

Unified CallManager Failure to Load Large MOH Audio Source Files

Document ID: 68980

Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Background

Symptom

Cause

Resolution

Error: Unknown CM_Media_PayloadType 262

- Problem

- Solution

Related Information

Introduction

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

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unified CallManager.

Components Used

The information in this document is based on Cisco Unified 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 Unified CallManager Administration are:

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

Refer to [Browsing to Cisco CallManager Administration](#) for more information.

Error: Unknown CM_Media_PayloadType 262

Problem

When you attempt to upload the MOH audio source file, the process fails with this error:

```
Unknown CM_Media_PayloadType 262
```

Solution

This error occurs when the `wav` file is not in the required format. Audio files must be in one of these formats:

- G.711 A-law or mu-law
- G.729 Annex A
- Wideband

Also, make sure that it is in 8000 MHz and 16-bit sampling.

Refer to [Cisco Bug ID CSCtr11072](#) (registered customers only) for more information.

Related Information

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

