

Kaltura SaaS Regions - FAQ

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Transitioning to SaaS Regions

The Kaltura regional cloud environments are being upgraded to Kaltura SaaS Regions. With this upgrade, you will benefit from access to new features, regular continuous updates, and improved support for scale, security and reliability. Below are some of the frequently asked questions regarding this upgrade.

What are the benefits of the SaaS Regions?

The transition from regional clouds to the new SaaS Regions will offer customers with data sovereignty needs and compliance with regional data privacy regulations the ability to keep within these requirements while still enjoying the benefits of SaaS applications that are always up to date with the latest and greatest features and functionality. In addition, Kaltura SaaS Regions provide better scalability, redundancy, and stability. To learn more about the new features and capabilities now available in the SaaS Regions, contact your Kaltura Customer Success manager.

Is there anything I need to do following this upgrade?

The transition to the SaaS Regions will be done during a standard maintenance window times. The initial upgrade will be communicated in advance and detailed plan per region requirements will be shared with customers before the upgrade. The upgrade itself is seamless to customers and requires only the below three items. After the upgrade every following update will be seamless and no longer require planned maintenance windows.

There are three important items to address following this change:

- 1. Update your network firewall or proxy settings, if you have not done so already.** You can find instructions for [updating your network firewall or proxy settings](#) in the Knowledge Center.
- 2. Update your live ingest URLs for Live entries.** If you are currently running your live events on Kaltura, you will need to update your live ingest URLs in your live encoder settings. After the upgrade has been completed, you will find the new URLs for each live entry in the Rich Media Content Management System (Rich Media CMS) or in MediaSpace Video Portal.
- 3. For Kaltura Capture managed deployment, update to the latest version.** If you are using [centralized deployment for Kaltura Capture](#), you will need to deploy the [latest application version](#). For customers using user level installation

(installation by users via the Video Portal), the application will update automatically and no action is needed.

Are there any limitations or known issues with the SaaS Regions environments?

Please see [Update from Regional Cloud to SaaS Regions - Known Issues](#) to learn more. This list will be updated regularly as we add more capabilities to the regions.

Where can I learn more about recent updates and new features available?

Thanks to our new modern cloud architecture, in the SaaS Regions, updates are rolled out continuously, without any downtime or delays and with no disruption to service. New features are rolled out to all SaaS environments at the same time. To learn more about recent releases you can subscribe to the [Release Notes](#) in the Knowledge Center. In addition, you can also join the distribution list for our monthly product newsletter providing the latest updates in our products. Those are also discussed during Open Kaltura, a bi-weekly customer forum led by a Kaltura expert. Register here: <https://openkaltura.events.kaltura.com/channel/Open+Kaltura/295190572>

Are new features automatically turned on for end-users in SaaS Regions?

Major updates will typically be rolled out toggled off to enable Kaltura admins to familiarize themselves with the new feature and configure it according to their needs. Customer's Kaltura admins will be responsible for turning these features on and ensuring training or information is available to their end users.

Are professional services and custom developments available in the SaaS Regions?

Yes! The move to SaaS Regions upgrade has no impact on your existing custom MediaSpace modules or player plugin customization that is part of your Kaltura account. Professional services can continue to support you in this environment and provide custom solutions.

Are there any training resources or documentation available to help stay up to date?

Yes! Kaltura customers enjoy a wide variety of options to stay in the know:

- [Knowledge Center](#) for release notes and documentation
- [Kaltura Learning](#) for video tutorials on-demand
- Live regional webinar [calendar](#)
- Monthly Product Newsletter providing latest updates (contact your Customer Success Manager to join the distribution list)



You can also reach out to your Kaltura Customer Success manager for additional information and dedicated training needs.
