

Retransmission of VIP Messages That Time Out

Previous warnings have documented that because of system cron jobs running between 4:00 - 4:30 am, some messages may exceed the 60 second maximum allowed by CRS for VIP processing and revert back to the DECTalk voice. This may also occur and be exacerbated if the message is extremely long. This problem will be exacerbated further if sites are using the remote (s)ftp function to move .wav or .mp3 files to a voice response system or web site. If the timeout occurs and the DECTalk voice is used, no .wav or .mp3 files will be available to satisfy those functions. Therefore, until the timeout problems are appropriately addressed in a future software build, sites may wish to re-send the messages that time out to avoid the non-transmission of the .wav or .mp3 files to the remote processor.