FAQ for Cloudfare Implementation with Kaltura Applications

Kaltura has added additional security measures to its infrastructure and now provides easier certificate management. The new process enables admins to set up their own domains for their Kaltura sites. These changes are implemented using a service from Cloudflare which is a network provider with security solutions such as certificate management, WAF, DDOS protection, and more, that ensures secure service with reliable performance.

Who is affected by this update?

This upgrade will affect KMS and KAF applications hosted on Kaltura’s SaaS cloud. It does not apply other services, and currently does not apply to instances hosted on regional cloud or deployed on-premise.

How does this update affect existing customers?

This update is seamless for KMS and KAF administrators. Users will benefit from our ongoing investment in our infrastructure security.

Previously, customers were required to provide Kaltura with the SSL certificate for certificate management. With this update, admins will no longer be required to provide the SSL certificate, and will be able to manage their custom domains via the application admin interface. To learn more about setting up your domain or SSL certificate, please see the following article: Setting Up an Alias Hostname for KMS and KAF

When will this update be deployed?

The update to the environment will happen in the backend and will be managed by Kaltura as part of regular deployment times. The migration will be gradual and performed over a few weeks, starting at the beginning of April 2022.

Users may experience a minute or two gap when the change is applied to their account. During that time frame, when browsing to the KMS or KAF site, you may receive a warning from the browser that the certificate is not ready yet. This issue will be resolved automatically once the change is fully applied to the account.

Do I need to update my IP range allowed list?

If your organization has previously configured IP allowed list for Kaltura services, you may need to add additional IPs to this list.

To check whether these changes are required, please access this link to verify connectivity: https://videos.kaltura.com. If access is denied, you will need to update the list to include additional ranges.
The new list of Kaltura required IP ranges is as follows:

- 162.159.135.91
- 162.159.136.91

What should I do if I identify any issues?

Please reach out to Kaltura customer care with any issue or question that may arise.