


How to Enable Privacy Settings for Kaltura Capture on Mac

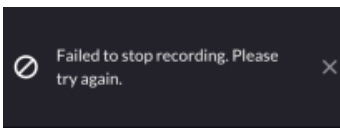
This article describes how to enable Privacy Settings for Kaltura Capture on Mac OS.

 Please make sure to first validate the hardware and software requirements for Kaltura Capture. See [Kaltura Capture - Prerequisites and System Requirements](#).

Symptoms

One of the following screen errors might display when attempting to start/stop your Kaltura Capture recording.

- "Failed to start recording. Please try again."
- "Failed to stop recording. Please try again."
- "Failed to load secondary device. Please restart the application."
- "Failed to load audio device. Please restart the application."



Cause

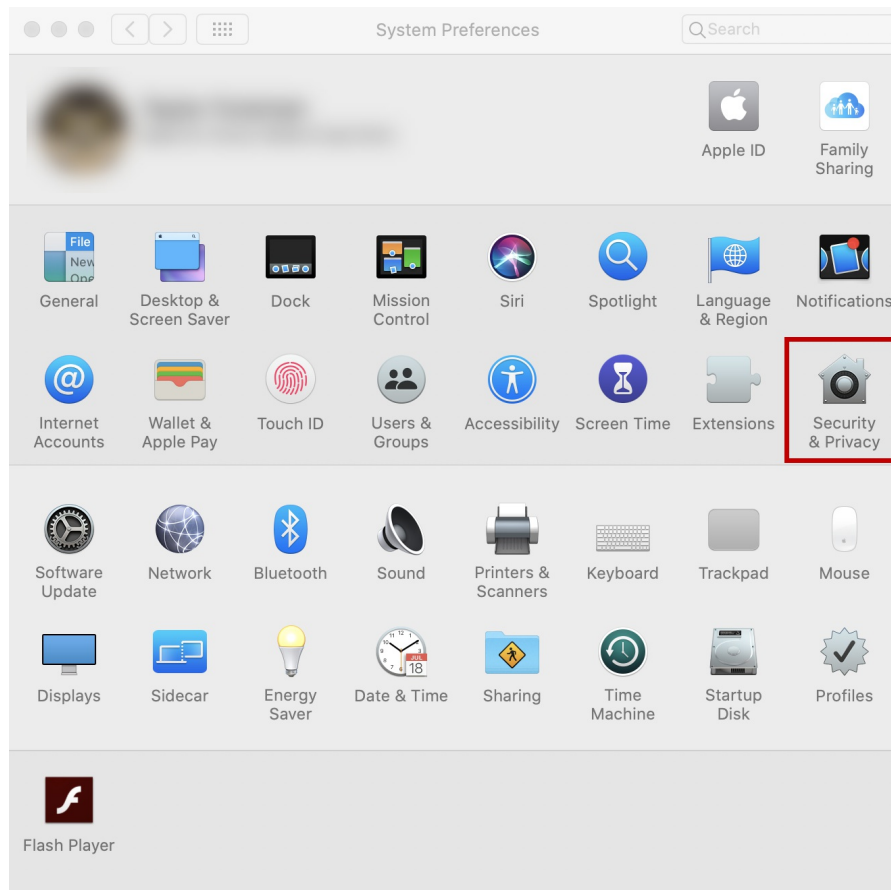
- Kaltura Capture application is not allowed to record the content of your screen/camera/audio.

Solution

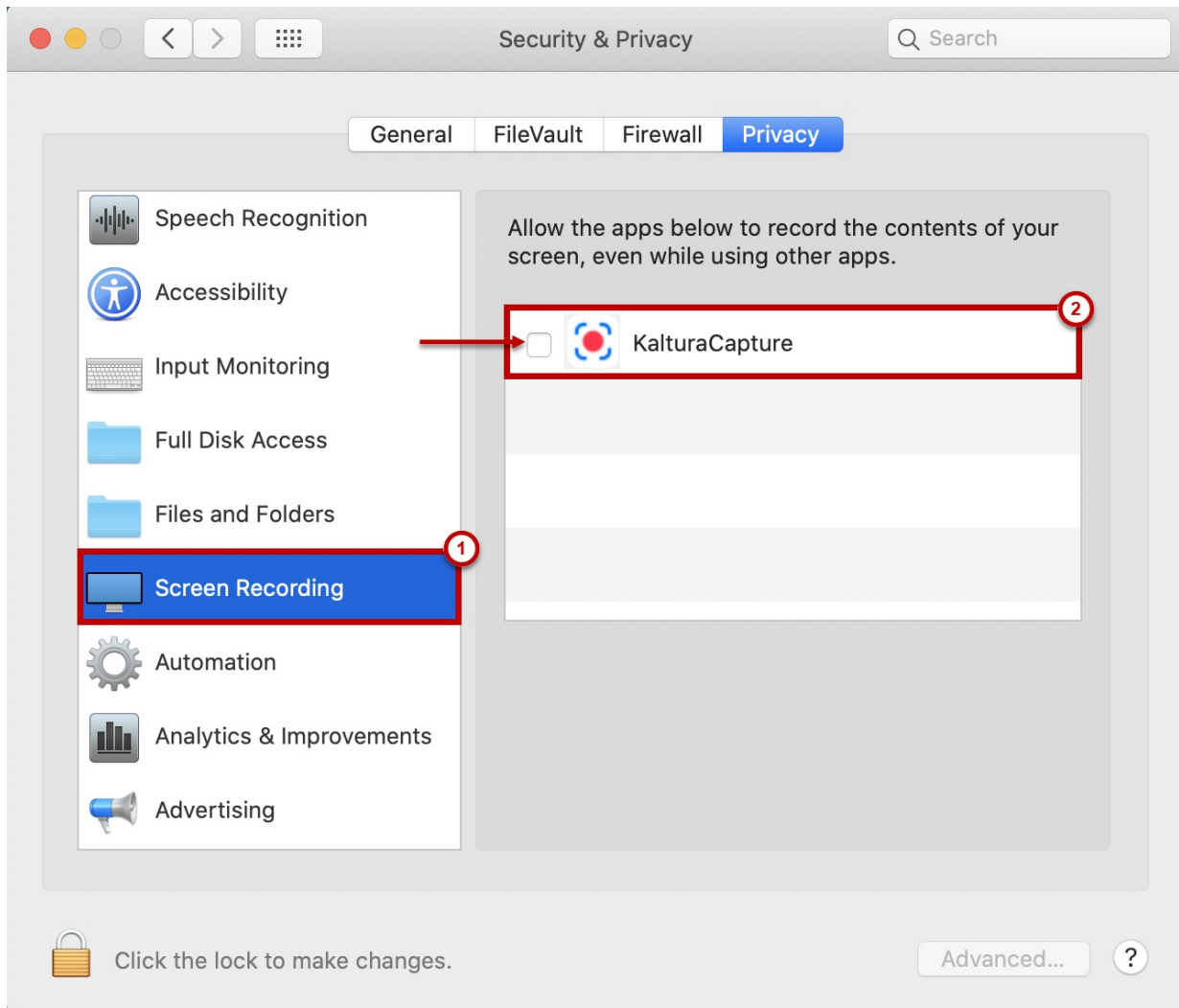
Enable the Privacy Setting on Mac OS using the following steps:

 To enable Mac screen recording permissions


1. Close Kaltura Capture.
2. Go to '**System Preferences**'.
3. Click on '**Security & Privacy**'.




4. Go to '**Screen Recording**' and check the box next to '**KalturaCapture**' .



5. Restart the application after changes are done to take effect.

 To enable Mac camera permissions

1. Select '**System Preferences**' from the Apple menu.
2. Click the icon labeled '**Security & Privacy**'.
3. Click the '**Privacy**' tab at the top.
4. In the left-hand column, click on '**Camera**' to manage app permissions.
5. Tick the box next to '**Kaltura Capture**' app to grant access to the camera.
6. Restart the application after changes are done to take effect.

 To enable Mac microphone permissions

1. Select '**System Preferences**' from the Apple menu.



2. Click the icon labeled **'Security & Privacy'**.
3. Click the **'Privacy'** tab at the top.
4. In the left-hand column, click on **'Microphone'** to manage app permissions.
5. Tick the box next to **'Kaltura Capture'** app to grant access to the microphone.
6. Restart the application after changes are done to take effect.

[template("cat-subscribe")]
