imagicle¹

Antivirus recommendations

Incomplete recordings on an Imagicle UC Suite equipped with AV

It happens sometimes that certain Antivirus applications (like TrendMicro Apex) introduce a performance issue on Imagicle Call Recording, where actual recording starts after a few seconds delay, leading to an incomplete recording.

In this case, please make sure that AV is configured in the proper way, as described <u>here</u>.

If the problem persists, we strongly recommend to disable AV in the Imagicle UC Suite server.