

Add Tip: [Create Troubleshooting Tip](#)

Print PDF: [Print Troubleshooting Tips for Cisco MediaSense](#)

Contents

- [1 API](#)
- [2 Administration](#)
- [3 Configuration](#)
- [4 Database](#)
- [5 General](#)
- [6 Installation](#)
- [7 Upgrade](#)
- [8 Recording](#)
- [9 RTMT](#)
- [10 Runtime](#)

API

- [API: API request returns Error 405: Method not supported](#)
- [API: Incorrect participant duration](#)
- [API: MediaSense application sign-in fails with administration credentials](#)
- [API: Missing events and closed subscription](#)
- [API: Incorrect session or participant duration](#)

Administration

- [Administration: Administration Login returns unexpected error](#)
- [Administration: Unable to access Administration and Serviceability UI on a newly installed system](#)
- [Administration: Unknown request error display](#)
- [Administration: Saving an AXL service provider configuration will result in an incorrect error message under certain pre-conditions](#)
- [Administration: Error encountered on file upload](#)
- [Administration: Search and Play link from landing page does not work if primary node is down](#)
- [Administration: Search and Play application users encounter security warning before each playback](#)
- [Administration: Unable to access other nodes using the Cisco Unified Serviceability Tools](#)

Configuration

- [Configuration: Call between two RT phones is not recorded](#)
- [Configuration: Calls using g.722 codec are not recorded](#)

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
- Configuration: Adding a large number of Incoming Call Configurations causes timeouts, though the configurations succeed eventually.

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
- General: Delay in sessionEvent notifications
- General: Possible impact of MTU size on MediaSense video playback
- General: Internet Explorer requirements to run Finesse AgentInfo gadget

Installation

- Installation: Installation halts with an unrecoverable error
- Installation: The installation fails due to an invalid IP address till MediaSense 10.5(1)
- Installation: Incorrectly Configured last MediaSense node on Primary for MediaSense 10.5(1) SU1 and above

Upgrade

- Upgrade: Sync after switch version failed
- Upgrade: Data out of sync after upgrade
- Upgrade: Unable to search archived calls (saved prior to upgrade) in MediaSense Search and Play after an upgrade from 10.5(1) to 11.x

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

Troubleshooting_Tips_for_Cisco_MediaSense

- 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