I am having trouble installing Kaltura Capture. What should I do?

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Following are some reasons you may be having trouble installing Kaltura Capture.

Did you previously have the Kaltura Capture application installed on your device?

If yes, uninstall the app and 'clean' reinstall it using the following steps:

1. Make sure you have administrator privileges to install and remove programs on your PC.

2. BACK UP all your previous recordings. Their default location should be:

C:\Users\USERNAME\AppData\Local\Kaltura\Capture\Recordings

3. Uninstall the previously installed version of the product using this guide:

For Win - Uninstall or Remove Apps and Programs in Windows 10
For Mac - Install and uninstall apps from the internet or a disc on Mac

4. To make sure that old settings or app residuals are not preventing the product from working correctly, remove folders "Bin", "Settings", "setup" from this location:

WinOS Directory - C:\Users\USERNAME\AppData\Local\Kaltura\Capture
macOS Directory - /Users/<username>/Library/Preferences/Kaltura/Capture/

5. Reboot your PC.

6. Get the latest installer download links here: Release Notes - Kaltura Capture

7. Install Kaltura Capture using the Official Guide to Install Kaltura Capture.

> ⚠ Please replace 'USERNAME' with your current username on your Windows PC.