Collecting Support Logs within Kaltura Applications

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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 /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 /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 /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.

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.

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