


Zoom Integration - Setup Guide

Last Modified on 01/03/2025 12:50 pm IST

 This article is designated for administrators.

About

With Kaltura's Zoom integration, you can effortlessly upload and archive your meetings and webinars, keeping everything organized in one place. Recordings are neatly categorized in KMC, and under **My Media** in Kaltura's MediaSpace video portal for the matched user ID. The Zoom meeting host is the recording owner in Kaltura, plus, you can easily collaborate by adding co-hosts. And don't worry about losing important details – transcription files and chat transcripts are automatically saved alongside your recordings in Kaltura.

 If the Zoom transcript option is enabled, REACH captions and transcripts will not be generated as these are ingested from Zoom.
For REACH captions, please turn off the Zoom transcript option in the integration settings for Zoom.

The Zoom integration is available in the Zoom marketplace and can be found here: <https://marketplace.zoom.us/apps/VqdWYBqSRg-G6y4GTVMnCQ>

Prerequisites

Zoom prerequisites:

- A paid Zoom account
- Access to Zoom Cloud Recording

Kaltura prerequisites:

- A KMC User ID, Partner ID, an Administrator Secret for an administrator to configure the integration.
- A Kaltura user ID for end-users to set ownership of recordings in their Zoom profile.

Notes on administrator setup

- Each Zoom account is linked to a specific Kaltura account for recording transfers.

Zoom integration features

- Ability to delete recordings from Zoom after the import.
- Import legacy content.

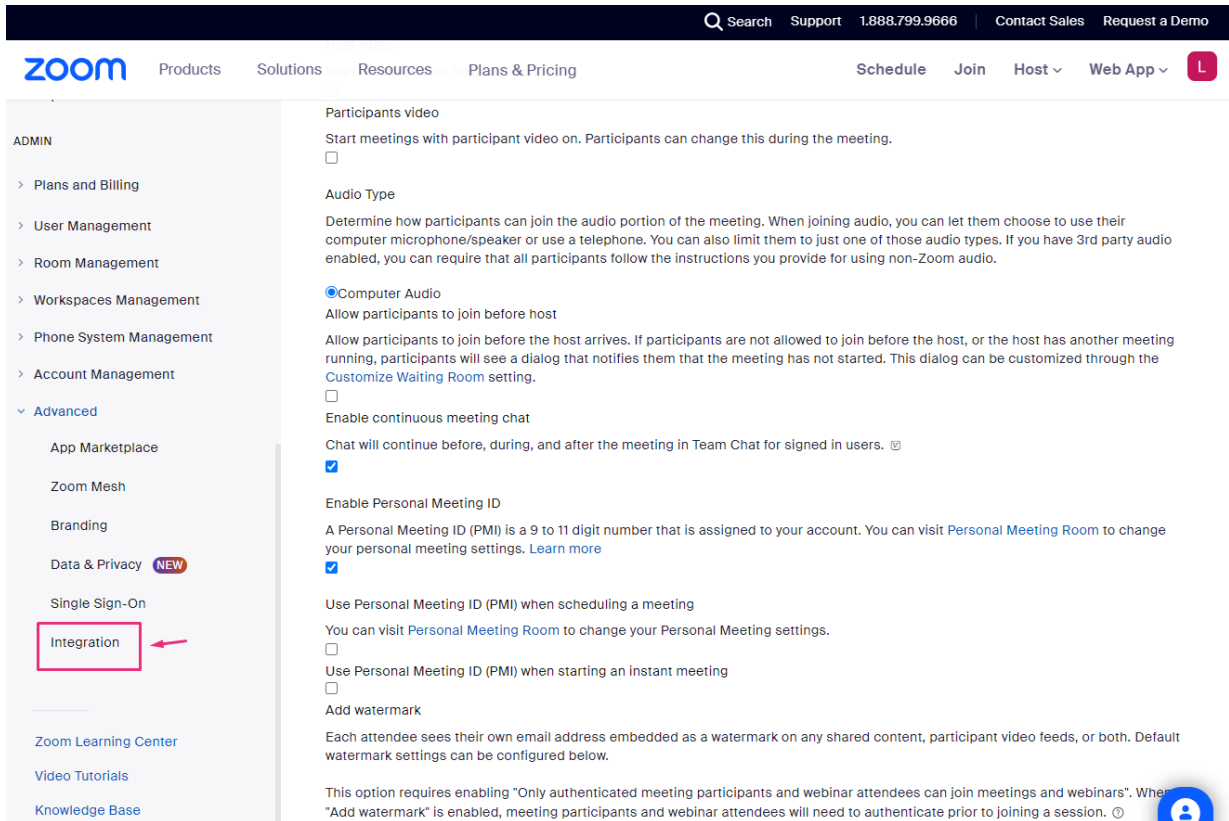
- Connect multiple recordings from the same session to multi-stream video.
- Select whether to upload Zoom transcription.
- Automatically publish imported content to a specific selected Category / LMS Category.
- Set the recording owner - based on the Zoom user ID or CMS User ID.
- Support for up to three Zoom accounts per Kaltura.

Set up Zoom integration

For a quick guide on installing the Kaltura Zoom plug-in, check out the video below.

! If you are using the legacy [Zoom Kaltura Integration](#), please be certain to cancel and remove the legacy integration settings and enable the latest available Kaltura integration with Zoom from the [Zoom Marketplace](#).

1. Browse to the [Zoom Marketplace](#) website and login with your admin credentials.



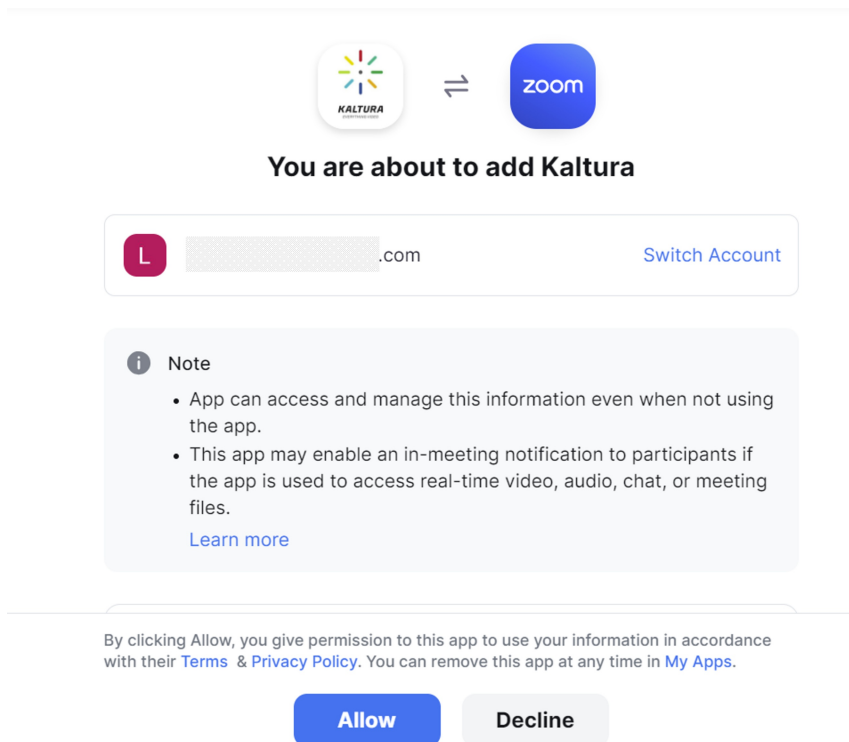
The screenshot shows the Zoom Marketplace Admin interface. The top navigation bar includes a search icon, 'Support', '1.888.799.9666', 'Contact Sales', and 'Request a Demo'. Below this is a secondary navigation bar with 'zoom' logo, 'Products', 'Solutions', 'Resources', and 'Plans & Pricing'. On the right side of this bar are 'Schedule', 'Join', 'Host', 'Web App', and a user profile icon 'L'. The main content area is split into a left sidebar and a right main panel. The sidebar lists various administrative categories under 'ADMIN', including 'Plans and Billing', 'User Management', 'Room Management', 'Workspaces Management', 'Phone System Management', 'Account Management', and 'Advanced'. Under 'Advanced', 'Integration' is highlighted with a red box and a red arrow. The main panel displays settings for 'Participants video', 'Audio Type', 'Enable continuous meeting chat', 'Enable Personal Meeting ID', and 'Add watermark'. The 'Integration' option is currently unchecked.

2. Search for and then select [Kaltura](#).

App Marketplace > Kaltura

**Kaltura**By Kaltura
**Add**

3. Click **Allow** to add the application to your account.

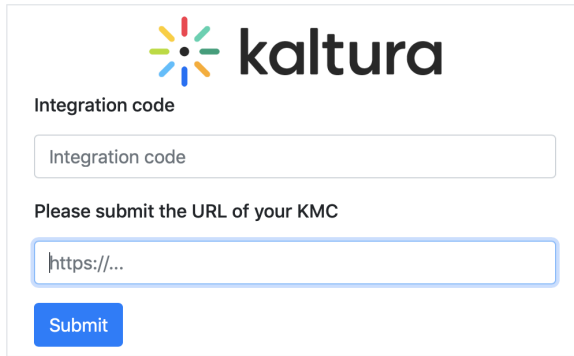



4. To identify a user, you'll need to generate the integration code within the Kaltura Management Console and then paste it onto your Zoom initial setting page.

The **Authentication Screen** displays.

Authenticate/authorize with your Kaltura account credentials. For SaaS installations, the URL is <https://kmc.kaltura.com/index.php/kmcng/login>.

5. Go to your KMC to get the Integration code.



 **kaltura**

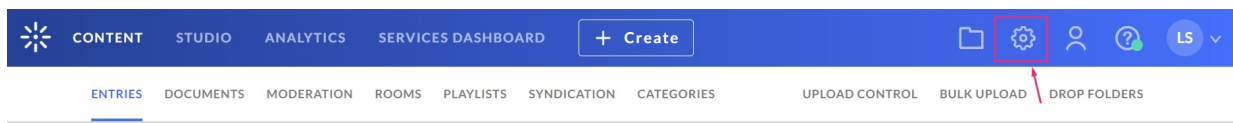
Integration code

Please submit the URL of your KMC

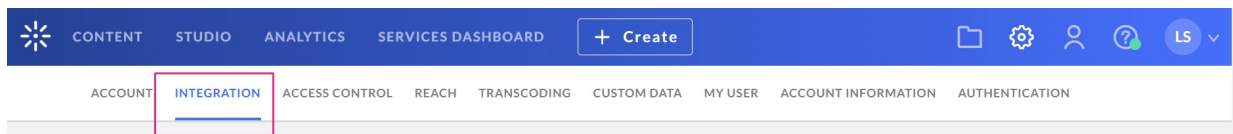
Submit

Get Integration code

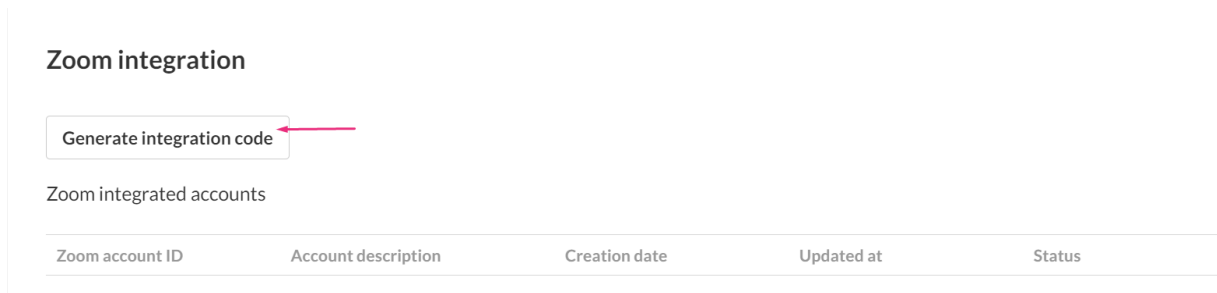
1. Login to the KMC and click the **settings icon**.



2. Click the **Integration** tab.



3. Scroll down to **Zoom integration** and click **Generate Integration code**.



The Integration Code is generated.

4. Click **Copy and Close**.

Integration code


Zoom integration code

```
 djJ8NDgzNDAzMnxYojXUFdX-  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
 XKYWTCYQk1dZYKfblb0P0G0cpbJ22aoe
```

Cancel

Copy and close

Once the code is copied, it's saved to the clipboard, and you'll see a confirmation message: *'Copied to the clipboard.'* (For security, the code is intentionally blurred in this article.)

 This code is temporary and can only be used once for setting up Zoom integration.

Once you've entered the copied code into the Authentication Screen or initial setting page on Zoom, you can proceed to configure the Integration settings in the KMC.


Edit Zoom account information

In Zoom integration, you'll see a list of all Zoom integrated accounts.

Zoom integration

Generate integration code

Zoom integrated accounts

Zoom account ID	Account description	Creation date	Updated at	Status	
		Mar 3, 2024	Mar 7, 2024	Enabled	...

1. Click on the relevant Zoom integrated account to open the Zoom account window where you can configure the settings.

Default User ID

Zoom Category

Zoom Webinar Category

Settings

Enable Integration

Enable meeting upload

Enable webinar upload

Setting owner for recordings

Create new user if no match is found

Enable automatic deletion of files

Enable Transcriptions

Based on Zoom User ID

How matching Zoom users should be handled:

Do not modify Add postfix Remove postfix

Postfix

Based on cms_user_id (SAML mapping)


How meeting participants should be handled:

Add as Co publishers Add as Co viewers Ignore participants

2. Enter the settings information:

Default User ID - This User ID will be used if the Zoom host user ID does not exist in Kaltura and will become the default owner for uploaded recordings.

Zoom Category - Enter a category for Zoom meeting recordings and the Zoom web.

 Different categories may be selected for meeting recordings and webinar recordings. To publish Zoom Recordings to a Learning Management System (LMS) category, see [Publishing Zoom Recordings to LMS Categories](#).

Zoom Webinar Category - Enter a category for Zoom Webinars to assign recordings from webinars to this category.


Settings - Toggle the desired settings:

- **Enable Integration** - Toggle onto 'Yes' to enable the integration.
- **Enable Meeting Upload** - When set to 'Yes', Zoom meeting recordings will be uploaded and automatically placed in the Zoom Category defined on this screen.
- **Enable Webinar Upload** - When set to 'Yes', Zoom webinar recordings will be

uploaded and automatically placed in one of the Zoom Webinar category defined in this screen.

Setting Owner for Recordings - Setting the owner of the recording can be done in two ways: based on Zoom user ID or based on CMS mapping (SAML mapping):


- **Create a new user if no match is found**
- **Enable automatic deletion of files** - Select whether to delete the content from Zoom after uploading to Kaltura.

 When enabled, the content will be deleted after 1 day. The delay time can be updated in the Zoom drop folder, via Admin Console.

- **Enable transcriptions** - Select whether to use Zoom transcription when uploading the content.


Based on Zoom user ID - How matching Zoom Users should be handled:

- Do not Modify
- Remove Postfix
- Add Postfix

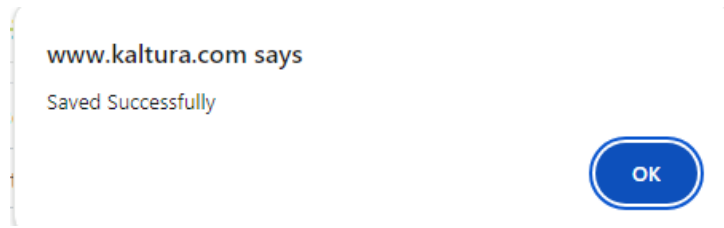
 When choosing the Zoom User ID, the Zoom user ID is matched to a Kaltura user ID, and as a fall back, Kaltura also tries to match the user's email address. In some cases, users are defined in Zoom differently than they are defined in Kaltura. For example, Zoom may transfer the entire email address (e.g. first.last@company.com) and in some cases only the user name (e.g. first.last). This setting enables sync between Zoom users and Kaltura users by adding or removing a postfix (e.g. @company.com) or maintaining the same user ID as in Zoom.

Based on cms_user_id - If using SAML mapping in Zoom, Kaltura can also match the CMS user ID provided by Zoom mapping. How meeting participants should be handled:

- Add as co-publishers
- Add as co-viewer
- Ignore Participants

 Using the drop-down menus, Alternative hosts and co-hosts can be automatically added as co-viewer, co-publisher, co-editor, or co-editor & co-publisher. Meeting participants may be added as co-publishers, co-viewers, or only the host can be defined as the owner of the recording. **This option applies to all meeting recordings.** This option is only applicable when selecting to map user names through Zoom User ID.

3. After all the settings are defined, click Save to apply your configuration.




⚠ For the first phase of the Kaltura Integration with Zoom you will need to:

- Disable the integration and then enable the integration again.
- Review and update the integration settings and Save.

Zoom integration

Generate integration code

Zoom integrated accounts

Zoom account ID	Account description	Creation date	Updated at	Status	
[REDACTED]		Mar 3, 2024	Mar 7, 2024	Enabled	

Edit

Disable

You can use the **three dots menu** next to the relevant integration to:

- enable / disable the integration
- edit the settings (as shown below)

Edit Zoom account Cancel

Enable integration Yes

Zoom account ID

Zoom account description

Upload meeting recordings Enabled

Category

Upload webinar recordings Enabled

Webinar category

Upload recordings management Upload all recordings Opt-in groups Opt-out groups

Delete content from Zoom after upload No

Zoom transcription Yes

Configure users permissions for uploaded recordings

Alternative hosts ▼

Co-Hosts ▼

Participants ▼

Setting owner for recordings

Set user based on Zoom user Do not modify Remove postfix Add postfix

Postfix

CMS user ⓘ

In case the user doesn't exist Create new user based on Zoom user Use default user

Auto-ingest based on groups

- In the **Edit Zoom account** screen, choose one of the following:
 - Upload All Recordings (default)
 - Opt-in Groups
 - Opt-out Groups
- If you choose Opt-in Groups or Opt-out Groups, an additional field displays where you must enter at least one group. If the user is a member of the configured group(s), the recording will be ingested.

Upload Recordings Management Upload All Recordings Opt-in Groups Opt-out Groups

Opt-in Groups

If you choose Opt-out Groups, an additional field displays where you must enter at least one group. If the user is a member of the configured group(s), the recording will not be ingested.

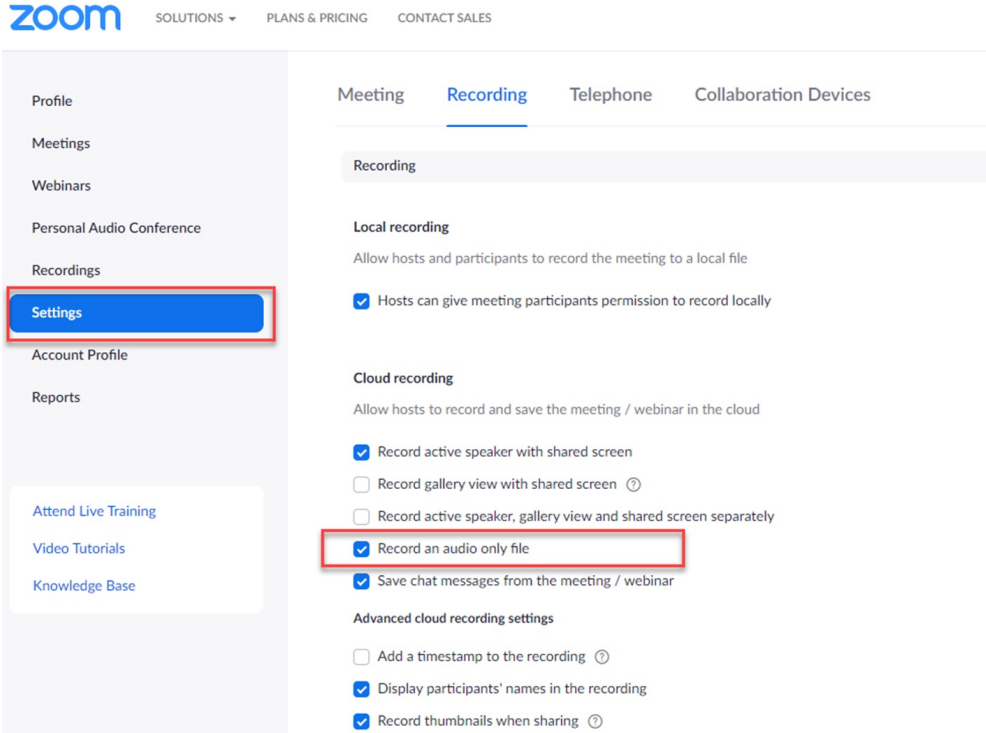
⚠️ A Zoom-integrated account can be either opt-in or opt-out. Both configurations in parallel are not supported.

💡 For information on how to create groups and assign users to groups, see [Managing Groups from the MediaSpace](#) or [KAF Admin Console](#). After the creation of a group, admins can find the groups in the KMC (by auto-completion).

⚠️ When setting a user, if the user doesn't exist and you choose to use the default user, @defaultUserID@ must be changed to assign the user to a group.

Handling audio files

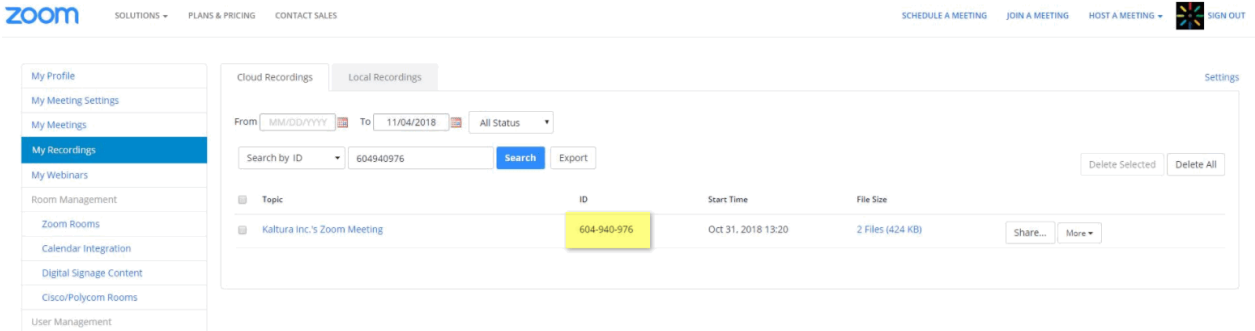
If your Zoom account is configured to record an audio-only file, Kaltura will assign that recording as the parent video in a dual stream recording from Zoom. If you don't want this to happen, we recommend turning off audio-only recordings in Zoom (uncheck the box next to **Record an audio only file**, then click **Save**).



The screenshot shows the Zoom account settings page. The left sidebar contains navigation options: Profile, Meetings, Webinars, Personal Audio Conference, Recordings, **Settings** (highlighted with a red box), Account Profile, and Reports. Below the sidebar are links for Attend Live Training, Video Tutorials, and Knowledge Base. The main content area is titled 'Recording' and includes sections for 'Local recording' and 'Cloud recording'. Under 'Local recording', the option 'Hosts can give meeting participants permission to record locally' is checked. Under 'Cloud recording', the option 'Record an audio only file' is checked and highlighted with a red box. Other cloud recording options include 'Record active speaker with shared screen' (checked), 'Record gallery view with shared screen' (unchecked), 'Record active speaker, gallery view and shared screen separately' (unchecked), 'Save chat messages from the meeting / webinar' (checked), and 'Advanced cloud recording settings' which includes 'Add a timestamp to the recording' (unchecked), 'Display participants' names in the recording' (checked), and 'Record thumbnails when sharing' (checked).

Create Zoom recordings

Users in the configured account can now record their Zoom sessions, and the recordings will be seamlessly uploaded to Kaltura. Once the meeting concludes, the recording is automatically processed and synced to Kaltura, adopting the name "Zoom" followed by the Zoom ID for easy identification.



The screenshot shows the Zoom Cloud Recordings interface. On the left is a navigation menu with options like 'My Profile', 'My Meeting Settings', 'My Recordings', and 'My Webinars'. The main area is titled 'Cloud Recordings' and includes a search bar with '604940976' entered. Below the search bar is a table with columns for 'Topic', 'ID', 'Start Time', and 'File Size'. One row is visible: 'Kaltura Inc.'s Zoom Meeting' with ID '604-940-976', Start Time 'Oct 31, 2018 13:20', and File Size '2 Files (424 KB)'. There are 'Share...' and 'More' buttons for this entry.

Recording layouts

Zoom allows admins to choose the recording layout for each session. If multiple layouts are selected, Zoom generates multiple recordings for the same session. In Kaltura, these recordings are automatically grouped together, appearing as a multi-stream recording in the interactive player. Check out [Viewing Rich Media in the Kaltura Player](#) for details.

Cloud recording

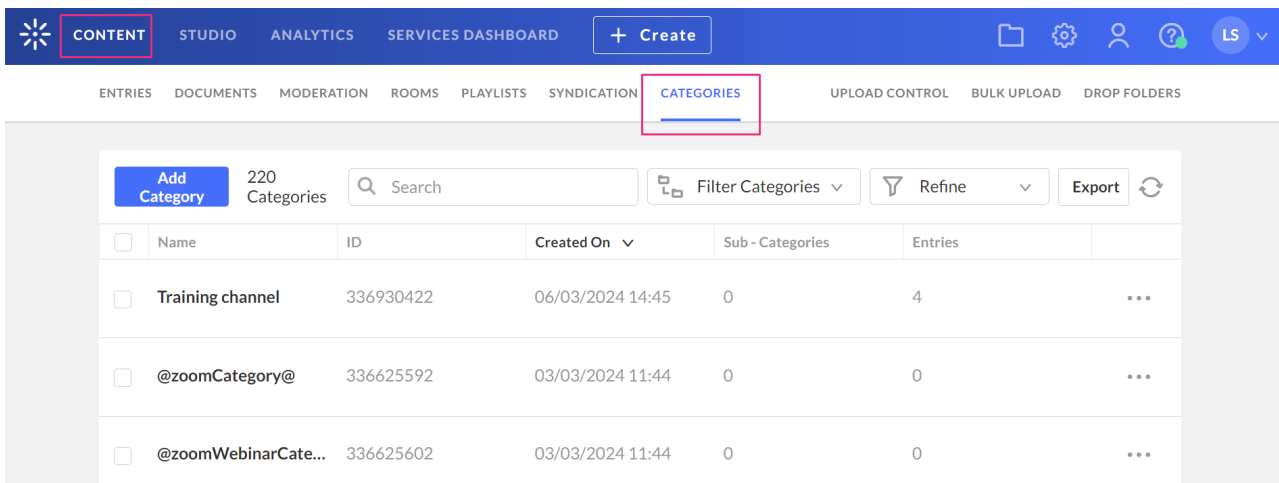
Allow hosts to record and save the meeting / webinar in the cloud

- Record active speaker with shared screen
- Record gallery view with shared screen ?
- Record active speaker, gallery view and shared screen separately
 - Active speaker
 - Gallery view
 - Shared screen

For more information, see our article [Understanding Parent-Child Entries](#).

Zoom recordings in Kaltura

1. Under the **Content** menu, select **Categories**.
2. Locate the Zoom Category name that was assigned to your account.



The screenshot shows the Kaltura interface. The top navigation bar has 'CONTENT' highlighted. Below it, the 'CATEGORIES' sub-menu is selected. The main content area shows a list of categories with columns for 'Name', 'ID', 'Created On', 'Sub - Categories', and 'Entries'. Three categories are listed:

Name	ID	Created On	Sub - Categories	Entries
Training channel	336930422	06/03/2024 14:45	0	4
@zoomCategory@	336625592	03/03/2024 11:44	0	0
@zoomWebinarCate...	336625602	03/03/2024 11:44	0	0

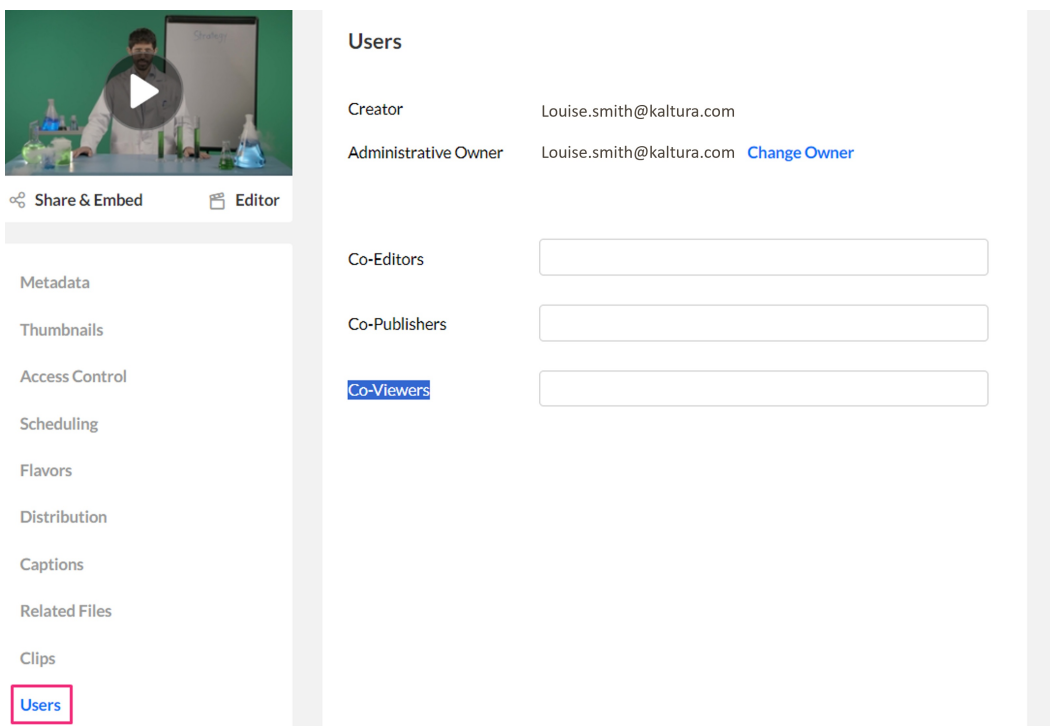
✓ You can define a category for all Zoom recordings to easily filter your recordings in the Kaltura Management Console (KMC). You can then search for Zoom recordings. For more information, check out our article [Search and Filter Media](#).

View the entry's metadata

In the entry details page, select the **Users** tab.

The following metadata displays:

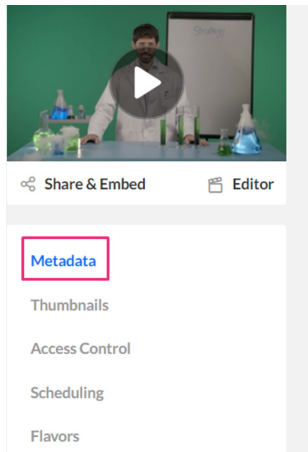
- Creator - Zoom host or default Kaltura user ID
- Owner - Zoom host or default Kaltura user ID
- Co-editors / Co-publishers (optional) - any alternate Zoom hosts.



The screenshot shows the 'Users' tab in the Kaltura Management Console. On the left, there is a video player with a play button and a thumbnail of a person in a lab coat. Below the player are 'Share & Embed' and 'Editor' buttons. A sidebar on the left contains a list of tabs: Metadata, Thumbnails, Access Control, Scheduling, Flavors, Distribution, Captions, Related Files, Clips, and Users (which is highlighted with a red box). The main content area is titled 'Users' and displays the following information:

Creator	Louise.smith@kaltura.com
Administrative Owner	Louise.smith@kaltura.com Change Owner
Co-Editors	<input type="text"/>
Co-Publishers	<input type="text"/>
Co-Viewers	<input type="text"/>

- Select the **Metadata** tab to view the Category information.
- Category (optional) - top-level category as defined in the Zoom application.



Metadata


Name

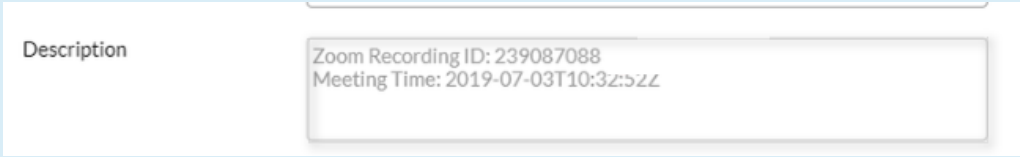
Description

Tags

Categories
[Browse Categories](#)

Reference ID

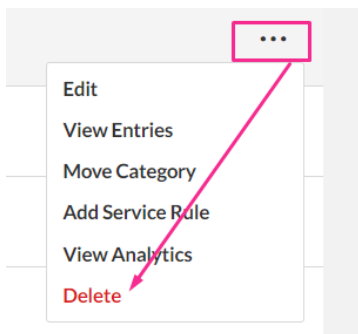
 The Description field includes additional information about the meeting such as the Zoom recording ID and meeting time. The meeting time is shown in Zoom event time (e.g. Z near time description means UTC/GMT zone).



Delete recordings

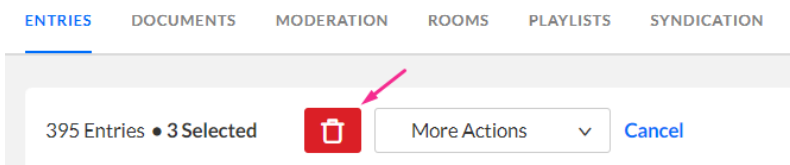
Delete a single entry

1. Locate the Zoom category name that was assigned to your account.
2. Check the entry you want to delete and select **Delete** from the **3 dots menu** at the end of the entry line.



Delete multiple entries

Check the boxes next to the entries you want to delete and click the trash can icon.



Zoom transcoding

A transcoding profile is automatically applied to all newly recorded content from Zoom. This profile generates a Full HD flavor, marked as the source, and an SD flavor for smaller screens, with the original source flavor not retained. Generally, the Zoom transcoding profile contains three flavors, including the source. The original source is deleted unless one of the following conditions is met:

- The number of non-source flavors is less than two.
- The source flavor is not part of MBR playback (adaptive bit-rate delivery).
- The highest bitrate flavor is not equal to the source.

Troubleshooting the installation

If the Kaltura integration was previously installed and configured on the Zoom side, it cannot be configured again. You won't be able to configure the app correctly by going directly to the "oauthValidation" page. You will have to uninstall and then reinstall the app again, as follows:

1. Go to the Zoom Marketplace (<https://marketplace.zoom.us/>).
2. Search for Kaltura in the search bar.
3. In the Kaltura app page, go to the bottom and click on "Uninstall".
4. Go back to the top of the page and click on "Install" > Click on "Authorize".
5. You will be redirected to the "oauthValidation" page. Input the integration code and leave the KMC URL part as is.
6. Continue with the installation process.