Resolve Webex Webinar Recording Layout Issue with Stage Sync on Non-Converged Platform

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Issue

A Webex webinar recording displayed in grid view layout for the first 48 minutes despite having a speaker pinned to the stage from the beginning of the session. The recording then correctly switched to the synchronized stage layout around the 48-minute mark and maintained this layout until the end of the recording. This behavior occurred when all participants were video participants with no content sharing during the affected timeframe. The host confirmed that the WOW Theatre was pinned from the beginning when the stage was synced, and an additional participant (Michael Kelly) was added to the layout around the 48th minute.

Environment

- Webex Events Webinar on non-converged platform
- Webex App version 46.6.0.98
- Site: tdbg.webex.com
- Site ID: 2686122
- Environment: pgfcfgdb
- Enable Converged Architecture: Yes
- Enable Converged Webinars: No
- Host using Webex desktop application
- Cloud recording enabled

Resolution

The engineering investigation revealed these findings regarding the recording layout behavior:

Backend Server Log Analysis

Review of the backend server logs confirmed these sequence of events:

Minutes 0-48:

- The client synchronized the stage view layout.
- No users were present in the stage layout during this period.
- This scenario is not supported during recording on the non-converged platform.
- Therefore, the stage layout was not used for recording during this timeframe.

Minutes 49-87:

- The client synchronized the stage view layout again.
- The stage layout included a user during this period.
- The recording correctly reflected the synchronized stage layout.

Investigation Limitations

The detailed logs that would have provided conclusive evidence about the layout parameters transmitted from the client to the backend server were no longer available at the time of investigation. The parameters for stage layouts are transmitted from the Webex client to the backend server, and without these specific logs, it was not possible to definitively determine whether the issue was caused by the client or by incorrect stage layout usage.

Replication Attempts

Multiple attempts to replicate the issue were unsuccessful. The user performed several tests but could not reproduce the problem. Additional webinars conducted on the same day with content sharing worked correctly without any layout issues.

Cause

The root cause was attributed to a limitation of the non-converged webinar platform where stage layouts without users are not supported during recording. The backend server logs indicated that during the first 48 minutes, while the client had synchronized the stage view layout, no users were present in that stage layout.

This configuration is not supported for recording on the non-converged platform, resulting in the recording defaulting to grid view until a user was properly added to the stage layout around the 48-minute mark.

The discrepancy between the host's reported actions and the backend logs could not be conclusively resolved due to the unavailability of detailed client-side logs that would show the exact parameters transmitted to the backend server.

Related Content

- Webex - Record a Meeting and Webinar in the Cloud
- Video Layouts in Meetings and Webinars
- Known Issues and Limitations for Webex Webinars
- Cisco Technical Support & Downloads