Troubleshooting Recording and Upload Failures

My Videos · https://coreel.ai/help/troubleshooting-recording-and-upload-failures/

If recording fails or uploads stall, use this workflow.

Recording Issues

Camera/mic unavailable

- Grant permissions in Chrome
- Select correct devices
- Close apps using camera/mic

Recording won’t start

- Reopen extension/app recorder
- Refresh page
- Re-approve permissions if prompted

Upload Issues

Upload stuck or slow

- Check network stability
- Retry on stronger connection
- Keep browser tab active during upload

Video missing after upload

- Wait for processing completion

- Refresh My Videos
- Recheck after short delay

Quality/Processing Issues

- Re-record with better lighting/audio
- Keep clips concise for faster processing
- Avoid heavy background apps during encode/upload

Admin/Dev Checks

- Verify backend storage connectivity
- Review processing/transcode logs
- Confirm no queue/worker bottlenecks
- Check file size/runtime limits in environment settings