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Overview

Kaltura Capture is a screen recording software application for Mac and Windows.

- Capture stores all recordings locally on the user's hard drive. The files will remain on your hard drive until you delete them
- There are two methods for recovering from a failed upload discussed below. Choose the one that suits your use case.

Method 1: Tell Kaltura Capture to Reupload

Kaltura Capture version 4.2.78 and later presents a reupload button next to each video in your Kaltura Capture library. When you reupload, the system creates a new version of your recording in your My Media.

This method uploads a new copy of the recording to your My Media.

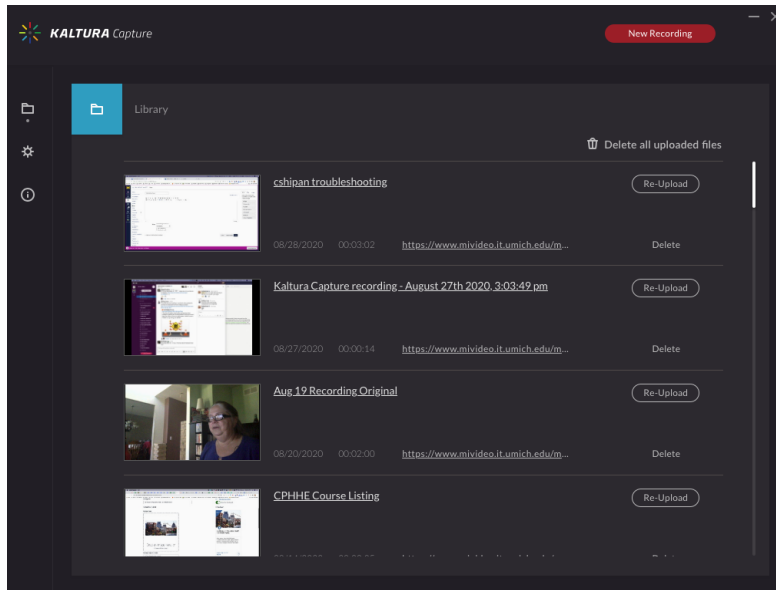
1. Open Kaltura Capture from your My Media as if you will be making a new recording (Add New > Kaltura Capture)
2. Click the "Manage" link below the Kaltura logo. This loads your Capture recordings library.
3. Click the reupload button next to the video.

TIPS:

If you have a stuck upload, click the "x" next to it's upload status bar to stop the upload, then try again.

If you see the word "pending" but no status bar, restart your computer and relaunch Kaltura Capture.

This is a screenshot of a Capture library with the Reupload button.



Method 2 - Finding Files on Your Computer and Manually Uploading

Update: Starting with Kaltura Capture version 42.122, released January 2021, the path to the recordings on your computer is displayed on the Captures settings (gear icon) screen.

Before you can recover your recordings with this method, you have to find them on your computer. As long as you didn't click to delete the files in your Kaltura Capture application, these steps will help you find your recording so you can use one of the two methods below to re-upload.

IMPORTANT: If you made a two source recording (screen and webcam), use Method 1 above if at all possible. You cannot upload two sources with this method.

Windows Computer

Option 1:

1. Right click on the Kaltura Capture icon on the desktop.
2. Right click on the icon and select Properties.
3. Click the File Location button in the Properties window. This will open the BIN folder, which is a level deeper than you need.
4. In the file path bar, go up one folder to the Capture folder, then open the Recordings Folder

Option 2:

- Copy/paste this into the search bar, substituting your Windows username for [username]
C:\Users\[username]\AppData\Local\Kaltura\Capture\Recordings

- It's recommended to **sort the list by Date Modified** in order to group all the files for each recording together. Click the Date or Date Modified heading in the file view to sort the list.

Mac Computer

- Open Finder and in the menu at the top of the screen select Go > Go To Folder
- Copy/paste or type this path into the "Go To Folder" Box
~/Library/Preferences/Kaltura/Capture/Recordings
- It's recommended to **sort the list by Date Modified** in order to group all the files for each recording together. Click the Date or Date Modified heading in the file view to sort the list.

About Kaltura Capture Recording Files

- Files will have system names that look like gibberish. See the screenshot below at the end of this section. Don't let that freak you out!
- The MP4 files are the recordings.
 - If you recorded two sources (e.g. Screen and Webcam), there will be two mp4s.
 - When there are two mp4's, you can play them locally on your computer to determine what content is in each. Double-click a file to play in your computer's default video player software.
 - If you need both files, see the How to Force Kaltura Capture to Reupload section below.
 - If you only have or need one of the files, see the section How to Upload a Single Recording Manually.
- You will see a Slides folder for the date in question if you recorded a PowerPoint in presentation mode (single or dual source). This folder means Kaltura created chapter markers for your PPTX
 - While chapters are not absolutely necessary to the recording, if you want to keep the chapters to help navigate and search the recording, See the below.
- The .json file contains the media upload parameters for Kaltura Capture. Don't delete or rename it.
- The JPG is the thumbnail Kaltura generated. Do not delete or rename it.
- Do NOT delete files from the Recordings folder. You can delete uploaded media using the Kaltura Capture Application Library View (click the Manage link), but make sure they are in your My Media and working as expected first.

(Files screenshot from a Mac, grouped by Date Modified).

Name	Date Modified	Size	Kind
1584384615074.json	Yesterday at 2:50 PM	1 KB	JSON Document
8BC6AB83...E372.mp4	Yesterday at 2:50 PM	4.3 MB	MPEG-4 movie
E81248D7-...E661.mp4	Yesterday at 2:50 PM	2.9 MB	MPEG-4 movie
8BC6AB83...DE372.jpg	Yesterday at 2:50 PM	17 KB	JPEG image
E81248D7-...64E661.jpg	Yesterday at 2:50 PM	19 KB	JPEG image
Slides	Yesterday at 2:50 PM	--	Folder
1584384144090.json	Yesterday at 2:43 PM	829 bytes	JSON Document
8F2FB64A...7EC4A.mp4	Yesterday at 2:42 PM	38 MB	MPEG-4 movie
8F2FB64A...C7EC4A.jpg	Yesterday at 2:41 PM	15 KB	JPEG image
1584311443315.json	Mar 15, 2020 at 6:30 PM	514 bytes	JSON Document
A74FBCD6...F2FEE.mp4	Mar 15, 2020 at 6:30 PM	11.7 MB	MPEG-4 movie
A74FBCD6...2F2FEE.jpg	Mar 15, 2020 at 6:29 PM	10 KB	JPEG image
1584310177627.json	Mar 15, 2020 at 6:10 PM	1 KB	JSON Document
4589118B-...BC87.mp4	Mar 15, 2020 at 6:09 PM	3 MB	MPEG-4 movie
3B5409A9...65E9B.mp4	Mar 15, 2020 at 6:09 PM	5.7 MB	MPEG-4 movie
3B5409A9...A65E9B.jpg	Mar 15, 2020 at 6:09 PM	18 KB	JPEG image
4589118B-...ABC87.jpg	Mar 15, 2020 at 6:09 PM	6 KB	JPEG image
4589118B-...ABC87.json	Mar 15, 2020 at 6:09 PM	1 KB	JSON Document

How To Manually Upload a Single File

- COPY the mp4 file from the Kaltura files location to a working location on your computer, such as your desktop.
- Rename the working copy as desired. Don't delete the .mp4 extension.
- Go to your My Media in Canvas or Mediaspace and choose Add New > Media Upload to upload your file.
 - If you enter and title or description changes, click the SAVE button at the bottom of the screen to ensure your edits are saved.
 - Publish your video as desired.

Manual Reupload - these instructions are deprecated because the reupload button in Method 1 does the same thing.

This technique builds off the previous instructions and is most useful when there is a two source recording and both sources are needed.

1. REQUIRED: Shut down Kaltura Capture application on your computer.
 - a. In Windows, you shut down Capture from the system tray where the clock is by right-clicking the application icon.
 - b. On Mac, right click the application in the system toolbar and choose Quit.
2. Find the JSON file with the timestamp that closely corresponds with the two source recording (see steps above) - it may not be the exact date/time.
3. Make a copy of the JSON for backup (right-click, copy, go to desktop, right-click, paste), so you can try again if your first attempt fails.
4. Open the original JSON file in place in the recordings folder with a TEXT editor (Notepad, BBEdit, TextEdit, etc.) by right-clicking and selecting Open With (screenshots at the end of this section).
 - a. At about line 16 (two source recording) you will see:
`"uploadStatus": "uploaded",`
followed by more JSON text.
 - b. Being careful not to delete the quotes, replace the word "uploaded" with "manual" and delete the comma at the end of the line.
`"uploadStatus": "manual"`
 - c. Delete all the remaining lines after this one, except the last line with a closing curly brace: "}" (see screenshots at the end).
 - d. Save the file.
5. Relaunch Kaltura Capture.
6. Click the Manage link in Capture (below the Kaltura logo on the right).
7. Scroll the list of recordings to find the one you just prepped. It should have an active Upload button next to it.
8. Click the Upload button.
9. When processing is complete, test video playback in My Media, then publish as desired.

Screenshot: JSON before Editing

The screenshot shows a JSON file named 1584470634567.json. A red box highlights a section of the JSON object from line 16 to 32. A callout bubble points to the "uploadStatus" field on line 16, containing the text: "Change 'uploaded' to 'manual'. Delete the comma and everything except last".

```
1 {
2   "appToken": "1a5fdae7a0284e17d8bbe1d78d362ce",
3   "appTokenId": "0_5yx5qc74",
4   "description": "",
5   "durationSec": 45.637,
6   "hashType": "SHA256",
7   "isAudioOnly": false,
8   "ownerId": "makraft",
9   "partnerId": 1038472,
10  "primaryMediaFile": "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/E60C46F6-B965-43BA-B7BF-A20D3D2F5804.mp4",
11  "recordingStartTime": 15844705447,
12  "secondaryMediaFile": "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/A1145472-94E5-4F5F-8210-A32D1B080384.mp4",
13  "serviceUrl": "https://www.kaltura.com",
14  "summary": "Melinda Tuesday Recording March 17",
15  "tags": "",
16  "uploadStatus": "uploaded",
17  "primaryEntryId": "1_mmswf1cf",
18  "secondaryEntryId": "1_naktftrt2",
19  "uploadTokens": {
20    "1_naktftrt2": "1_41c784671810a1f4ebbef1f3a7b1e297",
21    "1_mmswf1cf": "1_ba43da8a42f7b7c22b906fb58899e1a5"
22  },
23  "progress": {
24    "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/A1145472-94E5-4F5F-8210-A32D1B080384.mp4": {
25      "chunksUploaded": 5,
26      "totalNumOfChunks": 5
27    },
28    "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/E60C46F6-B965-43BA-B7BF-A20D3D2F5804.mp4": {
29      "chunksUploaded": 2,
30      "totalNumOfChunks": 2
31    }
32  }
33 }
```

Screenshot: JSON After Editing

The screenshot shows the JSON file after editing. The "uploadStatus" field on line 16 is now "manual". The comma and the rest of the JSON object have been removed, leaving only the "uploadStatus" field.

```
1 {
2   "appToken": "1a5fdae7a0284e17d8bbe1d78d362ce",
3   "appTokenId": "0_5yx5qc74",
4   "description": "",
5   "durationSec": 45.637,
6   "hashType": "SHA256",
7   "isAudioOnly": false,
8   "ownerId": "makraft",
9   "partnerId": 1038472,
10  "primaryMediaFile": "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/E60C46F6-B965-43BA-B7BF-A20D3D2F5804.mp4",
11  "recordingStartTime": 1584470544780,
12  "secondaryMediaFile": "/Users/makraft/Library/Preferences/Kaltura/Capture/Recordings/A1145472-94E5-4F5F-8210-A32D1B080384.mp4",
13  "serviceUrl": "https://www.kaltura.com",
14  "summary": "Melinda Tuesday Recording March 17",
15  "tags": "",
16  "uploadStatus": "manual"
17 }
```