Known Issue: Recordings set to Private access may return an error on playback.

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Product: Collaborate - Web Conferencing  
Service Pack: Web Conferencing, SAS

Issue Description: Some users have reported that an error is returned when attempting to playback a recording that has been set to Private access. This article provides a temporary workaround to enable you to view the recording.

Steps to Replicate:

- Set the access level of a Web Conferencing recording to Private.
- Attempt to play the recording.
- Expected result: recording launches and plays back.
- Actual result: an error is displayed, and the recording does not launch.

Symptoms:

Known Issue Symptoms

When attempting to access a Web Conferencing recording that has been set to Private access, the user receives the following error message:

*An error occurred while processing the request.*
*Unable to generate the necessary JNLP due to an internal error.*

Affected Platforms

All operating systems

Resolution/Workaround: If a Private recording cannot be played back, users can view the recording by first setting the access level to Restricted. Once the JNLP or COLLAB file for the recording has been downloaded, the access level may be returned to Private.