

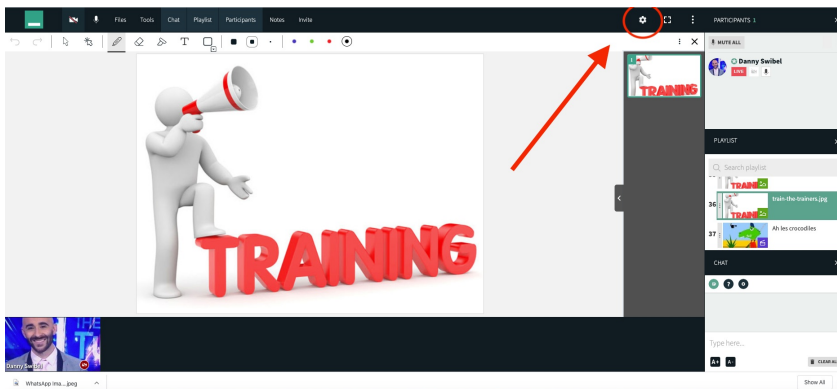
How Can I Send Logs & Receive Technical Support In Kaltura Meetings?

You may send support logs from inside the Kaltura Meetings live room. Kaltura Customers with an active Support plan (e.g. Silver/Gold/Platinum) should open up a ticket by logging into the Kaltura Customer Care portal (by clicking [here](#)).

How To Send Support Logs

If you are having technical issues during your live session, sending support logs helps our [Customer Care team](#) better serve you.

1. Select **Settings** ⚙️ in the top right of your live classroom.
2. Click **Contact Support** in the button left.
3. Fill in the quick *Contact Support* form.
 - a. Select the checkboxes that apply.
 - b. Enter a custom message with as much detail as possible describing the issue you are experiencing and who is experiencing it. This helps!
 - c. Leave *Send logs* checked. Logs enable us to understand the issue effectively. Choosing not to send the logs will partially inhibit our ability to offer prompt technical support.
4. Click the **Send** button.



Allow all participants to use: ✕

Device Settings

- Access & Security
- Room Mode
- Default Permissions
- Quick Poll Settings
- Chat Settings
- Browser Focus

Select webcam

FaceTime HD Camera

Select microphone

Microsoft LifeChat LX-3000 ...

☐ Loopback mic to output

Select audio output

Default - Microsoft LifeChat...

Danny Swibel

[Contact Support](#)

Close

Submit Support Logs ✕

Regarding

☐ Webcam Quality
 ☐ Microphone Quality
 ☐ Content Playback

Message

Enter your message. Please provide as much detail as possible

Send logs

☒ For the best support, please include your logs.

Send

Close

⚠ We advise that the log submission should be sent during the time issue occurred to properly review for investigation and to see the users that are impacted.

[template("cat-subscribe")]