

KB210: Messaging Queueing Problem Causes No Audio

PROBLEM:

No audio is being played back by IQ. This is caused by a Message Queueing issue.

CONFIRMING THE ISSUE:

Browse to the logs folder (<install dir>\mitel networks\6160\logs) and open the log file named messagingengine.txt.

If you see the following 2 errors and the customer is experiencing no audio:

3/6/2007 9:50:38 AM Specified cast is not valid. (MiTAIPort - PlayMsg)

```
STACK: at System.Messaging.Interop.MessagePropertyVariants.Lock()
at System.Messaging.Message.Lock()
at System.Messaging.MessageQueue.SendInternal(Object obj, MessageQueueTransaction
internalTransaction, MessageQueueTransactionType transactionType)
at System.Messaging.MessageQueue.Send(Object obj, String label, MessageQueueTransaction
transaction, MessageQueueTransactionType transactionType)
at System.Messaging.MessageQueue.Send(Object obj, String label)
at prairieFyre.IQAlarms.CommunicationClient.SendMessage(MessageQueue messageQueue,
Object msg, String label)
at prairieFyre.IQAlarms.CommunicationClient.SendIQAlarm(AlarmInfo alarmInfo)
at prairieFyre.IQAlarms.CommunicationClient.SetIQAlarm(IQAlarmTypes alarm, String
parameter)
at prairieFyre.IQServices.Common.MiTAI.MiTAIPort.SetupWaveOutDevice()
at prairieFyre.IQServices.Common.MiTAI.MiTAIPort.PlayMsg(String filename, Int32 delay)
Error opening wave device 0. Error [ALLOCATED] (MiTAIPort - SetupWaveOutDevice)
STACK: at prairieFyre.IQServices.Common.WaveLib.WaveOut.OpenDevice(Boolean
useWaveMapper)
at prairieFyre.IQServices.Common.WaveLib.WaveOut..ctor(Int32 deviceID, UInt32 bufferCount,
UInt32 bufferSize, Boolean useWaveMapper)
at prairieFyre.IQServices.Common.WaveLib.WaveManager.GetNext(Int32 deviceID)
at prairieFyre.IQServices.Common.MiTAI.MiTAIPort.SetupWaveOutDevice()
```

HOW TO APPLY THE HOTFIX:

This hotfix must be installed on your IQ Server and you must be running version 5.1

Download the hotfix to your server from here: KB210

Double click the .exe file and follow instructions

Last Modified By: kmiddlemiss, Sunday, January 23, 2011
<http://micc.mitel.com/kb/KnowledgebaseArticle50483.aspx>

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