

## Unable to record an agent

<b>Problem Summary</b>	A supervisor is unable to record an agent's call. Clicking on Record pops up a message dialog box.
<b>Error Message</b>	<i>Unable to record agent.</i>
<b>Possible Cause</b>	The recording count is set to 0.
<b>Recommended Action</b>	Go to Cisco Unified CCX Administration. Select System > System Parameters and set the number of the recording count appropriately.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.