

IVR prompts or RADs not playing

PROBLEM

Prompts cease to play on certain IVR ports when using an MSL based MiVB platform. Ports start to return RNA (ring no answer warnings). Ultimately this can lead to the MitaiProxyServer service crashing.

SYMPTOMS

IVR port logging reporting that the TX channel is closed indicated in the logs by TXOpened [False]:

Error: 2015-Dec-11 10:03:53.029

prairieFyre.Routing.Mitel.Implementation.PlayPromptImplementation - TX is still NOT open after 2500ms. Playing Prompt anyway. (39053 - 192.168.40.90)

Info: 2015-Dec-11 10:03:53.029

prairieFyre.Routing.Mitel.Implementation.PlayPromptImplementation - TX opened, playing Prompt... (39053 - 192.168.40.90)

Info: 2015-Dec-11 10:03:53.029 prairieFyre.Routing.Mitel.MitelInboundDevice - Playing Prompt Member [Static[No one available.wav (File)]] (39053 - 192.168.40.90)

Info: 2015-Dec-11 10:03:53.029 Playing [C:\Program Files (x86)\prairieFyre Software Inc\CCM\ivr\Media\Custom\en-GB\No one available.wav] - TXOpened [False] - RXOpened [False]. (39053 - 192.168.40.90)

Error: 2015-Dec-11 10:03:53.029 Cannot play wave file - rc = [FAILED_OPERATION]. (39053 - 192.168.40.90)

Info: 2015-Dec-11 10:03:53.029 MiAUDIO - Audio EVENT Received: WAVE_OUT_ERROR. (39053 - 192.168.40.90)

Info: 2015-Dec-11 10:03:53.029 prairieFyre.Routing.Mitel.MitelInboundDevice - Received AudioStatus: [WAVE_OUT_ERROR] (39053 - 192.168.40.90)

Error: 2015-Dec-11 10:03:53.029 prairieFyre.Routing.Mitel.MitelInboundDevice - Wave out Error Detected (39053 - 192.168.40.90)

May also cause alarm ALM0015 - IVR Bad Audio File to be fired.

CAUSE

This is caused by a media server fault in MSL based MiVB platforms running versions earlier than MiVB 7.2.

WORKAROUND

A reboot of the MiVB that the ports reside on resolves the issue temporarily.

RESOLUTION

Upgrade the MiVB's to release 7.2 or above. This was resolved due to a code re-work to address multiple media server issues.

APPLIES TO

MiVB releases prior to 7.2

Keywords: TXOpened, ALM0015, RAD, Prompt, RNA, MitaiProxyServer

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