

Issues with Quicktime and live monitoring of calls

Problem Summary	Quicktime cannot live-monitor calls.
Error Message	Quicktime appears to be buffering indefinitely, and sometimes displays "Changing transports".
Possible Cause	When the player issues an RTSP request to MediaSense, MediaSense responds initially with a 302 redirect. The location header in that redirect contains a token which includes some unusual characters. Quicktime does not properly handle these characters and appears to have some internal corruption.
Recommended Action	If your MediaSense client application is in a position to intercept the 302 redirection, it should modify -- replace all up arrow characters (^) with their URL encoding (%5E) -- the location header before feeding it to Quicktime.
Release	Release 9.0(1)
Associated CDETS #	CSCuj63361