

VXML Gateway Cannot Cache Audio File After The File Successfully Loaded

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Introduction

This document describes how to troubleshoot audio file cache issue in Voice Extensible Markup Language (VXML) gateway after successfully loaded.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

Cisco Unified Contact Center Enterprise (UCCE) comprehensive call flow

Components Used

This document is not restricted to specific software and hardware versions.

Problem

When caller dials contact centre number, few seconds silence is heard and then audio prompt.

After verification VXML gateway, the audio file from primary Cisco Voice Portal (CVP) media server is not in the cache, the same audio file from secondary CVP media server cache.

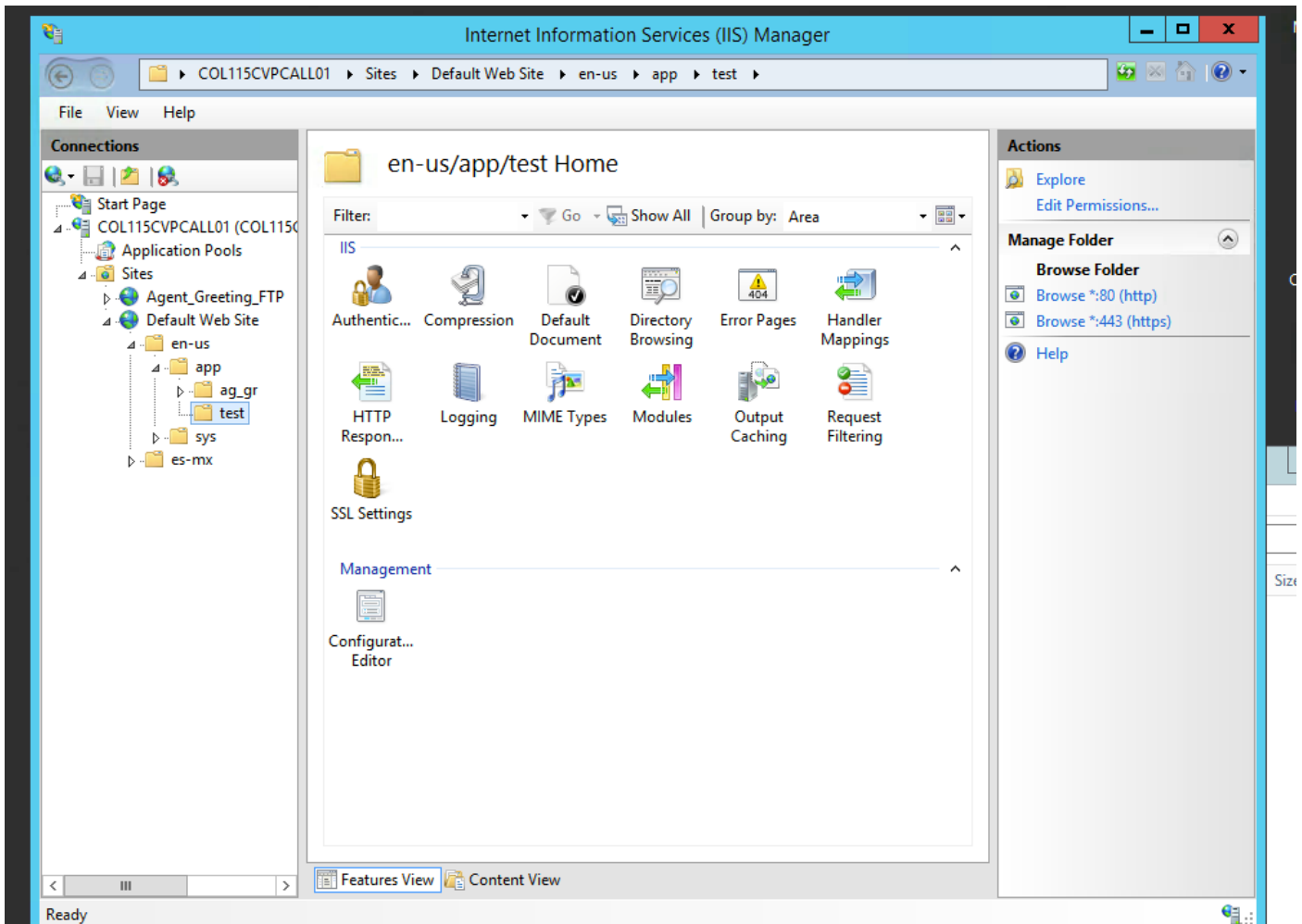
Manually load the audio file from CVP primary media server, and it shows successful, but the file is listed as non-cached entries.

```
Non-cached entries
=====
```

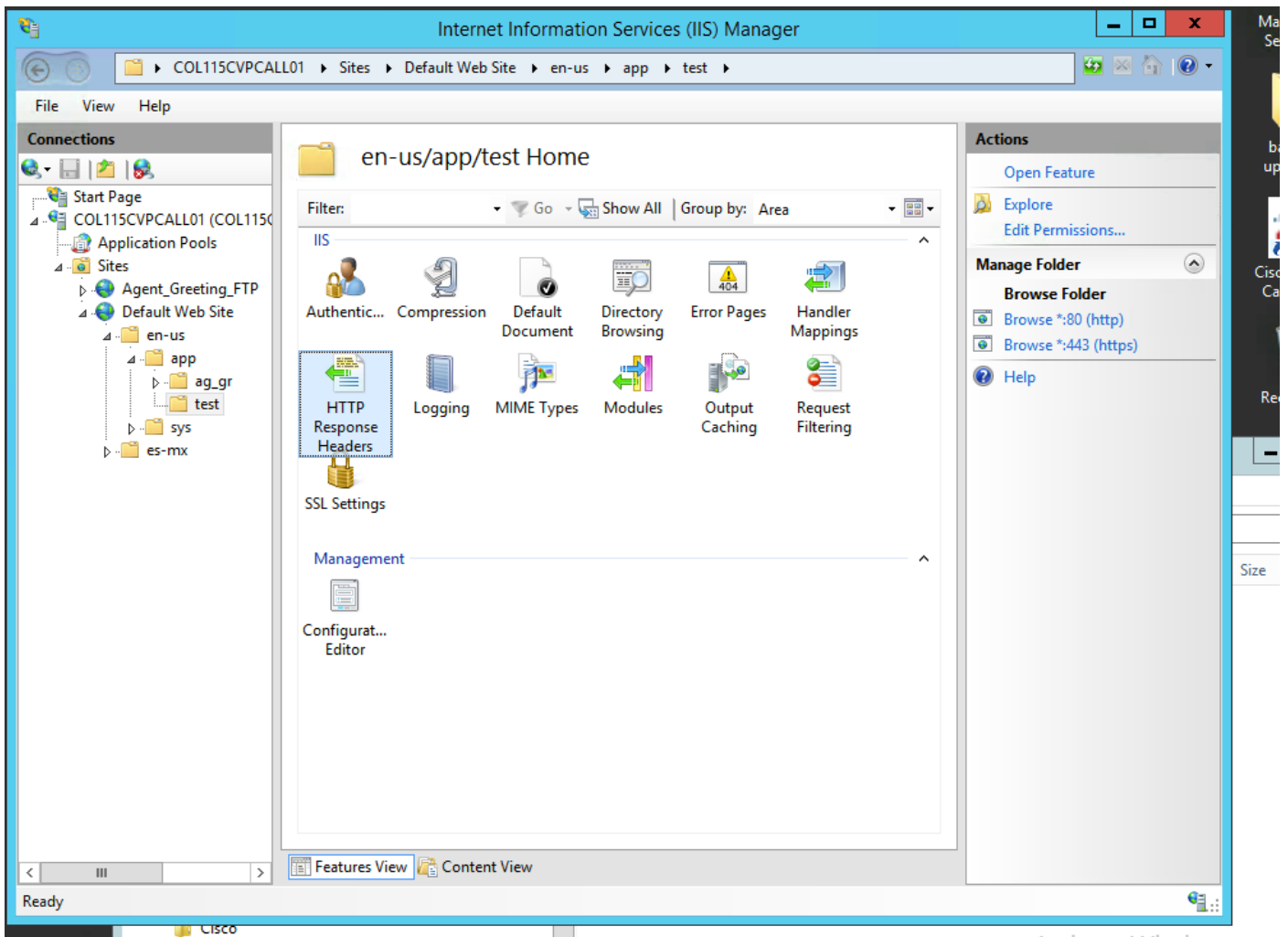

Step 1. Under CVP media server created a test folder in this file path:

C:\inetpub\wwwroot\en-us\app

Step 2. Under IIS manager, find the folder that you just created and double click the folder



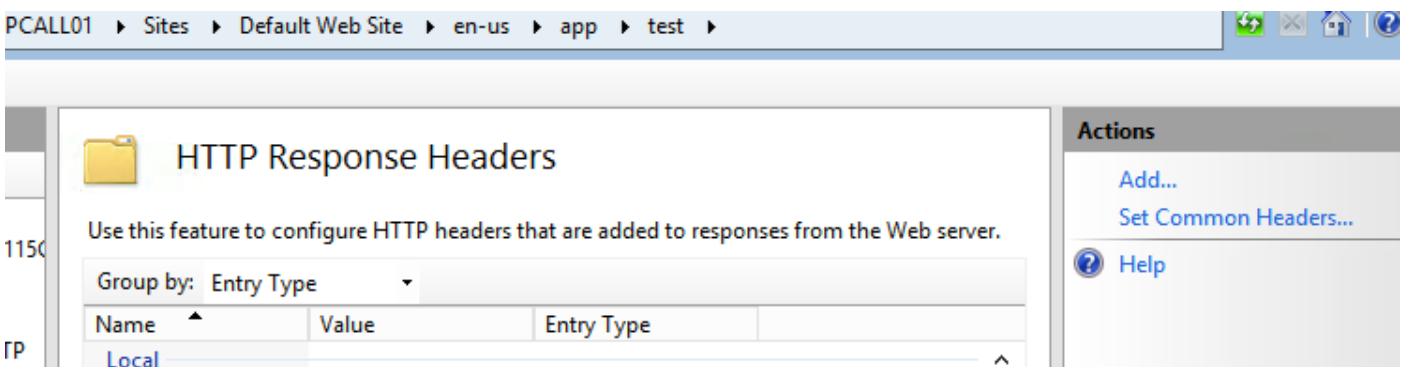
Step 3. Double click HTTP Response Header, as shown in this image

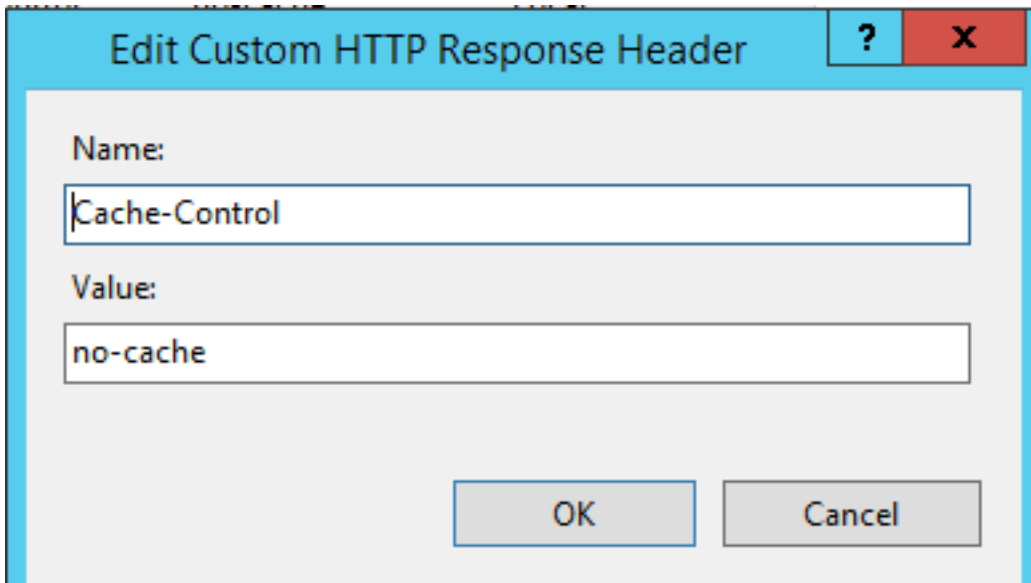


Step 4. Click add on the right panel and input the attributes as shown in this image

Name: Cache-Control

Value: no-cache





Verify

Step 1. Load audio file CVP Media server IP address/en-us/app/test1.wav before add the attribute in IIS test folder

```

Cached entries
=====

```

```

entry 150, 1 entries
Ref  FreshTime  Age      Size      context
---  -
2    86400        360     17810    0
url: http://10.66.75.48/en-us/app/test/1.wav

```

Step 2. Add Cache-control with value no-cache and load audio file from test folder

10.66.75.48/en-us/app/test/2.wav

10.66.75.48/en-us/app/test/3.wav

These two audio files are now listed in the non-cached entries:

```

Cached entries
=====

```

```

entry 150, 1 entries
Ref  FreshTime  Age      Size      context
---  -
2    86400        360     17810    0
url: http://10.66.75.48/en-us/app/test/1.wav

```

```

Non-cached entries
=====

```

```

Ref  Size
---  -
1    17810
url: http://10.66.75.48/en-us/app/test/2.wav
1    17810
url: http://10.66.75.48/en-us/app/test/3.wav

```

Step 3. Load audio file from other folders

10.66.75.48/en-us/app/whisper.wav

It shows that only test folder affected by the attribute.

```
Maximum memory pool allowed for HTTP Client caching = 15000 K-bytes
Maximum file size allowed for caching = 500 K-bytes
Total memory used up for Cache = 36901 Bytes
Message response timeout = 30 secs
Total cached entries      = 2
Total non-cached entries = 2
```

Cached entries =====

```
entry 150, 1 entries
Ref  FreshTime  Age      Size      context
---  -
2    86400        360     17810     0
url: http://10.66.75.48/en-us/app/test/1.wav
```

```
entry 166, 1 entries
Ref  FreshTime  Age      Size      context
---  -
1    4691902    2495    17810     0
url: http://10.66.75.48/en-us/app/whisper.wav
```

Non-cached entries =====

```
Ref  Size
---  -
1    17810
url: http://10.66.75.48/en-us/app/test/2.wav
1    17810
url: http://10.66.75.48/en-us/app/test/3.wav
```

Related Information

<https://support.microsoft.com/en-au/help/247404/how-to-modify-the-cache-control-http-header-when-you-use-iis>