

# Troubleshoot syndication Issues

Last Modified on 05/22/2026 12:52 pm IDT

 This article is designated for administrators.

## About

A syndication feed, also known as an RSS feed, originates from either the Rich Media CMS or Legacy 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.

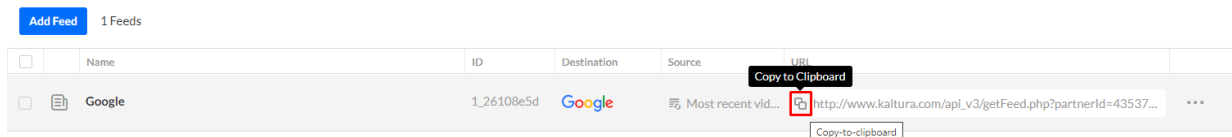
## What's inside an RSS feed?

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 Rich Media CMS and copy the feed UR



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

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



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](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**.



The screenshot shows the API TestMe console interface. On the left, the configuration is as follows:

- 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: get
- id (string): 1\_26108e5d

The 'Send' button is visible at the bottom of the configuration panel. On the right, the XML response is displayed, with the following structure:

```

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 <playerIconId>49045323</playerIconId>
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

```

The field `<enforceEntitlement>1</enforceEntitlement>` is highlighted with a red box in the original image.

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](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**.



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.