


Install Kaltura Capture for Mac

Last Modified on 10/29/2024 2:35 pm IST

 This article is designated for all users.

About

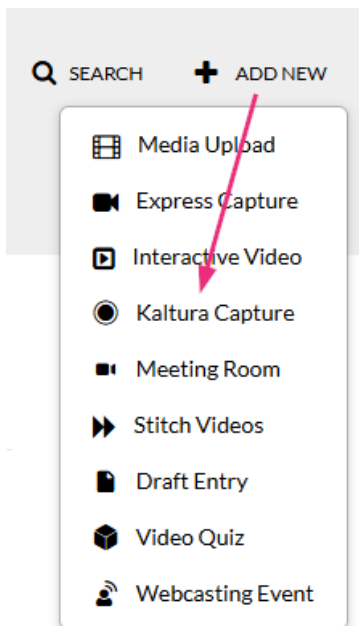
This guide walks you through downloading and installing Kaltura’s desktop recording app, Capture, on a Mac. For a step-by-step walkthrough, you can also check out the video tutorial.

 For instructions on installing Capture for Windows, see [Install Kaltura Capture for Windows](#).

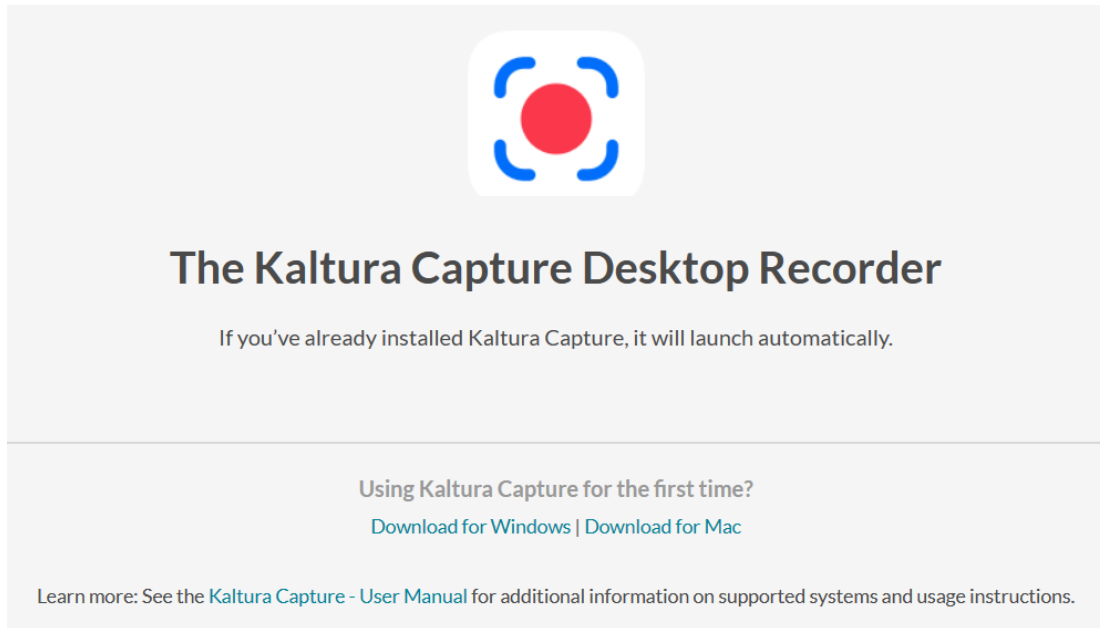
Download

Non-Theming users

1. Log into your video portal.
2. Go to the **+Add New** menu and select **Kaltura Capture**.



You are redirected to a download page.



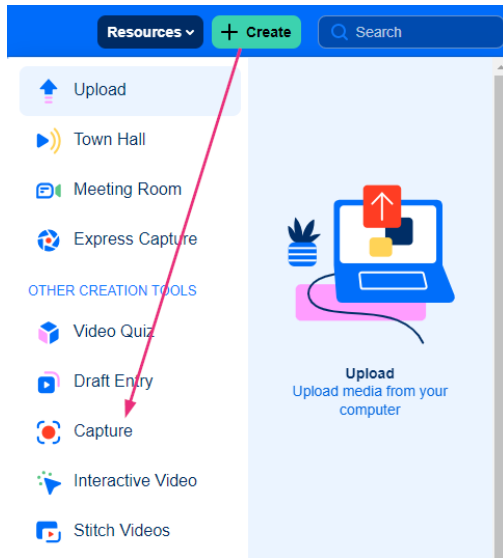
3. On the download page, click **Download for Mac**.



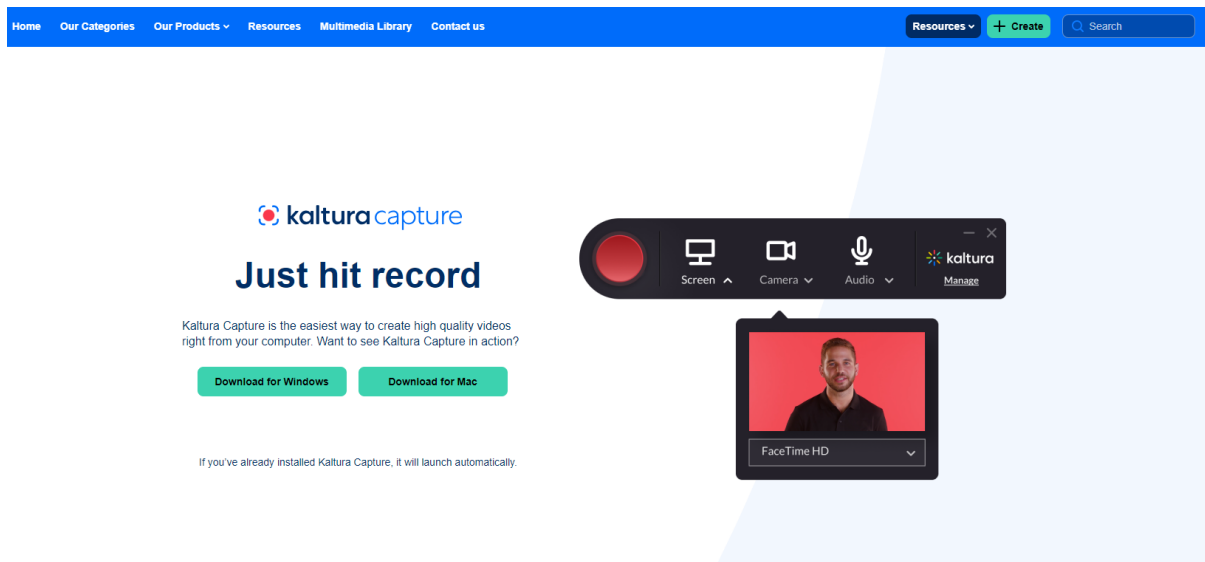
A **.dmg** file downloads.

Theming users

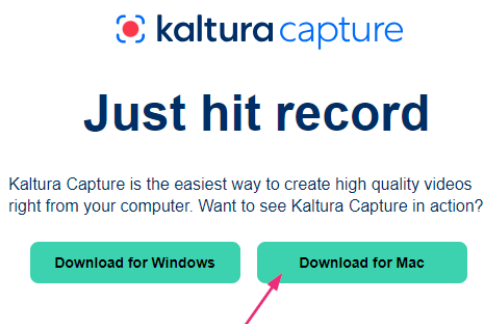
1. If **Theming** has been enabled on your video portal, go to the **+Create** menu and select **Capture**.



You are redirected to a download page.



2. On the download page, click **Download for Mac**.

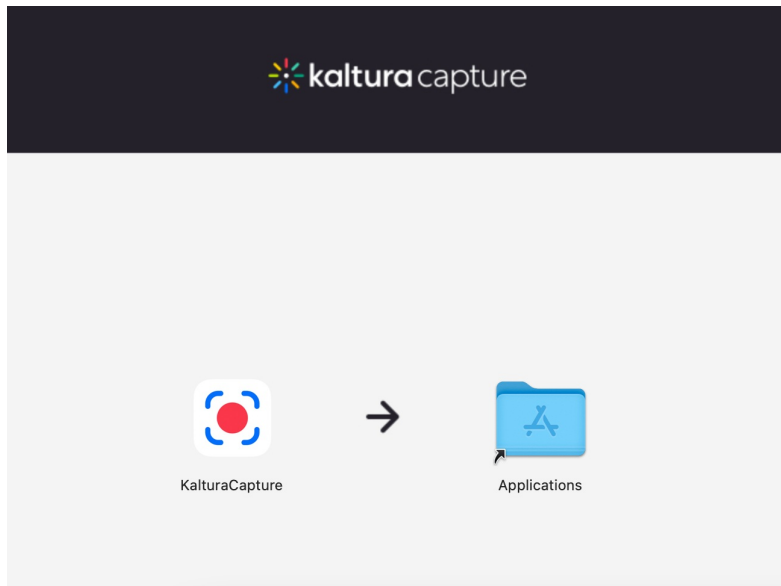


A **.dmg** file downloads.

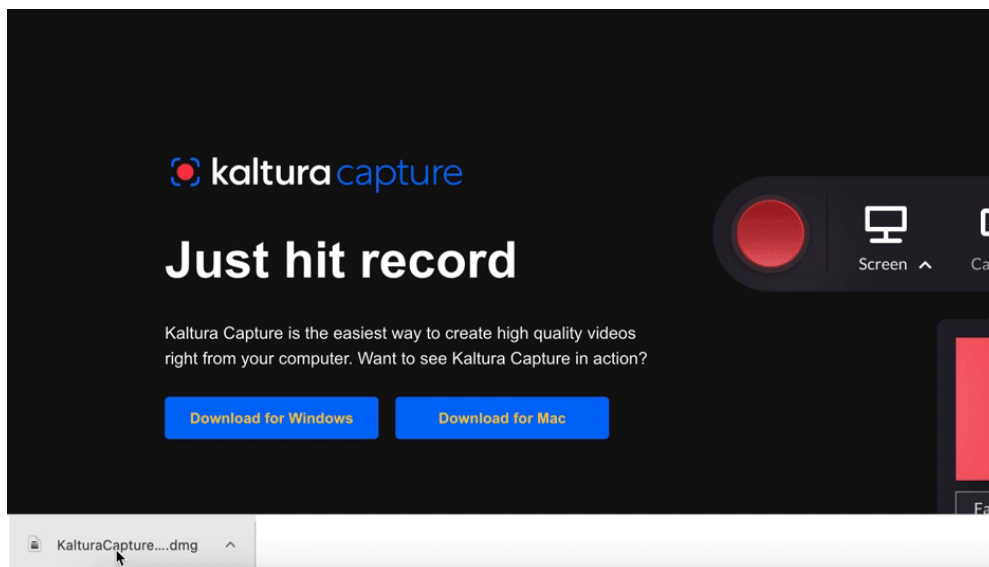
Install

1. After the dmg file downloads, double-click the file to open it.

The following window displays:



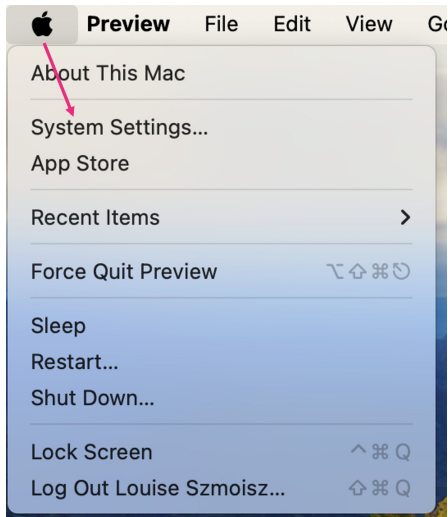
2. Click and drag the **KalturaCapture icon** into the **Applications** folder.



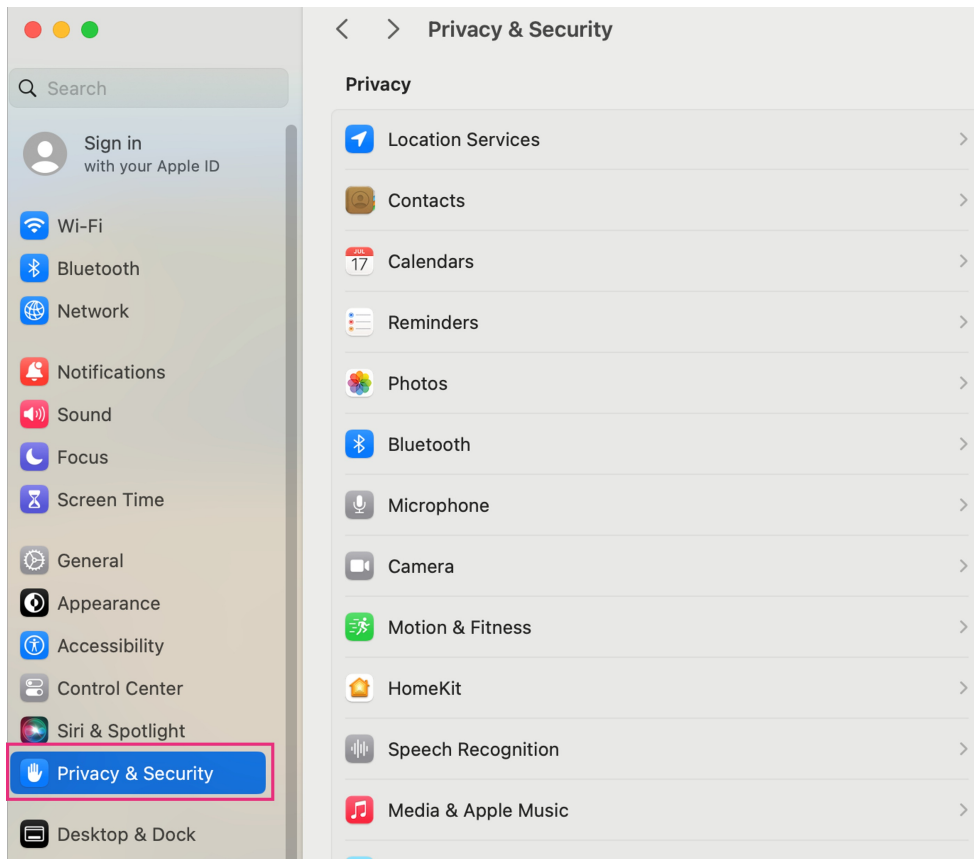
Enable screen recording permissions

You need to give Capture permission to record your screen, as follows.

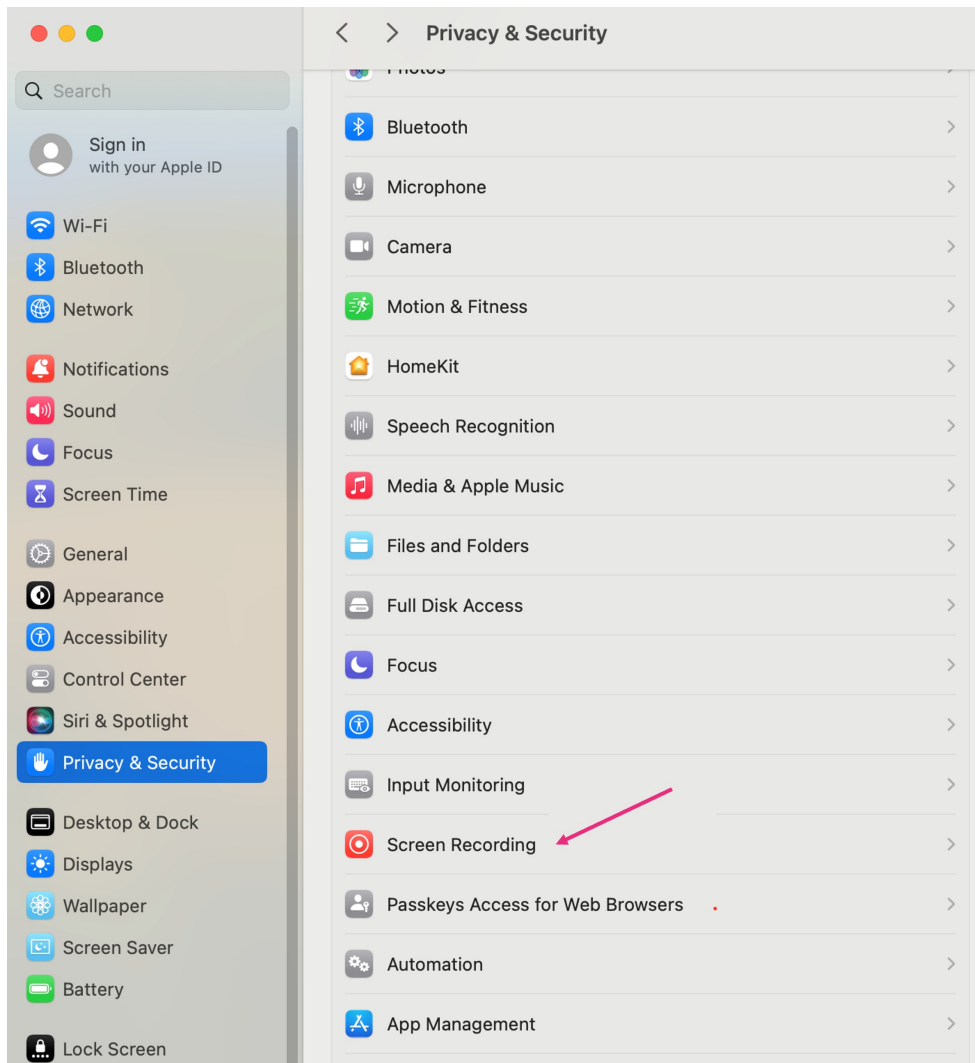
1. Under the **Apple menu**, click **System settings**.



2. In the panel on the far left, click **Privacy & Security**.

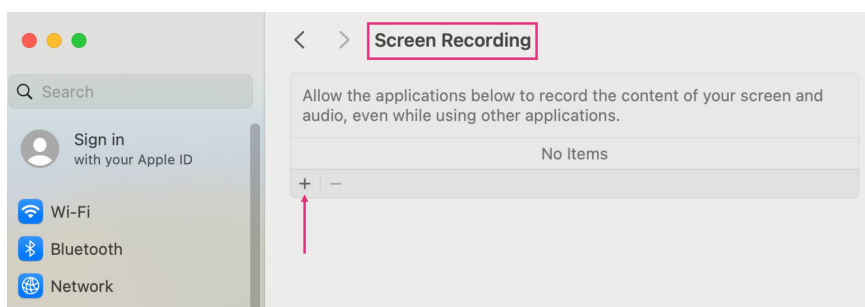


3. To the right, under **Privacy & Security**, select **Screen recording**.

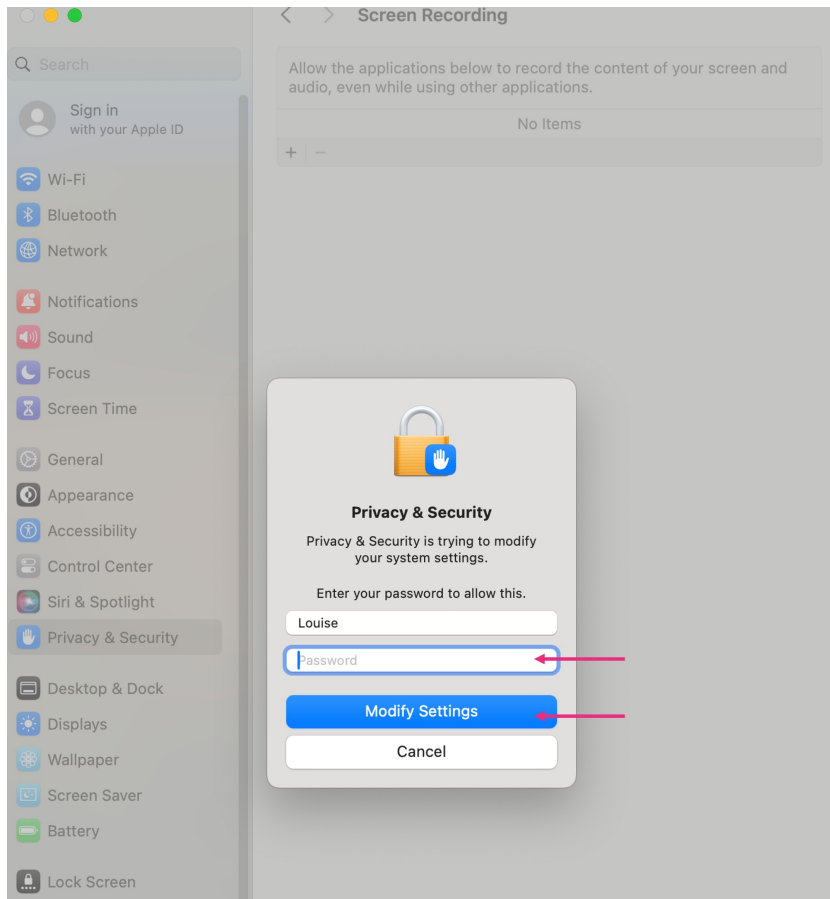


The Screen Recording tab displays.

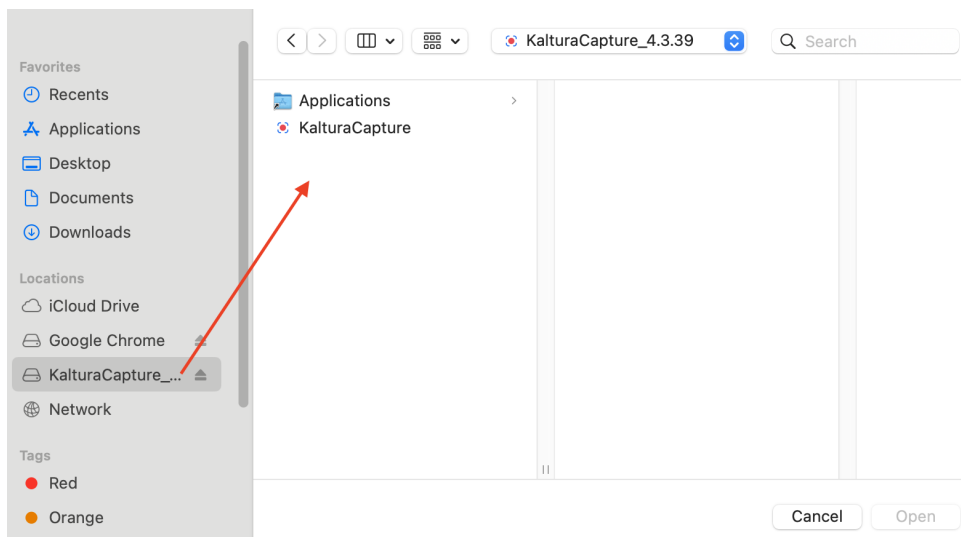
4. Under Screen Recording, click the + sign to add an app to the list of allowed applications.



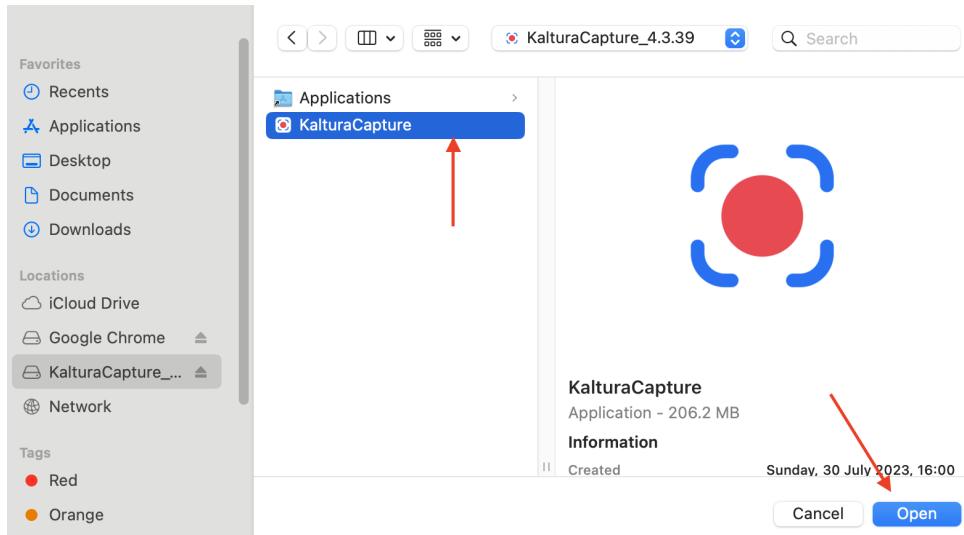
You might get a Privacy & Security message: *Privacy & Security is trying to modify your system settings.* In this case, enter your user name and password, then click **Modify Settings** to continue.



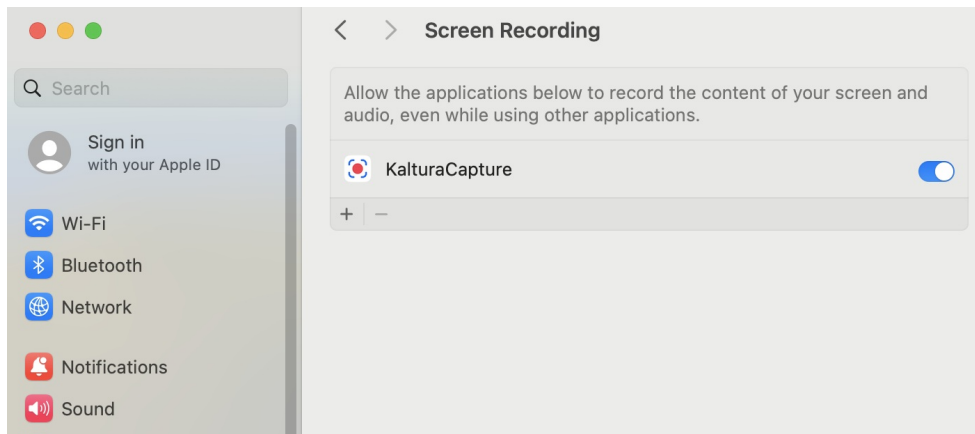
5. In the far left panel, click **KalturaCapture**, and the application will then appear on the right.



6. Click on the **KalturaCapture** app so it displays in a window on the right, then click **Open**.

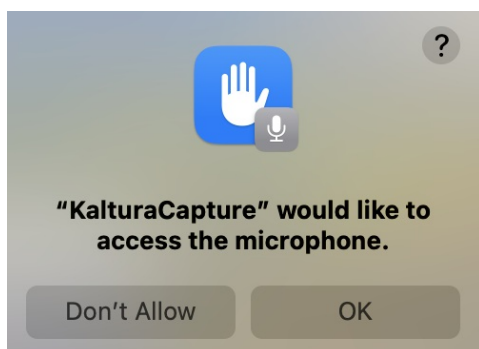


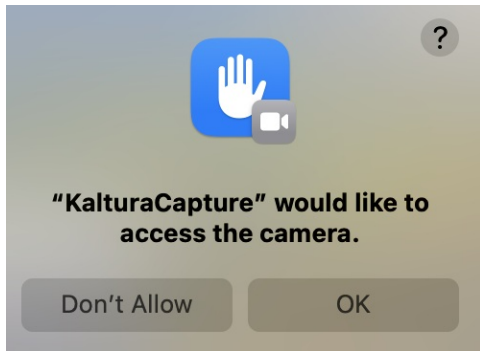
The app now appears in the list of allowed applications with permission to record your screen and audio content.



Additional permissions

When launching Capture for the first time, pop-up messages will prompt you to allow the application access to your microphone and camera (as shown in images below):

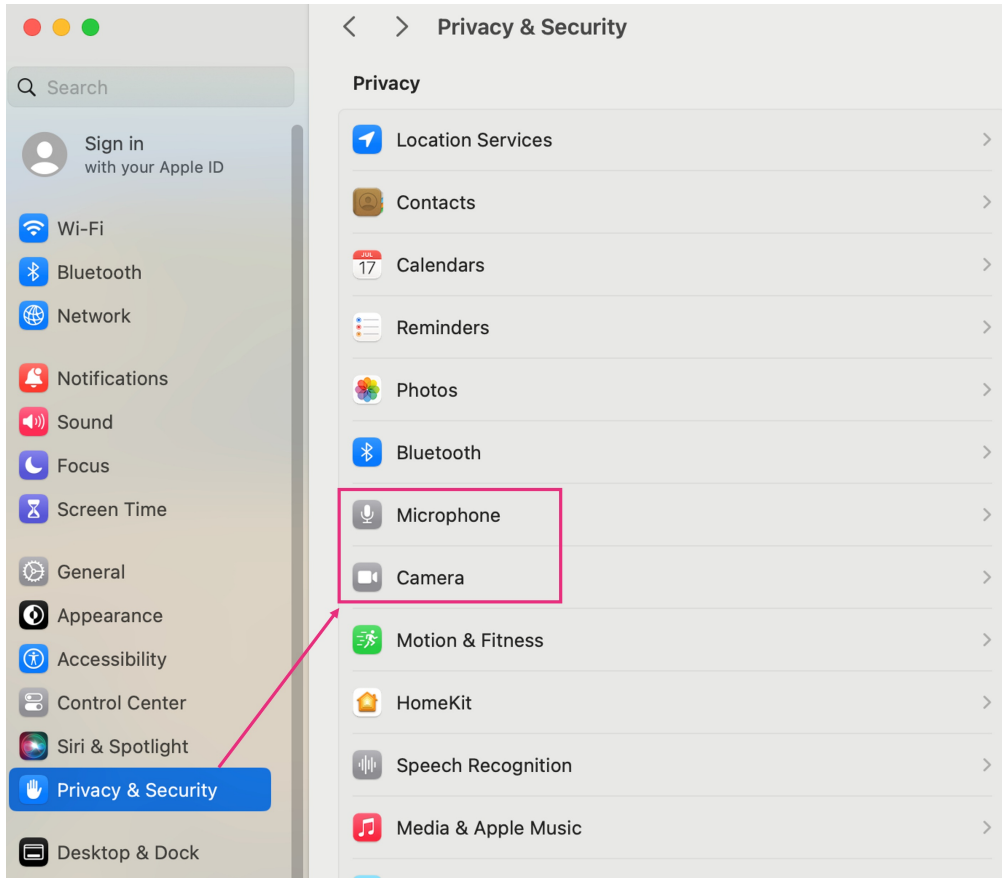




7. Click **OK**.


This will grant access to your devices.

If you still need to enable access manually, follow the steps [in the section above](#) to navigate to **Privacy & Security > microphone / camera** to add Capture to the allowed applications list.

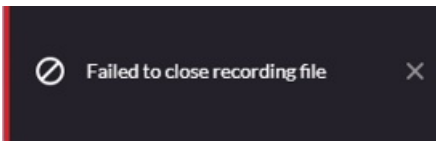
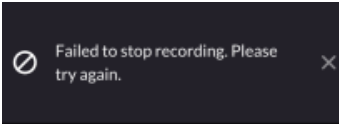



Error messages

If you see any of the following error messages when trying to start or stop a recording, ensure that Capture has permission to access your screen, camera, or audio ([see steps above](#)). After adjusting permissions, restart your computer and try again.

 Currently, Capture is not supported on mobile or tablet. To learn more, see [Prerequisites and system requirements](#).

- *Failed to start recording. Please try again.*
- *Failed to stop recording. Please try again.*
- *Failed to load secondary device. Please restart the application.*
- *Failed to load audio device. Please restart the application.*
- *Failed to close recording file.*



 Found a mistake? Let us know about it! Send us a message at knowledge@kaltura.com.

[template("cat-subscribe")]
