Downloading your 3CX Video Conference Recording

What to do when you don't receive your Web Meeting report email.

Video recording, video recording, where art thou video recording! You've just had a productive and successful Web Meeting session. You're now eagerly waiting for the report email with the recorded video. To your surprise the email hasn't arrived! Worried that it's gone and lost forever? Worry not! There are several possible reasons for this. Read on to learn more about the delay as well as the steps you can take to get your recording.

Identifying the Issue

There are 3 main reasons you don't get your Web Meeting report email. Here's the recap:

Conversion Delay: Be Patient
There's nothing wrong. Be patient! The email will arrive once the conversion is finished. Long meetings with several HD video participants and whiteboard can take longer to convert. In some extreme cases this can take many hours.

SPAM / Bounce: Check It
24 hours have passed? The email may have been filtered as SPAM - or bounced by your SMTP server. Double check your SPAM folder, the email might be there. Add noreply@3cx.net to your address book. If you have a custom SMTP, ask the email server administrator to whitelist o3.smtp.3cx.net to ensure our emails are always properly delivered.

Conversion Error: Unlikely
Something's gone wrong with your recording conversion. There might be a server error or some anomaly in your recording. Conversion errors are unusual. In this case, however, our engineers are alerted immediately with an error email. They then work to fix the problem as soon as possible. Once the conversion has been rescheduled and completed successfully you'll receive the email you've been waiting for.

Still No Email? 7 Days to Download Before Deletion!

Even if you haven't received the Web Meeting Report email, it's likely that the conversion was still successful. However, you must take action. Your mp4 file is stored for 7 days only. If you need the recording, you must download it before it gets deleted!

Getting the MP4 Url to Download Your Recording

If 24 hours have passed and you've still not received your Web Meeting report, get your PBX administrator involved. Ask them to check the PBX logs - specifically the WebMeeting.log. It needs to be the one related to your meeting date and time. Ask them to search for "FinishedConversion". You should find the mp4 url with your recording.

If your PBX doesn't save logs - or you don't have access to them - no problem! You can use Web Meeting API to retrieve your past meeting reports. Activate your WebMeeting API key from your PBX, in Settings / Conferencing. Copy your API key and run this command from any computer with curl installed:

```
curl --location 'https://YOUR-PBX-FQDN:YOUR-PBX-PORT/webmeeting/api/v1/reports/ORGANIZER-EXTENSION-NUMBER'
--header '3CX-ApiKey: YOUR-API-KEY'
```

- YOUR-PBX-FQDN is the FQDN of your PBX, for example mycompany.my3cx.eu
- YOUR-PBX-PORT is the TCP port your PBX is listening on, usually 443 or 5001 (If it's 443, you can omit the port)
- ORGANIZER-EXTENSION-NUMBER is the extension number of the organizer who created the meeting, for example 100
- YOUR-API-KEY is the string you copied from conferencing API settings page

Example command:

```
curl --location 'https://mycompany.my3cx.eu:5001/webmeeting/api/v1/reports/100'
--header '3CX-ApiKey: dRBeKhbapjMinFmECMJaqtPPNvafNSFXtJeeYNxRU2GkEeudJ7TZ5kWHAht2CFSb'
```

You'll get a JSON reply with all meetings hosted by the specified extension in the last 30 days. You can rebuild the report from there and also get the recording URL. If you're getting too many meetings, filter them using startDate and endDate parameters. Check here for full documentation:

https://documenter.getpostman.com/view/17439253/UUxzBnmk#6c3c8624-215a-4714-bd18-b8993a81e34f

Ask in the 3CX Video Conferencing Forum

Still no luck? Contact our Web Meeting support in the forum here:

https://www.3cx.com/community/forums/video-conferencing/

You'll be asked to send details about your Web Meeting session in a private message. This is to allow further analysis. Our dedicated engineers will work closely with you to recover your recording.

Experiencing delays or issues with receiving your Web Meeting report email can be frustrating. As you've seen there are multiple avenues to explore to solve your problem. By following the steps outlined above, you can maximize your chances of retrieving the report and accessing your valuable meeting recordings. Remember, our support team is always ready to assist you in any way possible.

Revision #1
Created 13 December 2023 15:35:22 by Vox Tandem Admin
Updated 22 May 2024 19:19:06 by Vox Tandem Admin