

Failure to playback audio or video when using RT video phone

Problem Summary	<ul style="list-style-type: none"> You use the startRecording API to record video and audio on a RT Video phone (995X and 997X) <i>or</i> you call the Route Pattern configured for the Route List/SIP trunk from the RT Video phone, <p><i>and</i></p> <ul style="list-style-type: none"> You perform the pauseRecording/resumeRecording operation while recording. When you playback this recording, you may not be able to view the video after the resumeRecording operation.
Error Message	None.
Possible Cause	This is a RT video phone (995X or 997X) limitation. RT video phones do not send the IDR frames regularly. An IDR frame is a reference point for subsequent frames. To provide a good quality picture IDR frames must be produced on a regular basis. After the pauseRecording operation, if the Cisco MediaSense Media Service does not receive next IDR frame, it is unable to record the video after the resumeRecording operation.
Recommended Action	None.
Release	Release 8.5(1) and 8.5(2).
Associated CDETS #	CSCtk02996.