

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

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i Legacy notice

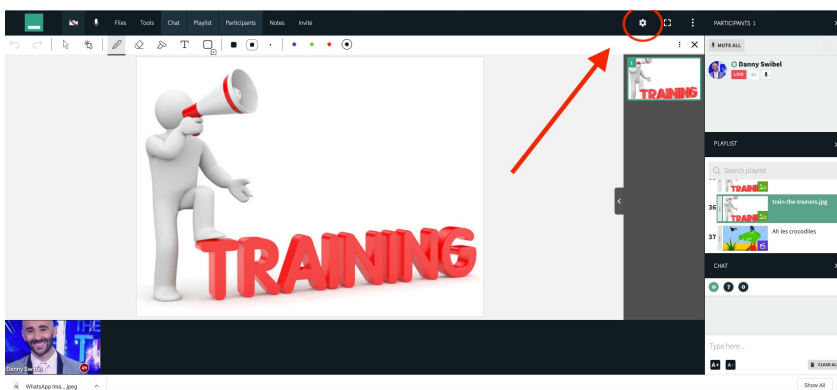
This article documents the **legacy KME Room**. For information on the new room, please visit the [new Kaltura Room documentation](#).

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...

Contact Support

Close

Kaltura Meeting version NR2

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.