

Why don't Zoom videos copy to Kaltura?

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 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.

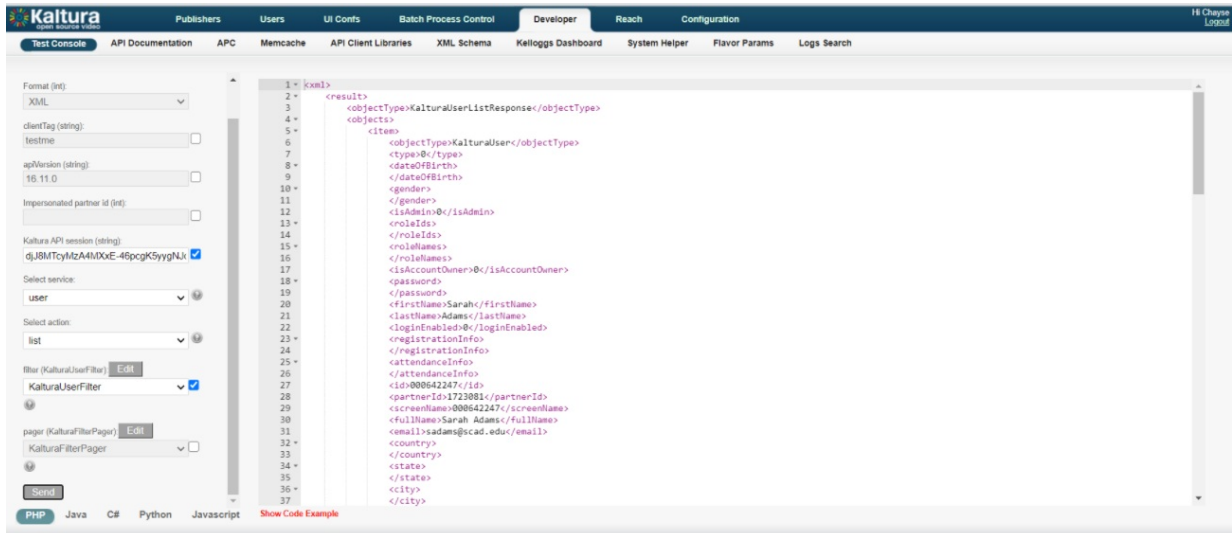
Action to take

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.

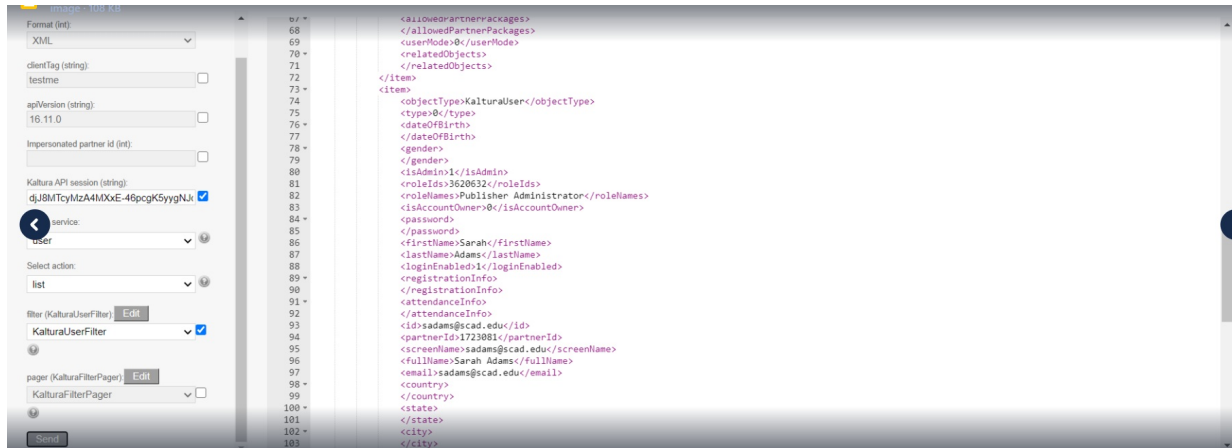
- The account with the **email as the User ID** was auto-created by Zoom.
- The correct account usually has a **numeric User ID** (from your SSO/LMS)



The screenshot shows the Kaltura Developer console interface. On the left, there are various configuration options for the API call, including 'Format (int)' set to 'XML', 'clientTag (string)', 'testTime', 'apVersion (string)', 'is 11.0', 'Impersonated partner id (int)', 'Kaltura API session (string)', 'Select service' set to 'user', 'Select action' set to 'list', and filters for 'filter (KalturaUserFilter)' and 'pager (KalturaFilterPager)'. The main area displays the XML response of the API call, which includes user information such as email, first name, last name, roles, and account ownership status.

```
1 <?xml version="1.0" encoding="UTF-8" ?>
2 <result>
3   <objectType>KalturaUserListResponse</objectType>
4   <objects>
5     <item>
6       <objectType>KalturaUser</objectType>
7       <type>0</type>
8       <dateOfBirth>
9       </dateOfBirth>
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@ccad.edu</email>
32      <country>
33      </country>
34      <state>
35      </state>
36      <city>
37      </city>

```



Reassign content to the correct user

1. In Rich Media CMS, 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).