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.

Best match

![Device Manager Control panel](image)

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

   ![Display adapters tree]

   - Bluetooth
   - Cameras
   - Computer
   - Disk drives
   - ![Display adapters]
     - Intel(R) HD Graphics 620
     - ![Disk drives]
   - Firmware
   - Human Interface Devices
   - Imaging devices
   - Keyboards
   - Memory technology devices

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

   ![Update driver dialog]

   - ![Update driver]
   - ![Disable device]
   - ![Uninstall device]
   - ![Scan for hardware changes]
   - ![Properties]

7. Choose the option to **Search automatically for update driver software**

   ![Search automatically for updated driver software]

   - How do you want to search for drivers?
   - ![Search automatically for updated driver software]
   - Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
   - ![Browse my computer for driver software]
   - Locate and install driver software manually.
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. If the above does not work, generate a Help Ticket through IT Service Catalog.

Related FAQs

- How can I specify that a Kaltura video in Canvas can be downloaded?
- Which tools can I use to create videos or presentations for my class?
- How can I record my screen and add notations using Kaltura Capture?
- Why am I not able to record audio or video when using Kaltura Capture on my Mac?
- How do I request captions for a Kaltura video?