

**<Recording fails: technical difficulties>**

<b>Problem Summary</b>	I hear "Press # after the recording is complete." then "I am sorry, we are having technical difficulties."
<b>Error Message</b>	None
<b>Possible Cause</b>	Incorrect codec configuration on VXMLGW
<b>Recommended Action</b>	Verify that the voice-class codec is not configured for the VXML GW IVR dial-peer. Use the g711ulaw or the g711alaw codec for the VXML GW IVR dial-peer.
<b>Release</b>	8.5(2)
<b>Associated CDETS #</b>	None