

Issues with Quicktime and live monitoring of calls

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| 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 |