



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

GVP Documentation Supplement

Missing Audio File Solution

5/6/2025

Missing Audio File Solution

[Return to Corrections Table of Contents](#)

SUMMARY: Now you can compensate for a missing default audio file for an announcement, to avoid a silent announcement. (GVP-21227)

The next publication of the [Genesys Media Server 8.5 Deployment Guide](#) will include this revision:

CHAPTER: Chapter 3, Media Server Functions

SECTION: Media File Archives

ADD THESE PARAGRAPHS:

If a codec is negotiated but the codec-specific audio file is missing, Media Server must make a substitution, and it looks for a default file in the location specified by the request URI.

You must specify the filename extension (and thus, its media type). Thus, you have two tasks:

1. Place a default audio file in the location specified by the request URI, with the appropriate extension for the media type (.au or .wav).
2. Specify the extension by using this option:
Option: `annc.defaultaudioext`
Application: Media Control Platform
Section: `netann`
Valid Values: `.wav` (default) or `.au`