Eventide™ Communications

NexLog Advanced Recording Solutions

DX SERIES

Webex Recording Implementation Guide

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Eventide Communications LLC
One Alsan Way
Little Ferry, NJ 07643
201-641-1200

www.eventidecommunications.com

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1. INTRODUCTION

The Webex Recording integration connects to the Cisco Webex cloud infrastructure to ingest recorded Webex calls and meetings, together with its associated metadata on NexLog DX-Series™ recorders.

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2. ABOUT THIS DOCUMENT

This deployment and maintenance user guide provides the procedural instructions and required information to configure, enable, and deploy Webex Recording for NexLog DX-Series recorders. This guide covers:

- An overview of Webex Calling
- Technical requirements for the deployment of Webex Recording
- Deployment instructions for Webex Recording
- Error message and troubleshooting steps

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3. AUDIENCE

This document is intended for authorized administrators and reseller technicians responsible for configuring and deploying Webex Recording by accessing NexLog DX-Series recorders from the Web Configuration Manager and MediaWorks DX. For this document, administrator-level knowledge of both user interfaces is assumed.

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4. RELATED DOCUMENTATION

For related documentation about recording calls and meetings with Webex Calling, see the following:

- Manage call recording for Webex Calling
- Webex | Record a meeting in the cloud
- Enable Automatic Recording of All Meetings on Your Webex Site

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5. OVERVIEW

Webex Calling is a cloud-based business phone system from Cisco Systems. It provides organizations with a unified communications solution that enables voice calling, video calling, messaging, and meetings through the cloud. Webex Calling is designed to replace traditional on-premises PBX (Private Branch Exchange) systems with a modern, scalable, and flexible solution.

For authorized administrators with access to MediaWorks DX, recorded calls and meetings and their associated metadata, are ingested on the customer's specific Eventide Communications product platform. Ingested audio becomes available as soon as Webex Calling and Webex Meetings make the recordings available to the recorder, typically within one to three minutes.

The following Webex Calling metadata is ingested and stored on NexLog DX-Series recorders for search, analysis, and export:

- Call direction (inbound/outbound)
- Inbound phone number
- Outbound phone number
- Webex Recording ID
- Meetings Participants

5.1. Retention Policy

Calls and meetings must be recorded in the cloud for the NexLog DX-Series recorder to ingest audio from Webex Calling. Cloud retention is managed by the Webex account's settings, and recordings must remain available after the integration is enabled to be successfully ingested. Refer to the Cisco Webex Retention Policy to ensure recordings are accessible before they expire. Once ingested, audio is subject to the recorder's retention settings, which have no limit configured by default.

To edit the retention settings of your NexLog DX-Series recorder:

- Open the configuration manager and click Recording -> Retention Settings.

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6. REQUIREMENTS

Webex Recording must meet the following requirements:

- NexLog DX-Series recorders running this integration must have version 2025.2 or greater installed.
- Must be deployed as part of a Cisco Collaboration Flex Plan or Webex Calling Dedicated Instance (DI), which may include Webex Calling.

6.1. Software and Licensing

To obtain a license key for Webex Recording, submit a purchase order (PO) to the Eventide Communications Sales Department, and include the following license part number in the purchase order:

- DX996 – Webex Recording

For queries, contact Eventide Communications Sales at:

- Email: loggers@eventidecommunications.com
- Phone: + 1-201-641-1200 extension 2640

6.2. Networking Requirements

To deploy Webex Recording, the NexLog DX Series recording solution must have outbound network access to the Cisco Webex cloud infrastructure via TCP over HTTPS on port 443. The integration calls Webex OAuth 2 and REST APIs to query recordings for ingestion.

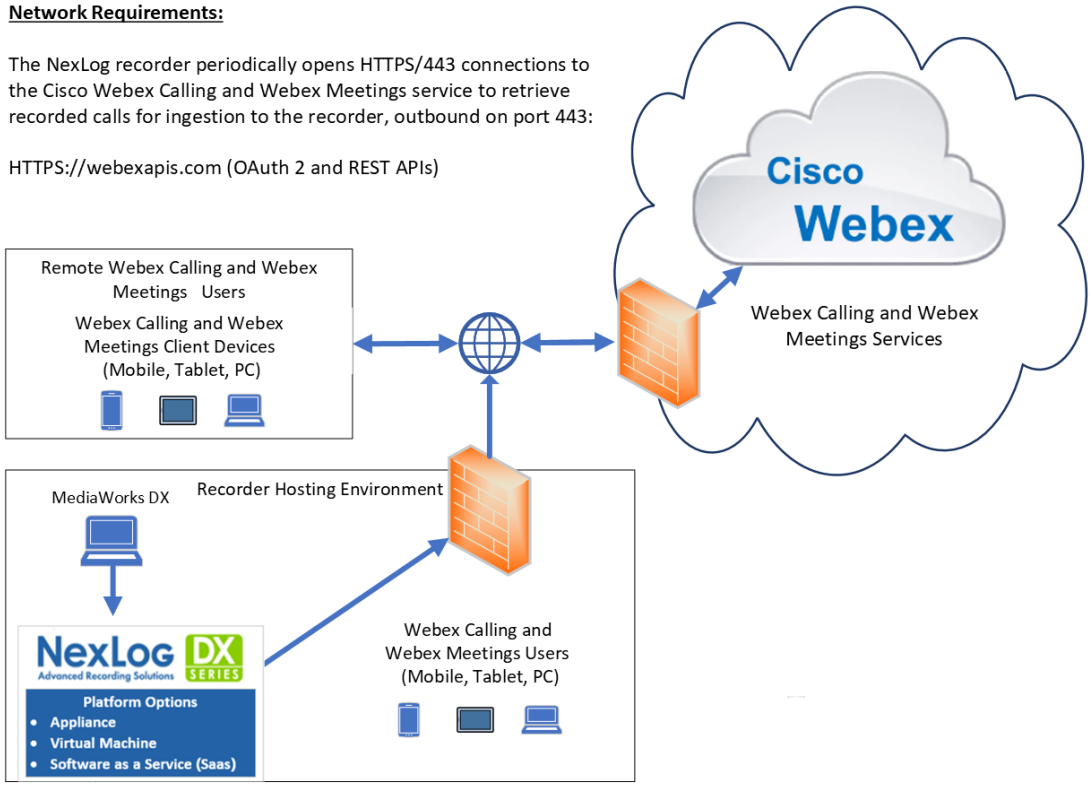

Fig. 6.1 Webex Recording Integration Networking Requirements

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7. DEPLOYING THE INTEGRATION

This section covers the steps to configure and deploy Webex Recording. These steps include:

- Adding the Webex Recording license key to the NexLog DX-Series recorder.
- Enabling Webex Recording.

7.1. Adding the License Key

Once you have received the required Webex Recording license key, add the key to the NexLog DX-Series recorder.

To add the license key to the NexLog DX-Series recorder:

1. Sign in to the NexLog DX-Series recorder's Web Configuration Manager.

2. In the left navigation pane, select System -> License Keys.

3. Select Add Key.

Fig. 7.1 License Key Information Screen

4. On the New License Key screen, enter the Webex Recording License Key and then select Add.

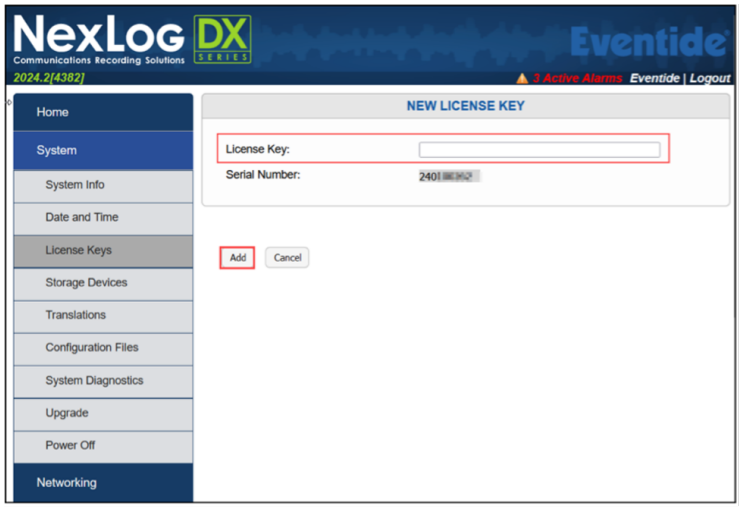

Fig. 7.2 Adding the Webex Recording License Key

7.2. Enabling Webex Recording

Once you have added Webex Recording license key, enable the integration. Note that a Webex account with admin permissions is required to enable this integration.

To enable Webex Recording:

1. In the left navigation menu of the NexLog DX-Series recorder's configuration manager, select Recording -> Data Integrations -> Webex Recording -> Edit Integration.

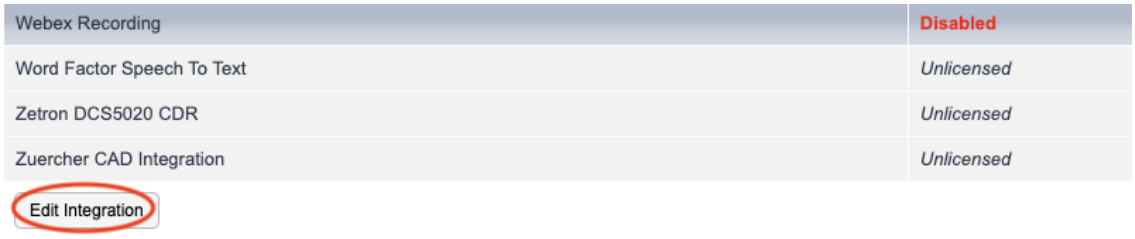

Fig. 7.3 Webex Recording Selected

2. Update the configuration file:

   a. Enter the subdomain of the Webex account next to site_URL.
   b. All phone and meeting recordings will be ingested starting at the default call pointer and meeting pointer times entered.

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c. Adjust the call_pointer or meeting_pointer times if needed. By default, the configuration file is set to record both calls and meetings.
d. If the Webex account does not include Webex Meetings, disable meeting audio ingestion by changing the record_meetings value under the #Record Webex Meetings parameter from 1 to 0.
e. If the Webex account does not include Webex Calling, disable call audio ingestion by changing the record_calls value under the #Record Webex Calls parameter from 1 to 0.

3. Select the checkbox next to Integration Enabled and Save.

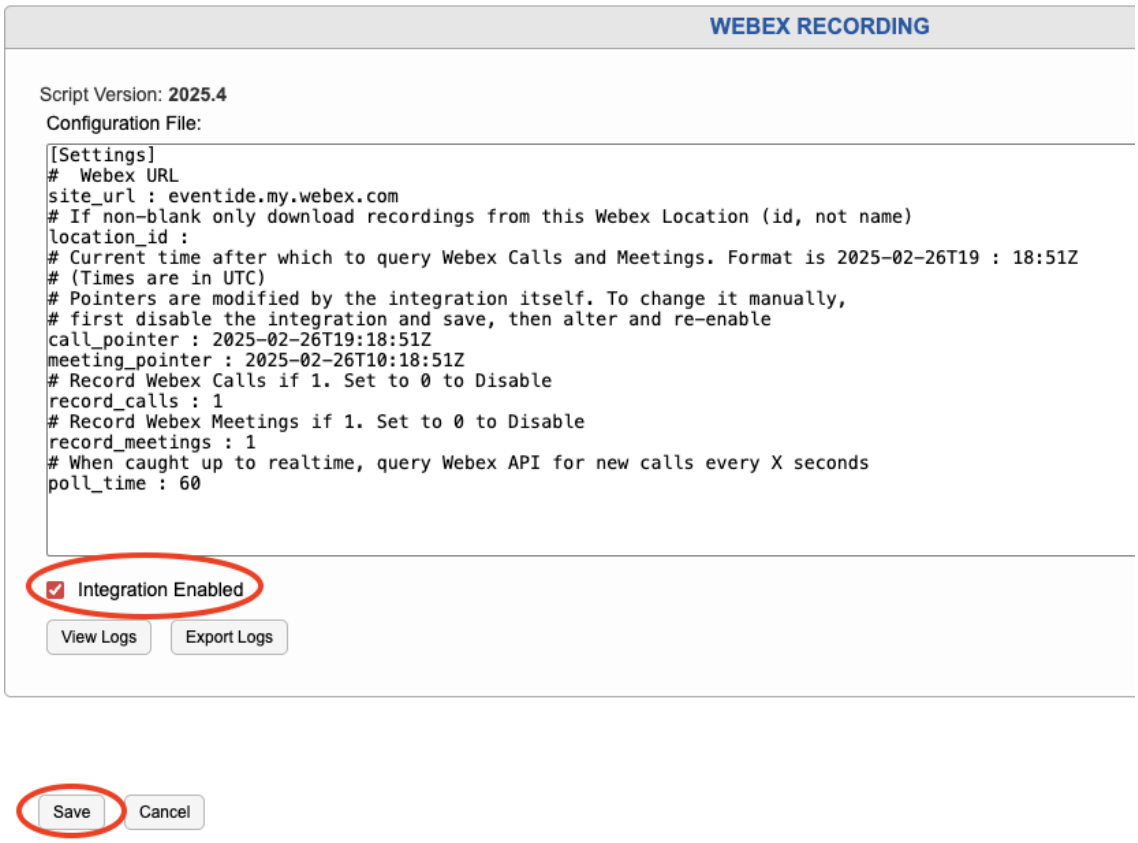

Fig. 7.4 Enabling Webex Recording

4. The screen redirects to the Data Integrations page with a green dialog confirming that the integration has been modified.

Fig. 7.5 Integration Modified Confirmation Message

5. Review the integration logs by selecting Webex Recording -> Edit Integration -> View Logs. A pop-up dialog appears listing all log activity.

6. Search the logs for "Authenticate Webex at http://login-a.webex.com/verify with user code XXXX".

TIME (UTC)	SEVERITY	EVENT
2025-05-27 19:39:36	INFO	Authenticate Webex at https://login-a.webex.com/verify with user code 493855

Fig. 7.6 Authentication Message In Logs

7. Copy the URL from the logs into a web browser. A page appears originating from Webex that requests the 6-digit user code generated from the logs.

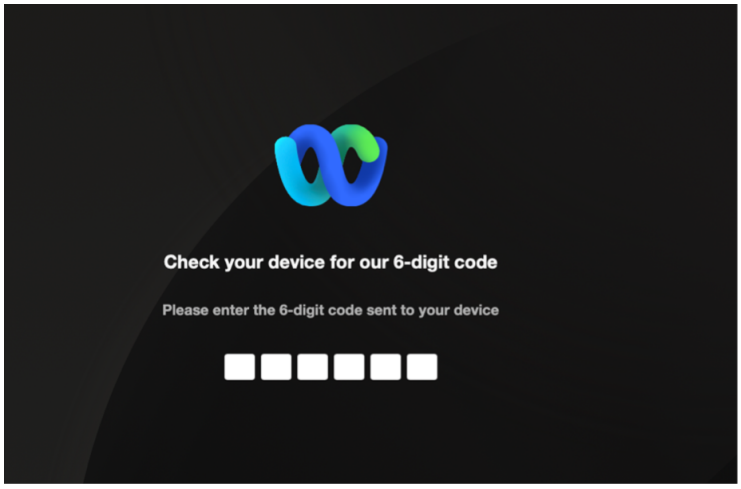

Fig. 7.7 Webex Authentication Page

8. Login to a Webex account with admin permissions.

9. Click Accept to enable permissions for Webex Recording to access data from the Webex account.

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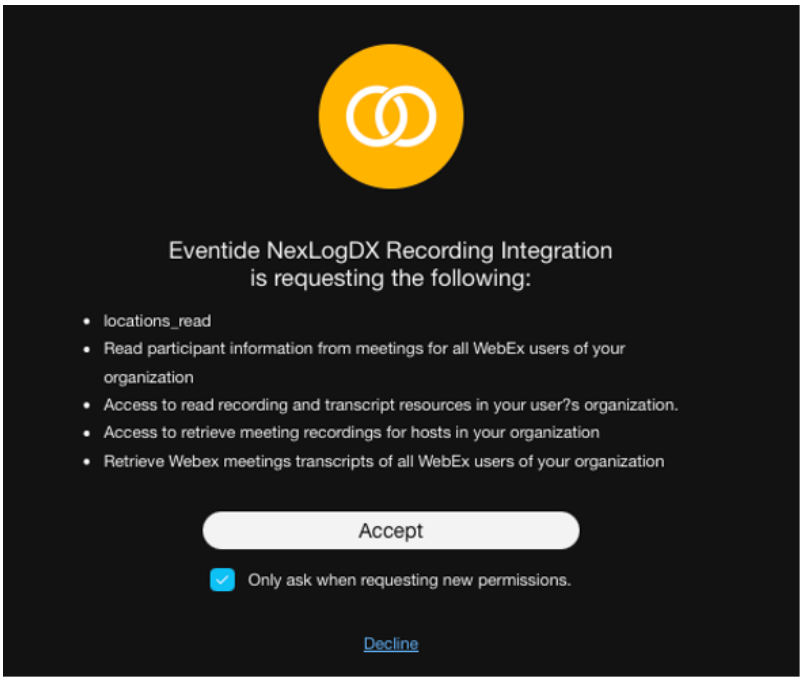

Fig. 7.8 Eventide Permissions Request Page

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8. VIEWING INGESTED AUDIO RECORDINGS IN MEDIAWORKS DX

After the integration has been enabled, verify that audio from Webex calls and meetings are being successfully ingested by searching for ingested audio recordings in MediaWorks DX.

Webex Recording uses the meeting and calling pointers as starting points for ingesting audio and starts ingestion immediately once it is configured. Recorded calls and meetings, together with their associated metadata, become available in MediaWorks DX once Webex Calling and Webex Meetings make the recordings available to the recorder, typically within one to three minutes. If the integration is ingesting a high volume of Webex recordings , recent call and meeting audio may take longer to appear in MediaWorks DX.

To locate ingested audio from calls and meetings in MediaWorks DX:

1. In the Search panel at the top left of the UI, select a date from the calendar or click the Browse tab to see a list of dates.

2. Locate the channel names that begin with Webex.

   - The channel name of ingested call recordings is listed as Webex – Username
   - The channel name of ingested meeting audio is listed as Webex Meeting – Participant

3. Select a recording to listen to ingested audio from Webex.

Channel Name	Caller Id	Dtmf	Duration	Call Directi...	Start Time	End Time	Webex Recording Id	Participants
Webex Meeting - Host's Name	N/A	N/A	01:03	Unknown	2025-06-11 15:2	2025-06-11 15	18f7beebcc444020a4fc	User 1, User 2
Webex - Username	+185777	+186062	00:27	Outbound	2025-05-28 11:1	2025-05-28 11	204aa3fa-f020-45d3-bb	N/A

Fig. 8.1 Imported Webex Calling and Meetings Metadata in MediaWorks DX

Imported metadata from calls includes:

- Webex username (as displayed in Channel Name)
- Caller Id: Inbound phone number
- DTMF: Outbound phone number
- Call direction code: Inbound/Outbounds
- Call duration

- Call Start Time and End Time
- Webex Recording Id

Imported metadata from meetings includes:

- Meeting host (seen in channel name)
- Meeting duration
- Meeting Start Time and End Time
- Webex Recoding Id
- Meeting participants

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9. TROUBLESHOOTING ERROR MESSAGES

The following section covers error messages that may be generated when configuring the integration. All error messages are visible in the integration logs in the NexLog DX-Series recorder's Web Configuration Manager (Recording -> Data Integrations -> Webex Recordings Ingestion -> Edit Integration -> View Logs).

9.1. Device Authentication Errors

The following errors occur if there are issues during the authentication process.

9.1.1. AUTHORIZING USER DID NOT PROVIDE NECESSARY SCOPES: NEEDED

Issue: Webex user without admin permissions tried to authenticate to the recorder.

Resolution Steps:

1. Delete refresh token to reset the configuration. See section 9.1.2 below for information about how to delete the refresh token.
2. Authenticate to the recorder using a Webex account with admin permissions.

9.1.2. Deleting the Refresh Token

The refresh token expires from the integration or recorder after 90 days of inactivity. To resolve this, you can delete the refresh token and authenticate to the recorder to re-enable the integration. Deleting the refresh token may also resolve authentication issues when setting up the integration.

To delete the refresh token:

1. Open the configuration file and disable the integration by de-selecting the checkbox next to Integration Enabled, and then select Save.

2. Re-open the configuration file and add the text delete_token : 1 to the configuration file.

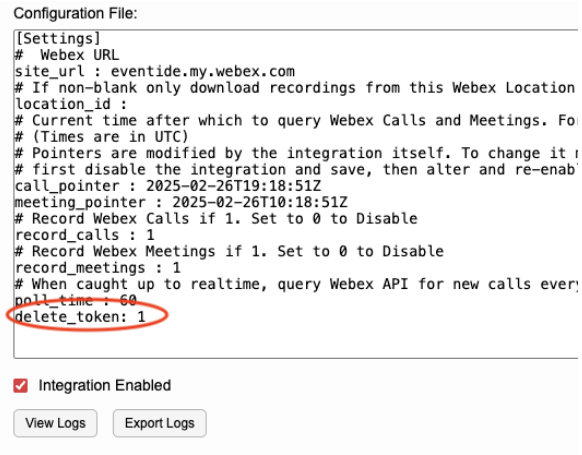

Fig. 9.1 Delete Token Request Added to Configuration File

3. Check the box next to Integration Enabled and then select Save to reenable the integration.
4. Review the logs for a new authentication request and for any additional error messages.
5. Enter the URL from the authentication request in the logs into a browser and type in the user code when requested
6. Sign in to a Webex account with admin permissions to authenticate the recorder.

9.1.3. INVALID CALL_POINTER OR MEETING_POINTER CONFIGURED

Issue: Call_pointer or meeting_pointer is set to an invalid date and time.

Resolution: Confirm the call_pointer or meeting_pointer is set to a valid date and time

9.1.4. Miscellaneous Errors

For any other errors that occur while attempting to configure Webex Recording, please contact Eventide Communications support for additional troubleshooting, Refer to the Contact Information section of this document.

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10. CONTACT INFORMATION

Technical Support

- E-Mail: service@eventidecommunications.com
- Phone: 1-201-641-1200, (Dial 6, then 2) between the hours of 7:00 A.M. and 7:00 P.M. EST Monday through Friday, except Eventide Communications business holidays.

Sales

- E-Mail: loggers@eventidecommunications.com
- Phone: 1-201-641-1200, extension 2640

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