When uploading a video made with Kaltura Capture, there is an error that occurs when uploading the video from the Kaltura Library to the My Media Library. The error states that the application is having issues with connecting to the network. This is usually because of a bad sign-on through the application itself.

One way to fix this error could be to do the following:

1. Go into the Kaltura Library, and select the “I” icon and then select “Sign Out”. Please note: If you cannot remember how to find the Kaltura library, go into the application, and in the recording application select “Manage” (see last image in step 4 for a visual).

2. Once you are signed out, go into Chrome, log into your Canvas account, and go into My Media through the Account button.

3. Once in My Media, please go into the “Add New+” button and launch Kaltura Capture from there.

4. Once the app launches, please go to manage and attempt to upload your video again.