Set up an alias hostname for Content Hubs and KAF integrations

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This article is designated for administrators.

About

An alias hostname allows you to serve your Kaltura application from your organization's domain instead of a default Kaltura domain.

This is useful in the following scenarios:

- **Resolve third-party cookie issues** – When Kaltura is used within an LMS or other integration and loaded from a different domain, browsers may block its cookies. This can cause issues such as login failures, media not loading, or actions not being saved.
- **Set up a custom (vanity) domain** – You can use an alias hostname to give your legacy Video Portal or LMS Video a branded URL (for example, `videos.company.com` or `kaf.university.edu`).

In both cases, configuring an alias hostname ensures Kaltura is served from your domain.

Set up an alias hostname

Step 1 – Identify your Kaltura instance URL

Make sure you know your Kaltura instance URL. You can contact your Kaltura representative or check whether you have one of the following:

- For **legacy Video Portal** or **Content Hubs**: `<partner ID>.mediaspace.kaltura.com`
- For **LMS Video** or **KAF**: `<partner ID>.kaf.kaltura.com`

If you're in a SaaS region, your URL may include a regional suffix (for example, `.eu2.kaltura.com`).

Step 2 – Choose a subdomain

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Choose a new subdomain that matches the domain used by your LMS or website.

The subdomain must be part of your organization's domain, not a separate or unrelated domain. This ensures Kaltura is loaded from the same domain as your platform, so cookies are treated as first-party and are not blocked.

Examples:

- If your LMS domain is `lms.university.edu`, you could use `kaf.lms.university.edu`.
- If your organization's domain is `company.com`, you could use `videos.company.com`.

Step 3 – Configure a CNAME

Ask your IT team to create a **CNAME DNS record** that points your chosen hostname to your Kaltura application hostname.

In the DNS configuration, they will need to:

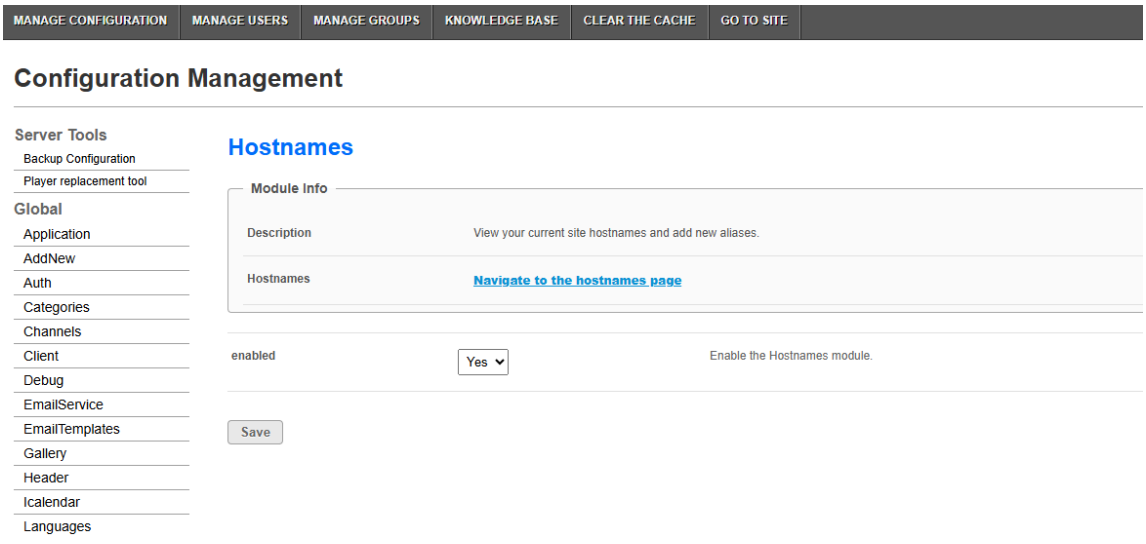
- Enter your chosen hostname (for example, `kaf.lms.yourdomain.com`).
- Set it to point to your Kaltura application hostname (for example, `<partner ID>.kaf.kaltura.com`).

This ensures that when users access the hostname, they are directed to your Kaltura environment.

> It may take some time for DNS changes to take effect.

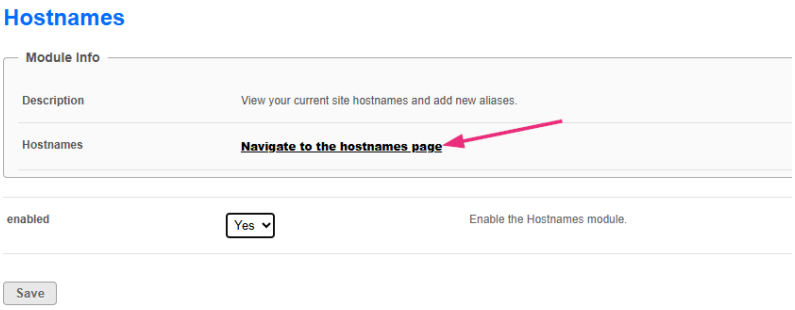
Step 4 – Configure the hostname in Kaltura

1. Go to your Configuration Management console and open the Hostnames module.



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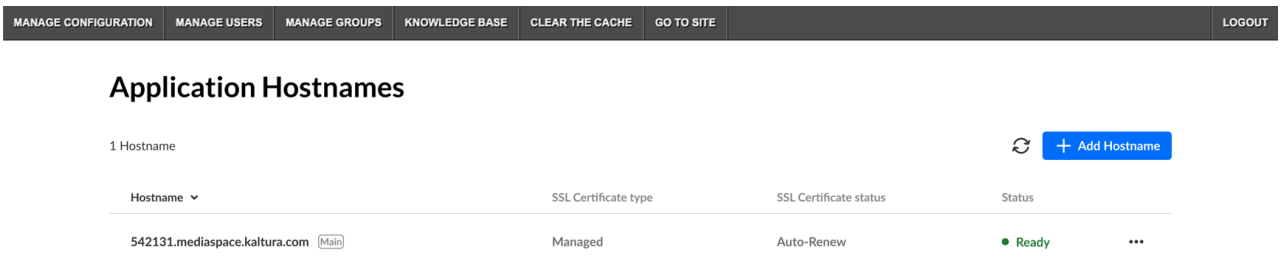
2. Set `enabled` to 'Yes', then click **Save**.
3. After saving, click **Navigate to the hostnames page**.



4. On the hostnames page, click **+ Add Hostname**.
5. Complete the setup wizard:
    - Enter your hostname.
    - Choose an SSL certificate type:
        - **Managed** – Kaltura handles certificate provisioning and automatic renewal.
        - **Custom** – Provide and manage your own SSL certificate and private key.
    - Confirm the configuration.

The hostname is added with a **Pending** status and becomes active once setup is complete.

For detailed instructions, including SSL certificate requirements, see Configure and manage hostnames and SSL certificates.



- If your organization doesn't allow Kaltura to manage the SSL certificate, select **Custom** in the Hostnames setup wizard to provide your own certificate and private key.
- The **DuckDuckGo** browser extension is not supported and may cause playback issues.
- Some **Apple devices** may display a "third-party cookies" message due to browser changes. Ensure your KAF uses an alias or update to the latest OS version.

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Note to Canvas users

If your organization uses **Canvas** as its LMS, you'll need to issue a developer key for the new subdomain. An account administrator can create this by following this guide: https://community.canvaslms.com/docs/DOC-4675.

A vanity URL and a Dev Scoped Key are required in both LTI 1.1 and LTI 1.3. To learn more, see Upgrade Kaltura LMS Extensions for Canvas from LTI 1.1 to LTI 1.3 .

Advanced: Use your own CDN or reverse proxy

Most organizations can use either a **Managed** or **Custom** SSL certificate directly in the Hostnames setup wizard.

You may need to use your own CDN or reverse proxy instead if your organization's security requirements prevent you from uploading the SSL private key to Kaltura, or if all incoming traffic must pass through your organization's own security infrastructure, such as a corporate web application firewall (WAF) or traffic inspection service.

In this configuration, your organization manages the SSL certificate and forwards traffic to the Kaltura application.

Set up DNS and CDN

To set up your custom alias (for example, `videos.company.com`) using your own CDN or reverse proxy:

- Configure your DNS so the custom hostname points to your CDN or reverse proxy.
- Configure the CDN or proxy to forward requests to the appropriate Kaltura application origin.
- Manage the SSL certificate on your own CDN or proxy.

Important: Contact your Kaltura representative or Support before completing this configuration. Kaltura may need to verify the required headers, routing, and regional origin settings.

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