

RTR0003 - In-Queue Media Unavailable Alarm - RAD

DESCRIPTION

This is an emailed alarm that indicates that the router has a problem with the media files used for a RAD call flow.

SEVERITY

Minor

IMPACT

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

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: RTR0003 In-Queue Media Unavailable

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<http://micc.mitel.com/kb/KnowledgebaseArticle51588.aspx>

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