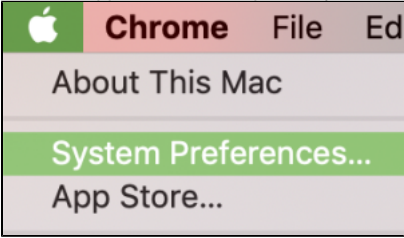

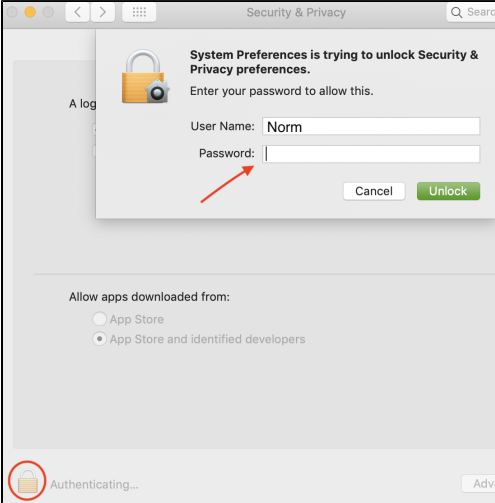
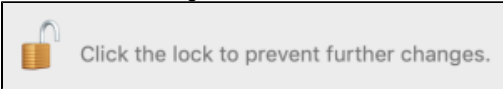


# Why am I not able to record audio or video when using Kaltura Capture on my Mac?

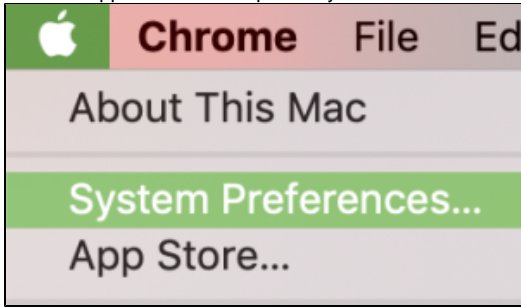
## Tell Me

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](mailto:help@uncc.edu) to report the problem.

Mac OS Catalina	Other Mac OS versions
<p>MacOS Catalina requires additional permissions to run Kaltura Capture successfully. To run the software, change the following settings:</p> <ol style="list-style-type: none"><li>1. <b>General Setting</b><ol style="list-style-type: none"><li>a. Click the Apple icon in the top left of your screen and select <b>System Preferences</b></li></ol></li></ol>  <ol style="list-style-type: none"><li>b. Click the <b>Security &amp; Privacy</b> icon</li></ol>  <ol style="list-style-type: none"><li>c. Under the General tab, click the <b>lock icon</b> in the bottom left and type your password, then click <b>Unlock</b></li></ol>  <ol style="list-style-type: none"><li>d. Choose <b>App Store and identified developers</b></li><li>e. Click the <b>lock icon</b> again in the bottom left when finished</li></ol> 	<ol style="list-style-type: none"><li>1. Find the Kaltura app on your computer and delete/uninstall it</li><li>2. Reinstall Kaltura on your computer</li><li>3. Test to ensure audio is recording properly</li></ol>

2. Media Settings

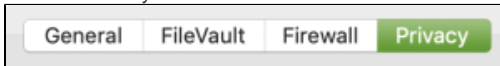
- a. Click the Apple icon in the top left of your screen and select **System Preferences**



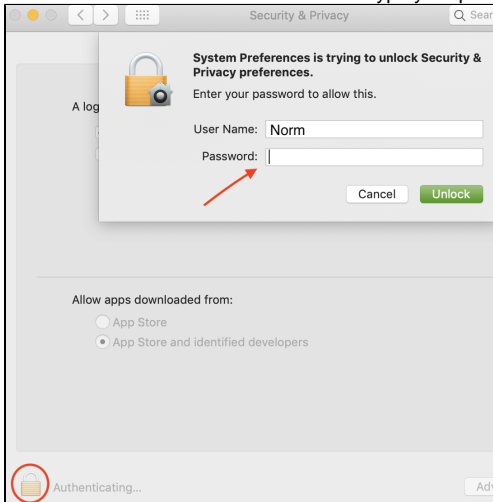
- b. Click the **Security & Privacy** icon



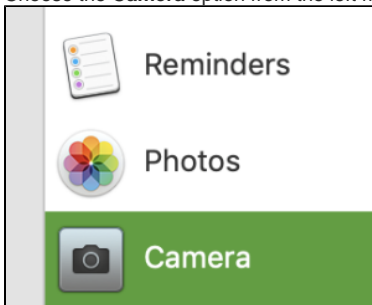
- c. Click the Privacy tab



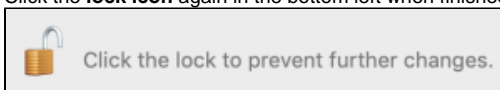
- d. Click the **lock icon** in the bottom left and type your password, then click **Unlock**



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



- 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



## Related FAQs

- [How do I publish a video in Media Gallery in Canvas?](#)
- [How do I download a Kaltura Video in Canvas?](#)
- [Which tools can I use to create videos or presentations for my class?](#)
- [How do I caption my Zoom recording?](#)
- [What is the process for recording, editing, and sharing a video for my class?](#)