

# Kaltura Capture: Preparation & Troubleshooting

1] Before you record, **restart** your computer and then use **only Kaltura Capture** and the **programs for the screens and cameras** such as PowerPoint and a camera controller.

If your computer has been turned on for a long time or back from a “sleep/hibernate” mode, it will lead to a few problems when you use Kaltura Capture (the local disk’s cache problems).

Extra, non-necessary programs/apps will lead to crashes. So, do not use any extra programs when you use Kaltura Capture.

If you run into recording failures or crashes, close every program first and then restart your computer.

2] If you need to **upgrade** Kaltura Capture, **remove an old version first** and install a new version.

If you install a new version without removing an old version, you might run into a few problems later.

3] **Recording Folder’s Location** (unless you change it at the installation):  
C:\Users\*Your-User-Name*\AppData\Local\Kaltura\Capture\Recordings

If you have recorded both a screen and a camera or two screens, you can find two separate video files.