Contents

Introduction

This document describes how to download a Music on Hold (MoH) file from Cisco Call Manager server.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Simple File Transfer Protocol (SFTP) Server Setup
- Access to Command line interface (CLI) of Call Manager

Components Used

The information in this document is based on these software and hardware versions:

- CUCM Release 10.5.2.11900-3
- Freeftpd SFTP server (Third Party)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

From Call Manager 5.x onwards, MoH file needs to be uploaded through CCMAdmin Portal on each node where the file is required, however, there is no provision to download this file from the web interface of the Call Manager .

At times when a specific MoH file is required and is not available elsewhere with the Administrator .

For example, a recorded announcement MoH file is available on one cluster and same MoH is required to be played on another cluster, but the required MoH file is not available with the

administrator or the administrator who had the file earlier has left the company and the only way to get the same MoH file, is through the Call Manager. In such scenarios, this specified method to download the MoH file comes very handy.

Procedure

1. Establish a Secure Shell (SSH) connection to the Call Manager, where the MoH file is uploaded.

2. Check the list of all MoH files available on the server with this command:

```
file list activelog /mohprep
```

```
admin:file list activelog /mohprep
CiscoMOHSourceReport.xml            SampleAudioSource.alaw.wav
SampleAudioSource.g729.wav          SampleAudioSource.ulaw.wav
SampleAudioSource.wb.wav            SampleAudioSource.xml
SilenceAudioSource.alaw.wav         SilenceAudioSource.g729.wav
SilenceAudioSource.ulaw.wav         SilenceAudioSource.wb.wav
SilenceAudioSource.xml              ToneOnHold.alaw.wav
ToneOnHold.g729.wav                 ToneOnHold.ulaw.wav
ToneOnHold.wb.wav                   ToneOnHold.xml
dir count = 0, file count = 16
```

3. Download the required file with this command:

```
 file get activelog /mohprep/<name of the MoH file>
```

To download all MoH files, you can use this command:

```
file get activelog /mohprep/*.wav
```

To download all MoH files of a specific codec, use:

```
 file get activelog /mohprep/*.<codecname>.wav
```

```
admin:file get activelog /mohprep/SampleAudioSource.g729.wav
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 1
Total size in Bytes: 332600
Total size in Kbytes: 324.8047
```

Type Y to proceed.

```
 file get activelog /mohprep/*.<codecname>.wav
```

```
admin:file get activelog /mohprep/SampleAudioSource.g729.wav
Please wait while the system is gathering files info ...done.
Sub-directories were not traversed.
Number of files affected: 1
Total size in Bytes: 332600
Total size in Kbytes: 324.8047
```

Once the transfer of the MoH is successful, you should be able to find the MoH file in the root directory of your SFTP server.

If you come across error messages like these, it is possible that it is an issue with the SFTP server or connectivity to the SFTP server. In this case, you must verify your SFTP server's settings and/or Connectivity to the same .

```
 file get activelog /mohprep/*.<codecname>.wav
```

```
admin:file get activelog /mohprep/SampleAudioSource.g729.wav
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