



Known Issue/Investigating: Some Collaborate EU hosted recordings created on November 11, 2021 are missing whiteboard content

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Product: Collaborate

Service Pack(s): Collaborate

Description: Some recordings created on November 11, 2021, between 12:00 Midnight GMT and 12:00 PM GMT in the EU region (eu.bbcollab.com) are missing whiteboard content. Affected recordings are playable, including audio and video, but whiteboard content is not visible during playback. Missing content cannot be recovered. We apologize for any inconvenience that this has caused.

Resolution/Workaround: The root cause of the November 11, 2021 incident has been identified and the incident was resolved the same day. Collaborate SRE and Development teams are actively investigating how to prevent this issue from occurring again in the future.

We ask that you please refrain from opening any new cases on Behind the Blackboard regarding this issue, since recordings with missing content cannot be recovered. Please subscribe to this article by logging in to [Behind the Blackboard](#) and clicking the **click to follow** button in the top right corner of the window. You will be notified when further information becomes available.