

# Cisco Unity Stops Recording Messages After 50 Seconds

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## Introduction

### Prerequisites

- Requirements

- Components Used

- Conventions

### Problem

- Solution

- receive-rtcp timer

### Problem

- Solution

[NetPro Discussion Forums – Featured Conversations](#)

### Related Information

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## Introduction

This document describes how to solve the problem of when Cisco Unity does not record voicemail that is more than 50 seconds when connected through a Media Gateway Control Protocol (MGCP) gateway.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity
- Cisco IOS<sup>®</sup> MGCP voice gateway

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unity 4.0
- Cisco IOS Voice gateway 3825

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Cisco Unity stops recording the voice message, after about 50 seconds due to the disconnect of the call through the MGCP gateway. Even though the maximum message length on the subscriber page is set to 420 seconds and the maximum message length in the COS is 300 seconds. The maximum message length in Cisco Unity tools is set to 1200 seconds.

## Solution

If there is no VoIP activity in the MGCP gateway, after the defined receive-rtcp timer, the gateway tries to disconnect the call and this stops the recording of the voice message in the Cisco Unity Server.

### receive-rtcp timer

The receive-rtcp is the timer used by a gateway to disconnect a VoIP call when IP connectivity is lost with the remote gateway. After it receives each RTP or RTCP packet from the remote gateway, the receiving gateway starts a timer. The period of the timer is determined by the multiplication of the value configured with the **mgcp timer receive-rtcp** command, with the value configured with the use of the **ip rtcp report interval** command. If the timer expires before the next packet is received from the remote gateway, the receiving gateway disconnects the call and notifies the call agent.

### MGCP gateway

Cisco Unity is unable to record messages for more than 50 seconds because the receive-rtcp timer times out on the MGCP gateway and the call gets disconnected. Disable the timer with these commands in the MGCP gateway in order to solve the problem due to the disconnect of the call.

```
MGCPGateway(config)#no mgcp timer receive-rtcp
```

This command turns off the RTP RTCP receive timeout interval at the MGCP gateway.

```
MGCPGateway(config)#voice rtp send-recv
```

This command is used in order to establish a two-way voice path when the Real-Time Transport Protocol (RTP) channel is opened.

## Problem

You are unable to change the subscriber message length to one hour and when you use live record, you can only leave a short recording message.

## Solution

Complete these steps in order to resolve this issue:

1. Go to the **Cisco Unity SA** web page and click **Subscribers**. Search and find the user for which you want to set the subscriber message length to one hour. Choose **Messages** and set the **Maximum Message length, in seconds:** to **3600**.
2. Choose **Cisco Unity Tools Depot > Administrative Tools > Advanced Settings Tool**, choose **Conversation – set maximum recording time** and set it to **3600000**. This value is stored in milliseconds and can go up to one hour (3,600,000 milliseconds).

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## Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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