Update Webex Automatic Recording Requirements to Allow Overage Storage Entitlement

Contents

Issue

Automatic recording does not start when meetings begin on a Webex development site, despite using Cisco documentation to enable the automatic recording feature. When users who have automatic recording enabled start meetings, the recordings do not begin automatically as expected. The Storage Overage option is not visible in Control Hub under Common Settings for the development tenant, which prevents the automatic recording functionality from working properly.

Environment

- Webex Meetings development site
- Webex Control Hub administration interface
- Users configured with automatic recording enabled according to Cisco documentation.
- Development tenant without Allow Overage Storage entitlement.

Resolution

The automatic recording feature requires the Allow Overage Storage entitlement to be enabled on the Webex site. This prerequisite is documented in the Cisco help article for enabling automatic recordings.

Step 1: Verify Allow Overage Storage Requirement

Confirm that Allow Overage Storage is listed as a prerequisite in the official Cisco documentation at: Enable

Automatic Recordings for Individual Meetings Users in Control Hub

Step 2: Check Current Site Configuration

Navigate to **Control Hub > Meetings > Select site > Common Settings > Site Options** and verify if the Storage Overage setting is visible and available for configuration.

Step 3: Request Allow Overage Storage Entitlement

If the Storage Overage option is not visible in Control Hub, the entitlement must be enabled through the appropriate provisioning process. This requires coordination with the account team or Customer Success Manager to submit a request for the entitlement to be enabled on the site.

Step 4: Configure Storage Overage Setting

Once the entitlement is enabled, navigate to **Control Hub > Meetings > Select site > Common Settings > Site Options** and set the **Storage Overage setting** to **Unlimited**.

Step 5: Verify Automatic Recording Functionality

After the Allow Overage Storage entitlement is enabled and configured, test the automatic recording feature by starting a meeting with a user who has automatic recording enabled. The recording begins automatically when the meeting starts.

Temporary Workaround

As a temporary workaround while the entitlement is being provisioned, users can manually start cloud recordings at the beginning of their meetings using the Record control in the meeting interface.

Cause

The automatic recording feature in Webex Meetings has a dependency on the Allow Overage Storage entitlement being enabled for the site. Without this entitlement, the Storage Overage option is not visible in Control Hub, and automatic recordings do not start even when users are properly configured with automatic recording enabled. This entitlement is tied to the site's subscription and must be provisioned through the appropriate account management channels.

Related Content

- Enable automatic recordings for individual meetings users in Control Hub
- Cisco Technical Support & Downloads