

Webex Meeting Services Incident

Incident Duration

November 16, 2023, 20:00 UTC -

November 17, 2023, 00:00 UTC

Incident Details

Some users observed partial playback of their recorded Webex Meetings. Affected recordings failed to process the entire duration of the meeting. This issue was exclusive to Meeting Center and Webinar (Video Centric Network Based) recordings. Unfortunately, engineering was unable to restore the affected recordings.

Root Cause

Engineering identified the root cause to be during a planned work change carried out to migrate internal resources. Post completion of this planned work change, a suboptimal storage allocation configuration was inadvertently assigned to one of the dedicated storage servers for Video Centric Network based (mp4) recordings. This resulted in resource exhaustion and caused the creation of partial recordings for any recording traffic traversing the affected server.

Corrective Actions

- Engineering updated the storage allocation table to prevent further impact to recordings.
- Engineering updated their method of procedures documentation to help prevent a recurrence.
- Engineering enhanced monitoring alerts to aid in quicker detection and mitigation.