Troubleshooting MU Video Capture

Troubleshooting Problems with Kaltura Capture

If Capture is crashing, reporting errors, or failing to upload video, please try to resolve the problem using the steps below.

- Use a Supported Computer
- Launch Kaltura Capture from the Web
- Reboot your computer
- Adjust Your Computer’s Privacy Settings
- Close Other Applications
- Update MU Video Capture
  - Allow Capture to Update Itself
  - Manually Update Capture
- Update Your Computer
  - On a Mac
  - On a Windows Computer
- Record Fewer Sources
- Use a Better Internet Connection
- Have Your Computer Checked for Problems
- Upload Your Capture Recording without Capture

Use a Supported Computer

Confirm that your computer meets Kaltura Capture’s system requirements.

Launch Kaltura Capture from the Web

Rather than opening Capture from the icon on your computer, open it from the MU Video web site (preferred) or from within D2L.

Launching Capture from within D2L

These instructions assume you have already logged into D2L.

1. In the navigation bar, click or tap: Resource.
2. In the menu that opens, click or tap: My Media.
3. In the My Media window that opens, click or tap the Add New button.
4. In the menu that opens, click or tap: Capture.

Launching Capture from MU Video

1. Go to MU Video: https://millersville.mediaspace.kaltura.com/
2. In the upper right corner of the page, click or tap: GUEST.
3. In the menu that opens, click or tap: Login.
4. Log in using the same Millersville username and password you use for your Millersville email.
5. Click or tap: + ADD NEW.
6. In the menu that opens, click or tap: Capture.

Reboot your computer

If you haven’t restarted your computer recently, reboot it now.

Adjust Your Computer’s Privacy Settings

This section applies only to Apple macOS computers. If you are using a Windows computer, please skip to the next section.

If Kaltura Capture fails with one of the error messages listed below, please see How to Enable Privacy Settings for Kaltura Capture on Mac. After making the necessary privacy setting changes, please reboot your computer.

Error messages indicating you need to adjust your computer’s privacy settings:

- Failed to start recording. Please try again.
- Failed to stop recording. Please try again.
Close Other Applications

This is particularly important if Capture warns your computer's memory is under 1 GB or under 2 GB.

Close any applications you do not need for the recording, and if you're recording a web browser, close any browser tabs you do not need for the recording.

Update MU Video Capture

Allow Capture to Update Itself

1. Launch Capture.
2. Allow Capture to sit open on your computer for about 15 minutes while you do something else. You can use another application on your computer or step away from your computer for a break. Capture automatically updates itself after it sits open and idle for several minutes.

Manually Update Capture

1. Use the appropriate download link—Download for Windows or Download for Mac—on MU Video's Capture page to download the latest version of Capture for your computer.
2. Locate the Capture installer you just downloaded.
3. Run the Capture installer.

Update Your Computer

Your computer uses special software, called drivers, to operate its hardware. Because Capture relies upon so many different parts of your computer's hardware—webcams, microphones, speakers, etc.—old or broken drivers can make Capture fail.

Your computer's operating system (macOS or Windows) provides drivers. And for Windows computers, the computer's manufacturer usually provides additional drivers.

On a Mac

1. Update macOS and App Store applications.
   a. Open the Apple () menu.
   b. Click App Store...
   c. In the App Store, click Updates.
   d. Install all available updates.
2. Update applications install from outside the App Store. This is particularly important if you have a Bluetooth or USB webcam, microphone, or headset connected to your computer.
   a. Open Launchpad.
   b. Look for an application from the manufacturer of your webcam, microphone, or headset. Examples: Blue Sherpa, Logi Tune, Logitech Capture, Logitech Options, Poly Companion.
   c. Launch the application.
   d. Locate and use the application's update feature.
   e. If your computer has other webcam-, microphone-, or headset-related applications, repeat the update process with them.

On a Windows Computer

1. Update Windows.
   a. Open the Start menu.
   b. Click the gear icon (Settings).
   c. In the Settings window that opens:
   d. Click Update & Security.
   e. If the Windows Update page includes a Check for updates button, click that button.
   f. Install any available updates.
   Exceptions:
      • Do not click the View optional updates link. You do not need to install optional updates.
      • You do not need to update to Windows 11.
   g. If Windows announces it must reboot to continue updating, allow the reboot.
   h. After a reboot return to the Windows Update page to continue installing updates until no more updates are available.
2. Use your computer manufacturer's update utility to install updates.
   a. Open the Start menu.
   b. Locate the system update utility provided by your computer's manufacturer. Examples: Acer Care Center, ASUS Live Update, Dell Update, HP Support Assistant, Lenovo System Update, Samsung Update, Toshiba Service Station.
   c. Launch the update utility.
   d. Install all available updates.
   e. If the update utility announces it must reboot your computer, allow the reboot.
   f. After a reboot reopen the system update utility to continue installing updates until no more updates are available.
3. Update software and drivers
   This is particularly important if you have a Bluetooth or USB webcam, microphone, or headset connected to your computer.
   a. Open the Start menu.
   b. Look for an application from the manufacturer of your webcam, microphone, or headset. Examples: Blue Sherpa, Logi Tune, Logitech, Capture, Logitech Options, Poly Companion, Razer Synapse.
   c. Launch the application.
   d. Locate and use the application's update feature.
   e. If the application announces it must reboot your computer to continue updating, allow the reboot.
   f. If your computer has other webcam-, microphone-, or headset-related applications, repeat the update process with them.

Record Fewer Sources
When possible, record only a single video source. Record just your screen or just your webcam, but not both at the same time.

Use a Better Internet Connection
MU Video Capture needs a strong Internet connection to upload your recordings. Connecting your computer to a faster, more reliable Internet connection will resolve many upload issues.

In general:
- Best: wired (Ethernet)
- Good: wireless (WiFi)
- Not recommended: cellular (3G/4G/LTE)

Have Your Computer Checked for Problems
- If you are able to take your computer to Millersville University’s main campus, then have your computer checked by the Technical Assistance Center.
- If you have a Mac computer, then take your Mac to the Genius Bar at an Apple Store.

Upload Your Capture Recording without Capture
If you successfully used Kaltura Capture to record a video, but are unable to upload that video, try uploading your Capture recording from outside Capture.
Locate the recording Capture saved to your computer, and then upload that video to MU Video directly.