

Calls using g.722 codec are not recorded

Problem Summary	When a call is established between two phones, the call is not recorded by Cisco MediaSense in both Unified CM and CUBE.
Error Message	State of the recorded conversation is ERROR.
Possible Cause	Once a call is established between two phones and the g.722 codec is negotiated for that call, then Cisco MediaSense does not support the recording of g.722 calls.
Recommended Action	Disable g.722 codec in Unified CM to ensure that these calls are recorded by Cisco MediaSense.
Release	Releases 8.5(1) to 8.5(3). g.722 is supported as of release 8.5(4).
Associated CDETS #	None.