

Why don't Zoom videos copy to Kaltura?

Last Modified on 05/20/2025 10:51 am IDT

 This article is designated for administrators.

About

This issue occurs when a Zoom recording is imported before the user exists in Kaltura. The integration automatically creates a new user using their email as the User ID unless the user already has an account.

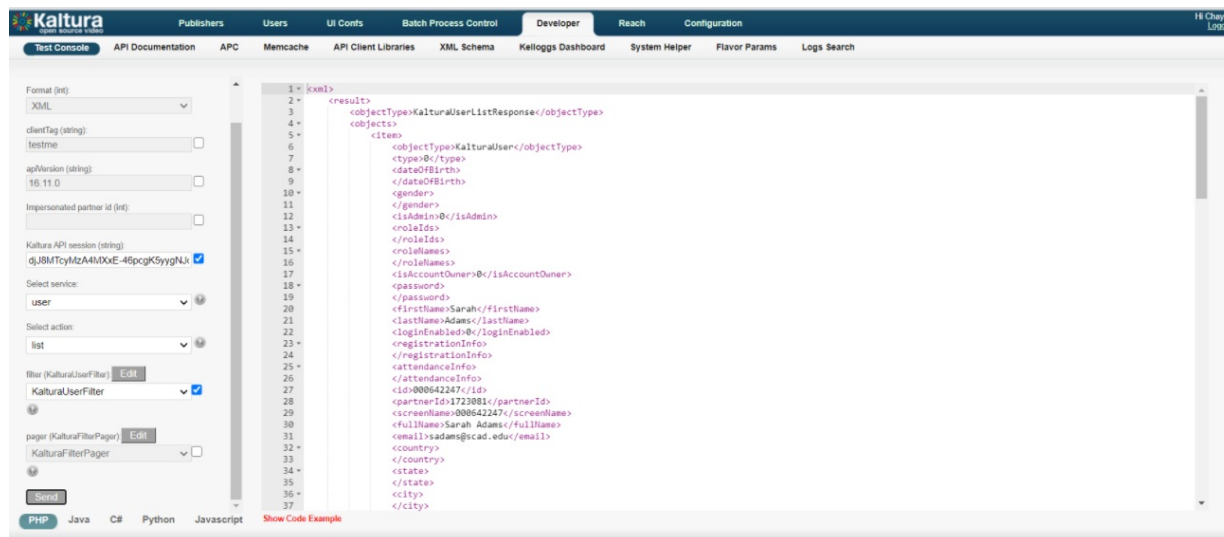
Action to take

Find duplicate accounts using the API

1. Use the **User - List** API call.
2. Set the **Email Like** filter to the user's email address.

You should see more than one result.

- The account with the **email as the User ID** was auto-created by Zoom.
- The correct account usually has a **numeric User ID** (from your SSO/LMS)

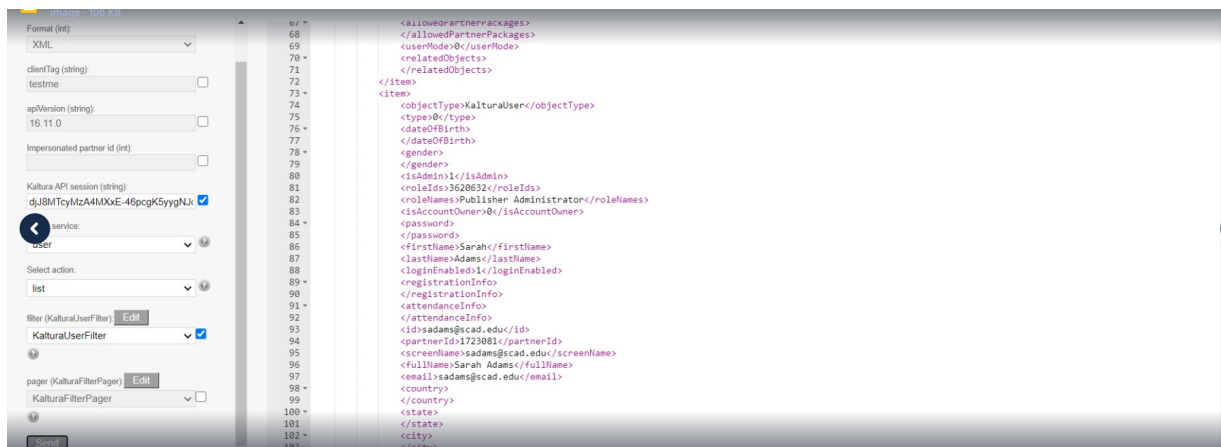


The screenshot shows the Kaltura API Test Console interface. On the left, the 'Test Console' tab is active, displaying the configuration for an API call. The 'Format' is set to 'XML'. The 'clientTag' is 'testTime'. The 'apiVersion' is '10.11.0'. The 'impersonatedPartnerId' is empty. The 'Kaltura API session' is 'dj8MTcyMzA4MDkE-46pcgK5yvgNjI'. The 'Select service' is 'user'. The 'Select action' is 'list'. The 'filter (KalturaUserFilter)' is 'KalturaUserFilter'. The 'pager (KalturaFilterPager)' is 'KalturaFilterPager'. The 'Send!' button is at the bottom left. On the right, the XML response is displayed, showing a list of users. The first user is Sarah Adams, with a numeric User ID of 000642247.

```

1 <?xml>
2 <result>
3   <objectType>KalturaUserListResponse</objectType>
4   <objects>
5     <item>
6       <objectType>KalturaUser</objectType>
7       <type>0</type>
8       <dataOfBirth>
9         <gender>
10        </gender>
11        </gender>
12        <isAdmin>0</isAdmin>
13        <roleIds>
14        </roleIds>
15        <roleNames>
16        </roleNames>
17        <isAccountOwner>0</isAccountOwner>
18        <password>
19        </password>
20        <firstName>Sarah</firstName>
21        <lastName>Adams</lastName>
22        <loginEnabled>0</loginEnabled>
23        <registrationInfo>
24        </registrationInfo>
25        <attendanceInfo>
26        </attendanceInfo>
27        <id>000642247</id>
28        <partnerId>1723081</partnerId>
29        <screenName>000642247</screenName>
30        <fullName>Sarah Adams</fullName>
31        <email>sadams@scad.edu</email>
32        <country>
33        </country>
34        <state>
35        </state>
36        <city>
37        </city>

```



Reassign content to the correct user

1. In KMC, go to the **Content** tab.
2. Search by **Owner** using the email-based User ID.
3. Reassign all media to the correct (numeric ID) account.

Remove the extra (email-based) user

1. Use the **User - Delete** API call.
2. Enter the User ID (the one using the email address).