

Troubleshoot syndication Issues

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 This article is designated for administrators.

About

A syndication feed, also known as an RSS feed, originates from either the KMC or Video Portal platforms. It automatically updates when content or a playlist changes. Users can take the RSS feed link and use it in external environments.

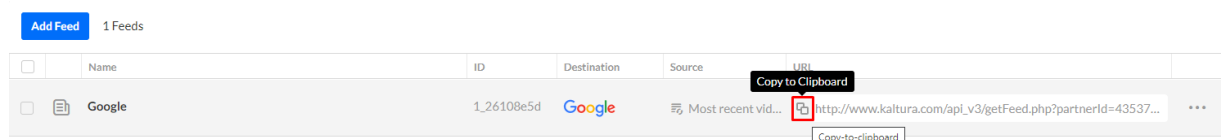
What's inside an RSS feed?

Behind the scenes, an RSS feed is an XML file based on the MRSS XSLT schema. This XML file contains metadata about entries, which can be read by RSS readers. Each RSS file is designed for a specific RSS reader, as each reader works with a different API. Some apps (third-party vendors) know how to read the "Major" RSS formats, such as the iTunes RSS.

Troubleshooting syndication issues

Step 1: Check the syndication URL

1. Navigate to the "Syndication" Tab in KMC and copy the feed UR



2. Enter the URL into your browser:
 - If you receive an XML response, syndication is working.
 - If the response is empty or incomplete, move to **step 2**.

The following image is an example of a Google syndication playlist feed:

Google

Cancel Delete Save

Name

Google

Content

☐ All Content
 ☒ From Playlist

Most recent videos

Entries count

10 Entries

Destination

Google

Google Parameters

Content Flavor

Source

☒ Add to default Transcoding Profile.

Landing page

https://googlesyndication.kaltura.com

Enter the URL template that you would like to appear in the Google search results for each video in this feed.
The system will append the specific entry ID for each entry. For example: "http://mysite.com?videoid="

Playback

☒ From Google
 ☐ Linkback to my site

Player

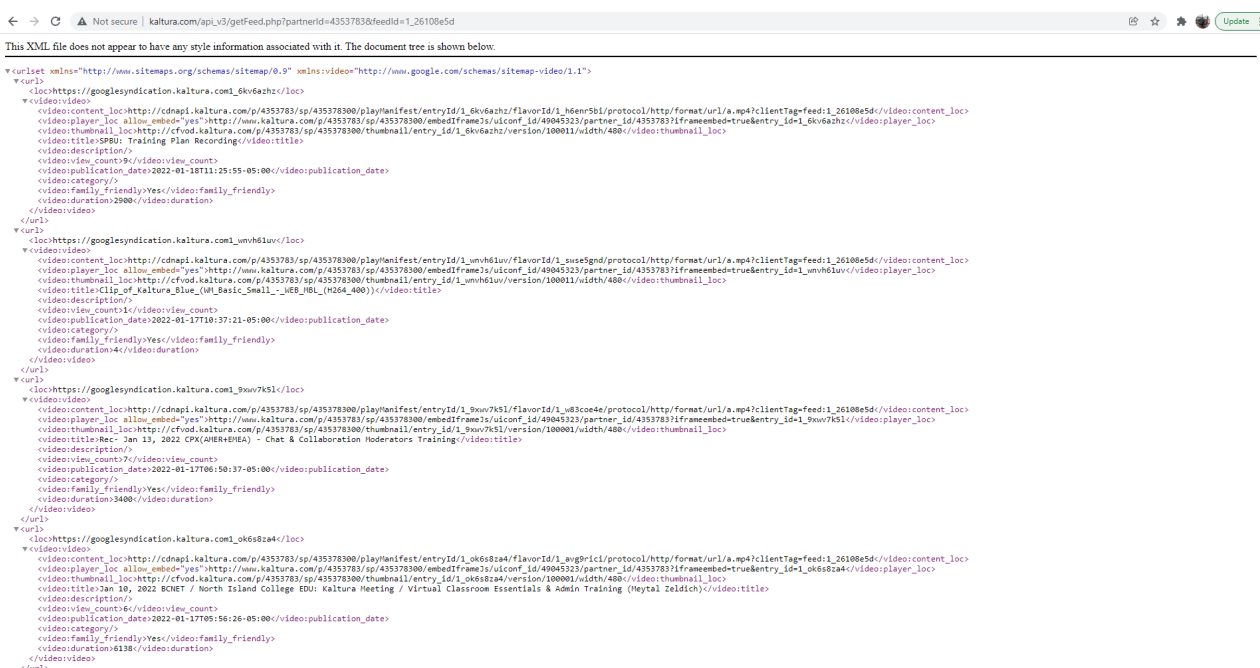
V2 Demo Player

This player will appear within the Google search results page.

Adult Content

☐ This feed includes adult content.

The following image is an example of an XML response:



Step 2: Verify 'enforceEntitlements' setting

Check what value **enforceEntitlements** is set to:

- **'1'** restricts entries based on entitlements.
- **'0'** overrides all entitlements (meaning the content will become available for this specific feed).

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2

To check or update this setting via API

1. Open the API console at <https://developer.kaltura.com/console/> (Sign In) or http://www.kaltura.com/api_v3/testme.



If the Testme Console is used, you will first need to generate a KS session as demonstrated on [How to Start a Kaltura Session using the TestMe Console](#).

2. Select **Service > syndicationFeed**
3. Select **Action > get**.
4. Enter the desired **Id (string)**.
5. Click **Send**.



History: Select request

Format (int): XML

clientTag (string): testme

apiVersion (string): 17.18.0

Impersonated partner id (int): 4353783

Kaltura API session (string): dj8NDM1Mzc4M3xM1cSeG1KTSFw

Select service: syndicationFeed

Select action: get

id (string): 1_26108e5d

Send

```

1 <xml>
2 <result>
3   <objectType>KalturaGoogleVideoSyndicationFeed</objectType>
4   <adultContent>No</adultContent>
5   <id>1_26108e5d</id>
6   <feedUrl>http://www.kaltura.com/api_v3/getFeed.php?partnerId=4353783&feedId=1_26108e5d</feedUrl>
7   <partnerId>4353783</partnerId>
8   <playlistId>1_ck1jh9m4</playlistId>
9   <name>Google</name>
10  <status>1</status>
11  <type>1</type>
12  <landingPage>https://googlesyndication.kaltura.com</landingPage>
13  <createdAt>1642933061</createdAt>
14  <allowEmbed>1</allowEmbed>
15  <playerUiConfId>49045323</playerUiConfId>
16  <flavorParamId>0</flavorParamId>
17  <transcodeExistingContent>0</transcodeExistingContent>
18  <addToDefaultConversionProfile>1</addToDefaultConversionProfile>
19  <categories>
20    </categories>
21  <storageId>
22    </storageId>
23  <entriesOrderBy>
24    </entriesOrderBy>
25  <enforceEntitlement>1</enforceEntitlement>
26  <privacyContext>
27    </privacyContext>
28  <updatedAt>1642933061</updatedAt>
29  <useCategoryEntries>0</useCategoryEntries>
30  <feedContentTypeHeader>text/xml; charset=utf-8</feedContentTypeHeader>
31  <relatedObjects>
32    </relatedObjects>
33 </result>
34 <executionTime>0.03327202796936</executionTime>
35 </xml>
36

```

To update the enforceEntitlements to '0' via API:

1. Open the API console at <https://developer.kaltura.com/console/> (Sign In) or http://www.kaltura.com/api_v3/testme.
 - 1.1 In case Testme Console is used, first, you will need to generate a KS session as demonstrated on [How to Start a Kaltura Session using the TestMe Console](#).
2. Select **Service > syndicationFeed**
3. Select **Action > update**.
4. Enter the desired **Id (string)**.
5. Select **syndicationFeed > set the desired type**
 - 5.1 **Edit > Set enforceEntitlement (bool): false**
6. Click **Send**.

History: Select request

Format (int): XML

clientTag (string): testme

apiVersion (string): 17.18.0

Impersonated partner id (int): 4353783

Kaltura API session (string): djJ8NDM1Mzc4M3xM1cSeG1kTSFw

Select service: syndicationFeed

Select action: update

id (string): 1_26108e5d

syndicationFeed (KalturaBaseSyndicationFeed): KalturaGoogleVideoSyndicationF

Send

```

1 <?xml>
2 <result>
3   <objectType>KalturaGoogleVideoSyndicationFeed</objectType>
4   <adultContent>No</adultContent>
5   <id>1_26108e5d</id>
6   <feedUrl>http://www.kaltura.com/api_v3/getFeed.php?partnerId=4353783&feedId=1_26108e5d</feedUrl>
7   <partnerId>4353783</partnerId>
8   <playlistId>1_ck1jh9m4</playlistId>
9   <name>Google</name>
10  <status>1</status>
11  <type>1</type>
12  <landingPage>https://googlesyndication.kaltura.com</landingPage>
13  <createdAt>1642933061</createdAt>
14  <allowEmbed>1</allowEmbed>
15  <playerUiConfId>49045323</playerUiConfId>
16  <flavorParamId>0</flavorParamId>
17  <transcodeExistingContent>0</transcodeExistingContent>
18  <addToDefaultConversionProfile>1</addToDefaultConversionProfile>
19  <categories>
20    </categories>
21  <storageId>
22    </storageId>
23  <entriesOrderBy>
24    </entriesOrderBy>
25  <enforceEntitlement>0</enforceEntitlement>
26  <privacyContext>
27    </privacyContext>
28  <updatedAt>1642936953</updatedAt>
29  <useCategoryEntries>0</useCategoryEntries>
30  <feedContentTypeHeader>text/xml; charset=utf-8</feedContentTypeHeader>
31  <relatedObjects>
32    </relatedObjects>
33 </result>
34 <executionTime>0.025913953781128</executionTime>
35 </xml>
36

```

If the syndication is set to '0' and you still don't see entries, continue to **step 3**.

Step 3: Review syndication feed setup

In general, there are [different Syndication Feeds](#). First, determine if the feed is "Flexible" or for third-party vendors like Google or iTunes.

For Flexible Feeds:

- If the XML loads in the browser, the feed is likely fine.

For Third-Party Vendors:

- Ensure content aligns with the vendor's setup (e.g., source flavor requirements).
- If issues persist, contact Customer Care, though troubleshooting XSLT may require Professional Services.

If the issue persists, please reach out to the Customer Care team for additional assistance.



Please note that troubleshooting XSLT is out of Customer Care scope and might require a Professional Services based solution.