

**Calls between a specific pair of phones do not get recorded**

<b>Problem Summary</b>	Calls between a specific pair of phones do not get recorded with the following conditions: <ul style="list-style-type: none"> <li>- Built-in-Bridge media forking</li> <li>- Both phones are configured in CUCM to be in the same region</li> <li>- The SIP trunk to MediaSense is in a different region</li> </ul>
<b>Error Message</b>	None
<b>Possible Cause</b>	For calls between two phones in the same region, CUCM selects the best codec for the phones based on the audio bandwidth that is configured for internal region calls. For the calls between two regions, UCM selects the codec based on the audio bandwidth configured between these regions. For example, CUCM could select g.711 for calls that remain entirely within one region, but may require the g.729 codec for calls between two regions. However, if the SIP trunk to MediaSense is in a different region that does not permit the codec that CUCM happened to choose for the primary call, then the call will not be recorded
<b>Recommended Action</b>	Ensure that the bandwidth between the region the phone is in and the region that contains the SIP trunk to MediaSense is equal to or greater than the internal bandwidth for any region.
<b>Release</b>	All
<b>Associated CDETS #</b>	None

Category: Cisco MediaSense, all releases