Configure and Troubleshoot Webex Live Streaming

Contents

Issue

Users are unable to access the live streaming feature in Webex Meetings despite having live streaming enabled at the site administrator level. The live streaming option does not appear in either the Webex application or web browser interface when hosting meetings. This prevents users from broadcasting meetings or events to external streaming platforms such as Facebook Live, YouTube, or other RTMP/RTMPS-compatible services. The issue persists even after confirming that live streaming has been enabled in the Webex admin site configuration.

Environment

- Webex Meetings and Events (WBS40.2 or later required for live streaming)
- Webex site with live streaming enabled at administrator level
- Users attempting to access live streaming through Webex app or web browser
- Organization with valid Webex licensing for live streaming features

Resolution

Live streaming in Webex requires configuration at both the site level and individual user level. The resolution involves verifying and enabling live streaming permissions for specific users.

Step 1: Verify Site-Level Live Streaming Configuration

Confirm that live streaming services have been enabled on the Webex site by the site administrator. This is a prerequisite for user-level enablement.

Step 2: Enable Live Streaming at User Level

The most common cause of this issue is that live streaming has not been enabled for individual users, even when enabled at the site level. Site administrators must enable live streaming for each user who needs access to this feature.

Navigate to the Webex admin portal and enable live streaming for the specific users who require this functionality.

Step 3: Verify Live Streaming Availability

After enabling live streaming at the user level, test the functionality by starting a meeting and confirming that the live streaming option appears in the meeting controls within both the Webex application and web browser interface.

Step 4: Troubleshooting Session (If Issue Persists)

If the live streaming option still does not appear after enabling user-level permissions, schedule a troubleshooting session to review the configuration in real-time and verify all settings are properly applied.

Cause

The root cause is typically that live streaming has been enabled only at the Webex site level but not at the individual user level. Webex requires a two-tier enablement process: first at the site level by administrators, then specifically for each user who needs access to live streaming capabilities. Without both levels of enablement, the live streaming option is not visible in the user interface.

Related Content

- Enable live streaming in Webex Meetings and Webex Events
- Stream to NDI output in Webex Meetings and Webex Webinars
- Stream Webex Meetings and Events to Facebook Live

- Stream Webex Meetings, Webex Webinars, or Webex Events (classic) on YouTube
- Allow Streaming of Cisco Webex Meetings and Events to Vbrick Rev