

Set up an alias hostname for Video Portal and KAF integrations

Last Modified on 03/19/2026 12:57 pm IST

 This article is designated for administrators.

About

An alias hostname (CNAME) 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 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 if you have the following options:

- For **Video Portal**: `<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

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** for the subdomain you selected.

In the DNS configuration, they will need to:

- Enter your chosen subdomain (for example, `kaf.lms.yourdomain.com`)
- Set it to point to your Kaltura instance URL (for example, `<partner_id>.kaf.kaltura.com`)

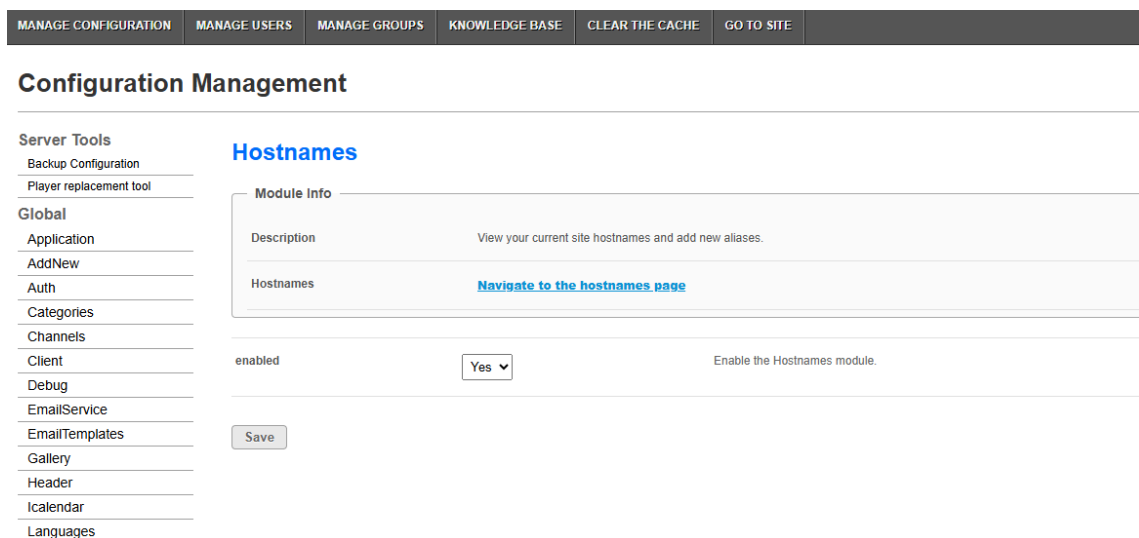
This ensures that when users access the subdomain, they are directed to your Kaltura environment.



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](#).



The screenshot shows the Configuration Management console with a navigation bar at the top containing: MANAGE CONFIGURATION, MANAGE USERS, MANAGE GROUPS, KNOWLEDGE BASE, CLEAR THE CACHE, and GO TO SITE. The main heading is "Configuration Management". On the left is a sidebar menu with items: Server Tools (Backup Configuration, Player replacement tool), Global (Application, AddNew, Auth, Categories, Channels), Client, Debug, EmailService, EmailTemplates, Gallery, Header, Icalendar, and Languages. The "Hostnames" module is selected and displayed in the main area. It includes a "Module Info" section with a description: "View your current site hostnames and add new aliases." and a link "Navigate to the hostnames page". Below this, there is a toggle for "enabled" set to "Yes" with the text "Enable the Hostnames module." and a "Save" button.

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

Hostnames

Module Info

Description View your current site hostnames and add new aliases.

Hostnames **[Navigate to the hostnames page](#)**

enabled Enable the Hostnames module.

4. On the hostnames page, click **+ Add Hostname**.
5. Enter your chosen subdomain in the window that appears.
6. Click **Check Availability / Ownership**.

Wait for the hostname status to change to **Ready**.

Application Hostnames

Hostnames	ID	Status	Actions
4834032.mediaspace.kaltura.com	1393161	● Ready	...

For additional details, see our [Hostnames module](#) article.



- If your organization doesn't allow automatic certificate management (Cloudflare or [SSL.com](#)), see the [Alternative DNS/certificate option](#) section below for an alternative setup.
- 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.



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 Video integration for Canvas from LTI 1.1 to LTI 1.3](#)

Alternative DNS / certificate option

This option is only required if your organization does not allow Kaltura to manage SSL certificates automatically (for example, via Cloudflare or SSL.com).

In the standard setup, Kaltura handles the SSL certificate for your alias hostname. This means:

- No manual certificate setup
- No renewal management

If your organization requires full control over certificates, you can configure the alias using your own CDN or proxy and manage the SSL certificate there.

Set up DNS and CDN

To set up your custom alias (for example, `videos.company.com`) using your own CDN, you'll need to:

- Manage your DNS records within your CDN or point your subdomain to the CDN using a CNAME
- Configure the CDN to forward requests to your Kaltura application URL (for example, `12345.mediaspace.kaltura.com` or `12345.kaf.kaltura.com`)

Tips

- Work with your IT or CDN provider to configure the domain and SSL certificate
- Disable caching for the proxied domain
- Ensure the HOST header (your alias, for example, `videos.company.com`) is included in forwarded requests

After completing this setup, contact your Kaltura representative to finalize the configuration.
