

## ALM0138 - MRCP initialization error

### DESCRIPTION

Unable to initialize MRCP client with Nuance Speech Server.

This could be caused by several problems:

- The MRCP server configuration under Text-To-Speech \ Speech Recognition tabs on Site Page in YourSiteExplorer is invalid: such as wrong IP address \ server port
- The MRCP client xml configuration file may contain wrong data.
- The Nuance Speech Server (NSS) is not accessible \ not available \ not operational

### SEVERITY

Major

### IMPACT

The Nuance server is not connected to the MiCC server.

### TROUBLESHOOTING STEPS

#### Check configuration in YSE:

- Ensure MRCP server IP address and port are the ones used by the Nuance Speech Server.

#### Check the configuration xml files:

- Look for unimrcpclient.xml file under <MiCC installed dir>\<service dir>\conf\
  - Ensure only the resources speechnsynth and speechrecog are the only ones enabled under <resource-factory>
  - ensure the sip-port used under <sip-uac> for SIP-Agent-1 signaling agent is valid and unused by any other application.
- Look for nuance.xml file under <MiCC installed dir>\<service dir>\conf\client-profiles\
  - Ensure the information under Nuance-SIP-Settings-TTS and Nuance-SIP-Settings-ASR are valid and conforms with values in the Site Page configuration.
  - Ensure the profiles nss2tts and nss2asr are configured under <profiles>
- Look for service's config xml file under the <MiCC installed dir>\<service dir>
  - Ensure the setting MrcpClientSipPort has a valid port number and not used by any other application

#### Check Nuance Speech Server:

- Ensure Nuance Speech Server is accessible.
- In Local Services, Ensure Nuance Speech Server is running.
- In Local Services, Ensure Nuance Recognition Service is running.

### APPLIES TO

MiCC 8.0 and newer

**Keywords:** ALM0138 nuance MRCP initialization error

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