Troubleshoot Webex Site Configuration Differences - Recording Transcripts and Lobby Settings

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Issue

The production Webex site (otda-oah.webex.com) did not display Recording Transcript options in the Control Hub interface, while the test site (otda-oah-test.webex.com) showed these options normally. Additionally, dial-in callers were able to join meetings directly on the production site instead of waiting in the lobby until admitted, which was the expected behavior observed on the test site.

When attempting to access recording transcript functionality on the production site, users found that the Recording Transcripts toggle was completely unavailable in the site settings, preventing them from enabling transcript generation for recorded meetings. This configuration mismatch between production and test environments caused inconsistent user experiences and limited meeting recording capabilities.

Environment

- Webex Cloud and Hybrid Products
- Production Site: otda-oah.webex.com
- Test Site: otda-oah-test.webex.com
- Webex Control Hub administration interface
- Meeting recording and transcription features
- Dial-in access and lobby management settings

Resolution

The resolution involved identifying and correcting site-level configuration differences between the production and test Webex sites through these steps:

Step 1: Identify Configuration Differences

Investigation revealed these configuration mismatches:

- **Recording Transcripts Setting:**
  - Production site: Recording Transcripts toggle was set to 0 (disabled).
  - Test site: Recording Transcripts toggle was blank (defaults to enabled).
- **Lobby Behavior Setting:**
  - Production site: "Join meetings directly" for uninvited/unsigned-in callers
  - Test site: "Wait in the lobby until they're admitted" for uninvited/unsigned-in callers

Step 2: Enable Recording Transcripts via Provisioning

A provisioning ticket (RITM0423478) was created and submitted to enable Recording Transcripts on the production site. The provisioning change was executed during a planned maintenance window.

After the provisioning change was completed, the Recording Transcripts option became visible in the Control Hub interface for the production site.

Step 3: Verify Recording Transcript Functionality

Testing was performed to validate the Recording Transcripts feature:

- Test meetings were scheduled and hosted on the production site.
- Meetings successfully generated both recordings and transcripts.
- The Recording Transcripts toggle was confirmed to be visible and functional in Control Hub.

Step 4: Address Lobby Behavior Configuration

The lobby behavior difference was identified as a separate configuration issue. The production site admins were assigned to enable the "Wait in the lobby until they're admitted" setting during the maintenance

window to match the test site behavior.

Note: Configuration changes made to meeting settings typically apply to newly created meetings immediately, while meetings created before the change can retain their previous settings and need to be recreated to inherit the new configuration.

Cause

The issue was caused by site-level configuration differences between the production and test Webex sites. The Recording Transcripts feature was explicitly disabled on the production site via a site-level toggle set to 0, while the test site used the default enabled setting (blank value). Additionally, the production site had different lobby management settings that allowed uninvited or unsigned-in callers to join meetings directly, whereas the test site was configured to require these callers to wait in the lobby until admitted.

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