

## Call not recorded because UCM disconnected it

<b>Problem Summary</b>	A phone-to-phone conversation is OK, but recording shows CLOSED_ERROR state.
<b>Error Message</b>	MediaSense log shows that MediaSense replied with 200 OK and SDP, but UCM ACK without SDP and immediately sent BYE, so call is not recorded.
<b>Possible Cause</b>	Both phones are in one region, but the SIP trunk to MediaSense is in a different region.
<b>Recommended Action</b>	Set the inter-region bandwidth (between the phone's region and the SIP trunk to MediaSense region) to 64 kbps in the ?The relationship to XXX regions with 64 kbps as the maximum audio bit rate? list on the UCM ?Region Configuration? page.
<b>Release</b>	All releases.
<b>Associated CDETS #</b>	None.