

## **Problems with Random VIP Timeouts**

### **Problems:**

Several offices have reported a problem with messages timing out in the VIP. That is, a message will be forwarded by the CRS Master MP to the VIP for processing, but will time out before it is returned to the MP. This will cause CRS to process the message with the old DECTalk voice. This problem is caused by the VIP Speechify Text-to-Speech Server (TSS) sleeping problem. When either the male voice or the female voice engine is not active for more than approximately an hour, it goes to sleep. Prior to converting the next product it must wake up and do some setup. The setup time combined with the conversion time sometimes exceeds 60 seconds, causing a VIP timeout. This problem does not occur consistently and will **only** affect the first message processed by a sleeping voice. Subsequent messages will be processed successfully.

### **Workaround:**

In order to prevent the TSS servers from sleeping, EACH voice must be used approximately once per one hour. Some sites have successfully avoided the problem by splitting their hourlies between the two voices, and/or generating some products more frequently than once an hour.