

Unable to Process Playback Request

Problem Summary	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.
Error Message	Unable to process playback request. The call has been lost.
Possible Cause	Software issue.
Recommended Action	To be able to send playback requests for the current call: <ol style="list-style-type: none">1. Close the Video Desktop browser window.2. Click the Video Desktop button in CTIOS to open the Video Desktop with the new call information.3. Playback requests should now work correctly.
Release	Release 7.0(2)
Associated CDETS #	None.