

# Kaltura Meetings - Who Should Send Support Logs?

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## **i Legacy notice**

This article documents the **legacy KME Room**. For information on the new room, please visit the [new Kaltura Room documentation](#).

When classes have under 25 participants, all users, students and teachers, may send a support ticket. In classes where there are over 25 participants, it is best for the user to send the support ticket.

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