

# Troubleshooting Kaltura Capture

This article is for students, faculty, and staff.

## Issue: Less Than 1GB of Memory, Kaltura Cannot Run

Mac users may receive a message that there is less than 1GB of memory and Kaltura cannot run. The user needs to uninstall the application completely, including all Kaltura Capture related files, and then reinstall the app.

To do so,

1. Uninstall the application itself by moving its icon to **Trash**.
2. Remove Kaltura folder from the following location: **Mac OS: /Users/<username>/Library/Preferences/Kaltura**

If you do not see the **Library** folder, press **Command+Shift+Period** to show hidden files/folders.

3. Restart your computer.
4. Install the latest application version.
5. Navigate to to **System Preferences**.
6. Click on **Security & Privacy**. -
7. Go to the **Privacy** tab
8. Select **Screen Recording**.
  - Verify that Kaltura Capture is enabled.
9. Reboot your computer.
10. Start Kaltura Capture.
11. Test for whether or not you can record.

## Issue: Videos Not Uploading to Kaltura, Videos Not Processing in Kaltura

This section is only applicable for when you've recorded only the webcam or just the desktop, but not both.

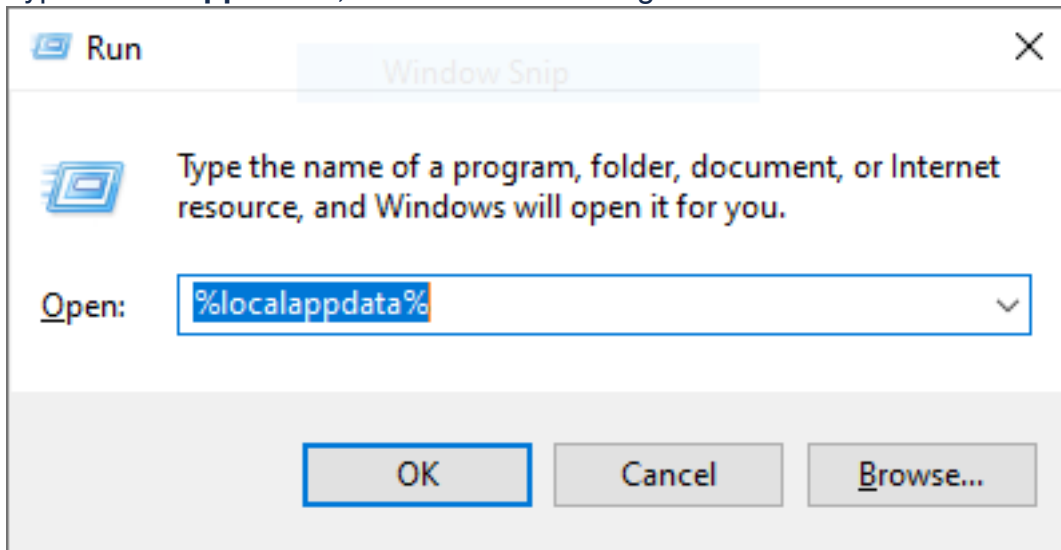
When a video in Kaltura Capture doesn't upload or process on the Kaltura server, users should manually upload the video.

## Windows

You should check the local copy of the video to ensure it's not corrupted before manually uploading it to Kaltura. If the video is corrupted, you will need to record the video again.

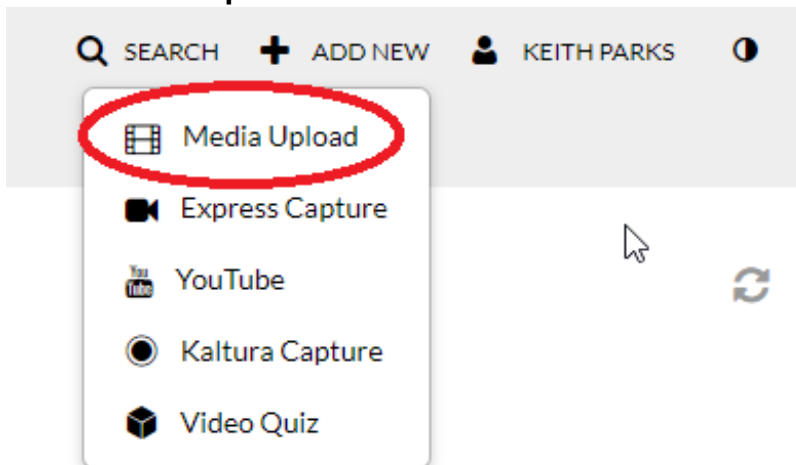
To do so,

1. Press **Win+R** to open up the **Run** window.
2. Type **%localappdata%**, as shown in the image below.



3. Open **Kaltura**.
4. Click on **Capture**.
5. Select **Recordings**. The file names are not descriptive. You will need to rely on the date modified to determine which video you need to re-upload.
6. Find the .mp4 video that corresponds to your recording.
7. Navigate to the [Kaltura My Media page](#).
8. Log in with your NetID.
9. Click on **Add New**.

10. Select **Media Upload**.



11. You will be able to rename it as it's uploading. Once finished, you will see a green banner telling you the upload is complete. The video will now process. Close the window.

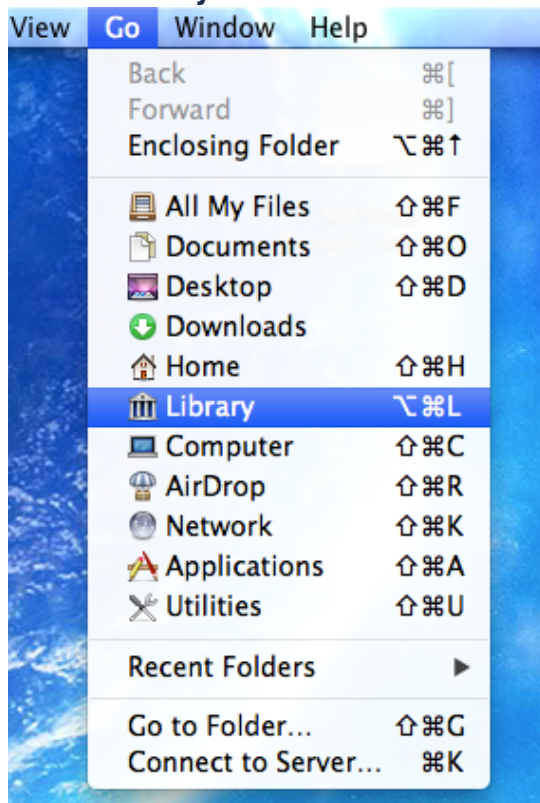
## Mac

You should check the local copy of the video to ensure that it is not corrupted before manually uploading it to Kaltura. If the video is corrupted, you will need to record the video again.

To do so,

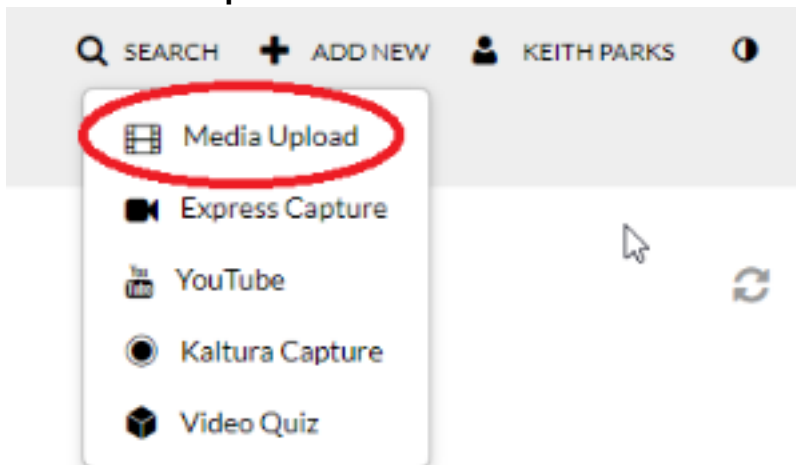
1. Open **Finder**.
2. Hold down the **Option** key on your keyboard.
3. Click **Go** from the top bar.

4. Select **Library**.



5. From the **Library** folder, navigate to **Preferences**.
6. Click on **Kaltura**.
7. Click on **Capture**.
8. Select **Recordings**. The file names are not descriptive. You will need to rely on date modified to determine which video you need to re-upload.
9. Find the .mp4 video that corresponds to your recording.
10. Navigate to the [Kaltura MyMedia page](#).
11. Log in with your NetID.
12. Click on **Add New**.

13. Select **Media Upload**.



14. Drag the .mp4 file you located in **Step 9** onto the browser window to begin uploading it.



Drag & Drop a file here

or

[+ Choose a file to upload](#)

All common video, audio and image formats in all resolutions are accepted.