

Recording button does not create recording

Problem

- Using FreePBX v14 or later
- Recording file is not created.
 - This can be verified by checking the file system. By default, recordings will be located at "/var/spool/asterisk/monitor". If the recording was created and is not showing up, refer to the recording agent and recording widget documentation. If there is no recording file created, see solution.

Solution

Open the FreePBX one_touch_recording.php and look for:

```
//removing ,because we are handling mix monitor through dialpaln -> FREEPBX-14292 - mixMonPost not sending the variables if there is a space in b/w.  
//$astman->mixmonitor($masterChannel, "{$mixMonDir}{$year}/{ $month}/{ $day}/{ $callFileName}.$mixMonFormat", "ai (LOCAL_MIXMON_ID)$beep", $mixMonPost, rand());
```

Uncomment the second line. The code may look slightly different depending on your version, simply remove the two "/" characters at the start of the line to uncomment.

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```

The modification will cause the one_touch_recording.php script to initiate recordings. This is required to use iSymphony integration with the FreePBX one touch recording feature. If you would prefer to opt out of one touch recording entirely and use iSymphony recording strategy see: [Recording Source /Destination Extension Incorrect](#)