Set up Webex integration

Content updated: 11/26/2022

This article is designated for administrators.

About

The **Webex integration** uploads your Webex cloud recordings to Kaltura automatically, so you can manage and share them there.

It works at the account level and covers all recordings created by Webex users under the configured account. It supports recordings from scheduled meetings, ad-hoc meetings, screen sharing sessions, and webinars.

Before you start

- A Webex account
- Access to cloud recording
- A Kaltura account
- The Webex integration enabled on your Kaltura account

Each Webex organization can be linked to only one Kaltura account.

Set up the Webex integration

Only Webex account admins can install the Kaltura Webex plugin application from the Webex Marketplace. After you install and enable the plugin on your account:

- All Webex cloud recordings for the account upload to the configured Kaltura account.
- Only the Webex admin can edit the application configuration.
- Recordings made before the installation don't upload to Kaltura.

The transfer to Kaltura starts right away. It can take a few minutes for the recording to become available from Webex.

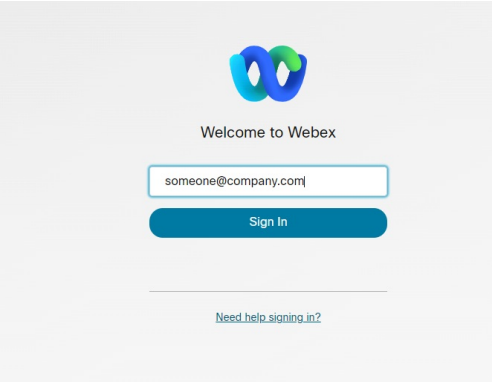
During authorization, a Webex admin must approve the permissions the app requests: access to recordings, transcripts, and meeting participants, and the ability to delete recordings.

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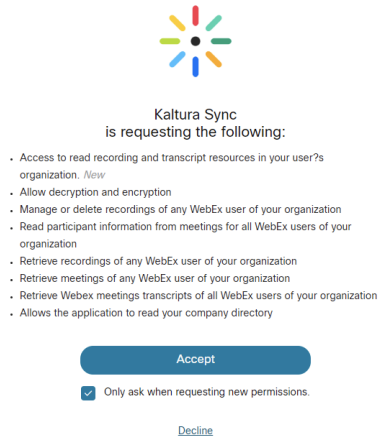
The integration code is temporary. You can use it only once to set up the Webex integration.

To connect your Webex account to Kaltura:

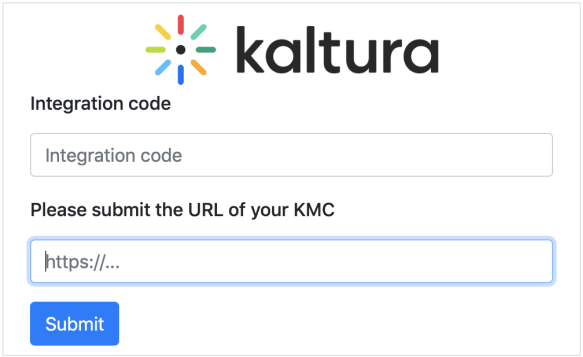
1. Go to the Webex authorization page.
2. Log in to Webex with your credentials.



3. Accept the application terms.

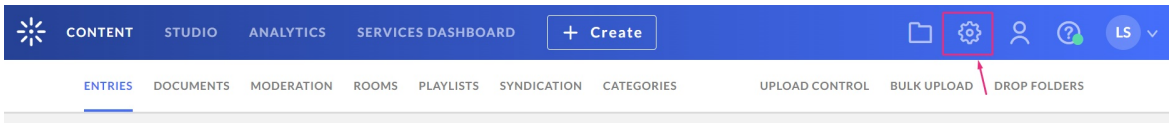


The **Authentication screen** appears. Use it to authorize with your Kaltura account credentials.

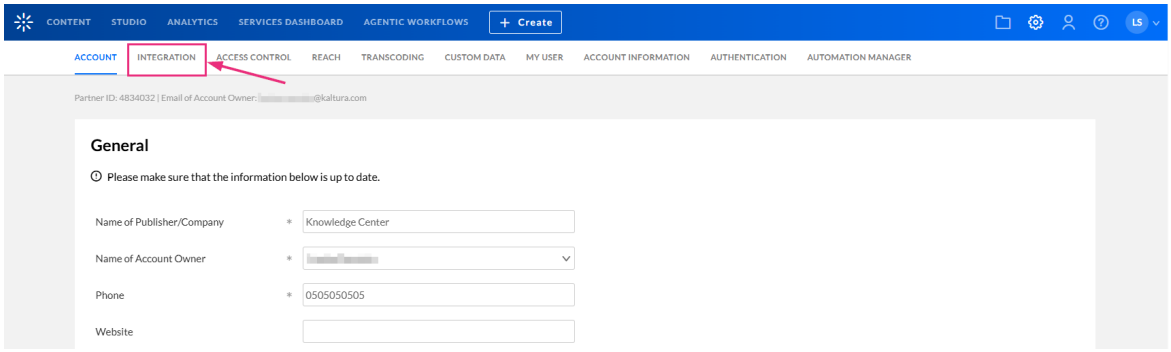


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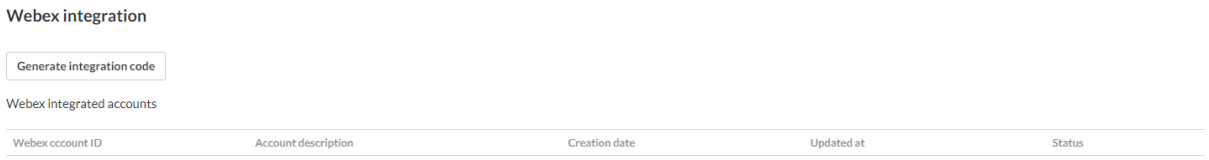
4. Enter the URL of your Rich Media Content Management System (Rich Media CMS).
   For SaaS installations, the URL is https://kmc.kaltura.com/index.php/kmcng/login.
5. Log in to the Rich Media CMS, and then select the **settings** icon at the top right.



   The **Account** page appears.
6. Select the **Integration** tab.



   The **Integration** page appears.
7. Scroll down to **Webex integration**, and then select **Generate integration code**.



   The integration code appears.
8. Copy the integration code, and then close the window.
9. Paste the integration code onto the **Authentication screen**, and then submit it.

Configure the Webex account information

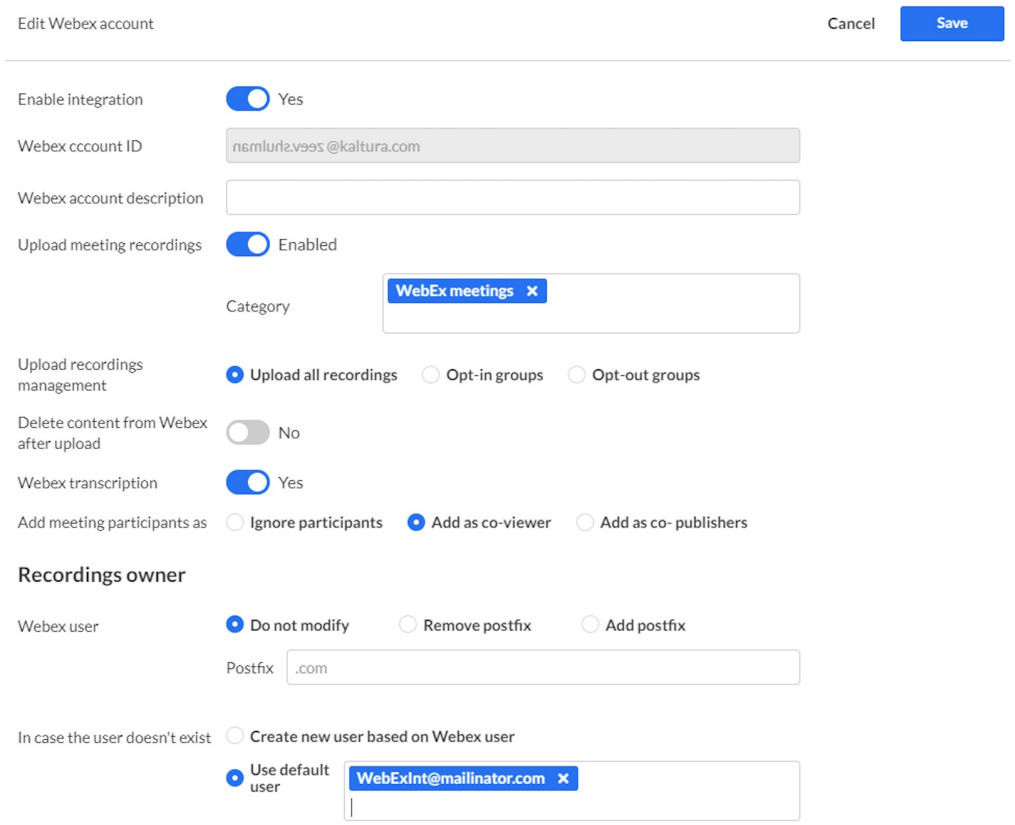
1. Select the **settings** icon at the top right.
   The **Account** page appears.
2. Select the **Integration** tab.
   The **Integration** page appears.
3. Scroll down to **Webex integration**.

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A list of all Webex integrated accounts appears.

4. Select the **three dots** in the row of the account you want to configure.



The **Edit Webex account** window opens.

5. Turn on **Enable integration**.
6. Configure the other settings described in the following table.

Field	Description	Notes
Enable integration	Turn on to enable the integration.	
Webex account ID	The ID of the connected Webex account.	You can't edit this field.

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Field	Description	Notes
Webex account description	Enter a description for the Webex account.	The description appears in the **Account description** column of the account list.
Upload meeting recordings	Turn on to upload Webex meeting recordings to Kaltura automatically. The recordings are placed in the category you enter in the **Category** field.	
Upload recordings management	• **Upload all recordings** • **Opt-in groups** • **Opt-out groups**	For the group options, see the opt-in and opt-out section.
Delete content from Webex after upload	Turn on to delete the content from Webex after it uploads to Kaltura.	When turned on, the content is deleted after one day. You can change the delay in the Webex drop folder, through the Admin Console.
Webex transcription	Turn on to use Webex transcription when uploading the content.	Transcripts and closed captions can arrive a little after the video.

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Field	Description	Notes
Add meeting participants as	• **Ignore participants** • **Add as co-viewer** • **Add as co-publishers**	You can add meeting participants as co-publishers or co-viewers, or define only the host as the owner of the recording. This setting applies to all meeting recordings. Co-hosts added during a live meeting aren't kept in Kaltura, because Webex doesn't save those changes with the recording.
Recordings owner		
Webex user	• **Do not modify** • **Remove postfix** • **Add postfix**	Kaltura matches the Webex user ID to a Kaltura user ID. If there's no match, Kaltura also tries to match the user's email address. Users are sometimes defined differently in Webex and Kaltura. For example, Webex may send the entire email address (such as `first.last@company.com`) or only the username (such as `first.last`). This setting syncs Webex users with Kaltura users by adding or removing a postfix (for example, `@company.com`) or keeping the same user ID as in Webex.

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Field	Description	Notes
Postfix	Enter the postfix to add or remove, for example `@company.com`.	
In case the user doesn't exist	• **Create new user based on Webex user** • **Use default user**	If you select **Use default user**, enter the default user ID in the field that appears. Kaltura uses this user if the Webex host user ID doesn't exist in Kaltura, and the default user becomes the owner of the uploaded recordings.

7. Select **Save**.

You can review and change all settings later.

Opt in or out of Webex auto-ingest based on groups

A Webex integrated account can be either opt-in or opt-out. Kaltura doesn't support both configurations in parallel.

1. Open the **Edit Webex account** window, as described in the previous section.
2. Under **Upload recordings management**, select one of the following options:
   - **Upload all recordings** (default)
   - **Opt-in groups**
   - **Opt-out groups**
3. If you selected **Opt-in groups** or **Opt-out groups**, enter at least one group in the field that appears.
4. Select **Save**.

With **Opt-in groups**, Kaltura ingests a recording if the user is a member of the configured groups. With **Opt-out groups**, Kaltura doesn't ingest a recording if the user is a member of the configured groups.

To create groups and assign users to them, see Managing Groups from the MediaSpace or KAF Admin Console. After you create a group, admins can find it in the Rich Media

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CMS through autocomplete.

If the user doesn't exist and you choose to use the default user, you must change `@defaultUserID@` to assign the user to a group.

Manage Webex integrated accounts

The **Webex integrated accounts** list shows all Webex integrations with the following information:

- **Webex account ID**
- **Account description**
- **Creation date**
- **Updated at**
- **Status**: Enabled or Disabled

Select the **three dots** in a row to:

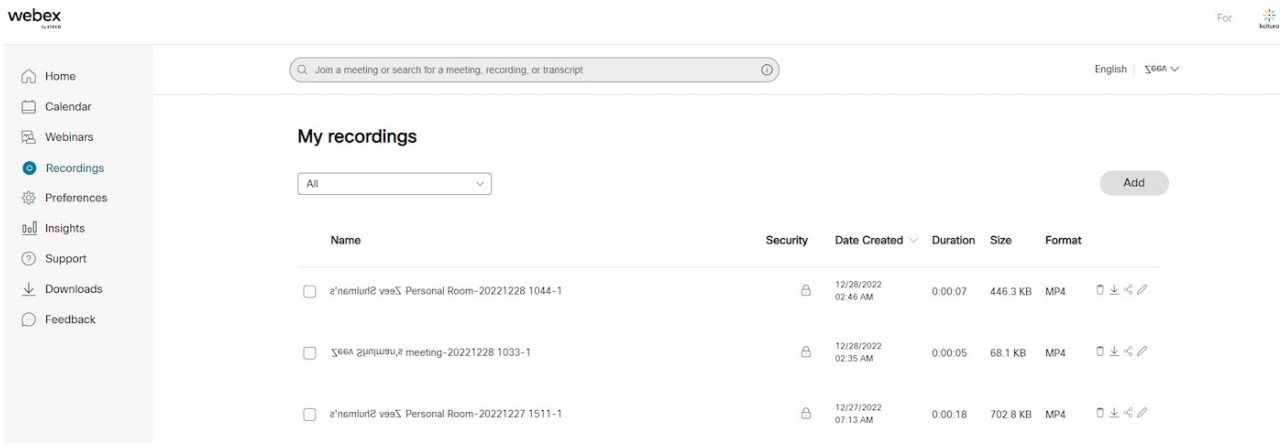
- **Edit**: opens the **Edit Webex account** window
- **Enable / Disable**: turns the integration on or off. When you enable it again, Kaltura uploads all recordings created in Webex while the integration was disabled.
- **Delete**: removes the integration

Deleting an integration breaks the connection to the Webex account, and new recordings stop uploading. Recordings already uploaded to Kaltura aren't deleted.

Manage Webex recordings in Kaltura

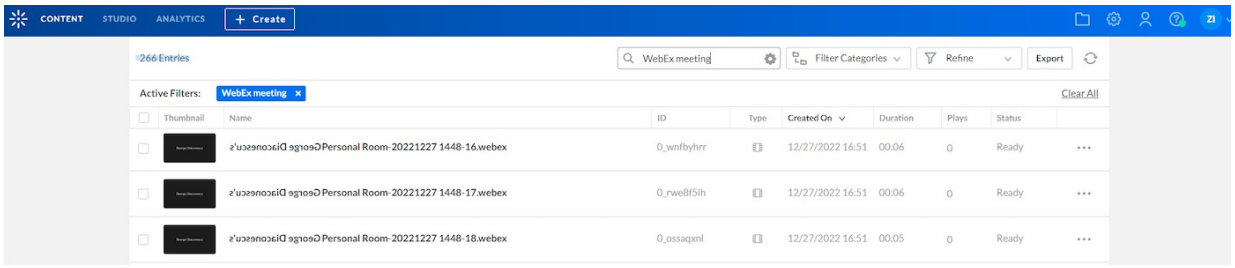
Users in the configured account can record Webex meetings, and the recordings upload to Kaltura automatically. When the meeting ends, Webex processes the recording and syncs it to Kaltura. The Webex recording ID becomes the media entry name for the recording.

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View Webex recordings

1. Go to **Content**, and then select **Entries**.
2. Filter the entries by **Category**.
3. Enter the Webex category name assigned to your account.



View the metadata of a Webex entry

1. Go to **Content**, and then select **Entries**.
2. Filter the Webex entries, and then select the entry.
3. Select the **Users** tab.

   The **Users** tab in the Rich Media CMS displays the following metadata:

- Recorded entry title: `Webex Recording - [ID:{Webex-Meeting-ID}]`
- Owner: the Webex host or the default Kaltura user ID
- Co-publishers (optional): any alternate Webex hosts

To view the category, select the **Metadata** tab. The category (optional) is the top-level category defined in the Webex application.

The **Description** field includes more information about the meeting, such as the Webex recording ID and the meeting time. The meeting time uses Webex event time. For example, a Z next to the time means the UTC/GMT time zone.

Delete Webex recordings

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To delete a Webex recording in Kaltura:

1. Go to **Content**, and then select **Entries**.
2. Filter the entries by **Category**.
3. Enter the Webex category name assigned to your account.
4. Select the checkbox for the entry you want to delete.
5. From the **Actions** menu (**three dots**), select **Delete**.

To delete multiple Webex recordings in Kaltura:

1. Go to **Content**, and then select **Entries**.
2. Filter the entries by **Category**.
3. Select the Webex category assigned to your account.
4. Select the checkboxes for the entries you want to delete.
5. Select the **trash can** icon.

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