

## Unable to Process Playback Request

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| <b>Problem Summary</b>    | An agent may see this error in the Cisco Unified CVP Video Desktop if the agent attempts a playback request after a call has ended. However, if the agent sees this during an active call, it means that the Video Desktop is still trying to send requests for a previous call.   |
| <b>Error Message</b>      | Unable to process playback request. The call has been lost.  |
| <b>Possible Cause</b>     | Software issue.  |
| <b>Recommended Action</b> | To be able to send playback requests for the current call:<br><br><ol style="list-style-type: none"><li>1. Close the Video Desktop browser window.</li><li>2. Click the Video Desktop button in CTIOS to open the Video Desktop with the new call information.</li><li>3. Playback requests should now work correctly.</li></ol> |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |