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## API

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## Administration

- [Administration: Administration Login returns unexpected error](#)
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## Configuration

- [Configuration: Call between two RT phones is not recorded](#)
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## Troubleshooting\_Tips\_for\_Cisco\_MediaSense

- Configuration: Configuration and Recording meta data is not synchronized between Primary and Secondary Servers
- Configuration: Conversation after a transfer is not recorded on RT-Lite phones
- Configuration: Failure to playback audio or video when using RT video phone
- Configuration: MediaSense application does not record even if recording is enabled
- Configuration: Starting SNMP on MediaSense causes the Host Resource Agent to hang in starting state
- Configuration: Call not recorded because UCM disconnected it

## Database

- Database: Database not updated after event forwarding
- Database: Database no longer accepts data
- Database: Executing the ?show db synchronization status? command on the primary ORA DB server, does not show any information

## General

- General: HTTP Status 500 message displays when opening Cisco MediaSense Administration after system restart
- General: Check and repair MediaSense file system Installation
- General: Performance issues as a result of hardware failure
- General: RTSP live monitoring sessions fail when using CUBE
- General: Irrevocable damage to node in a cluster
- General: Session shows inconsistent durations
- General: Issues with Quicktime and live monitoring of calls

## Installation

- Installation: Installation halts with an unrecoverable error
- Installation: The installation fails due to an invalid IP address

## Upgrade

- Upgrade: Sync after switch version failed
- Upgrade: Data out of sync after upgrade

## Recording

- Recording: Calls between a specific pair of phones do not get recorded
- Recording: QuickTime does not playback G.729 recording, but status bar keep moving
- Recording: CUBE disconnects Cisco MediaSense right after recording begins
- Recording: Unified CM drops MediaSense recording as soon as recording begins
- Recording: Recordings from CUBE fail with SIP error 488 Not Acceptable Here
- Recording: Direct Outbound Recording Terminates 10 Seconds Late
- Recording: Recordings fail if UCM Region is configured as 256 kbps (L16, AAC-LD)
- Recording: Video doesn't record when call comes directly to MediaSense from CUBE
- Recording: Live recording fails with 'Codec not supported' error

## RTMT

- RTMT: Unable to login to RTMT from the primary server
- RTMT: Unified RTMT connected to secondary node, does not show alarm information if the primary node is down

## Runtime

- Runtime: MediaSense server is unable to keep up with incoming recordings
- Runtime: Media server rejects open RTSP session
- Runtime: Open RTSP session to MediaSense failed with timeout
- Runtime: Close recording session failed with timeout