

**CUBE disconnects Cisco MediaSense right after recording begins**

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|---------------------------|---|
| <b>Problem Summary</b>    | With a recording that is started using the startRecording API (Direct Outbound Recording), the session end event does not appear until 10 seconds after the call was terminated   |
| <b>Error Message</b>      | No error messages appear. Recording appears to terminate normally.  |
| <b>Possible Cause</b>     | You tried to make an Audio+Video to a phone that only supports audio.   |
| <b>Recommended Action</b> | <p>Either call a phone which supports both audio and video, or do not specify a video media type. For example, instead of:</p> <pre> {   "requestParameters": {     "deviceRef": "1000",     "mediaStreams": [       {         "mediaType": "VIDEO"       },       {         "mediaType": "AUDIO"       }     ]   } } </pre> <p>send:</p> <pre> {   "requestParameters": {     "deviceRef": "1111",     "mediaStreams": [       {         "mediaType": "AUDIO"       }     ]   } } </pre> |
| <b>Release</b>            | All   |
| <b>Associated CETS #</b>  | None  |