

Troubleshooting the player

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 This article is designated for all users.


About

When something goes wrong with video playback, the Kaltura Player displays clear error messages to help identify the issue. This article lists the most common error messages and what they mean, so you can understand what's happening and how to respond.

Common error messages and what they mean

- **Text stream error** - The caption or subtitle file couldn't be loaded.
- **Media stream error** - One or more media streams have failed.
- **Play manifest error** - The player had trouble loading the media playlist.
- **Cannot load stream** - A streaming protocol error occurred.
- **Media unavailable** - You don't have the correct permissions to view this media.
- **Media casting error** - An error occurred while trying to cast, please try again.
- **VR experience error** - The VR-360 plugin ran into an error, please try again later.
- **Media is being processed** - Media is processing. Try again in a few minutes.
- **Geo location unavailable** - This content is unavailable in your region.
- **Media unavailable** - This media has been restricted. Please obtain relevant permissions to access content. Check with your administrator if you think this is incorrect.
- **There's a problem with your network** - The player couldn't connect. Check your internet connection and try again.

There's a problem with your network
Please check your network connection and try again.

Copy for customer care: session ID 3821506 

Try again

Need help troubleshooting?

If you're not sure what's causing the issue, you can copy technical details from the player and share them with Kaltura Support.

Copy debug info

- **On desktop:** Right-click the player and select **Copy Debug Info**.
- **On mobile:** Long-press the player and select **Copy Debug Info**.
- You can also use a keyboard shortcut to trigger the debug feature:
 - **Windows/Linux:** Ctrl + Alt + Shift + D
 - **macOS:** Control + Option + Shift + D



This will copy a set of technical details in JSON format, such as player version, media ID, browser, and embed code, to your clipboard. Paste this info into your support request to help speed up resolution.

Here's an example of the copied debug info:

```
1 {
2   "embedUrl": "https://mediaspace.kaltura.com/media/t/0_eqooa5v5",
3   "userAgent": "Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.0.0 Safari/537.36 Edg/136.0.0.0",
4   "referrer": "https://mediaspace.kaltura.com/uploadmedia",
5   "targetId": "js-kaltura-player-2",
6   "playerVersion": "3.17.48-canary.0-b29abcf",
7   "partnerId": "0_eqooa5v5",
8   "entryId": "0_eqooa5v5",
9   "playlistId": "",
10  "manifestUrl": "https://api.kaltura.com/p/16232/sp/1623200/p/Manifest/entryId/0_eqooa5v5/protocol/https/format/applehttp/flavorIds/0_uixu60ez,0_94b8dspe,0_lsma0z1,0_9gv35hfx,0_5yqhwp4,0_n9wqhtz/ks/dj38MTYmZ3Bktk0BPf1rSsnroptPIng07b5QusswKseP3u3wr0ekKnvETMp1bfQ5s-ApU5_ETLYEIJLy2ze2CkdnZ9G8_PPLk-VR6kia5AMypsgf9KneIc20d1e0WmBSAuW0X7GIFwIUBPwpxzash0u6MB_eHfPkaEslqH0xJX_gwP2RthYKACH85D587ftuVjy58RlegYgafIndetwtoHKS3cpwS2Ysg4M3dFXW2Xsg_ZxwhIn8OAL_Rb5vP3TA0da500ChnveugBShyLzYAdxJfGUBytqSNVU-WmjJ48YrdbAmw4UCitts0zGZQ1-h0e-b3_0MS5Qc9dJLLCibHwZc09xyZiipAbt80hL210oyoy22gMKLxhteb87pJnYDF308zvpI0nly305ZfBE1lp0964gJw0XwE0ZdeejSOP1A0TV8s0TEP2gP9lud8YCD0ja1zx0E2Wc1B5Irr0MLr5yPTJLAwK_D0WwDz517ub2ngpXmLJlJ5Wu150hGhjppF2YMKChyxY-lzKuuW2he1hYk61MtVNgYkLSYUqJPEcauvzKFUWm400_2f0yynZ0WpMn4Tn3p0GJZ8-3qfGKs0wXv0mCE0CF_SlHncP9sb1lYep1z0H0WY0Ym0H5brznEwz_Eol7h3U54dV_rMSUT3xs=fa.e3u87u1ConfId=238415526kPlaySessionId=486f23b4-b1f9-8eda-802c-699dd17f461a:b9262ae2-7d6c-34de-eb59-66f9199491d66referrer=aHR0cHM6Ly8xNjIzMTUudnEYLnM1ZGhlc3BhY2Uua2FsdWV5Y5jb20vdXBsY2FkbWVkaWE=ClientTagshnt15:v3.17.48-canary.0-b29abcf",
11  "plugins": [
12    "kava",
13    "playkit-js-document-player",
14    "kaltura-live",
15    "floating",
16    "dualscreen",
17    "lva",
18    "playkit-js-hotspots",
19    "playkit-js-moderation",
20    "playlist",
21    "navigation",
22    "qna",
23    "uiManagers",
24    "timeline",
25    "kalturaCuepoints"
26  ],
27  "log": "20/05/2025, 12:40:25 [Error] Category:7 | Code:7003 | playkit-transcript \n20/05/2025, 12:40:26 [Error] Category:7 | Code:7003 | playkit-transcript \n20/05/2025, 12:40:26 [Error] Category:7 | Code:7003 | playkit-transcript \n20/05/2025, 12:40:29 [Error] Category:3 | Code:3023 | {\"name\": \"bufferStalledError\", \"buffer\": \"0.03700000000000000144\"} \n"
28 }
```



The **Copy Debug Info** option is enabled by default.