## Camera, microphone and speaker cannot be used with Zoom client

Last Modified on 08/06/2022 12:10 pm HKT

We received some reports from our users that their camera, microphone, and speaker were not working with their Zoom client.

If you encounter the above problem, please contact us at elearning@cuhk.edu.hk () or ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk), and provide us with the following information:

- Zoom version (Zoom Support: Viewing the Zoom version number (https://support.zoom.us/hc/en-us/articles/201362393-Viewing-the-Zoom-version-number))
- The screenshot of the meeting / issue, or, capture the camera preview under 'Settings' > 'Video' page in your Zoom client (Zoom Support: Previewing your video before joining (https://support.zoom.us/hc/en-us/articles/360059773231-Previewing-your-video-before-joining)).
- Kaspersky details as below:
  - 1. Application version and Database release date: Access 'Support' and check the Application version and Database release date. For Windows computer, you can access 'Support' by right click the 'K' icon.

	Kaspersky Endpoint Security for Windows
	Settings
	Pause protection and control
_	Disable policy
	Support
	About
	Exit

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-	Kaspersky Endpoint Security for Windows			
(Carding)	Application version:	11.4.0.233 AES256		
N. F.	Database release date:	31-May-22 6:17:00 AM		
kaspersky	Operating system:	Microsoft Windows 10 x64 (build 19044)		
	Key:			
	Kaspersky Security Center server name:	LEPTON.itsc.cuhk.edu.hk		
	Last synchronization date:	31-May-22 10:25:19 AM		
Know	vledge Base (recommended)	estions and answers		
Aregu	any apoateo oatabase or nequently asked qu	estions and answers.		
User	Community			
Share y	your experience. Get advice from our experts	and other users.		
Techr				
Contac	nical Support			
	nical Support t Technical Support.			

2. Find 'Reports' and check 'Host Intrusion Prevention'. Check if there are any entries related to Zoom.

Kaspersky Endpoint Security for Windows		0 –	
DETECTED BY TECHNOLOGIES <ul> <li>Machine learning</li> <li>Cloud analysis</li> <li>Expert analysis: 1</li> </ul>			
<ul> <li>Behavior analysis</li> <li>Automatic analysis: 54</li> </ul>	No threats		
O Protection components	🖺 Tasks		
Started: 12 Installed: 13	Scheduled: 6 Total: 10	Scheduled: 6 Total: 10	
🖹 Reports 🔤 E	ackup 🕘 Support	<li>Settings</li>	
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Y       Host ktrusion Prevention         Essential Threat Protection         Image: File Threat Pr	Exploit Prevention	Show importance 🕠 🛆 🛕	<u>م</u>
Essential Threat Protection            iii File Threat Protection             iiiiiiiiiiiiiiiiiiiiiiiiiiiii	Y Host Intrusion Prevention	Event date 🗠 Name	Application ±
<ul> <li>File Threat Protection</li> <li>Web Threat Protection</li> <li>Web Threat Protection</li> <li>Mail Threat Protection</li> <li>Adaptized protection</li> <li>Adaptized protection Provider</li> <li>Security Controls</li> <li>Adaptized protection</li> <li>Adaptized protection</li> <li>Adaptized protection</li> <li>Adaptized protection Provider</li> <li>Security Controls</li> <li>Adaptized protection</li> <li>Adaptized protection</li> <li>Adaptized protection</li> <li>Adaptized protection Provider</li> <li>Security Controls</li> <li>Adaptized protection</li> <li>Ada</li></ul>	Essential Threat Protection	<ul> <li>31-May-22 9:06:37 AM Task started</li> </ul>	Kaspersky Endpoint Security for Windows
<ul> <li>Montelectroname</li> <li>Montelectroname</li> <li>Method Protection</li> <li>Mail Threat Protection</li> <li></li></ul>	File Threat Protection	31-May-22 9:07:48 AM Host Intrusion Prevention	wa Microsoft Teams
<ul> <li>Web Threat Protection</li> <li>Mail Threat Protection</li> <li>Mail Threat Protection</li> <li>Network Threat Protection</li> <li>AMSI Protection Provider</li> <li>Security Controls</li> <li>Application Control</li> <li>Application Control</li> <li>Application Control</li> <li>Application Control</li> <li>Application placed in the truss Microsoft OneDrive</li> <li>Application Prevention wa Microsoft Charlow Configuration Application</li> <li>Athay-22 90754 AM</li> <li>Application placed in the truss Microsoft SharePoint</li> <li>Application Control</li> <li>Application Control</li> <li>Application Control</li> <li>Tasks</li> <li>Integrity check</li> </ul>		31-May-22 9:07:48 AM Application placed in the	trus Microsoft OneDrive (64 bit) Setup
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<ul> <li>Network Threat Protection</li> <li>AMSI Protection Provider</li> <li>Security Controls</li> <li>Application placed in the trus Microsoft SharePoint</li> <li>Application placed in the trus Microsoft CheDrive</li> <li>Application placed in the trus Microsoft SharePoint</li> <li>Application Control</li> <li>Application Placed in the trus Microsoft SharePoint</li> <li>Application Placed in the trus Standalone Updater</li> <li>Application Placed in the trus Standalone Updater</li> <li>Application Placed in the trus Standalone Updater</li> </ul>	Mail Threat Protection	31-May-22 9:07:52 AM Application placed in the	trus Microsoft OneDrive Configuration Application
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If Host Intrusion is preventing Zoom to access the Camera / Microphone / Speaker, go to 'Settings' and temporary turn OFF 'Host Intrusion Prevention'. Then save the setting, launch Zoom again and see if this can be resolved.

Kaspersky Endpoint Security for W	îndows		0 – x
DETECTED BY TECHNO Machine learning Cloud analysis Expert analysis: 1 Behavior analysis Automatic analysis: 54		threats	
O Protection component	s	Tasks	
Started: 12 Installed: 13		Scheduled: 6 Total: 10	
Reports	Backup	O Support	<li>Settings</li>
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Please let us know the result and turn the option ON when you have finished using Zoom.

Some users could resolve the issue by uninstalling and reinstalling Kaspersky. You could try that as well.

Additional information from Zoom Support:

- Troubleshooting Zoom video crashes
   (https://support.zoom.us/hc/en-us/articles/202952568-Troubleshooting-Zoom-video-crashes)
- Video not working on Lenovo devices (https://support.zoom.us/hc/en-us/articles/208362326-Video-not-working-on-Lenovodevices)
- My video/camera is not working on iOS (https://support.zoom.us/hc/en-us/articles/203805539-My-video-camera-is-not-workingon-iOS)

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