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| **Status** | **Meaning** | **Next Steps** |
| Available Soon | Recording is currently being processed or uploaded (it is in the queue on the recording computer). | Wait until the recording has been uploaded and processed. |
| Being Processed | Recording was uploaded and is currently being processed by the service. | Wait until the processing is completed. |
| Failed | Recording was uploaded but the service could not process it. | Attempt to re-upload the recording (<https://help.tegrity.com/how-to-upload-a-recording-pc.html>). If the re-upload fails, contact your institution’s Tegrity administrator and ask that the recording be manually re-processed. If re-processing fails, have the Tegrity administrator contact Tegrity Technical Support. |
| Moving/Copying | Recording is currently being moved or copied to another course. | Wait until the move/copy process is completed. |
| Network Fault | Recorder in which the recording is in the upload queue has not communicated with the service for more than 24 hours.  (The recording computer is likely turned off or not connected to the internet.) | Make sure that the recording computer is turned on (not asleep or in hibernaton mode) and connected to the internet. |
| Not Published | Course instructor has selected to not publish the recording for student access. | Publish the recording using the Actions > Publish function. |
| Pending | Recording is waiting to be uploaded in the Recorder queue (on the recording computer). | Make sure that the recording computer is turned on (not asleep or in hibernaton mode) and connected to the internet. |
| Processing Error | Recording failed to process on recording computer. | Contact your institution’s Tegrity administrator and ask him/her to contact Tegrity Technical Support. |
| Uploading Error | Recorder failed to upload the recording. | Make sure that the recording computer is turned on (not asleep or in hibernaton mode) and connected to the internet. Manually re-upload the recording. |