

How to customize the player error message

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 This article is designated for administrators.

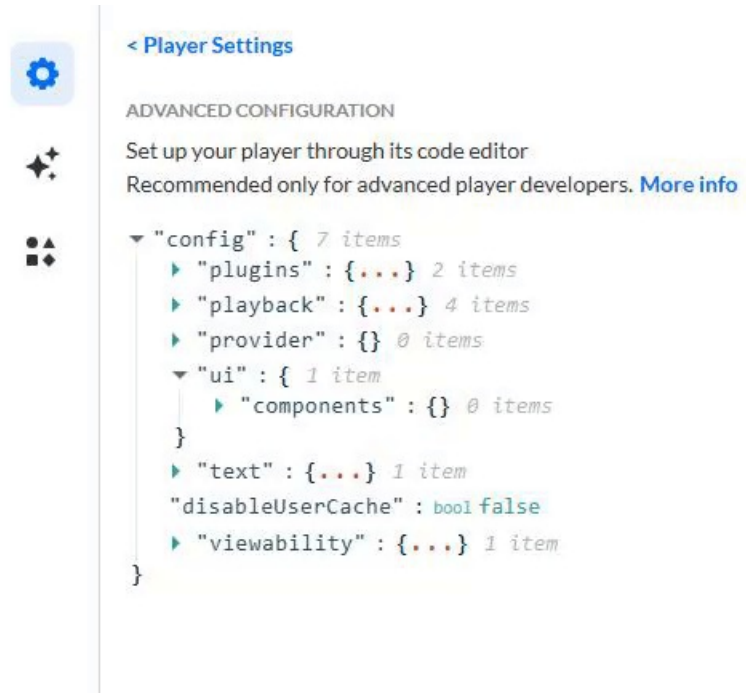
About

This guide walks you through how to customize the Kaltura player's error messages. Following are the supported error messages:

```
ui :{
  translations : {
    en : {
      error : {
        default_error_title: "Something went wrong",
        default_error_message: "An error occurred, please try again later.",
        network_error_title: "There's a problem with your network",
        network_error_message: "Please check your network connection and try again.",
        media_unavailable_error_title: "Media unavailable",
        media_unavailable_error_message: "This media has been restricted. Please obtain relevant permissions to access content.",
        text_error_title: "Text stream error",
        text_error_message: "Text stream error occurred",
        media_error_title: "Media stream error",
        media_error_message: "One or more media streams have failed.",
        manifest_error_title: "Play manifest error",
        manifest_error_message: "Error processing the play manifest.",
        streaming_error_title: "Cannot load stream",
        streaming_error_message: "A streaming protocol error occurred.",
        drm_error_message: "You don't have permissions to view this media.",
        media_not_ready_error_title: "Media is being processed",
        media_not_ready_error_message: "Media is processing, check back soon.",
        geo_location_error_title: "Geo location unavailable",
        geo_location_error_message: "This content is unavailable in your region.",
        ip_restricted_error_message: "This media has been restricted to certain IP addresses.",
        default_session_text: "Copy for customer care: session ID",
        retry: "Try again",
      }
    }
  }
}
```

Setup

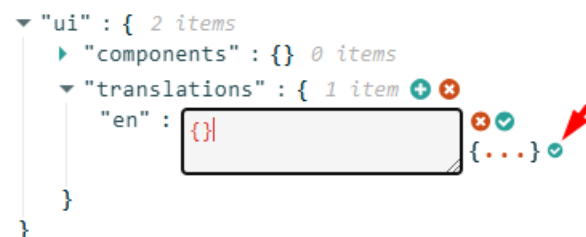
1. Go to the **KMC Studio** tab.
2. Locate the desired player and click on its name to open its configuration menu.
3. Select **Advanced Settings** at the bottom of the **Player Settings** tab.
4. Select the **+** icon under the **UI** object.
5. Enter the key name: **translations** and click on the checkmark.



6. Select the **pencil** icon, remove null & enter curly brackets **{}**, and click on the secondary checkmark.



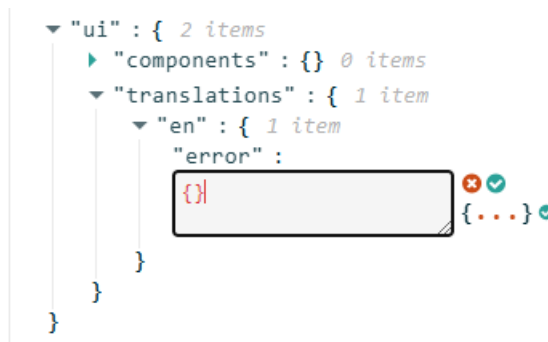
- 7. Select the **+** icon next to the **translations** object.
- 8. Enter the Key Name: **en** and click on the checkmark.
- 9. Select the **pencil** icon next to the **en** object.
- 10. Remove null & enter curly brackets **{}** and click on the secondary checkmark.



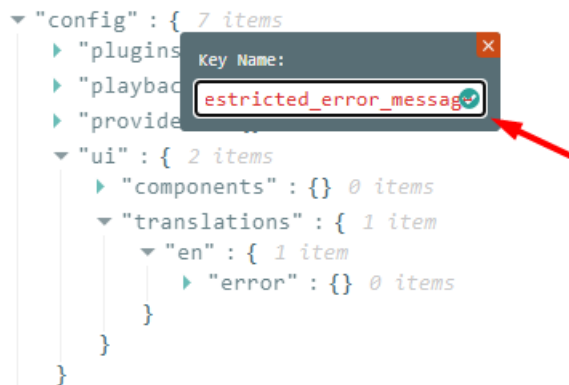
11. Select the **+** icon next to the **en** object, enter the Key Name: **error**, and click on the checkmark.



12. Select the **pencil** icon next to the error object, remove null & enter curly brackets **{}**, and click the secondary checkmark.



13. Select the **+** icon next to the **error** object, enter the desired error name, and click on the checkmark.



14. Select the **pencil** icon next to the **error name** object, remove null & enter the **custom error message** to override, and click on the checkmark. Go to [Supported error messages](#) to see the options.

In this example, we have customized the error message "ip_restricted_error_message".

```

    "ui" : { 2 items
      ▶ "components" : {} 0 items
      ▼ "translations" : { 1 item
        ▼ "en" : { 1 item
          ▼ "error" : { 1 item
            "ip_restricted_error_message"
            :
            Hello! This is a
            custom message!
          }
        }
      }
    }
  }

```



- (Optional) repeat steps 13-14 to add more custom error messages as needed. In the following example, we have customized the error message "media_unavailable_error_title".

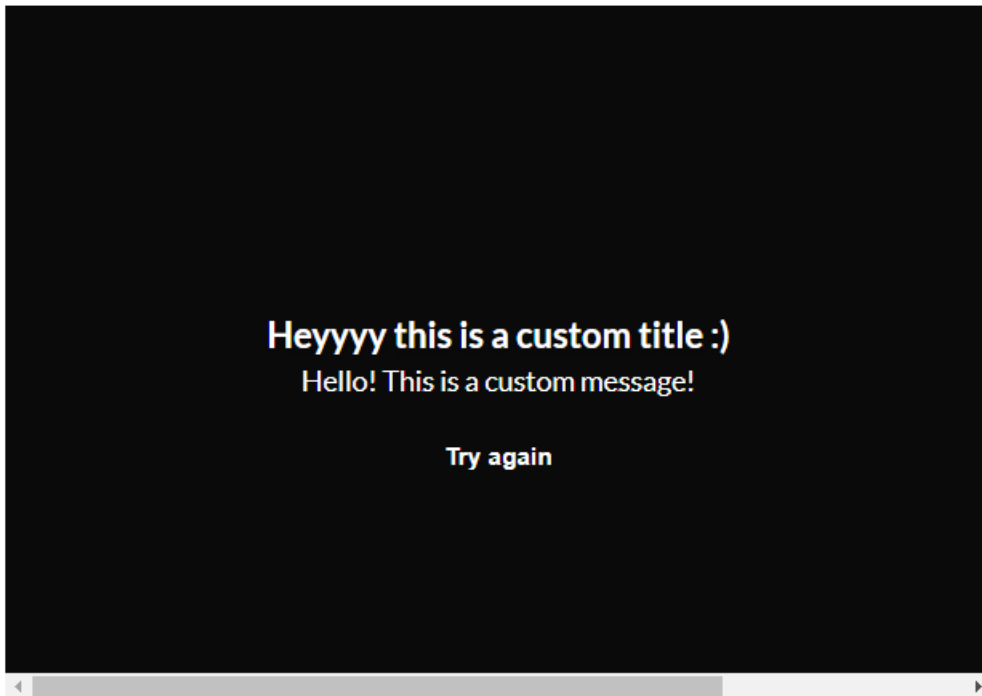
```

    "provider" : {} 0 items
  ▼ "ui" : { 2 items
    ▶ "components" : {} 0 items
    ▼ "translations" : { 1 item
      ▼ "en" : { 1 item
        ▼ "error" : { 2 items
          "ip_restricted_error_message"
          :
          string "Hello! This is a custom
          message!"
          "media_unavailable_error_title"
          :
          string "Heyyyy this is a custom
          title :)"
        }
      }
    }
  }

```

- Save** the player settings.
- Test it!** Play a video while reproducing the issue so that the custom error message displayed on the player can be viewed. (this might require a few moments to view the change)

The following graphics demonstrate the resulting custom error message in this example.



Demo

[Click here](#) for the test page.
