

[Cisco Unified MeetingPlace Release 6.1 > Web Conferencing > Configuring > Troubleshooting > Problems with Meeting Attachments and Recordings](#)

Cisco WebEx is only available beginning in Cisco Unified MeetingPlace Release 6.0 Maintenance Release 2 (MR2).

Network-Based Recording is a Cisco WebEx recording service hosted within the Cisco WebEx site. The recordings for the meetings you host are accessible from the Cisco WebEx site URL from the **My WebEx > My Recordings** link.

Network-Based Recording records virtually everything that occurs in a Cisco WebEx meeting, including audio, video, mouse and desktop movements, and slides, and synchronizes all the recorded media when it is played back. Cisco Unified MeetingPlace audio is recorded with Network-Based Recording if Cisco Unified MeetingPlace is the teleconference provider for the Cisco WebEx web meeting.

Network-Based Recording generates Advanced Recording Format (.arf) files that are stored on servers within the Cisco WebEx site. The recordings may be played back either as streamed media in a web session or the .arf file may be downloaded into a client PC and played back using a Cisco WebEx Network Recording player.

There are a few limitations to be aware of when recording with Network-Based Recording for a Cisco WebEx meeting with a Cisco Unified MeetingPlace teleconference provider.

- Only the meeting host can initiate Network-Based Recording.
- Meeting recordings are only directly accessible by the meeting host. All others must be provided a link to the recording for streaming or the .arf file for local playback.
- Network-Based Recording records all Cisco Unified MeetingPlace audio including:
 - ◆ Waiting room music
 - ◆ Voice prompts
 - ◆ Participant entry and exit announcements
- Cisco Unified MeetingPlace audio recording is currently not supported for Cisco WebEx Sales Center meetings. Other media may still be recorded with Network-Based Recording.

Problem: The **Record this meeting** link and the **Meeting > Start Recording** option is grayed out in the WebEx Meeting Manager window.

Solution:

- Only the host can initiate a WebEx Network-Based Recording meeting recording. The current host must pass the host role to the user who wants to record the meeting.
- The Cisco WebEx site hosting the WebEx meeting may not be configured with Network-Based Recording enabled. Contact Cisco TAC for further assistance.

Problem: Cisco WebEx Recorder Setup: System displays "Where do you want to record this meeting?"

Solution: Network-Based Recording is not the default recorder. Be sure to select **Use network-based recording service** and check **Set as default setting**.

Problem: Cisco WebEx Recorder Setup: The page to select a meeting to record displays the message "Do not record a teleconference" and other options are grayed out.

Solution:

- This may be a Sales Center meeting. Audio recordings are not supported for Cisco Unified MeetingPlace as a teleconferencing provider. **Note:** Cisco Unified MeetingPlace does not support Sales Center meetings starting in Cisco Unified MeetingPlace Release 6.0 Maintenance Release 5.
- The Cisco WebEx site hosting the Cisco WebEx meeting may not be configured with Network-Based Recording enabled. Contact Cisco TAC for further assistance.

Problem: Cisco WebEx Recorder Setup: The screen displays "Connection Not Established."

Solution: The Network-Based Recording service connects to Cisco Unified MeetingPlace audio meetings by dialing out to Cisco Unified MeetingPlace and joining the meeting as a guest user. If the connection fails, open Cisco WebEx Meeting Manager, go to the Information table, and note the phone numbers.

- The Cisco WebEx Network-Based Recording dial-out phone number is in the incorrect format. The phone number must be stored in the Audio Server database exactly as c-aaa-ppppppp where c=country code, aaa=area code, ppppppp=7 digit phone number, for example, 1-800-123-4567. Launch MeetingTime and update the format of the phone number stored in the main and alternate phone number fields. To configure these fields, go to **Register Book**, click the Configure tab, and then select **Telephony Access**.
- The Cisco WebEx Network-Based Recording dial-out phone number is incorrect. Correct the phone number stored in the Audio Server database. Launch MeetingTime and enter the correct phone numbers in the main and alternate phone number fields. To configure these fields, go to **Register Book**, click the Configure tab, and then select **Telephony Access**.
- The meeting is scheduled for users with profiles only and guest users cannot attend. Network-Based Recording connects to Cisco Unified MeetingPlace voice teleconferences as a guest user. Thus, the Cisco Unified MeetingPlace meeting must be configured to allow guest users.

Problem: The Cisco WebEx Recorder Panel displays an error after a few seconds.

Solution: The voice connection to Cisco Unified MeetingPlace dropped after recording started. Try reconnecting the Network-Based Recording service. Alternately, there may be a Cisco Unified MeetingPlace Voice User Interface (VUI) problem that rejects Network-Based Recording from joining the meeting even though the telephony connection is successful. Once the VUI rejects the Network-Based Recording, Cisco Unified MeetingPlace may time out and hang-up the Network-Based Recording call. Some possible reasons for the VUI to reject the Network-Based Recording are:

- Incorrect or garbled recording ID, which can cause the VUI to reject the Network-Based Recording attempt to join the meeting.
 - ◆ Inspect the Recording ID for the WebEx meeting in the Information table. The Recording ID must be 17 digits and it should always start with 44. If the Recording ID is not in this format, contact Cisco TAC for further assistance.
 - ◆ Inspect the Audio Server call processing logs and check that Cisco Unified MeetingPlace actually received the Recording ID. Identify the port which Network-Based Recording called and run the cptrace command at the Audio Server CLI by entering:
cptrace -p <Network-Based Recording dial in port number>
and look for two entries that start with "Input : `4' " followed by a string of 15 entries with "Input :". These 15 entries are redisplayed as the "ConfStr :" entry. If the Recording ID number looks ok, contact Cisco TAC for further assistance.
 - ◆ Capture the audio on the connection from Network-Based Recording to Cisco Unified MeetingPlace using the dspcap command and listen to it. Try to predict which port Network-Based Recording will dial in next then run the dspcap command on the Audio Server CLI as soon as possible after Cisco Unified MeetingPlace answers:

dspcap <Network-Based Recording dial in port number> on -s 1000

Stop the capture after the recorder panel shows an error by entering:

dspcap off

The dspcap command stores the capture files in the Audio Server directory called /tmp/dspcap with filenames containing the port number. A typical file name is ibrxPPPP.cap where PPPP is the port number. Open the capture file called ibrxPPPP.cap with an audio editor (such as Audacity or Adobe Audition) as 8-bit μ -law compressed. View the signal and listen to the capture for DTMF digits entering Cisco Unified MeetingPlace. If there are less than 17 digits or the DTMF digits sound distorted, contact Cisco TAC for further assistance.

- The recording ID is transmitted before the Cisco Unified MeetingPlace VUI is ready to accept it. This is usually due to a heavy load on the Audio Server. Try connecting the Network-Based Recording service again several times. If this problem persists, then the Cisco WebEx Network-Based Recording configuration may need more delay between the time when Cisco Unified MeetingPlace answers the call and the time when Network-Based Recording transmits the recording ID. Contact Cisco TAC for further assistance.

Problem: Network-Based Recording for a Cisco Unified MeetingPlace voice meeting contains waiting room music, voice prompts, and user attending and departing notifications.

Solution: This is expected behavior if Network-Based Recording is the Cisco Unified MeetingPlace audio recorder. Network-Based Recording does not discriminate what audio it records. Waiting room music will be recorded if Network-Based Recording is the first to join a Cisco Unified MeetingPlace meeting or joins before the organizer.

Problem: Cannot start the Cisco WebEx recorder.

Solution: This may be due to insufficient storage space (check current storage usage at **My WebEx > Meeting Center > Host a Meeting > My Recorded Meetings > Site Media Storage**). If storage is nearing the limit, either delete unwanted recording files or request additional storage space.

Problem: Cannot find the Network-Based Recording files.

Solution: Only the meeting host can access the Network-Based Recordings for completed meetings. These meetings are accessible from the Cisco WebEx site URL at **My WebEx > Meeting Center > Host a Meeting > My Recorded Meeting**. If other users want to access the Network-Based Recording files, the meeting host must provide either a streaming playback hyperlink or the .arf file for local playback with the WebEx Network-Based Recording player.