

## Unable to Process Playback Request

<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: <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.