Resolve Webex Video Mesh On-Premise Recording Failure with Error 88409021 - Platform Limitation for Selective User Configuration

Contents

Issue

On-premise recording through Webex Video Mesh fails immediately with error code 88409021 and HTTP 409 status, displaying the message "Premise recording not allowed for the site." Recording attempts do not reach the Video Mesh recording node and fail instantly when users try to start organization recording in Webex meetings.

The environment includes a properly configured Video Mesh cluster with SSL certificates, NFS storage, VMNLite nodes, and on-premise recording enabled for specific users in Control Hub. However, users cannot initiate on-premise recording despite having the feature enabled at the user level and seeing only local and organization recording options in their meeting interface.

Analysis of Webex client logs revealed consistent failures with this error pattern:

```
metric out: {"measurement":"rss_recording_state","tags":{"severity":"EXPECTED","cluster":"prod-afra","i
```

Environment

- Webex Video Mesh cluster with VMNLite nodes (Production image)
- Three-node cluster configuration with one node designated for recording
- NFS storage configured (3TB capacity) with active connectivity
- Recording node specifications: 250GB+ storage allocation, 23 CPU cores, 19.52GB RAM
- SSL certificates installed and configured
- Organization with 3000+ users using cloud recording
- On-premise recording enabled for two specific users in Control Hub
- Control Hub recording configuration set to "Cloud" at organization level

Resolution

Backend engineering analysis confirmed that the current Webex platform does not support selective user on-premise recording while maintaining cloud recording for other users in the same organization. On-premise recording through Video Mesh requires the Control Hub recording configuration to be set globally to "Video Mesh" at the organization level.

Platform Limitation Identified

Testing by Cisco backend teams demonstrated that:

- On-premise recording succeeds when Control Hub recording is configured globally to "Video Mesh".
- On-premise recording fails with error 88409021 when Control Hub recording remains configured for "Cloud".
- The platform currently does not support mixed recording configurations where some users use Video Mesh on-premise recording while others use cloud recording.

Available Options

Organizations have two configuration choices:

- **Option 1:** Continue using cloud recording for all users (current configuration).
- **Option 2:** Switch the organization's recording configuration globally to Video Mesh, enabling on-premise recording for all users but disabling cloud recording.

Enhancement Request

An enhancement request (WEBEX-498820) has been submitted to support selective user Video Mesh on-premise recording while retaining cloud recording for the broader organization. This enhancement would enable the originally requested deployment model in future platform releases.

Cause

The Webex platform currently requires a global recording configuration choice at the organization level. When Control Hub is configured for cloud recording, the platform blocks all on-premise recording requests regardless of individual user settings. This is a platform design limitation rather than a configuration issue with the Video Mesh infrastructure or user-level settings.

Enhancement Request: WEBEX-498820 - Enable On Premise Recording with using Cloud media resources for meetings.

Related Content

- Deployment Guide for Video Mesh
- Cisco Technical Support & Downloads