

Kaltura Capture log level and troubleshooting

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 This article is designated for all users.

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.

Increase log verbosity level in Capture

Follow these steps to increase the debug level and collect detailed logs for troubleshooting Kaltura Capture:

1. **Close the app:** Right-click the Kaltura Capture icon in the taskbar and select **Quit**.
2. **Delete existing logs:** Go to the logs folder `C:\Users\
<username>\AppData\Local\Kaltura\Capture\Logs` and delete all files in the **Logs** folder.
3. **Modify settings:** Go to the Settings folder `C:\Users\
<username>\AppData\Local\Kaltura\Capture\Settings`. Then open the `localSetting.json` file using a text editor (for example, Notepad).
4. **Update the following fields under 'captureEngine':**
 - a. set **logLevel** from "info" to "debug".
 - b. set **logFileMaxSize** from "10485760" to "1048576000".
 - c. set **logMaxFileCount** from "10" to "1000".
5. **Save:** Save and close the file.
6. **Reproduce the behavior:** Restart Capture and replicate the issue to generate new logs.
7. **Upload logs:** Go to the Settings page in the Kaltura Capture application and click Upload Logs. Share the token you receive for further troubleshooting.
8. **Revert changes:** Go back to the `localSetting.json` file and change the values back to their original settings (to "info", "10", and "10485760").
9. **Save:** Save and close the file.

Example

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

If Kaltura Capture fails to startup you can also redirect the startup initialization log to a file from Windows command:

```
kalturacapture.exe > stdout.txt
```

Run Capture from command line

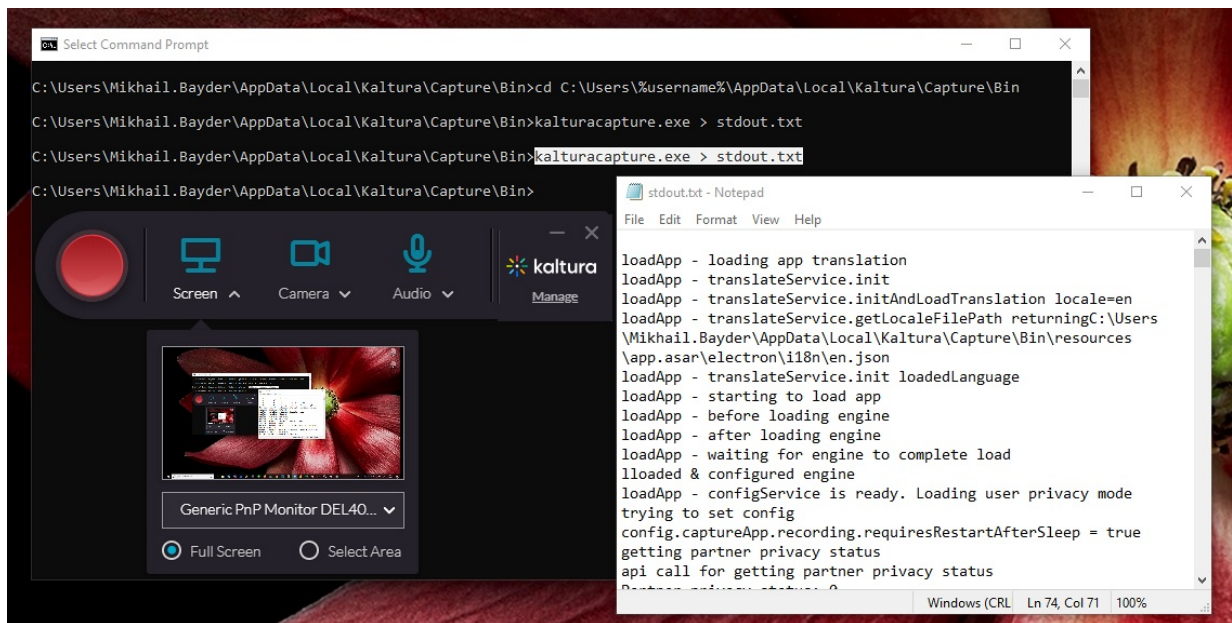
Follow these steps to run the Kaltura Capture application from the command line and capture output information:

1. **Open command prompt:** Press **Win + R**, type `cmd`, and press **Enter**.
2. **Navigate to the Kaltura Capture bin folder:** Type the following command and press **Enter**:

```
C:\Users\%username%\AppData\Local\Kaltura\Capture\Bin
```

3. **Run Capture and redirect output to a file:** Type the following command and press **Enter**:

```
kalturacapture.exe > stdout.txt
```



This command will start the Kaltura Capture application and save any output messages to a file named `stdout.txt` in the same directory.



4. **Check the output file:** Open the `stdout.txt` file in a text editor to review any messages or logs generated by the application.

By running the application this way, you can capture more detailed logs, which can help in identifying and troubleshooting issues.
