Sometimes the supervisor can monitor and record an agent and sometimes he cannot

Problem Summary	Sometimes the supervisor can monitor and record an agent and sometimes he cannot.
Error Message	None.
Possible Cause	Currently, CAD supports only the G.711 and the G.729 codecs. If your codex setting is different in the Cisco Unified CM, for example, if your setting is G.722, then you can experience these problems.
Recommended Action	Make sure you have disabled "Advertise G 722 codex" on the agent phone and make sure your settings in Cisco Unified CM are for the G.711 or the G.,729 codex. Although Cisco Unified CM 6.0 supports the G 722 codex, CAD does not.
Release	Release 7.0(1)
Associated CDETS #	None.