

CUCM Music On Hold Annunciator wav file upload error

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Introduction

This document describes solutions for error that occur when you upload Music on Hold (MOH) Annunciator wav file on Cisco Unified Communications Manager (CUCM).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

MoH or Annunciator wav file upload fails with error.

The {name}.wav file could not be translated by the Audio Translator Application

Solution

If this issue is noticed on CUCM 12.5 Version then we match the symptoms of defect [CSCvo69002](#) . Simplest temporary workaround is to set SELinux Mode to permissive (utils os secure permissive) and retry upload, Once upload is completed restore SELinux Mode to enforcing (utils os secure enforce).

If this issue is noticed CUCM Version below 12.5 then we match the symptoms of defect of following defects [CSCua90744](#) / [CSCuo54948](#) / [CSCuj44847](#). Contact the Cisco Technical

Assistance Center (TAC) in order to apply the workaround.