

Recordings fail if UCM Region is configured as 256 kbps (L16, AAC-LD)

Problem Summary	Audio call is not recorded on MediaSense.
Error Message	None.
Possible Cause	When UCM is configured with "256 kbps (L16, AAC-LD)" in Maximum Audio Bit Rate for the Region, phones use the L16 codec for the call (because L16 has the highest preference). MediaSense does not support this codec.
Recommended Action	Change UCM "Maximum Audio Bit Rate" to "64kbps (G.711 g.722)", or route phones to a separate Region with "64kbps (G.711 g.722)" "Maximum Audio Bit Rate".
Release	All.
Associated CDETS #	None.