

upload prompt(.zip)



[lee yongboem](#) 30 posts since Jun 7, 2011

upload prompt(.zip) May 18, 2014 7:33 PM

Hi, all

I success upload prompt on UCCX server using the REST API.

The prompt file is zip file including of 3 files.

I delete prompt files on UCCX admin page and re-upload prompt on UCCX server using the REST API.

But there is uploading files is only two files.

So, After restarting Cisco Unified CCX Configuration API service, I rerun.

That's fine. What's happen? Is that bug?

UCCX Version is 10.0.1.10000-56

Regards,

Lee



[dlender](#) 374 posts since Feb 23, 2010

Re: upload prompt(.zip) May 19, 2014 7:50 PM

I am not sure I understand your issue. You uploaded a zip file containing 3 prompts and it showed up as a zip with only 2 prompts? That doesn't make sense to me.



[lee yongboem](#) 30 posts since Jun 7, 2011

Re: upload prompt(.zip) May 19, 2014 11:33 PM

1 step: I uploaded a zip file containing 3 prompts using the REST API.

2 step: It showed up 3 prompts on CCX admin page.(=success)

3 step: I deleted 3 prompts on CCX admin page.

4 step: I rerun 1step again.

5 step: It showed up 2 prompts on CCX admin page.

** I think, probably because It has already same prompt file on the temporary folder.

is that bug?



[dlender](#) 374 posts since Feb 23, 2010

Re: upload prompt(.zip) May 22, 2014 10:33 AM

in response to [lee yongboem](#)

We tried to reproduce this scenario in our lab but we are not able to do it.. We are able to see all the prompt files each and every time we are uploading the zip file.

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Here are the steps we tried in the lab:

1. Uploaded a zip file which contains 3 prompt (.wav) files.
2. It showed 3 prompt files on ccx admin page.
3. Deleted all three prompt files from ccx admin page.
4. Reuploaded the zip file .
5. It again showed all the 3 prompt files.
6. We, even, deleted only one 1 prompt file and then reuploaded the zip file... it again showed all the 3 prompt files.

Once files are successfully uploaded into datastore, they will be removed from temporary folder.

We're not sure how you are hitting this scenario. Is it reproducible on your setup? If yes, we need log files to debug further but that will require some extra effort from our side. I would suggest you open a Service Request using your DevNet contract and I will escalate the issue to our UCCX Engineering team.

To open a Service Request, see <https://developer.cisco.com/site/devnet/support/>



[morten skovborg](#) 14 posts since Feb 3, 2014

Re: upload prompt(.zip) Mar 9, 2016 12:31 AM

Hi Lee

Did you get this to work?

May I see your code doing this?

Br,

Morten