

Collect support logs in LMS Extensions

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 This article is designated for administrators.

About

This article explains how to collect support logs in Content Hubs, the legacy Video Portal, and LMS Extensions. You don't need any external tools or your browser's developer tools.

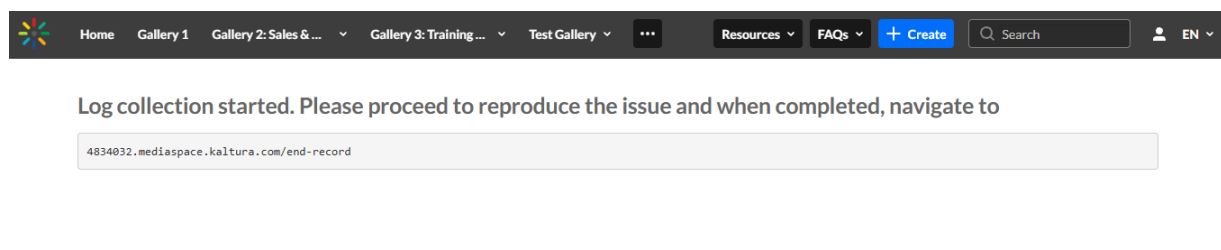
Collect support logs



For an LMS integration, use the LMS Extensions URL, not the LMS URL. For example, use `https://blackboard.kaf.kaltura.com/start-record` , not `https://blackboard.kaltura.com/start-record` .

1. Go to `https://{your_site_url}/start-record` .

Log collection starts and the message *Log collection started. Please proceed to reproduce the issue and when completed, navigate to* appears, followed by your end-record URL.



2. Reproduce the issue.
3. Keep track of each action you take, when you take it, and any error message that appears.
4. Go to `https://{your_site_url}/end-record` .

Log collection ends, and the message *Log collection ended. Please copy the below session data and pass to the Customer Care team.* appears, followed by your session data.

Log collection ended. Please copy the below session data and pass to the Customer Care team.

```
c3RhcncQ6ID15LzA5LzIwIjYsIDF3OjA4OjE2Oy8zZXNzaW9uczo2YmJiYzc3MmI4ZTE4O252cDEtbWkaWZzcGFjZS1rbXhtbWZpbi03Yzg2ZmM2Y2ZiLXJkNTVt00vyaHziV1U9LDZhYmJjMzc3ZDRhNGU7bnZwMS1t
ZWRpYXNwYmN1LWttcy1tYm1uLldj00ZmYzZjZmTtdGh1Njkt7TDNNe1pYSXZiRzluVYc0PSw2YmJiYzc3YmU5MGQ00252cDEtbWkaWZzcGFjZS1rbXhtbWZpbi03Yzg2ZmM2Y2ZiLTh2Njlu00x3PT0sNmFiYmM130DM2
ZmJhIjttudnAxLW11ZG1hc38hY2uta21zLW1haW4tN2M4NmZjNmNmY101cGluNzItIjF5fSkKdsaeVuxTjBjbVZoYld4c63tbHvaeVV5TUV0dmNuQnZjbUUYwLlNveU1FTnZiVzExYm1sa11YUn8IjR5TmPOM2FYUm9KVE13
Uz3Gc2R1Vn1ZUzh4HhpZM05HwTVkSEp0LDZhYmJjNz4ZT3kNjM7bnZwMS1tZWRpYXNwYmN1LWttcy1tYm1uLldj00ZmYzZjZmTtdGh1Njkt7TDNNe1pYSXZiRzluVYc0PSw2YmJiYzc3YmU5MGQ00252cDEtbWkaWZzcGFjZS1rbXhtbWZpbi03Yzg2ZmM2Y2ZiLTh2Njlu00x3PT0sNmFiYmM130DM2
```

- Copy the session data from the box, and send it to the Kaltura Customer Care team. In the same message, describe what you did, when you did it, and any error messages you saw.