

ALM0137 - Error playing back Text-to-speech from the Nuance Speech Server

DESCRIPTION

There was an error playing back the Text-to-Speech prompt.

This could be caused by one of several problems:

- Nuance Speech Server (NSS) is not accessible \ not available \ not operational \ not licensed for Text-To-Speech
- The text prompt may have invalid characters or error in syntax (especially when using SSML)
- We received the audio frames from the NSS, but there was an issue playing back the audio (MiAudio or MediaServer related problems).

SEVERITY

Major

IMPACT

Text-to-speech messages are not being played.

TROUBLESHOOTING STEPS

Check Nuance Speech Server:

- Ensure Nuance Speech Server is accessible.
- In Local Services, Ensure Nuance Speech Server is running.
- In LMTools License Manager, Server Status, perform a Status Inquiry to ensure TTS licenses (nuance_nvn_tts) are issued and in-use.
- Look for nss log file under C:\ProgramData\Nuance\Enterprise\system\diagnosticLogs\ and search for the word SPEAK to see if the request made it through.

Check MiCC services:

- Check the service log file or device log file for further information on the error.
- In case of RoutingInboundService, RoutingOutboundService, or RoutingUPiQService, look for the log file UNIMRCPxx.log on the root folder of the service. Search for the latest word SPEAK and look for any errors following.
- In case of RoutingMediaService, look for freeswitch log under Services\Freeswitch\log. Search for the latest word SPEAK and look for any errors following.

APPLIES TO

MiCC 8.0 and newer

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