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## Introduction

This document describes a specific scenario where MP4 Network Based Recordings (NBR) downloaded files from Collaboration Meeting Rooms (CMR) Cloud and Hybrid meetings are missing video from TelePresence (TP) users.

## **Problem: Downloaded MP4 NBR Files from CMR Cloud and Hybrid Meetings are Missing Video from TelePresence Users.**

## **Solution**

There is a known limitation with downloaded recordings from CMR Cloud and Hybrid meetings. The TP video will not be captured if the user at the endpoint is the host or the presenter. WebEx video by the host/active speaker is still captured within the downloaded file.