Why am I not able to record audio or video when using Kaltura Capture on my Mac?

Tell Me

There are a few issues that have been observed when trying to record with Kaltura on Mac. If your issue isn't resolved with the below solutions, please contact help@uncc.edu to report the problem.

<table>
<thead>
<tr>
<th>Mac OS Catalina</th>
<th>Other Mac OS versions</th>
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<tbody>
<tr>
<td>MacOS Catalina requires additional permissions to run Kaltura Capture successfully. To run the software, change the following settings:</td>
<td>1. Find the Kaltura app on your computer and delete/uninstall it</td>
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<tr>
<td>1. General Setting</td>
<td>2. Reinstall Kaltura on your computer</td>
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<tr>
<td>a. Click the Apple icon in the top left of your screen and select System Preferences</td>
<td>3. Test to ensure audio is recording properly</td>
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<tr>
<td>b. Click the Security &amp; Privacy icon</td>
<td></td>
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<tr>
<td>c. Under the General tab, click the lock icon in the bottom left and type your password, then click Unlock</td>
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<tr>
<td>d. Choose App Store and identified developers</td>
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<tr>
<td>e. Click the lock icon again in the bottom left when finished</td>
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</table>
2. **Media Settings**
   
   a. Click the Apple icon in the top left of your screen and select **System Preferences**

   ![System Preferences](image1)

   b. Click the **Security & Privacy** icon

   ![Security & Privacy](image2)

   c. Click the **Privacy** tab

   ![Privacy](image3)

   d. Click the **lock icon** in the bottom left and type your password, then click **Unlock**

   ![Unlock](image4)

   e. Choose the **Camera** option from the left menu

   ![Camera](image5)

   f. Check the **KalturaCapture** option
      
      i. Repeat this process for the **Microphone** and **Screen Recording** options in the left menu

   g. Click the **lock icon** again in the bottom left when finished

   ![Lock Icon](image6)
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?