Errors when trying to record and/or monitor in CSD

Problem Summary	When the user clicks the "Start Voice Monitor" button in CSD, an error pops up on the screen.
Error Message	Silent Monitor session failed. Cisco Supervisor Desktop is not receiving any voice from the agent's IP phone. If you are using Desktop Monitoring for monitoring, possible causes for this problem are: 1. The agent selected for monitoring has logged on to a IP hardphone that is not connected to the agent's desktop system. 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. If you are using a VoIP Monitor Server for monitoring, possible causes for this problem are: 1. You may not have the SPAN port set up correctly. 2. You may not have the IP phone assigned to the correct VoIP Monitor Server. Please contact your system administrator. See the Desktop and Server Monitoring problems section in the "Cisco Desktop Product Suite Service Information" for more information.
Possible Cause	An error in codec configuration.
Recommended Action	When doing desktop monitoring and recording it is important to make sure you are using the correct codec. 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. To correct the problem please do the following: 1. Look for the following log statement: `2009-11-09 11:44:39:734 WARN VOIP3004 Unsupported Codec. PayloadType = <G.722>` 2. Disable the "advertise G722 codec" field for the agent's phone in CUCM
Release	Release 8.0(1)
Associated CDETS #	None