

Why your viewing progress may not be collected

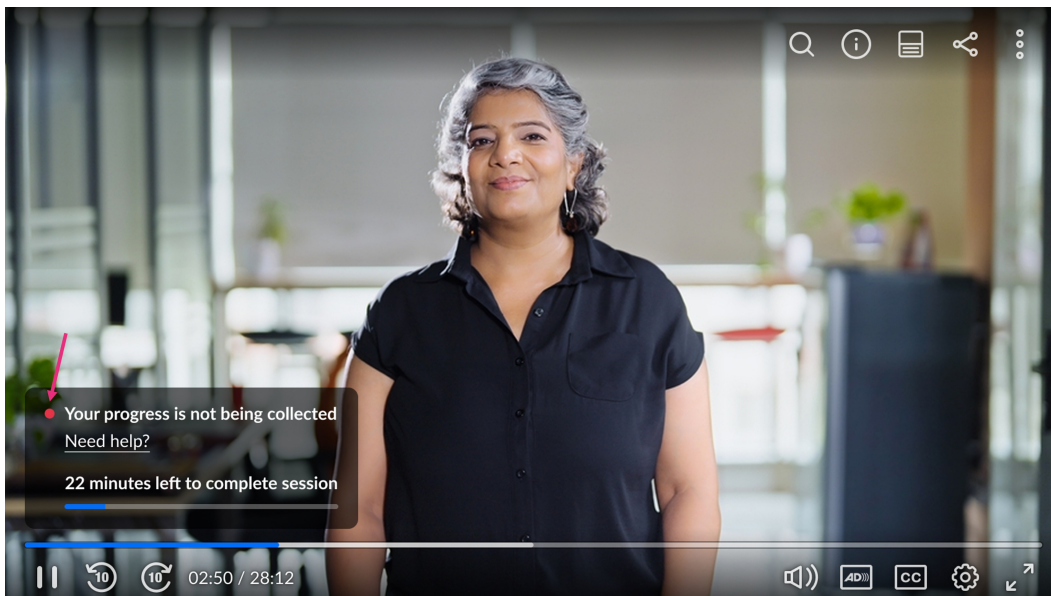
Last Modified on 11/07/2025 1:12 pm IST

 This article is designated for all users.

About

If you see a **red light** on your video player instead of a green one, it means something's blocking the tracking beacons and your viewing progress isn't being collected. This may prevent you from receiving credit toward your Certification Program.

See the table below for possible causes and how to fix them.



Possible causes and how to fix them

Possible cause	What to do
Ad Blockers or privacy extensions	<ul style="list-style-type: none"> • Try temporarily disabling the ad blocker or privacy extension, then refresh the page • If that helps, add the site to your extension's list of allowed or trusted sites to prevent it from blocking video tracking
Private browsing or strict browser settings (e.g., incognito or strict privacy settings that block background requests)	<ul style="list-style-type: none"> • Try switching to a different browser (e.g. Chrome, Firefox, Edge) • Avoid using incognito mode • Ensure JavaScript is enabled
Network restrictions (e.g., VPN, corporate firewall, or proxy blocking Kaltura tracking requests)	<ul style="list-style-type: none"> • Try connecting on a different network • Ask your IT team to allow access to our beacon endpoints (https://analytics.kaltura.com/api_v3/)
Outdated or unsupported browser	<ul style="list-style-type: none"> • Make sure you're using a modern, supported browser. Check with your organization if you're unsure which browsers are recommended.
Computer performance or system overload	<ul style="list-style-type: none"> • Ensure your computer has enough available resources to play the live stream. Too many open programs or tabs can affect playback and prevent tracking beacons from sending. Close unused applications before joining a live session.



If the red light remains after trying these steps, contact your administrator or support team for further assistance.