

## HotFix KB238220 - Callbacks generating invalid recordings with missing headers to audio file

### PROBLEM

If the caller terminates their recording by hanging up, the resulting file saves without a bit rate or length saved in the file properties ("Details" tab). Files that don't have a bit rate or length saved in the file properties will not play in most media players, including Windows Media Player. As a result of this, when the callbacks with these audio files associated to them are served to agents, the agents cannot hear the recording. When they attempt to play the recording, they just hear silence.

### RESOLUTION

This HotFix is to be applied onto 7.1.0.0

1. Download the attached **KB238220.EXE** file to the Enterprise Server.
2. Double-click the **KB238220.EXE** file and follow the on-screen prompts.

**NOTE:** Installing this update will restart the prairieFyre services. In order to avoid service interruption, we recommend installing the hotfix after hours or during a scheduled maintenance window.

### APPLIES TO

7.1.0.0

**Keywords:** 238220 KB238220 hotfix ivr callback callbacks invalid recording recordings missing header audio wav .wav file

Last Modified By: AndrewM, Thursday, December 04, 2014  
<http://micc.mitel.com/kb/KnowledgebaseArticle52229.aspx>

Thursday, June 30, 2022