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You receive "Error Event 17007 from Call Recording, category Service" email notification and calls are not recorded

Applies to:

Any Application Suite release

Description:

The Call Recording application is configured as described in the system guide, but sometimes you receive an email notification with Error Event 17007 . This happens when Call Recording receives a call with G.722 codec.

Even if you configured "G.722 Codec Enabled Required Field" to be "Enabled for All Devices Except Recording Devices.." (in CuCM service parameters) Jabber desktop devices with automatic call recording enabled will start a G.722 call.
As a result the recording will fail and you will receive Error Event 17007 e-mail notification.

Cause:

Cisco bugs:

- CSCsz90402
- CSCvf21745

Solution:

A possible workaround is to create a dedicated "Codec preference list" for a dedicated device pool, where you will put all devices that need to use the recording service like the following:

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Audio Codec Preference List Configuration

Save Delete Copy Add New

Status

Update successful

Audio Codec Preference List Information

Name* CallRecording-Codecs

Description* Prefer G711U, G711A, G729A

Codecs in List*

G.711 U-Law 64k
G.711 A-Law 64k
G.729a 8k
G.729 8k
AMR-WB (7k-24k)
AMR (5k-13k)
MP4A-LATM 128k
AAC-LD (MP4A Generic)
MP4A-LATM 64k
MP4A-LATM 56k
L16 256k
MP4A-LATM 48k
ISAC 32k
MP4A-LATM 32k
G.722 64k
G.722.1 32k
G.722 56k
G.722.1 24k
G.722 48k
MP4A-LATM 24k
G.711 U-Law 56k
G.711 A-Law 56k
ILBC 16k
G.728 16k
GSM Enhanced Full Rate 13k
GSM Full Rate 13k
G.729b 8k
G.729ab 8k
GSM Half Rate 6k
G.723.1 7k

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