

# How to Upload Media Files to a Different Path Instead of the Default Path in CVP Media Server

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## Introduction

This document describes how to upload media files to a different path instead of the default location path on the Cisco Customer Voice Portal (CVP) Media Server.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Customer Voice Portal (CVP)

## Components Used

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

- CVP 11.5

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, ensure that you understand the potential impact of any command.

## Problem

When CVP is installed in the **D:** drive the default installation installs all the media files in **D:\<media file root directory>**, However, when tools like Cisco Unified Contact Center

Management (CCMP) is used to upload media files using the CVP provided REST APIs to create media file, the CVP uploads the files to **C: <media file root directory>**.

## Recommended Action

Update the config file **<inastallation drive>:\cisco\cvp\conform.properties**.

Parameter: mediaserver.root.dir = <Base Path of IIS Media Server>

For example:

To upload media files to D:/intepub/wwwroot path

Use : mediaserver.root.dir = D:/intepub/wwwroot path

More information on:

[CSCvc65944](#) REST API to create Media files always creates files in C: even if CVP is installed in D: