.au, atest.g729.wav, atest.ulaw.wav, atest.wb.wav and atest.xml respectively. See Figure 10.

**Figure 10:**



The screenshot shows a Windows Explorer window with the address bar set to C:\Program Files\Cisco\TFTPPath\MOH. The file list contains the following items:

Name	Size	Type
Atest.alaw.wav	2,066 KB	Wave Sound
Atest.g729.wav	259 KB	Wave Sound
Atest.ulaw.wav	2,066 KB	Wave Sound
Atest.wav	8,262 KB	Wave Sound
Atest.wb.wav	8,261 KB	Wave Sound
Atest.xml	1 KB	XML Document

## Troubleshoot

### Bad Quality or No Audio

If you experience a bad quality or no audio for Music on Hold (MOH) after the conversion procedure mentioned in this document, make sure that the music audio source files comprise .wav files in one of these formats:

- 16-bit PCM (stereo or mono) (16k Hz or 32k Hz or 48k Hz or 8k Hz or 44.1k Hz sample rate)
- 8-bit CCITT g.711 a-law or mu-law (stereo or mono) (8k Hz sample rate)

### Dead Air When MOH is Played with Cisco Unified Communications Manager 6.X

After you insert the MOH audio file into the Cisco Unified Communications Manager 6.X server, the music on hold plays dead air. The file is uploaded and converts fine, but dead air is all that is heard.

This issue can occur if the audio files are not uploaded to all the servers in the cluster. With Cisco Unified Communications Manager 6.X, before you configure a MoH audio source, the .wav formatted audio source file must be uploaded to every MoH server within the cluster. In order to upload the audio source file, you must navigate to the Unified CM Administration interface on every MoH server within the cluster and use the upload file function on the MoH Audio File Management page. You must perform this step for every audio source file. Only after the audio source file is uploaded to all MoH servers in the cluster can the audio source be assigned to an MoH Audio Stream Number and configured as a MoH audio source.

### MOH No Longer Works

If MOH does not work after you upload a new audio source file, restart the IPVMS service in order to resolve the issue.

---

## Related Information

- [Voice Technology Support](#)
  - [Voice and Unified Communications Product Support](#)
  - [Troubleshooting Cisco IP Telephony](#)
  - [Technical Support & Documentation – Cisco Systems](#)
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jul 29, 2008

Document ID: 67127

---