

Old Voice (Igor) is Sometimes Used Between 4:00-4:30 AM Vip-time

It has been observed that between 4:00 and 4:30 AM (based on the VIP system clock), there are occasional VIP timeouts. This will cause one or more products to be voiced in the old “Igor” voice. The problem corrects itself and additional products sent to the VIP will be converted to the new voices, generally after a couple of minutes.

Explanation:

CRS expects to get a converted voice file back from the VIP before it reaches its user-specified timeout value (which should be set to 60 seconds). If CRS fails to get the converted voice file back in time, its instructions are to assume a problem with the VIP and send the product out via the dectalk card (producing the old Igor voice).

Between 4 and 4:30 AM (based on the VIP system time), the VIP performs a number of general “house-keeping” functions (mostly operating system related). Some of these functions use significant system resources, which has the effect of causing a general slowdown of the VIP intermittently during this period. If the VIP receives a product to convert at a time when the system is performing one of its most resource intensive functions, the conversion of the product will take somewhat longer than normal and the 60 second deadline may be missed. Since the slowdowns are intermittent, it is unlikely to effect more than 1-2 products.

Workaround:

This will need to be fixed in a future VIP build. On a local level, there is no way to avoid the problem. You can either leave the “Igor” product in the broadcast cycle to remind us all of how far we’ve come or you can resend the product from AWIPS (so that it will get a second chance at converting and will replace the Igor product).