What to do if you get locked out of Express Capture

Content updated: 03/30/2025

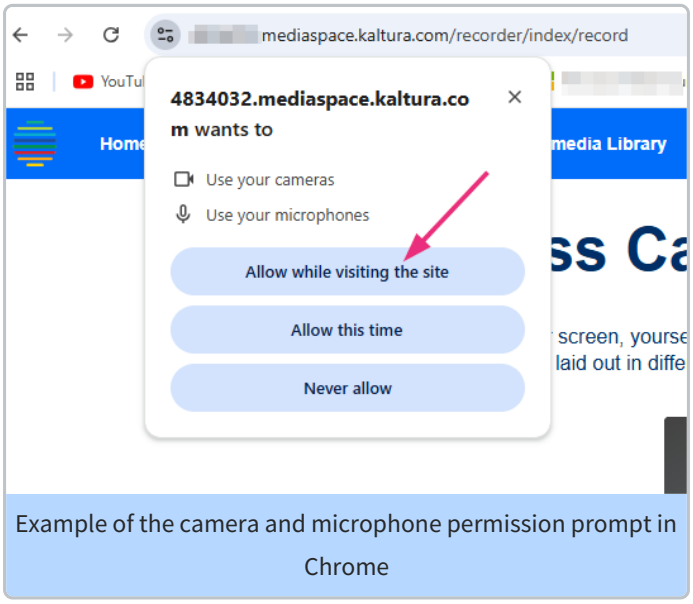
This article is designated for all users.

About

If you block access to your camera or microphone when opening Express Capture, the recorder can't start. This article explains how to update your browser permissions and restore access.

Allow camera and microphone access

The first time you open Express Capture, your browser asks for permission to use your camera and microphone. Click **Allow**.

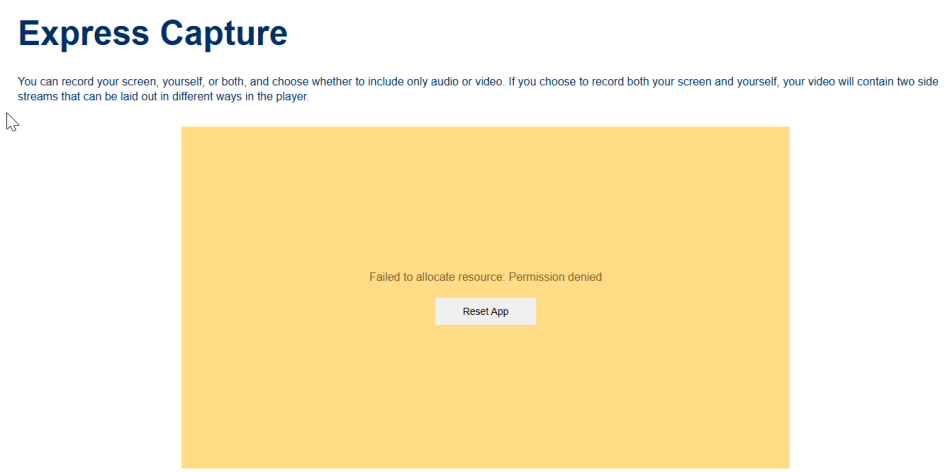


Example of the camera and microphone permission prompt in Chrome

If you select **Block** or **Never Allow**, or block access by mistake, Express Capture displays the following message:

Failed to allocate resource. Permission denied. Reset app.

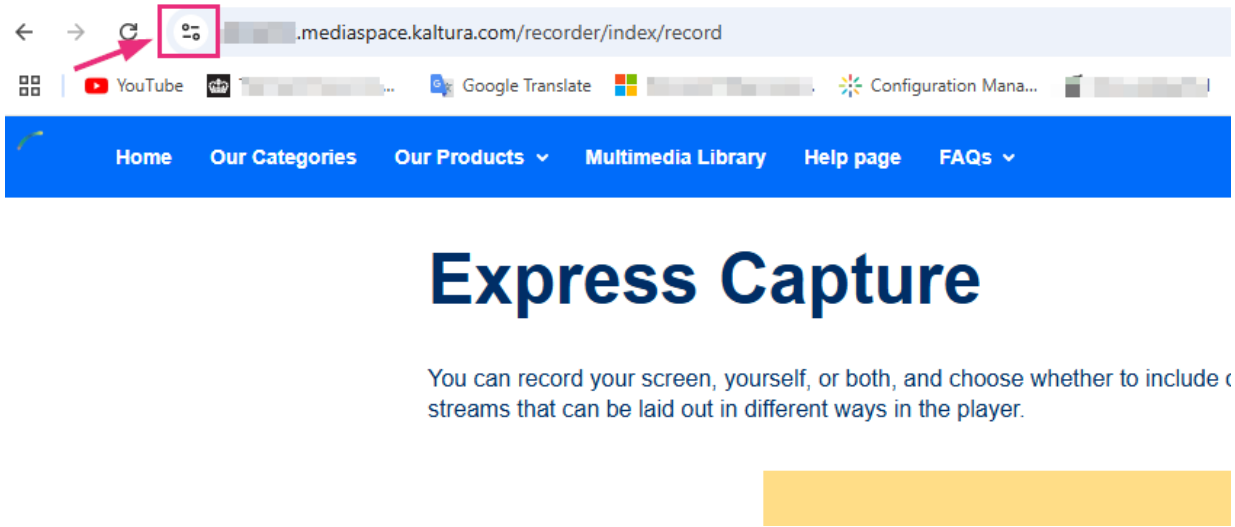
Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



Express Capture can’t access your camera or microphone until you update the browser permissions.

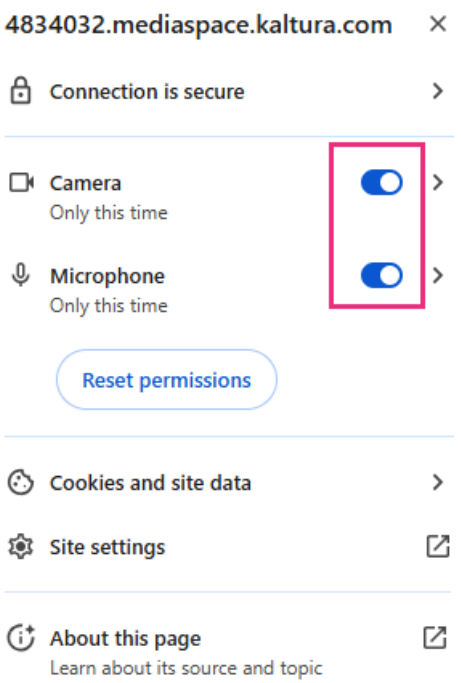
Re-enable camera and microphone access

1. Click the site information or permissions icon next to the website address in your browser. In some browser versions, this appears as a lock icon.

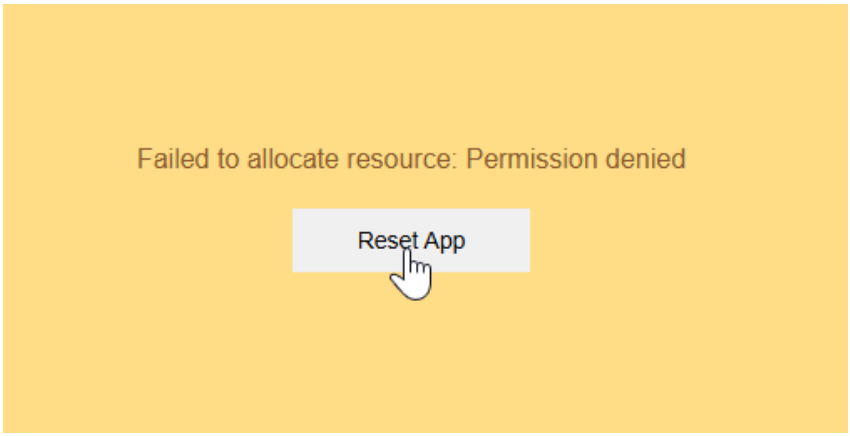


2. Set **Camera** and **Microphone** to **Allow**, or turn on both permissions.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.



3. Click **Reset App** on the Express Capture page.



Express Capture should now be able to access your camera and microphone. If it doesn't reload automatically, refresh the page.

If you still can't access your camera or microphone

- Make sure you're using a supported desktop browser. Express Capture is not supported on mobile devices or tablets, including iPhones and iPads.
- Check that camera and microphone access is allowed in both your browser and operating-system settings. For instructions, see Enable your webcam and microphone.
- Close other applications or browser tabs that may be using your camera or microphone.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.

- Close and reopen your browser.
- Try another supported desktop browser.

If a **Failed to allocate resource** alert continues to display, see Troubleshooting “Failed to allocate resource” alerts.

Ready to record? Go to Create a recording with Express Capture.

Copyright © 2025 Kaltura Inc. All Rights Reserved. Designated trademarks and brands are the property of their respective owners. Use of this document constitutes acceptance of the Kaltura Terms of Use and Privacy Policy.