Configure Recorder on CMS Server

Contents

Introduction

This document describes the configuration steps needed to setup the Recorder on the Call Bridge (CB) component of a Cisco Meeting Server (CMS).

Prerequisites

Requirements

Cisco recommends that you have knowledge of the CMS configuration and Windows server 2016.

Components Used

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

- CMS version 3.12 service Callbridge and Recorder
- Windows Server 2016

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, ensure that you understand the potential impact of any command.

Background Information

The CMS Recorder is available from release 1.9 of the CMS (former Acano) server. The Recorder provides the capability to record meetings and save the recordings on a Network File System (NFS) document storage.

The Recorder behaves like anExtensible Messaging and Presence Protocol (XMPP) client, so the XMPP server must be enabled on the server that hosts the Call Bridge.

Recorder license is needed and must be applied on the CallBridge component, and not on the Recorder server.

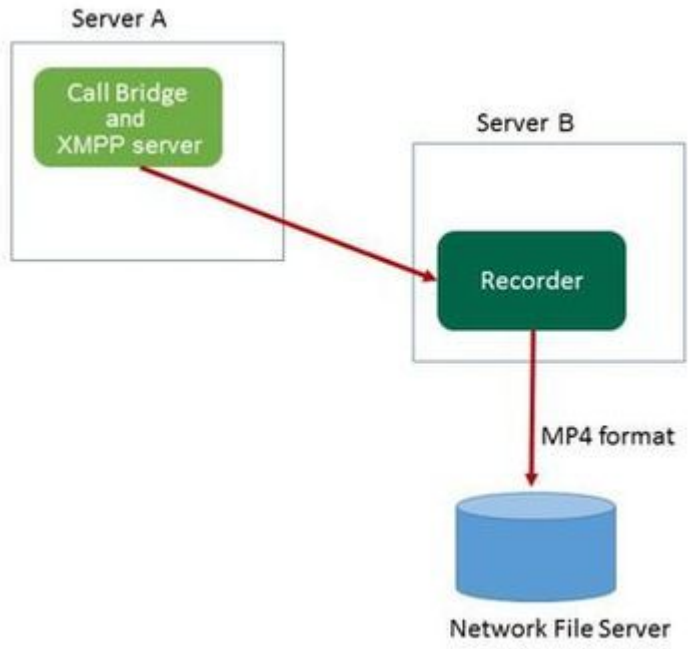
Network File System (NFS) directory is needed, and it can be setup on Windows Server or Linux.

- For Windows server, refer the steps toDeploy Network File Systemon Windows.
- For Linux, refer the steps toDeploy Network File Systemon Linux.

Deployments

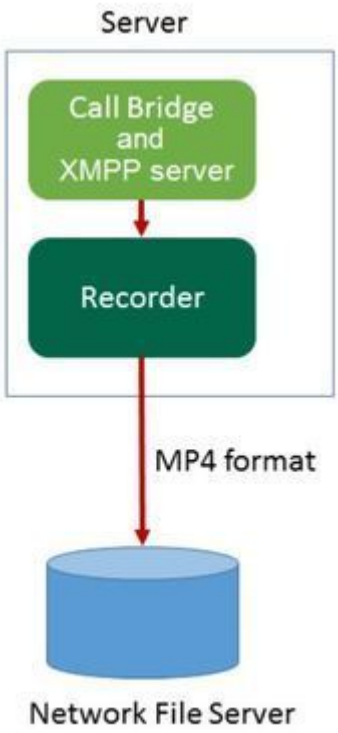
Supported Deployments

1. Permitted deployment for recording: remote mode.



remote mode

2. Permitted deployment for testing purposes only: local mode.



local mode

Configure

Step 1. Configure NFS on Windows Server 2016, refer the document:

Configure NFS Share to Use as Storage for CMS Recorder

Step 2. Configure and enable recorder on the Recorder server.

Step 2.1. Configure the Recorder in order to listen on the interface(s) of your CMS with this command **recorder sip listen <interface> <tcp-port|none> <tls-port|none>**.

```
cms01> recorder sip listen a:8888
```

Note: If you configure the recorder on a node of clustered CB, the interface must be the local listening interface of the node on which the recorder is being configured. and need to special port different with other components.

Step 2.2. Set the certificate file to be used by the recorder with this command **recorder sip certs <key-file> <crt-file> [<crt-bundle>]**.

```
cms01> recorder sip certs cms.key cms.cer root.cer
```

Note: You can use a certificate that already exists and private key file used by the CB. The crt-bundle must contain the certificate used by the CB, if different. If in a cluster, this must contain the certificates of every CB in the cluster.

Step 2.3. Specify the hostname or IP address of the NFS, and the directory on the NFS to store the recordings with command **recorder nfs <hostname/IP>:<directory>**.

```
cms01> recorder nfs 10.124.56.222:NFS
```

Note: The Recorder does not authenticate to the NFS but it is important that the Recorder Server has read/write access to the NFS directory.

Step 2.4. Enable recorder service on CMS through SSH command in order to activate the recorder service with command **recorder enable**.

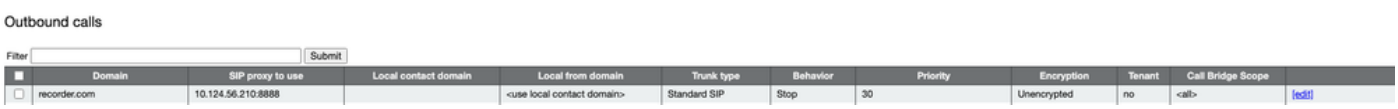
```
cms01> recorder enable
```

Verify

Verify the Recorder status from the CMS SSH command line with command **recorder**.

```
cms01> recorder
Enabled : true
SIP interfaces : tcp a:8888, tls none
SIP key file : cms.key
SIP certificate file : cms.cer
SIP CA Bundle file : cms.cer
SIP traffic trace : Disabled
NFS domain name : 10.124.56.222
NFS directory : NFS
Resolution : 720p
Call Limit : none
```

Configure call profile with siprecorderuri on CMS/configuration/API. Then, configure the outbound rule, the rule must match the recorder ports and encryption mode in Mainboard Management Processor(MMP).



outbound rule

Troubleshoot

1. CMS system status of web page displays error "Recorder "recorder@recorder.com" unavailable (connection failure)" if set encryption mode to auto on the outbound calls rule.

Outbound calls

Filter Submit

	Domain	SIP proxy to use	Local contact domain	Local from domain	Trunk type	Behavior	Priority	Encryption	Tenant	Call Bridge Scope	
☐	recorder.com	10.124.56.210:8888		<use local contact domain>	Standard SIP	Stop	30	Auto	no	<all>	[edit]

encryption auto mode

Status Configuration Logs

System status

Uptime	20 hours, 16 minutes, 22 seconds
Build version	3.12(Beta2)
Media module status	1/1 (full media capacity)
Lync Edge registrations	not configured
web app calls	0
SIP calls	1
Lync calls	0
Forwarded calls	0
Completed calls	46
Activated conferences	1
Active Lync subscribers	0
Total outgoing media bandwidth	64.8 Kbit/s
Total incoming media bandwidth	5.99 Kbit/s

Fault conditions

Date	Time	Fault condition
2025-10-20	14:55:29.208	Connection to CDR receiver "http://10.124.42.166:8088/cdr/CMS_002" failed (connect failure)
2025-10-20	14:55:29.208	Connection to CDR receiver "https://10.79.102.125/events/v1?authToken=f81ab82a-74c3-4e32-9673-f6f7996d224d" failed (connect failure)
2025-10-21	11:09:32.475	Recorder "recorder@recorder.com" unavailable (connect failure)

connection failure

2. CMS system status of web page displays error "Recorder "recorder@recorder.com" unavailable (service unavailable)" if no specify ports match with Mainboard Management Processor (MMP) setting on the outbound calls rule.

Status Configuration Logs User

Outbound calls

Filter Submit

	Domain	SIP proxy to use	Local contact domain	Local from domain	Trunk type	Behavior	Priority	Encryption	Tenant	Call Bridge Scope	
☐	recorder.com	10.124.56.210		<use local contact domain>	Standard SIP	Stop	30	Auto	no	<all>	[edit]

port

Status Configuration Logs

System status

Uptime	20 hours, 20 minutes, 34 seconds
Build version	3.12(Beta2)
Media module status	1/1 (full media capacity)
Lync Edge registrations	not configured
web app calls	0
SIP calls	1
Lync calls	0
Forwarded calls	0
Completed calls	52
Activated conferences	1
Active Lync subscribers	0
Total outgoing media bandwidth	63.2 Kbit/s
Total incoming media bandwidth	5.99 Kbit/s

Fault conditions

Date	Time	Fault condition
2025-10-20	14:55:29.208	Connection to CDR receiver "http://10.124.42.166:8088/cdr/CMS_002" failed (connect failure)
2025-10-20	14:55:29.208	Connection to CDR receiver "https://10.79.102.125/events/v1?authToken=f81ab82a-74c3-4e32-9673-f6f7996d224d" failed (connect failure)
2025-10-21	11:13:40.171	Recorder "recorder@recorder.com" unavailable (service unavailable)

service unavailable

Related Information

- Cisco Meeting Server 3.12, Single Combined Server Deployment Guide
- Cisco Technical Support & Downloads