Collect support logs in Content Hubs

Content updated: 10/03/2019

This article is designated for administrators.

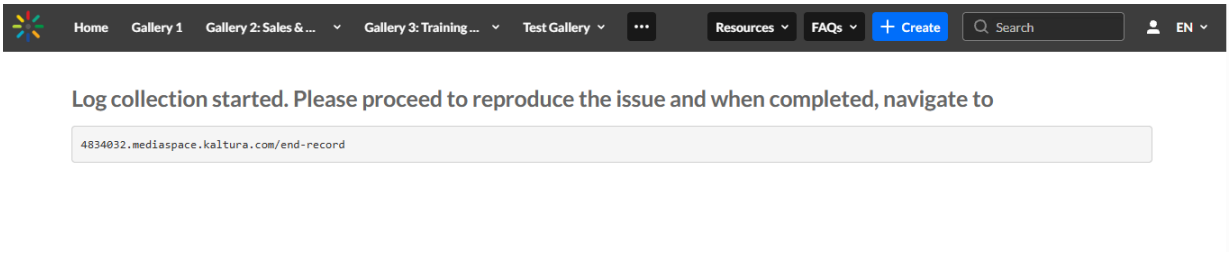
About

This article explains how to collect support logs in Content Hubs, the legacy Video Portal, and LMS Extensions. You don't need any external tools or your browser's developer tools.

Collect support logs

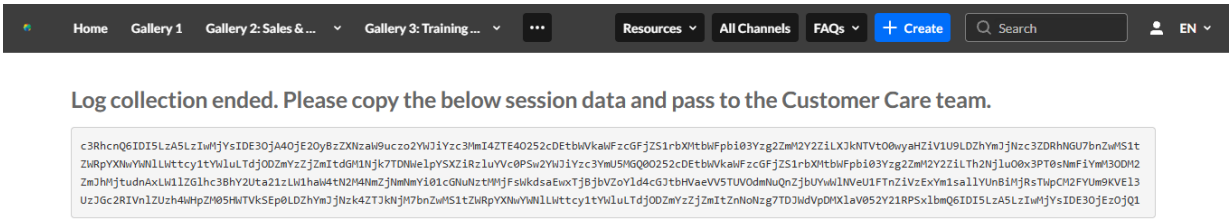
For an LMS integration, use the LMS Extensions URL, not the LMS URL. For example, use `https://blackboard.kaf.kaltura.com/start-record`, not `https://blackboard.kaltura.com/start-record`.

1. Go to `https://{your_site_url}/start-record`.
   Log collection starts and the message *Log collection started. Please proceed to reproduce the issue and when completed, navigate to* appears, followed by your end-record URL.



2. Reproduce the issue.
3. Keep track of each action you take, when you take it, and any error message that appears.
4. Go to `https://{your_site_url}/end-record`.
   Log collection ends, and the message *Log collection ended. Please copy the below session data and pass to the Customer Care team.* appears, followed by your session data.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



5. Copy the session data from the box, and send it to the Kaltura Customer Care team. In the same message, describe what you did, when you did it, and any error messages you saw.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.