

**Errors when trying to record and/or monitor in CSD**

<b>Problem Summary</b>	When the user clicks the "Start Voice Monitor" button in CSD, an error pops up on the screen.
<b>Error Message</b>	<p>Silent Monitor session failed.</p> <p>Cisco Supervisor Desktop is not receiving any voice from the agent's IP phone.</p> <p>If you are using Desktop Monitoring for monitoring, possible causes for this problem are:</p> <ol style="list-style-type: none"> <li>1. The agent selected for monitoring has logged on to a IP hardphone that is not connected to the agent's desktop system.</li> <li>2. The network interface card (NIC) in the agent's computer is not compatible with CAD Desktop Monitor in a network environment where data and voice are on separate VLANs.</li> </ol> <p>If you are using a VoIP Monitor Server for monitoring, possible causes for this problem are:</p> <ol style="list-style-type: none"> <li>1. You may not have the SPAN port set up correctly.</li> <li>2. You may not have the IP phone assigned to the correct VoIP Monitor Server.</li> </ol> <p>Please contact your system administrator.</p> <p>See the Desktop and Server Monitoring problems section in the "Cisco Desktop Product Suite Service Information" for more information.</p>
<b>Possible Cause</b>	An error in codec configuration.
<b>Recommended Action</b>	<p>When doing desktop monitoring and recording it is important to make sure you are using the correct codec.</p> <p>The default codec is G.722 which is not supported. If you have trouble with monitoring and recording Use a codec which is supported (G.711 or G.729) for monitoring.</p> <p>To correct the problem please do the following:</p> <ol style="list-style-type: none"> <li>1. Look for the following log statement: <pre>2009-11-09 11:44:39:734 WARN VOIP3004 Unsupported Codec. PayloadType = &lt;G.722&gt;</pre> </li> <li>2. Disable the "advertise G722 codec" field for the agent's phone in CUCM</li> </ol>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	None