How do I troubleshoot Kaltura Capture when it does not start recording?

Tell Me

You have installed successfully, Kaltura Capture. When you start recording, the countdown begins and then stops. The recorder appears but recording does not start. This may be due to device drivers (display and monitor) needing to be updated.

Other Recording Fixes

Here are the fixes that were tried. Make sure to reboot computer after each fix.

1. From the Windows Device Manager, make sure your monitor drivers are updated, match your monitor, and are not disabled.
   * E.g. If computer has a generic driver, and the software didn't recognize that for some reason. update to the monitor driver, for a fix.
2. Update your graphics card to the latest driver/software.
   * E.g. Computer had correct monitor drivers and graphics card driver. Update the monitor driver. If this still doesn't work, then update the graphics driver, to resolve the issue.
3. From the Windows Device Manager, make sure you don't have two display adapters active.
   * E.g. A computer in the classroom is experiencing this issue. Update the monitor and graphics card driver. If the issue persists, then disable the onboard Intel driver and leave the AMD Graphics card enabled. Should resolve the issue.

Hopefully one of these scenarios will resolve your issue. See detailed steps below.

Understanding Device Manager

Device Manager is NOT a list of installed devices; it is a list of installed protected-mode device drivers. This means that while certain devices may be installed correctly, it will not appear in this list unless Windows has the drivers necessary to recognize it.

1. Navigate to the Windows Icon (Start button) and type "Device Manager" in the search bar

   ![Device Manager](image)

   Best match
   Device Manager
   Control panel

2. Click the Enter key
3. On the User Account Control dialog box, choose Yes
4. The Device Manager window will appear with all the applicable devices in your computer displayed
5. Click on **Display adapters** (the display driver will show below)

6. Right click the driver, and choose **Update Driver**

7. Choose the option to **Search automatically for update driver software**
8. The search will check online for updated drivers

9. The system will then install the updated driver

10. Click Close

11. Close the Device Manager window

12. Restart Kaltura Capture using My Media > Add New > Kaltura Capture
13. Choose your video capture input and start recording

14. If this does not correct the issue or there is no update available, contact ITS Services Help Desk by generating a Help ticket for further assistance.

**Information on Device Manager Settings**

Often when something is installed, but is not working in a computer, the problem can be traced back to incorrectly installed device drivers. The Device Manager in Windows will report devices that are not working correctly. Many of these problems can be solved by updating the driver in the [Device Manager](https://support.microsoft.com/en-us/help/979029). If the above does not work, generate a Help Ticket through [IT Service Catalog](https://itservices.catalog). 

**Related FAQs**

- How can I get an HTML embed code to share my Kaltura Video?
- How do I request captions for a Kaltura video?
- How do I customize the Kaltura Capture local recording folder on my computer?
- How can I create a presentation in Kaltura Capture?
- How can I create a video using my webcam in Kaltura Capture?