## Panopto Recorder shows "Failed to Start Devices"

Last Modified on 17/01/2025 11:42 am HKT

Please check the computer and see if the recorder software is blocked (e.g. by anti-virus program) and try again. For Windows 10 users, please also check to allow apps to access your microphone and camera (details can be found here (https://privacy.microsoft.com/en-us/windows-10-camera-and-privacy)).

If you are using Kaspersky Anti-virus software, please make sure that Panopto is under the list of its "Trusted Applications":

1. Go to Kaspersky, open Settings.

	Windows		
			HALL
THREAT DETECTION	TECHNOLOGIES		
<ul> <li>Machine learning</li> </ul>			
<ul> <li>Cloud analysis</li> </ul>			
<ul> <li>Expert analysis</li> </ul>			
<ul> <li>Behavior analysis</li> </ul>			
<ul> <li>Automatic analysis</li> </ul>			
	No	threats	
Protection compone		threats	
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O Protection compone Started: 11		Tasks	
O Protection compone Started: 11 Rused: 1		Tasks Failed: 1 Scheduled: 1	(3) Settings

2. Go to "General Settings > Exclusions". Click "Settings" on the right of "Scan exclusions and trusted applications".



3. In Trusted zone window, go to "Trusted applications" tab, click "Add > Applications".

K Trusted zone	
Scan exclusions Trusted applications	Trusted system certificate store
Add Cdit & Pomous Applications	
Browse	Path

4. Type "panopto" on the right text box to search for Panopto Application, then selected Panopto in the Application list, click "OK".

k	Select application			0		×
s	elect application from the list:		panopto			
Γ	Application	Vendor	Fi	e		
	Panopto, Inc					
	🔩 Panopto Recorder	Panopto, Inc	C:\Program Files\Par	opto\Rec	order\Re	
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5. Tick the boxes as below, click "OK".

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Penopto Recorder		
Do not scan opened files		
Do not monitor application activity		
Do not inherit restrictions of the parent process (application)		
Do not monitor child application activity		
Do not block interaction with the application interface		
Do not block interaction with AMSI Protection Provider		
Do not scan network traffic		
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6. Click "OK" in Trusted zone window.



7. Click "Save" in Settings page.



You may also refer to Kaspersky's support article here (https://support.kaspersky.com/KESWin/11/en-US/123510.htm) for details.

For classroom lecture recordings, please refer to page 15 of our step-by-step guide (https://www.cuhk.edu.hk/eLearning/c\_systems/panopto/Panopto\_Classroom\_Record.pdf).

Please contact the Support Team at elearning@cuhk.edu.hk () for assistance if the problem persists.