Recordings

This section includes troubleshooting topics about recording issues.

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Cannot Start or Join Meetings or View Recordings Due to Unsupported Java Version

Problem Users cannot start or join meetings or view recordings on any browser.

Possible Cause Users are using unsupported Java versions.

Solution If you are using Microsoft Internet Explorer, enable ActiveX or install Java above 1.6.034 or above 1.7.06. If you are using Mozilla Firefox or Google Chrome, install Java above 1.6.034 or above 1.7.06 or download and reinstall your Cisco WebEx Meetings or Network Recording Player client manually. Then attempt to start or join a meeting or view a recording again.

Meeting Recordings Missing on Host Recordings Pages

Problem Meeting recordings are not listed on the **Recordings** page for any host user, although the host had enabled recording in meetings.

Possible Cause There might be a permission issue on the storage server for the specific mount point that Cisco WebEx Meetings Server is pointing to on the storage server configuration page (on the Administration site select **System** > **Servers** > **Storage Server**).

Solution This is a known issue.

Record Button Generates Server Connect Error

Problem When a meeting host attempts to click the record button inside the meeting room, the meeting client pops up an error indicating that it cannot connect to the recording server.

Possible Cause The Cisco WebEx Meetings Server Tomcat user cannot write to the mount point.

Solution Update privileges on the NAS mount point to `777` using `chmod R 777 <mount-point-directory>` if the storage server is running on Linux OS. Then attempt to attach the NAS server to Cisco WebEx Meetings Server again.

Cannot Add a Storage Server

Problem You cannot add a storage server.

Possible Cause The Cisco WebEx Meetings Server Tomcat user cannot write to the mount point.

Solution Update privileges on the NAS mount point to `777` using `chmod R 777 <mount-point-directory>` if the storage server is running on Linux OS. Then attempt to attach the NAS server to Cisco WebEx Meetings Server again.

Meeting Recording Does Not Display for Host

Problem The meeting host does not see the meeting recording on the **Recordings** page for more than 10 minutes after the recorded meeting ended.

Possible Cause Your NBR WSS has no privilege to read/write files to the storage server.

Solution If you are using a Linux storage server, enter the following command: `chmon -R 777` *mount point directory*. If you want to recover the meeting records that were not generated on the **Recordings** page, contact the TAC.

The Record Button is Gray

Problem Meeting hosts cannot record meetings because the **Record** button is gray.

Possible Cause NAS is not attached to Cisco WebEx Meetings Server.

Solution Sign in to the Administration site, select **System** > **Servers**, select the **Add Storage Server** link and specify the NFS server and mount point. For example, 170.70.80.90:/*Path to mount point on server*.

Possible Cause Recording is not enabled on Cisco WebEx Meetings Server.

Solution Sign in to the Administration site, select **Settings** > **Meetings**, and check the **Record** box under Participant Privileges.

Possible Cause Your storage server's usage has reached its limit as specified in the **Alarms** page of the Administration site.

Solution Make sure that the storage capacity on NAS is being monitored on the **Alarms** page. Sign in to the Administration site, select **Dashboard** > **Alarms**, select the **Edit** link, check the **Storage** option, drag the slider for the storage limit on the **Edit Alarms** page on the dashboard, and select **Save**. Alternatively, you can delete files from the storage server mount point to create more space.

Possible Cause Your storage server has been stopped or NFS service on the NAS has been stopped or restarted, preventing Cisco WebEx Meetings Server from accessing the mount point.

Solution Sign in to the Administration site, select **System** > **Servers** > **Storage Server** and reconfigure NAS.

Recording Panel Generates Error

Problem After a meeting recording is in progress for a while, the recorder panel shows an error. When you mouse over the panel, it shows an audio or video error.

Possible Cause The Cisco WebEx Meetings Server Tomcat user cannot write to the mount point.

Solution Make sure that the mount point can be accessed and that Cisco WebEx Meetings Server can write to it.

Recordings Do Not Show Up on the Recordings Page

Problem Recordings do not show up on the **Recordings** page for any host user even though the host has enabled recording in meetings.

Possible Cause There is a permissions issue on the storage server for the specific mount point that your system is pointing to.

Solution Sign in to your Administration site and select **System** > **Servers** > **Storage Server Configuration**. Make sure that your permissions are set correct.