Increase log level in Kaltura Capture desktop recorder

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This article is designated for administrators.

About

This guide will show you how to increase the log verbosity level in Kaltura Capture to collect more detailed logs for troubleshooting purposes. Follow these steps to adjust the settings, capture logs, and revert back once you're done.

- Only follow these steps if requested by Support or your IT team.
- Don’t forget to change the settings back once you're done, as debug logs can grow large quickly.

What is log verbosity?

Log verbosity controls how much information Kaltura Capture writes to its log files. By default, it records only basic activity.

Increasing the verbosity level to debug captures more detailed logs, which can help Support troubleshoot complex or hard-to-reproduce issues.

How to increase log verbosity in Kaltura Capture

Step 1: Quit Kaltura Capture

Right-click the Kaltura Capture icon in your taskbar and select **Quit** to fully close the app.

Step 2: Delete existing logs

1. Open File Explorer and go to the logs folder (replace `<username>` with your Windows user name):

   `C:\Users\<username>\AppData\Local\Kaltura\Capture\Logs`

2. Delete all files in the **Logs** folder.

Step 3: Edit the settings file

Now increase the log detail level in the settings file:

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1. Go to the Settings folder `C:\Users\<username>\AppData\Local\Kaltura\Capture\Settings`.
2. Open the `localSetting.json` file using Notepad (right-click > **Open with** > **Notepad**)
3. Find the `"captureEngine"` section, and update the values like this:

- set **logLevel** from "info" to "debug".
- Set **logTruncate** to "false"
- set **logFileMaxSize** from "10485760" to "1048576000".
- set **logMaxFileCount** from "10" to "1000".

```
Example
"captureEngine": {
"logLevel": "debug",
"logTruncate": false,
"logFileMaxSize": 1048576000,
"logMaxFileCount": 1000,
```

- Save and close the file.

Step 4: Reproduce the issue

Restart Kaltura Capture and repeat the action that caused the issue. This will generate detailed logs.

Step 5: Upload the logs

1. In the Kaltura Capture app, go to **Settings**.
2. Click **Upload Logs**.
3. Copy the Token ID that appears.
4. Send the token to Support so they can access your logs.

Step 6: Revert the settings

After you're done, open `localSettings.json` again and restore the original values:

```
"captureEngine": {
  "logLevel": "info",
  "logTruncate": false,
  "logFileMaxSize": 10485760,
  "logMaxFileCount": 10
}
```

Save and close the file.

Optional: Run Kaltura Capture from the command line

If Kaltura Capture won’t start, you can try launching it from the command line and save

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the output to a file.

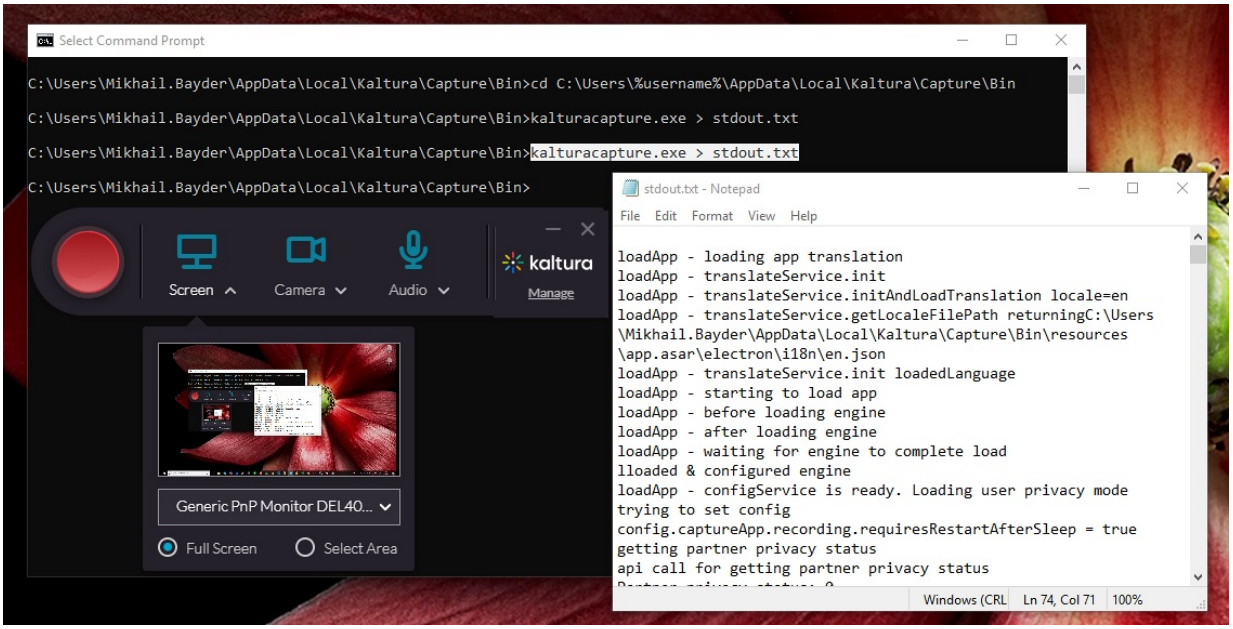
To do this:

1. Press **Win** + **R**, type `cmd`, and press 'enter' to open the Command Prompt.
2. In the command window, type:

   `C:\Users\%username%\AppData\Local\Kaltura\Capture\Bin` then press 'enter'.

3. Run this command to start the app and save logs:

   `kalturacapture.exe > stdout.txt`



This will launch Kaltura Capture and save any startup messages to a file called `stdout.txt` in the same folder.

When done, open `stdout.txt` in Notepad to view the logs.

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