

MediaSense application does not record even if recording is enabled

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| Problem Summary | Cisco MediaSense does not record a call even if the recording feature is enabled on the audio forking device. |
| Error Message | None. |
| Possible Cause | This happens because Cisco MediaSense does not receive a SIP invite from Unified CM. The software on this device may not be compatible with the minimum software required by the Unified CM server. |
| Recommended Action | <ol style="list-style-type: none"> 1. The phone devices must use Unified CM software, Release 8.5(2) or later for the recording feature to work. See the Unified CM compatibility matrix for further details. 2. Check the phone firmware via phone GUI (usually from one of the option under Settings) against Unified CM phone firmware default table. The phone firmware default table is listed in the Unified CM Admin page under "Device - Device Settings - Device Defaults". If the phone firmware does not match the default table, some of the features on the phone may not work--Call recording is one of these features. |
| Release | Release 8.5(1), 8.5(2), 8.5(3), 8.5(4), and 9.0(1). |
| Associated CDETS # | None. |