

Why don't Zoom videos copy to Kaltura?

This article is designated for administrators.

About

This issue occurs when the user didn't exist in the system the first time a Zoom recording for them came over. The user ID is auto-created by the integration unless the user already has an account.

Action to take

Find user by email using API

1. Select call for User - List
2. Use the 'Email Like' filter and set it to the user's email.

You should see more than one account. Likely one of them has the email address as their User ID value. **The one with the email address as the User ID is the one auto-created by the Zoom integration (unless they are a KMC admin).** This is the account you should be removing in the next steps.

Reassign user data / content to correct account

1. Take all the content owned by email address user (in the KMC), reassign to the numeric string user (their SSO/LMS uses numeric strings as user ids). **In the Content area in KMC, search for the user Id and set the search to be based on Owner.**
2. Remove the account with email address as User ID in API. Use the call - User - Delete then input user ID string.

[template("cat-subscribe")]