# Troubleshooting guide for Kaltura Capture desktop recorder

Content updated: 04/16/2025

**This article is designated for all users.**

## About

If **Kaltura Capture** isn't working the way you expect, this guide walks you through quick fixes for common installation, recording, uploading, and configuration issues.

Kaltura Capture runs on supported Windows and Mac computers, not on mobile devices, tablets, or Chromebooks.

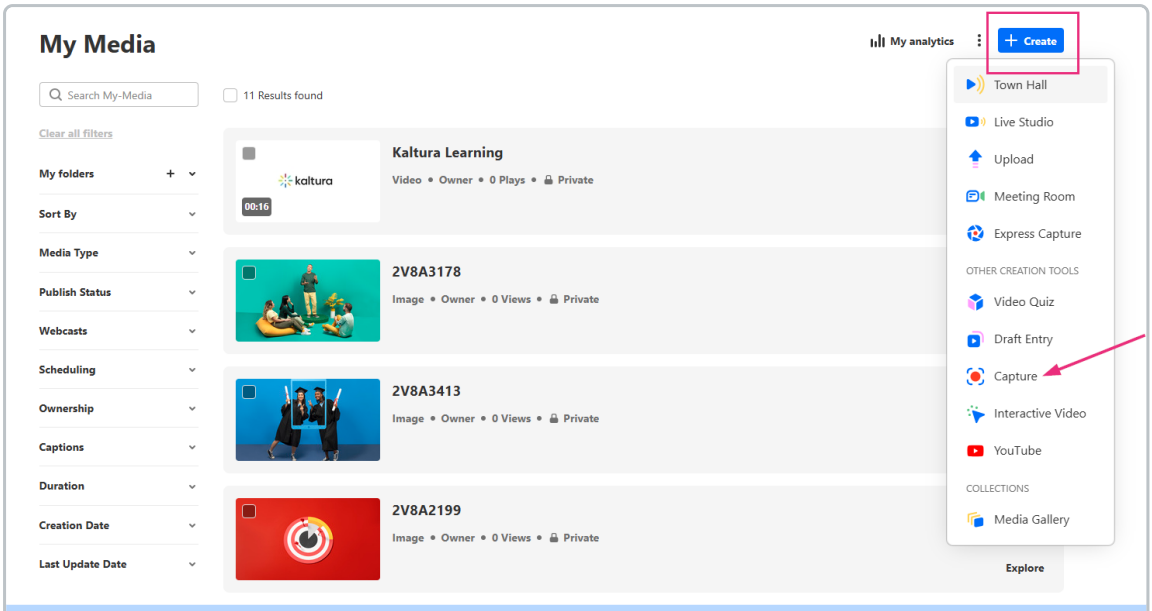
## Installation and startup issues

### Can’t find Kaltura Capture

You download Kaltura Capture from your institution's Content Hubs, legacy Video Portal, or LMS. Where you find it depends on whether Theming is enabled on your site:

- If Theming is enabled, select **Capture** from the **+Create** menu in Content Hubs or LMS Extensions.
- If Theming isn't enabled, select **Capture** from the **Add New** menu in the legacy Video Portal or LMS Video integrations.

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+Create menu showing Kaltura Capture in an LMS site

If you don't see the Kaltura Capture option, contact your institution's IT department or support team.

### Kaltura Capture download doesn't start

If selecting **Download** reloads the page instead of downloading Kaltura Capture, your organization's network or system configuration is typically the cause.

Contact your IT administrator to make sure your organization's firewall or endpoint security software isn't blocking software downloads.

If the issue continues after your administrator confirms the configuration, contact Kaltura Support.

### Kaltura Capture won't install

If Kaltura Capture won't install or won't open, perform a clean installation.

> 
> Before you uninstall Kaltura Capture, back up any recordings you want to keep.

#### Back up your recordings

1. Open the **Recordings** folder. If you're not sure how, see Access the Recordings folder further down this guide.
2. Find the recordings you want to keep ( `.mp4` files).
3. Select the files, right-click, and select **Copy**.

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4. Paste the files into another location, such as your Desktop or Documents folder.

### Reinstall Kaltura Capture

1. Go to **Settings**, select **Apps**, and then select **Installed apps**.
2. Search for Kaltura Capture in the list.
3. Select the **three dots** next to it, and then select **Uninstall**.
4. Confirm when prompted.
5. If any of the following folders remain in the Kaltura Capture installation directory after you uninstall, delete them:
   - Bin
   - Settings
   - Setup
6. Restart your computer.
7. Download and install the latest version of Kaltura Capture. To find the latest version, see Kaltura Capture Release Notes. To install it, see Install Kaltura Capture for Windows or Install Kaltura Capture for Mac.

## Uploading issues

### Uploaded recording appears green

If your recording plays correctly on your computer but appears green after upload, configure Kaltura Capture to use the CPU encoder.

#### Windows

1. Right-click your desktop and select **Display settings**.
2. Scroll down and select **Graphics**.
3. Under **Choose an app to set preference**, select **Desktop app**.
4. Select **Browse**. File Explorer opens.
5. Double-click **Local Disk (C:)**.
6. Open **Program Files**, then **Kaltura**, and then **Capture**.
7. Select `KalturaCapture.exe`, and then select **Add**.
8. After it's added, select **Options**.
9. Select **Save**.

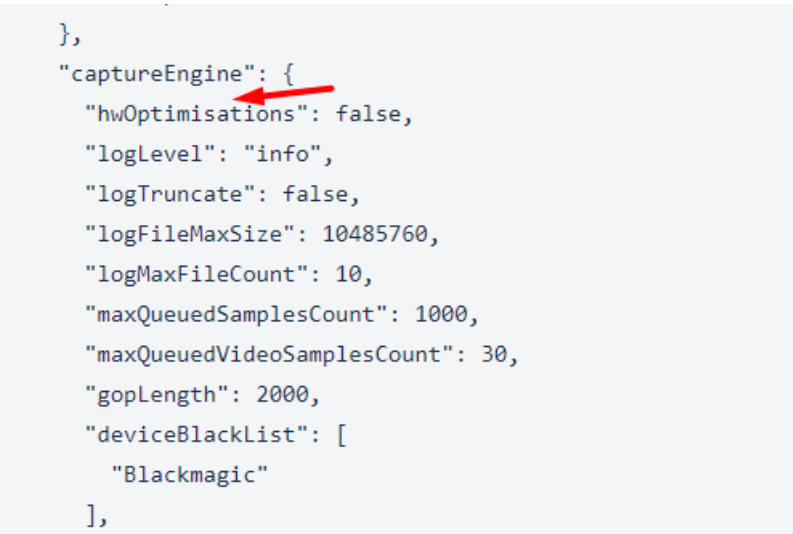
#### Disable hardware optimization

1. Open the **Settings** folder. If you're not sure how, see Access the Settings folder further down this guide.
2. Open `localSettings.json` in a text editor like Notepad. For example, right-click the

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file, select **Open with**, and then select **Notepad**.

3. Under the `captureEngine` section, add `"hwOptimisations": false`.




4. Save the file and restart the app.

### Upload stuck in Pending

If an upload stays in the **Pending** state, you can reset the upload status.

1. Open the **Recordings** folder, and then open the **completed** folder. If you're not sure how, see Access the Recordings folder further down this guide.
2. Find the `.json` file that matches the recording (the name and time are similar), and open it in a text editor like Notepad. For example, right-click the file, select **Open with**, and then select **Notepad**.
3. Find the line that starts with `"uploadStatus"` and delete everything below that line. Leave the closing `}` at the end of the file.
4. Replace the line with `"uploadStatus": "auto"`.

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5. Save the file.
6. Move both the recording file and the edited `.json` file back to the main Recordings folder (replace `username` with your Windows username): `C:\Users\username\AppData\Local\Kaltura\Capture\Recordings`. To move the files:
   a. Select the edited `.json` file and the matching video file (usually `.mp4`).
   b. Right-click and select **Cut**.
   c. Go back to the main Recordings folder. If you're not sure how, see Access the Recordings folder further down this guide.
   d. Right-click in the folder and select **Paste**.
7. Open Kaltura Capture.

Kaltura Capture detects the recording and tries the upload again.

### Upload stuck in Cancelling

If an upload stays in the **Cancelling** state, you can reset it and restore the **Upload** button.

1. Open the **Recordings** folder. If you're not sure how, see Access the Recordings folder further down this guide.
2. Find the `.json` file that matches your recording, and open it in a text editor like Notepad. For example, right-click the file, select **Open with**, and then select **Notepad**.
3. Find the line that starts with `"uploadStatus"` and delete everything below it. Leave the closing `}` at the end.
4. Replace the line with `"uploadStatus": "manual"`. This tells the app to allow manual upload.

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5. Save the file.
6. Open Kaltura Capture.

The **Upload** button appears next to the recording, so you can upload it again.

## Recording and input issues

### Recording won't start

If you receive the message *Failed to start recording. Please try again.*, your screen resolution or display scaling is often the cause.

Try the following:

1. Set your screen resolution to **1024** × **768**.
2. Set your display scaling to **100%**.
3. Restart Kaltura Capture and try recording again.

If the issue persists, verify that your computer meets the requirements described in Kaltura Capture prerequisites and system requirements.

### Camera or microphone isn't working (Mac)

If Kaltura Capture can’t access your camera or microphone, macOS might be blocking it because of privacy settings.

1. Open **System Settings** (or **System Preferences**, depending on your macOS version).
2. Select **Privacy & Security**.

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3. Select **Camera**.
4. Make sure **Kaltura Capture** is enabled.
5. Select **Microphone**.
6. Make sure **Kaltura Capture** is enabled.
7. Restart Kaltura Capture.

On macOS Mojave and later, macOS requires your permission before applications can access the built-in camera and microphone. If you didn't grant permission when Kaltura Capture first launched, you can enable it here. For more information, see Apple Support.

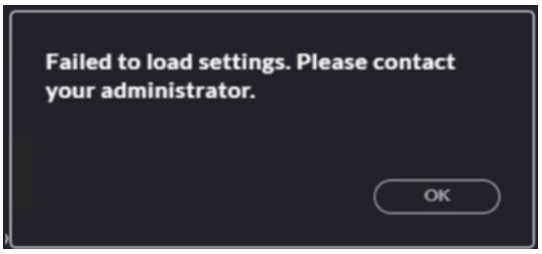
### Kaltura Capture doesn’t work over Remote Desktop

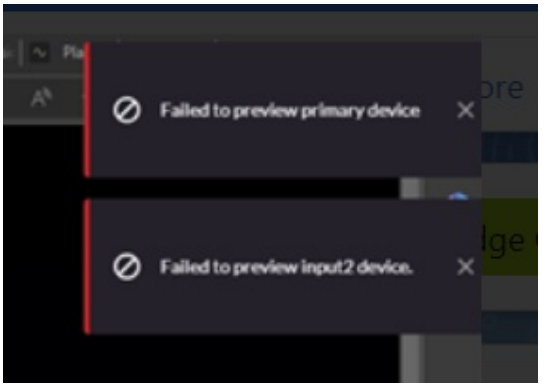
Kaltura Capture isn't supported in Remote Desktop (RDP), Citrix, VMware, or other virtual desktop infrastructure (VDI) environments.

You might see errors like:

- *Fail to load settings*
- *Failed to preview primary/secondary device*

Run Kaltura Capture directly on your local computer instead of through a remote desktop session.




### Can’t record system audio (Mac)

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macOS doesn’t allow apps to record system audio by default. This is a known limitation, and Kaltura Capture can't override it.

If you need to capture system audio on a Mac, talk to your customer success manager (CSM) or Kaltura Support about the available options.

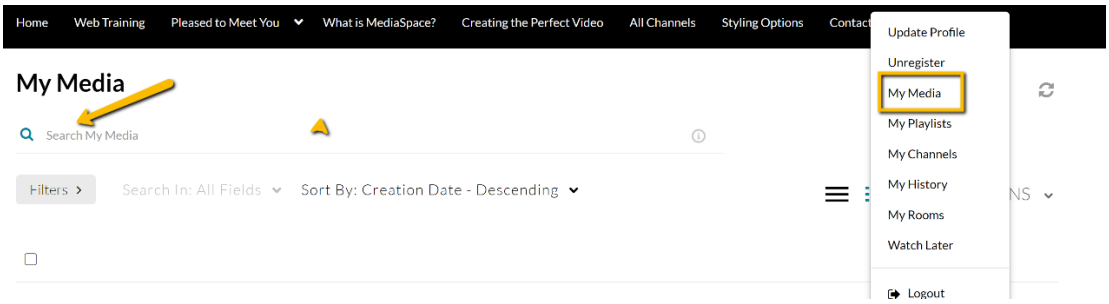
## Download and find recordings

### Download both streams (desktop view and presenter view)

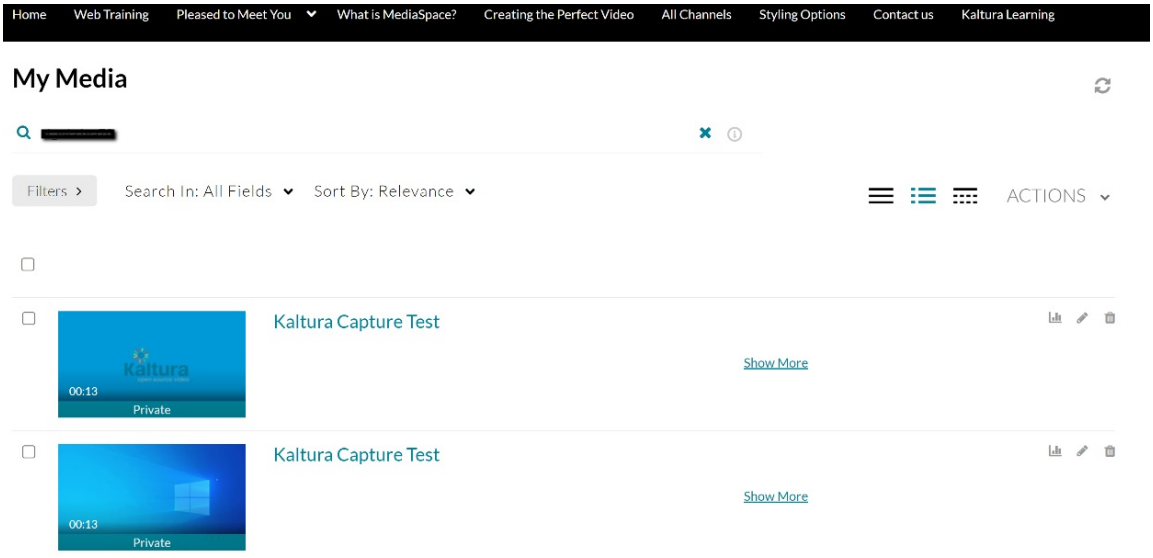
Each Kaltura Capture recording creates two separate streams: Desktop (Primary) and Camera (Secondary).

To download both recordings:

1. Go to **My Media** in your Video Portal.
2. Search for the recording using its entry ID.



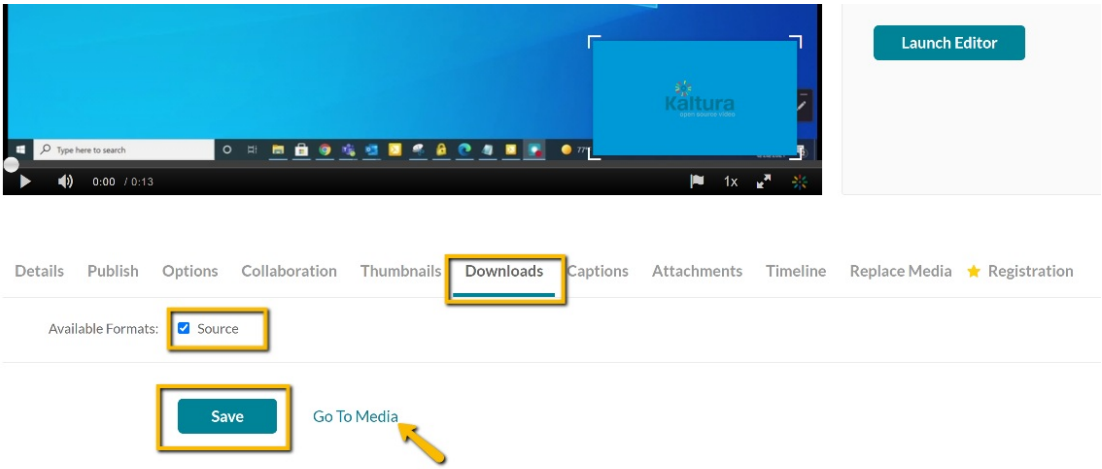

The search shows both media entries of the Kaltura Capture recording: the desktop view and the presenter view.



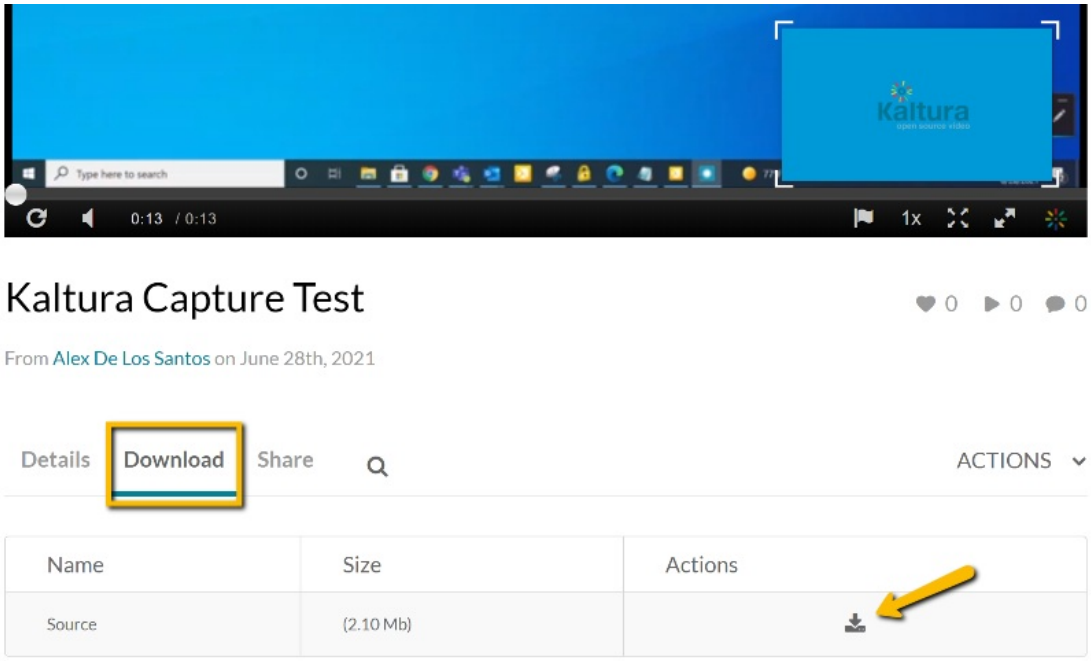

3. Open one of the media entries, and then select the **Downloads** tab.
4. Next to **Available formats**, select **Source**.

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5. Select **Save**, and then select **Go to media**.




6. Select the **Download** option to download the file.




7. Repeat for the second media entry.

Kaltura Capture stores the desktop and camera recordings as separate files, and you can't download them as a single combined video. If you need a single video, we suggest combining the files using video editing software.

## Recover the original recording files

The original recording files remain on the computer where you created the recording. If

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you're using a different computer, these files aren't available.

To recover the original files:

1. Open the **Recordings** folder. If you're not sure how, see Access the Recordings folder further down this guide.
2. Find the two `.mp4` files created for the recording. These are your original screen and camera recordings. Their names look similar and have the same timestamp.
3. Right-click each file and select **Copy**.
4. Paste the files into another location, such as your Desktop or Documents folder.

From there, you can rename, edit, or upload the files wherever you need.




## Configuration tips

### Change Kaltura Capture settings manually

Some advanced settings can only be changed by editing the app's configuration file.

1. Open the **Settings** folder. If you're not sure how, see Access the Settings folder further down this guide.
2. Open `localSettings.json` in a text editor like Notepad. For example, right-click the file, select **Open with**, and then select **Notepad**.
3. Update the setting you need. For example, to turn off automatic uploads, change `"LoadUploaderInApp":true` to `"LoadUploaderInApp":false`.
4. Save the file.
5. If required, restart Kaltura Capture.

### Stop Kaltura Capture from launching automatically

Windows

**Option 1:**

1. Go to **Settings**, select **Apps**, and then select **Startup**.
2. Find **Kaltura Capture** in the list.
3. Turn off the startup toggle.

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**Option 2:**

1. Open File Explorer.
2. Paste this path into the address bar (replace `username` with your Windows username): `C:\Users\username\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup`
3. If a Kaltura Capture shortcut exists, right-click it and select **Delete**.

Mac

1. Go to **System Settings** (or **System Preferences**), and then select **Users & Groups**.
2. Select the **Login Items** tab.
3. Select **Kaltura Capture** in the list.
4. Select the **remove** button (-).

Alternative (both Windows and Mac)

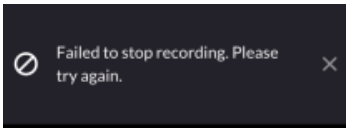
You can also turn off automatic startup by editing the configuration file.

1. Open the **Settings** folder. If you're not sure how, see Access the Settings folder further down this guide.
2. Open `localSettings.json` in a text editor like Notepad. For example, right-click the file, select **Open with**, and then select **Notepad**.
3. Change `"silentStart": false` to `"silentStart": true`.
4. Save the file and close the editor.

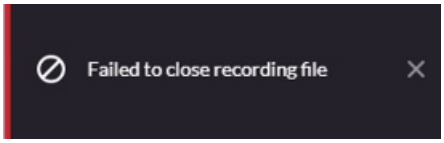
## Error messages

If you receive any of the following error messages while recording, verify that Kaltura Capture has permission to access your screen, camera, and microphone:

- *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.*




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To learn how to adjust permissions, see Install Kaltura Capture for Windows or Install Kaltura Capture for Mac.

After you update the required permissions, restart your computer and try again.

## Logging and diagnostics

### Upload logs and get a token ID

If Kaltura Support asks for logs, you can upload them directly from Kaltura Capture.

1. Open **Kaltura Capture**.
2. Select **Manage**, and then select **Settings**.
3. Select **Upload logs**.
4. Copy the displayed **Token ID** and send it to Kaltura Support.

**Need more detailed logs?** If Support asks for more diagnostic information, see Increase log level in Kaltura Capture.

## Admin and deployment

### Get the latest version for managed deployment

1. Download the latest installer from Kaltura Capture Release Notes.
2. Copy the direct download link (for example, https://cdnapisec.kaltura.com/.../KalturaCapture_admin_4.x.x.msi) and provide it to your IT team or whoever is responsible for software deployment at your organization.

### Monitor Kaltura Capture with Process Monitor (advanced)

If you're troubleshooting an advanced issue, Microsoft Process Monitor (Procmon) can help identify files, folders, and registry keys that Kaltura Capture is trying to access.

1. Download Microsoft Process Monitor.
2. Open `Procmon64.exe`.
3. Go to **Tools**, and then select **Process Tree**.

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4. Find `KalturaCapture.exe`, right-click it, and select **Add Process and children to Include Filter**.

Review the captured events to identify access failures or other errors. If the issue persists, contact Kaltura Support.

## Access the Recordings folder

Some troubleshooting procedures require access to the folder where Kaltura Capture stores recordings.

### Windows

#### Option 1

1. Open **File Explorer** (select the folder icon in your taskbar).
2. In the left panel, go to **This PC**, then **Local Disk (C:)**, then **Users**, then the folder with your username, then **AppData**, **Local**, **Kaltura**, **Capture**, and finally **Recordings**.

If you don't see the **AppData** folder, you might need to show hidden files. In the File Explorer toolbar, select **View**, then **Show**, and then **Hidden items**.

#### Option 2

1. Open **File Explorer** (select the folder icon in your taskbar).
2. Copy this path (replace `username` with your Windows username):
   `C:\Users\username\AppData\Local\Kaltura\Capture\Recordings`
3. Paste it into the address bar at the top and press Enter.

In Kaltura Capture version 4**.2.141** and later, you can also view the Recordings folder path on the **Settings** tab.

### Mac

If you're using a Mac, follow these steps to find your Kaltura Capture recordings.

#### Option 1

1. Open **Finder** (the blue-and-white face icon in your Dock).
2. In the top menu bar, select **Go**, and then select **Go to Folder**.

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3. Paste this path (replace `username` with your Mac username):
   `/Users/username/Library/Preferences/Kaltura/Capture/Recordings`
4. Select **Go**.

Option 2

1. Open **Finder** (the blue-and-white face icon in your Dock).
2. Select **Macintosh HD**, then **Users**, and then the folder with your username.
3. Hold the **Option** key, select the **Go** menu, and then select **Library**.
4. Go to **Preferences**, then **Kaltura**, then **Capture**, and then **Recordings**.

## Access the Settings folder

Some troubleshooting procedures require access to the **Settings** folder, which stores Kaltura Capture configuration files.

### Windows

1. Open File Explorer.
2. Paste this path into the address bar (replace `username` with your Windows username): `C:\Users\username\AppData\Local\Kaltura\Capture\Settings`
3. Press Enter.

### Mac

1. Open **Finder**, select **Go**, and then select **Go to Folder**.
2. Paste this path (replace `username` with your Mac username):
   `/Users/username/Library/Preferences/Kaltura/Capture/Settings`
3. Select **Go**.

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