Troubleshooting "Failed to allocate resource" alerts

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This article is designated for all users.

About

A **Failed to allocate resource** alert displays when Express Capture can't access or start your camera or microphone. This may happen when browser permissions are blocked, another application is using the device, or Express Capture is opened within an embedded page.

Make sure you're using a supported desktop browser. Express Capture is not supported on mobile devices or tablets, including iPhones and iPads. For details, see Express Capture supported browsers and devices.

Could not start video source

The following alert indicates that Express Capture couldn't start your camera:

Failed to allocate resource: Could not start video source

Resolution

1. Make sure your camera is connected and turned on.
2. Close any other applications or browser tabs that may be using the camera.
3. Make sure your browser and operating system allow camera access. For instructions, see Enable your webcam and microphone.
4. Refresh the page and try again.

Open the recorder in a new tab

If Express Capture is opened within an embedded page, browser permission policies may prevent it from accessing your camera or microphone. An administrator can configure the recorder to open in a new browser tab:

1. Open the Configuration Management console.
2. Go to the **Recorder module**.
3. Find the `recorderOpenInNewTab` field and set it to 'Yes'.
4. Click **Save**.

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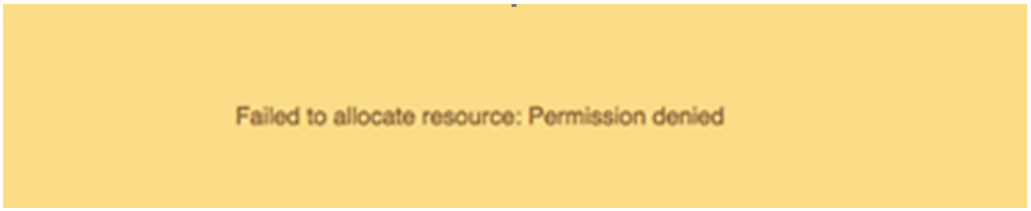
This setting doesn’t apply when Express Capture is opened from Browse and Embed (BSE) in an LMS application. In BSE, the recorder always opens in the same tab.

Permission denied

The following alert indicates that your browser or operating system has blocked access to your camera or microphone:

Failed to allocate resource: Permission denied



Resolution

1. Click the site information or permissions icon next to the website address in your browser.
2. Set **Camera** and **Microphone** to 'Allow'.
3. Refresh the page and try again.

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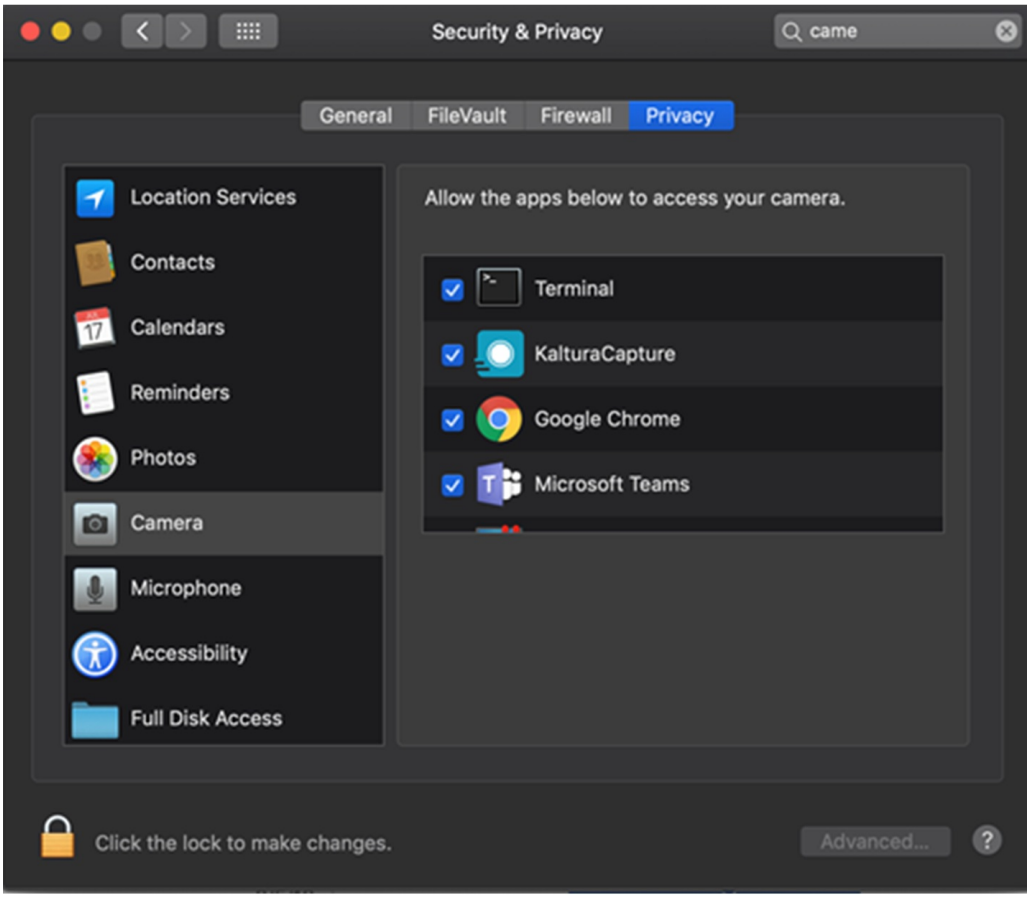

If the alert continues, check your operating-system privacy settings and make sure your browser is allowed to use the camera and microphone. For browser-specific instructions, see Enable your webcam and microphone.

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