How to avoid the "3rd party cookie" error message in the KAF based LMS Integrations

Several browsers do not block third-party cookies by default. However, Safari and Firefox automatically block third-party cookies. Google will soon join Safari and Firefox in blocking third-party cookies in its Chrome web browser.
To avoid a "3rd party cookie" error message, Chrome users may uncheck the option to block third-party cookies manually via the browser's "Settings" page. For step-by-step instructions, please click here.

KAF (Kaltura Application Framework) provides a multi-step user experience, and as such, maintains a user's state over multiple HTTP requests using a session cookie. Without it, the user will lose their session and cannot perform any action within the KAF frame.

As KAF is under a separate domain, cookies are considered 3rd party. We suggest creating a subdomain for KAF to overcome this blocking configuration. Cookies set in iframe pages must be of the same domain as the top page.

> ⚠ If your LMS environment is hosted under your LMS provider's domain, please contact a Kaltura solutions expert before proceeding.

If you have encountered error messages in your LMS integration, please follow the steps below to resolve the issue.

If your LMS Environment is hosted under your domain

Using the **Hostnames** Module, administrators can set a new alias with their own company or school's domain. By loading KAF through a sub-domain of your LMS environment, the cookie is no longer considered 3rd party, thus browsers will not block them. For example, create a sub-domain for your KAF instance (e.g., if your LMS domain is: lms.univ.edu, create a subdomain of: kaf.lms.univ.edu)

See How to Assign Your Own Domain to a Kaltura MediaSpace or KAF SaaS Instance for more information.

> ⚠ If a "***Tab "hostnames" not found!***" alert shows, contact your Kaltura representative and ask them to enable the module on your instance.
>
> For technical assistance, please submit a ticket via the Customer Care Portal with the following information:
> 1. PID and KAF instance.
> 2. New subdomain for KAF (and a developer key if you are using Canvas)

If you are using Canvas

If you are using Canvas, a developer key must be issued to the new subdomain. An account admin for the school can do this by following this guide: https://community.canvaslms.com/docs/DOC-4675.
A Vanity URL and a Dev Scoped Key are required in both LTI 1.1, and LTI 1.3, to learn more see Kaltura Video App for Canvas Upgrading from LTI 1.1 to LTI 1.3 .

See also Setting Up an Alias Hostname for KMS and KAF .

If you are using DuckDuckGo

The DuckDuckGo Chrome extension is not supported and using it could lead to potential playback issues.

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