

RTR0002 - In-Queue Media Unavailable Alarm - Music On Hold

DESCRIPTION

This is an emailed alarm that indicates when the router has a problem with the media files used for music on hold.

SEVERITY

Minor

IMPACT

One or more files that are queued to be played are either not available or functioning properly.

TROUBLESHOOTING STEPS

Check the Details column in the emailed alarm to verify the malfunctioning file name. Ensure the multimedia folder is shared on the Enterprise Server.

Verify that the requested file is not missing and is correctly encoded as per Microsoft Lync specifications.

APPLIES TO

5.10 SP1

Keywords: RTR0002 In-Queue Media Unavailable

Last Modified By: amontpetit, Tuesday, August 28, 2012
<http://micc.mitel.com/kb/KnowledgebaseArticle51587.aspx>

Tuesday, August 16, 2022