

Record Webex Sessions Automatically

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Introduction

This document describes how to enable and automatically record all sessions using Network-based Recording in Webex.

Prerequisites

Requirements

It is recommended that you have some familiarity with these topics:

Control Hub Platform

Webex site settings

Components Used

The software listed here has been used to make the tests and produce the results described in this document:

Control Hub Organization

Webex site

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.

Scenario and Feature Clarification

The automatic recording feature in Webex ensures that all meetings, events, and training sessions hosted by

a user are recorded from the moment they start. Allowing storage allocation overages for a user grants them the ability to exceed their normal storage limit.

How to Enable automatic recordings.

1. Enable Unlimited Overage (Applies Site-wide):

1. Navigate to **Control Hub > Meeting > Sites**.
2. Open the desired site and navigate to **Common Settings**.
3. From the dropdown menu, select **Site Options**.
4. Scroll down to the **Storage** section and locate the **Overage** options.
5. Toggle **Allow Overage** and select **Unlimited Overage**.
6. Confirm your changes by clicking **Save**.

| Storage | Recording storage allocation | GB (Please contact Webex to increase your allocation.) |
|---|------------------------------|--|
| <hr/> | | |
| <div>Overage</div> <div><input checked="" type="checkbox"/> Allow overage</div> <div><input type="radio"/> Unlimited overage</div> <div><input type="text" value="0"/> GB overage</div> | | |

Allow Overage

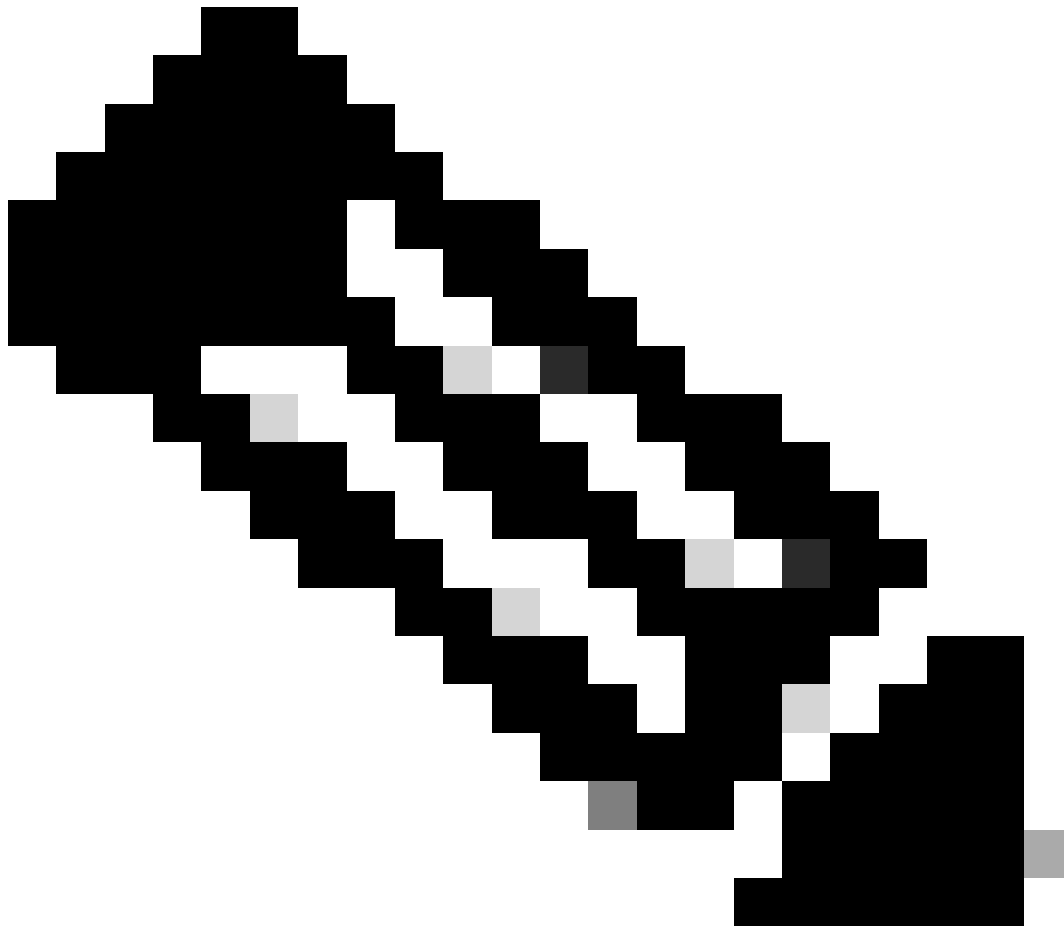
2. Turn On Automatic Recordings (Applies Site-wide):

1. Navigate to **Control Hub > Meeting > Sites**, and select the desired site.
2. Go to the **Meetings** tab in the navigation menu.
3. From the dropdown, select **Site Options**.
4. Scroll down to the **Automatically record all sessions using Network-based Recording** option.
5. Check the box to enable automatic recording for all sessions.

☒ Automatically record all sessions using Network-based Recording

☐ Allow the host to use recording controls during automatic recording

Enable automatic recording



Note: While these settings enable automatic recording for the selected meeting site, you still need to enable the service at the user level for users who require automatic recording.

3. Enable Automatic Recordings for Individual Users:

1. Navigate to **Control Hub** > **Users** and select the user.
2. Click the **Meetings** tab and select the site from the **Settings apply to** dropdown.
3. Scroll to the bottom of the page and select **Advanced settings** to open **User Settings** in a new tab.
4. In the new tab under **User Settings**, check the box for **Automatically record all meetings**.
5. Click **Update** to save the changes.
6. In the confirmation prompt, click **OK** to apply the changes.

User Settings

Personal Room: Personal Room URL

https://

- ☐ Create recording transcripts for all of this user's MP4 recordings.
- ☐ Enable Live Streaming / NDI
- ☒ Automatically record all meetings [i](#)
- ☐ Recording Editor
- ☐ Suspend Host PIN [i](#)

Automatically record all meetings

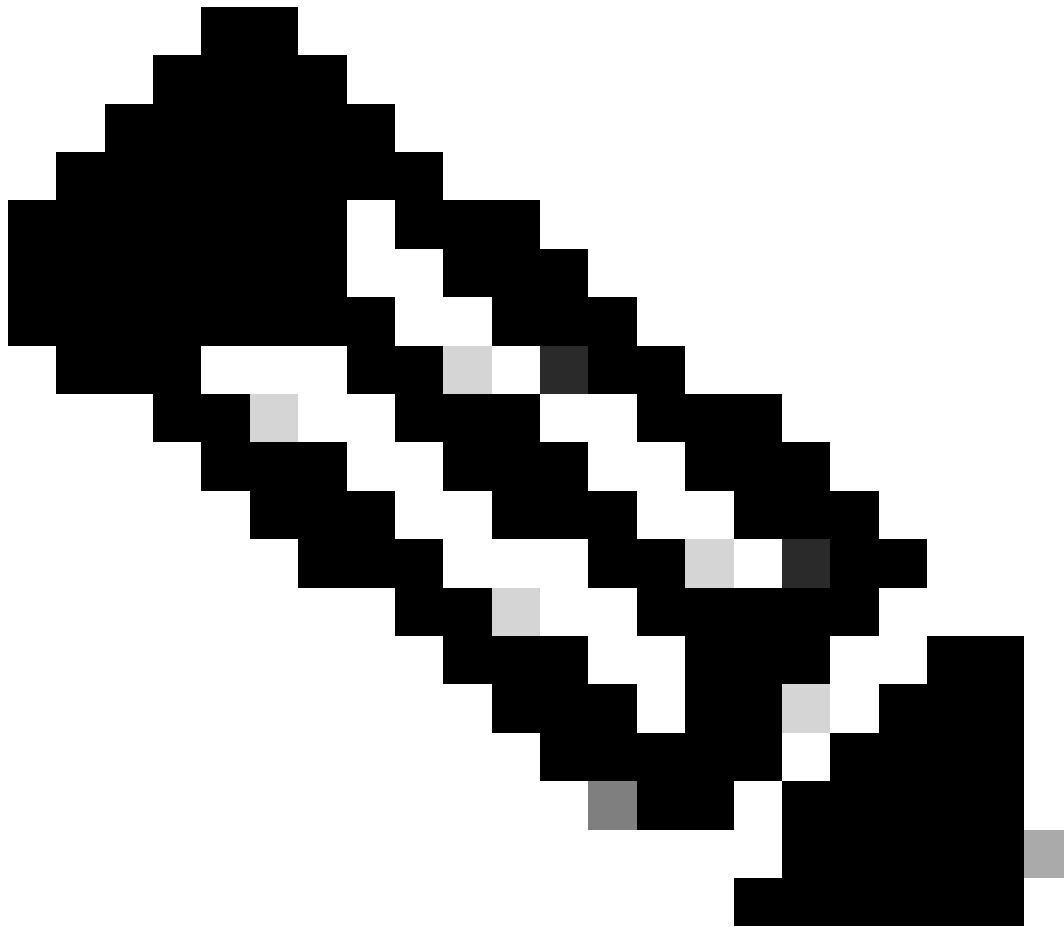
4. Enable Automatic Recordings at the Meeting Level:

While scheduling a meeting or webinar, users see the option **Automatically start recording when the meeting starts** under **Advanced Options**. Simply check the box next to this option to enable automatic recording for that specific meeting.

Automatic recording

☐ Automatically start recording when the meeting starts

Automatic recording



Note: This option is available only for users who have automatic recording enabled at the user level.

Problem

Automatically record option is disabled.

Navigation bar: All, Site Overview, Common Settings, Site info, **Meetings**, Remote Access, Recordings, Support, Events (classic), Training

WebACD

Site Options

| | | |
|-------------------------------|-------------------------------------|------------------------------------|
| Default host landing page | <input type="checkbox"/> | Use the Webex branded default page |
| Default attendee landing page | <input type="checkbox"/> | Use the Webex branded default page |
| Join page | <input checked="" type="checkbox"/> | Show promotional content |
| Invitation email | <input checked="" type="checkbox"/> | Show promotional content |
| In-meeting info tab | <input type="checkbox"/> | Show a 'green' message |

You must select Unlimited overage under Recording storage allocation settings before turning on the automatic recording option. If the Unlimited overage option is not available in your site options, contact your Webex support representative about allowing overage for your site.

☐ Automatically record all sessions using Network-based Recording

☐ Allow the host to use recording controls during automatic recording

Automatic recording option greyed out.

Solution

In order to enable automatic recording for all sessions, you need to have unlimited recording storage option enabled first.

Follow the steps outlined in Step 1 to enable overage. If the Overage option is not available, it is likely that you need to purchase additional licenses to enable Unlimited Overage on your site.

If you would like to enable Unlimited Overage on your site, you need to contact your CSM (Customer Success Manager) or TAC (if a CSM is not available for your account) and address your request.