



## Recordings

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### Cannot Start or Join Meetings, or View Recordings

**Problem** Users cannot start or join meetings, or view recordings in any browser.

**Possible Cause** Users are using unsupported Java versions.

**Solution** Upgrade to the latest Java version. You can also try reinstalling the Cisco Webex Meetings client and Network Recording Player.

### Recordings Do Not Appear on the Host Recordings Pages

**Problem** Meeting recordings do not appear on the **Recordings** page for any host user, including those who enabled recording in meetings.

**Possible Cause** There is a permission issue for the storage server mount point.

**Solution** In Webex Administration, go to **System > Servers > Storage Server Configuration**. Ensure that the permissions are set correctly.

## Meeting Recordings Do Not Appear on the Recordings Page

**Problem** The meeting host receives notifications that recordings are available, and more than 10 minutes have passed since the recorded meetings ended. However, the meeting recordings do not appear on the **Recordings** page.

**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 `chmod -R 777 mount point directory`. To recover the meeting records that were not generated on the **Recordings** page, contact Cisco TAC.

## Clicking the Record Button Generates a Server Connect Error

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

**Possible Cause** The Tomcat user for Cisco Webex Meetings Server 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 Tomcat user for Cisco Webex Meetings Server 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 Is Disabled

**Problem** When Storage usage exceeds the threshold, the Storage status appears in red on the Administration Dashboard. You receive a Storage Alarm email notification (if Storage alarm is enabled), and the recording of new meetings is disabled.

**Possible Cause** The allocated storage space is insufficient for the number of meeting recordings.

**Solution** Set the storage threshold to the maximum, calculated as (the total space - recording buffer size) where the recording buffer size is 1 GB for micro, 5 GB for small, 16 GB for medium, or 40 GB for large systems.

## The Record Button is Disabled

**Problem** Meeting hosts cannot record meetings because the **Record** button is disabled (dimmed).

**Possible Cause** NAS is not attached to Cisco Webex Meetings Server.

1. **Solution** Sign in to Webex Administration and go to **System > Servers**.
2. **Solution** Click **Add Storage Server**.
3. **Solution** Specify the NFS server and mount point.

**Solution Example:** `170.70.80.90:/path to mount point on server.`

**Possible Cause** Recording is not enabled on Cisco Webex Meetings Server.

1. **Solution** Sign in to Webex Administration and go to **Settings > Meetings**.
2. **Solution** Check **Record** under **Participant Privileges**.

**Possible Cause** The storage server capacity is at the specified limit.

**Solution** Increase the specified limit for storage capacity.

1. **Solution** Sign in to Webex Administration and go to **Dashboard > Alarms**.
2. **Solution** Click **Edit**.  
**Solution** Check **Storage**.

3. **Solution** Drag the slider for the storage limit on **Edit Alarms** to increase the storage, and then click **Save**.

**Solution** Alternatively, you can delete files from the storage server mount point to create more space.

**Possible Cause** The storage server is stopped, or the NFS service on the NAS is stopped or restarting, preventing Cisco Webex Meetings Server from accessing the mount point.

1. **Solution** Sign in to Webex Administration and go to **System > Servers > Storage Server**.
2. **Solution** Reconfigure NAS.

## Record Button Is Not Available After Secure Storage Is Restored

**Problem** After restoring secure storage, the **Record** button does not appear during meetings.

**Possible Cause** A Secure Storage (SFTP) server is configured as the CWMS storage server.

- **Possible Cause** SFTP goes down and becomes inaccessible.
- **Possible Cause** The administration page indicates that the storage server is unreachable.
- **Possible Cause** Secure storage comes back online and is reachable.
- **Possible Cause** Users start meetings and the **Record** button does not appear.

**Solution** Restart the system.

## The Recording Panel Generates an Error

**Problem** During a meeting that is being recorded, the recorder panel shows an error. When you mouse over the panel, it indicates an audio or video error.

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

**Solution** Ensure that the mount point is accessible, and that Cisco Webex Meetings Server can write to it.

## Some Users Do Not Receive Links to Their Meeting Recordings

**Problem** Some users on the system do not receive the links to their meeting recordings. Recording appears to work normally during the meeting.

**Possible Cause** The system generates the files in the <current year> directory on NFS storage. However, the system does not create a directory and copy the files into the 1 directory on NFS, and therefore doesn't create the link.

- **Solution** Set Anonymous to 65534 on NFS server and then remount it.
- **Solution** Run `/etc/init.d/rpcidmapd start` and then re-mount the remote file.
- **Solution** Verify that everyone has full permissions on the NFS mount:
  - **Solution** SSH to Admin VM. (Contact TAC if necessary.)
  - **Solution** Run `chmod -Rf 777 /opt/cisco/webex/storage/nbr`.

### References

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