imagicle

In Call Recording application there are empty recordings (empty/silent audio streams)

Applies to

Call Recording

Description

When you try to play a recorded audio file, you can't hear anything (empty audio stream).
When you run wireshark on Imagicle server and capture RTP packets, you can play them and hear conversation.

Cause

Windows firewall is enabled on Imagicle server and it is blocking RTP packets.

Solution

1) Disable Windows firewall
or
2) Configure Windows firewall to allow RTP packets. See sample below: