

# Silent Monitoring/Recording Issues Using Cisco Agent Desktop Supervisor Desktop

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## Introduction

This document describes possible causes of sound distortion during playback or record, on agent calls.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) functionality
- Networking background
- Cisco Agent Desktop

## Components Used

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

- Cisco ICM version 4.6 or later
- Cisco Agent Desktop versions 4.6 and later

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.

# Detect the Problem

From the Supervisor desktop, when the silent monitor and record feature of an agent is activated, there is no sound or the sound can be distorted on either the monitor or record portion of the call.

If the silent monitor and record worked previously, review these steps to isolate and resolve these issues:

- Verify that the Supervisor monitors one agent at a time. You can, however, record several agents at one time.
- If the Supervisor log is open on the Desktop, they cannot monitor or record a call.
- In order to monitor voice conversations on the network, the Voice over IP (VoIP) Monitor Server must be connected to a port on the Cisco Catalyst switch that has been configured for port monitoring.

This port must receive all voice traffic for the call center through the switched port analyzer (SPAN) port. All phones must be attached to this switch.

**Note:** There are some restrictions for the Cisco Catalyst switch when you use the SPAN port. Refer to *Configuring SPAN (Cisco Catalyst 5000 Series Switches)* for additional information.

If you make the digitized voice conversation available for review, you can use the network analyzer to monitor the voice packets on the SPAN port of the Cisco Catalyst switch. If you see duplicate packets in the process of Silent Monitoring, it is an indication that you see the voice packet twice. In order to resolve this issue, verify that you only monitor one side of the entire voice VLAN on the Cisco Catalyst switch. One side means inbound (RX) or outbound (TX) packets only.

- If the VoIP server has multiple network interface cards (NICs), ensure that the Cisco Catalyst switch is correctly identified with the IP address that is supposed to receive the packets.
- In the Microsoft Windows NT profile, verify that you have access to the share drive on the file server where the .wav files are located.
- Verify that the .wav file does not have a file size of 1 KB, which indicates a 0 size file or no data recorded. The naming convention of the .wav file contains the recording date (YYYYMMDD), the recording time (HHMMSS), and the user type (N user).
- You can also use the media player utility to determine if the sound card in the supervisor PC is defective.

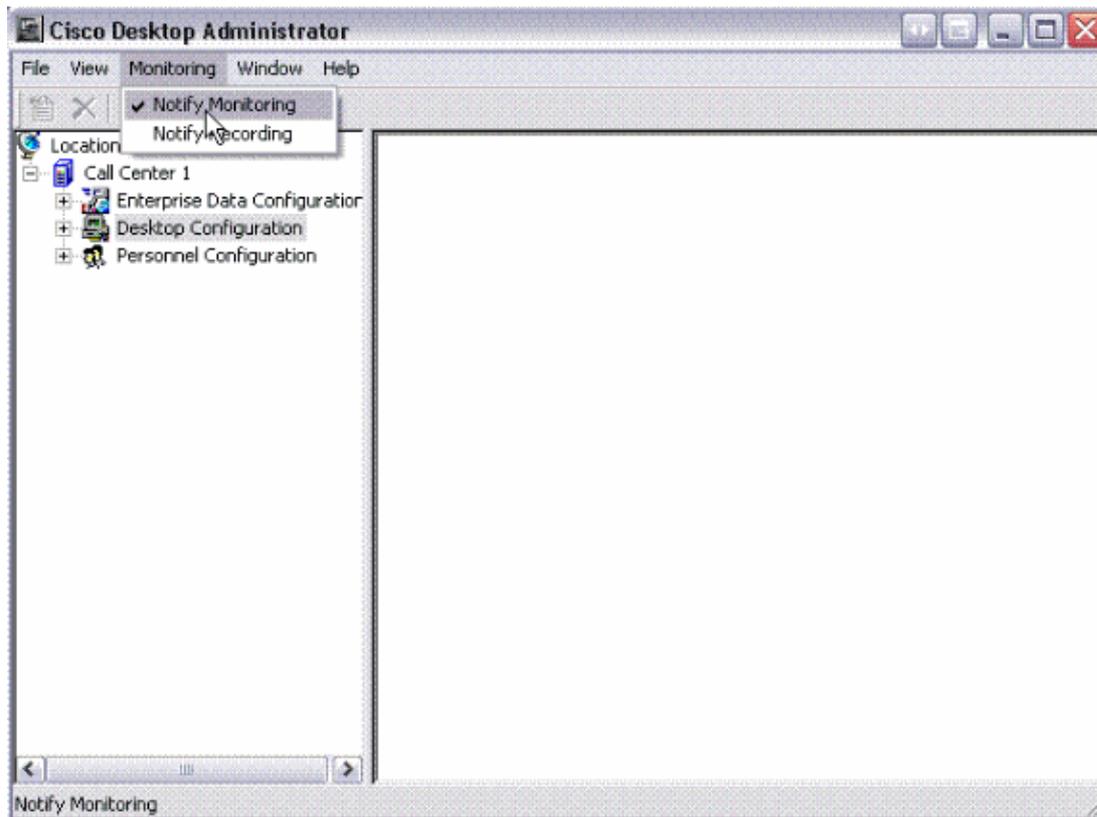
## Troubleshoot

### Agent receives this popup: "You are being monitored by supervisor"

When the supervisor tries to silent monitor the agent, the agent receives this popup message:

```
You are being monitored by supervisor
```

In order to resolve this issue, open the Cisco Desktop Administrator and click **Desktop Configuration**. Go to the **Monitoring** menu at the top as shown in this diagram:



Uncheck the **Notify Monitoring**. This stops the notification from being displayed.

## CSD and CAD Show Partial Service

Cisco Agent Desktop (CAD) and Cisco Supervisor Desktop (CSD) services show this error message: Both Recording & Monitoring in Partial Status.

Restart the Desktop Recording and VoIP monitor services to resolve this issue.

## Problem: Unable to Monitor and Record Voice on Cisco Agent Desktop

The problem is not being able to monitor and record voice on Cisco Agent Desktop for some agent.

**Note:** The Intel(R) 82567 LM-3 GigaNet connection is the Network Interface Card (NIC) that works with Cisco Desktop Recording.

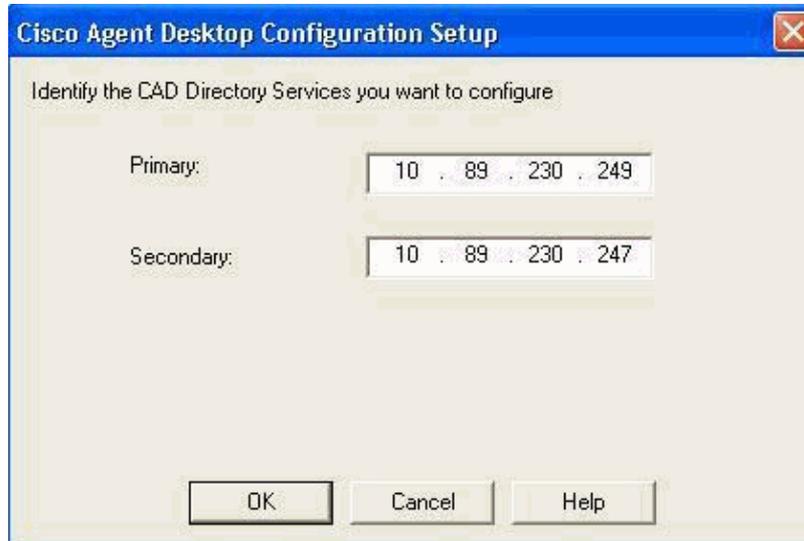
## Solution

Complete these steps to ensure and verify all configuration details that are associated to recording/monitoring are checked:

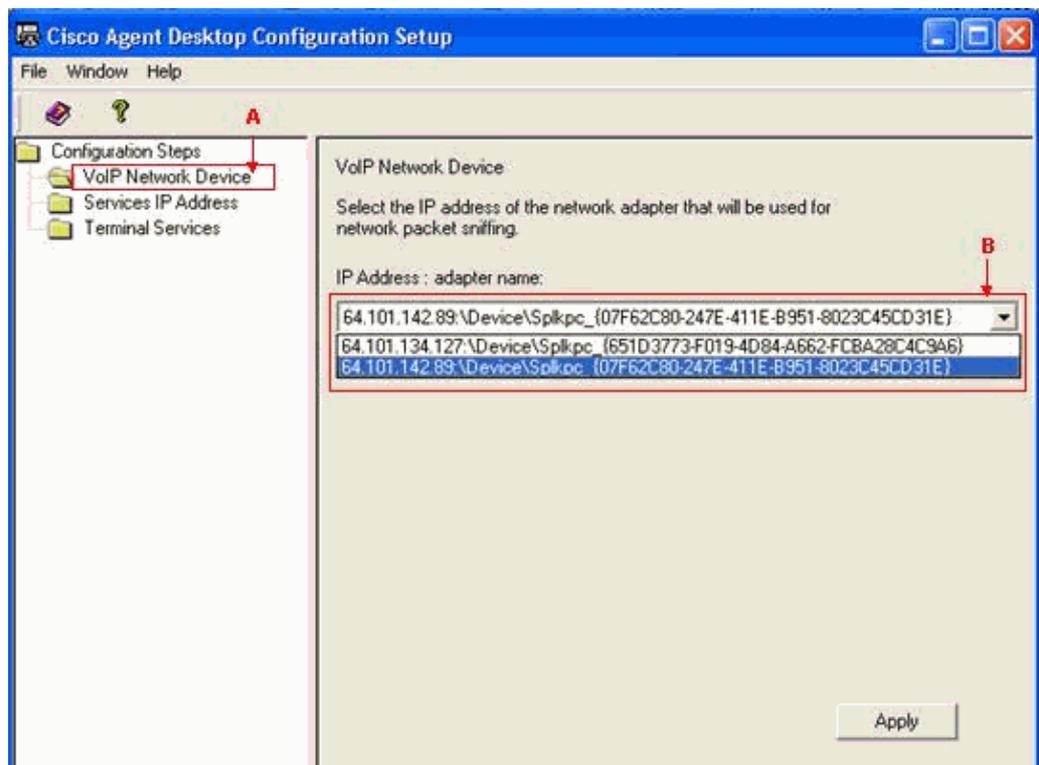
1. Check this list of parameters and settings to be met for the recording to work:

- ◆ Agent/Supervisor phones should be associated to their users.
- ◆ Agent/Supervisor phones should be connected to their PCs.
- ◆ Agent/Supervisor phones should have SPAN TO PC PORT enabled at the CallManager.
- ◆ Agent/Supervisor workstations must have a NIC that supports 802.1Q.

- ◆ Agent/Supervisor phones are associated with the RmJtapi user.  
Perform this procedure in order to confirm that the Cisco Agent Desktop registry is configured for the proper NICs:
- a. Run the **ipconfig /all** command on the agent PC in order to determine the current IP address for the NIC plugged into the IP phone.
  - b. Launch **PostInstall.exe** from the **C:\Program Files\Cisco\Desktop\bin** folder on the agent PC.
- Note:** Desktop monitoring does not work if teaming is enabled on the NIC cards.
- c. Make sure the IP addresses of the Cisco IP Contact Center (IPCC) Express servers appear properly in the first window.



- d. Click **OK**. The Cisco Agent Desktop Configuration Setup screen appears.
- e. Click the **VoIP Network Device** folder.



- f. Select the proper adapter from the drop-down list based on the current IP address.

g. Click **Apply**, and shut down the window.

**Note:** The NIC does not have to be configured with a static IP address. The IP address appears in the PostInstall tool simply as a reference in order to make it easier to identify the proper adapter.

2. If the verified values are not correct, then rectify it and reboot the PC.

If the CRS server that runs the VoIP monitor has two NICs installed, the NIC for normal CRS traffic should be on the top of the TCP/IP bind order and the NIC for VoIP monitor traffic should be bound to TCP/IP behind the other NIC. If you experience a CRA engine start failure, the root cause might be an incorrect NIC binding order.

3. The Recording Count must not be set to ZERO. Complete this step:

From the Cisco Unified CCX Administration page, navigate to **System > System Parameters** and set the number of the recording count appropriately.

4. CUCM 5.x and later have an **Advertise G.722 Codec** option in the enterprise parameter menu. Make sure you have disabled it. This is because UCCX Desktop Monitoring does not support G.722 codec.

5. Make sure that monitoring does not receive any error and works fine.

6. Make sure that **Windows Firewall** is disabled on the Agent/Supervisor Desktops.

## Related Information

- **Error Message "CDAUI1000 Error while trying to load the data" appears when trying to configure Silent Monitoring/Recording**
- **Troubleshooting steps and Logs required for Desktop Monitoring not working in UCCX**
- **CAD Supervisors receive error with Desktop Monitoring**
- **Configure and Deploy Silent Monitoring and Record in CRS**
- **Supervisor Cannot Record an Agent's Call – RASCAL Service Is Not Available**
- **Desktop Monitoring Checklist and Troubleshooting Guide**
- **Technical Support & Documentation – Cisco Systems**

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