

## Collecting Support Logs within Kaltura Applications

Last Modified on 02/21/2024 12:37 pm IST

Users can collect support logs within Kaltura applications (KMS/KAF), without using any external tools or the browsers' developer tools.

1. Navigate to the link `<app-root-url>/start-record`.
2. The app starts collecting the logs and the following message displays:  
"Log collection started. Please proceed to reproduce the issue and when completed, navigate to `<app-root-url>/end-record`"

Log collection started. Please proceed to reproduce the issue and when completed, navigate to

```
sample.mediaspace.kaltura.com/end-record
```


3. Reproduce your issue.
4. Please note and provide the timeline of events that led up to the error string.
5. When complete, navigate to `<app-root-url>/end-record`.

The following message displays:

"Log collection ended. Please copy the session data as follows and send it to the Customer Care Team" along with the timeline of events.

Log collection ended. Please copy the below session data and pass to the Customer Care team.

```
c3RhcncQ6IDA2LzEwLzIwMTksIDExOjUxOjQ0OyBzZXNzaW9uczo1ZDk5YWI1NDdmNzg4O2FqYXg7bn1kYy1rbXNwcm9kLTAxLGVuZDogIDYvMTAvHjAxOShgHTE6NTY6MDU=
```

 Note: When a log is required from a Learning Portal/LMS integration, the URL to use must be the KAF URL and not the LMS's. For example, do not use `blackboard.kaltura.com/record-start`, but `blackboard.kaf.kaltura.com/record-start`.