imagicle

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 here.

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