

## Calls using g.722 codec are not recorded

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