

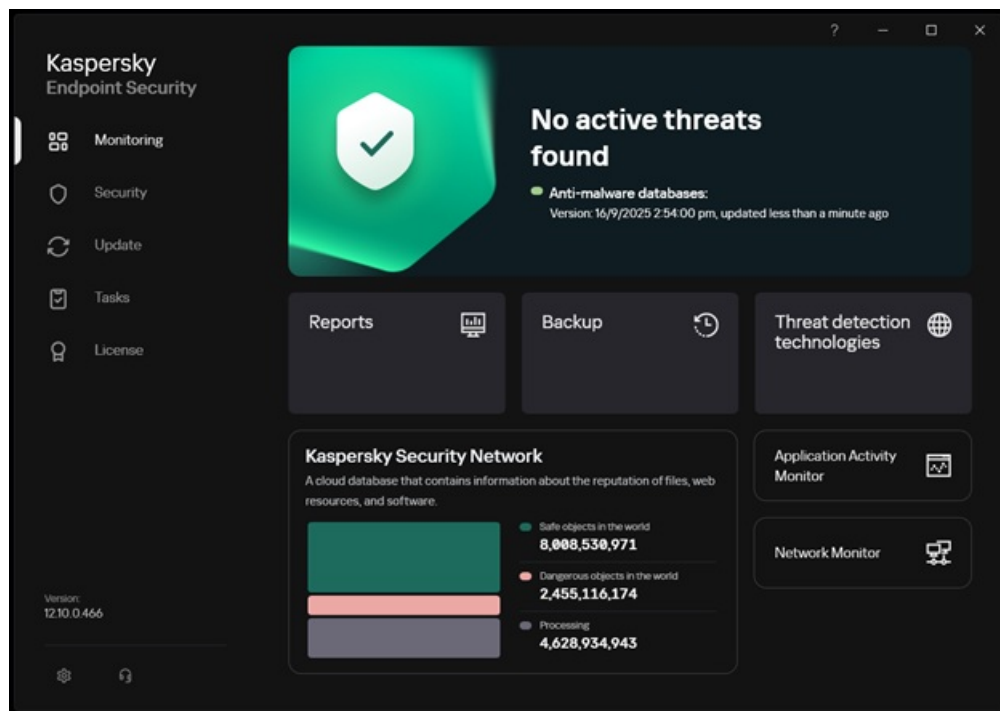
Panopto Recorder shows "Failed to Start Devices"

Last Modified on 17/09/2025 10:04 am HKT

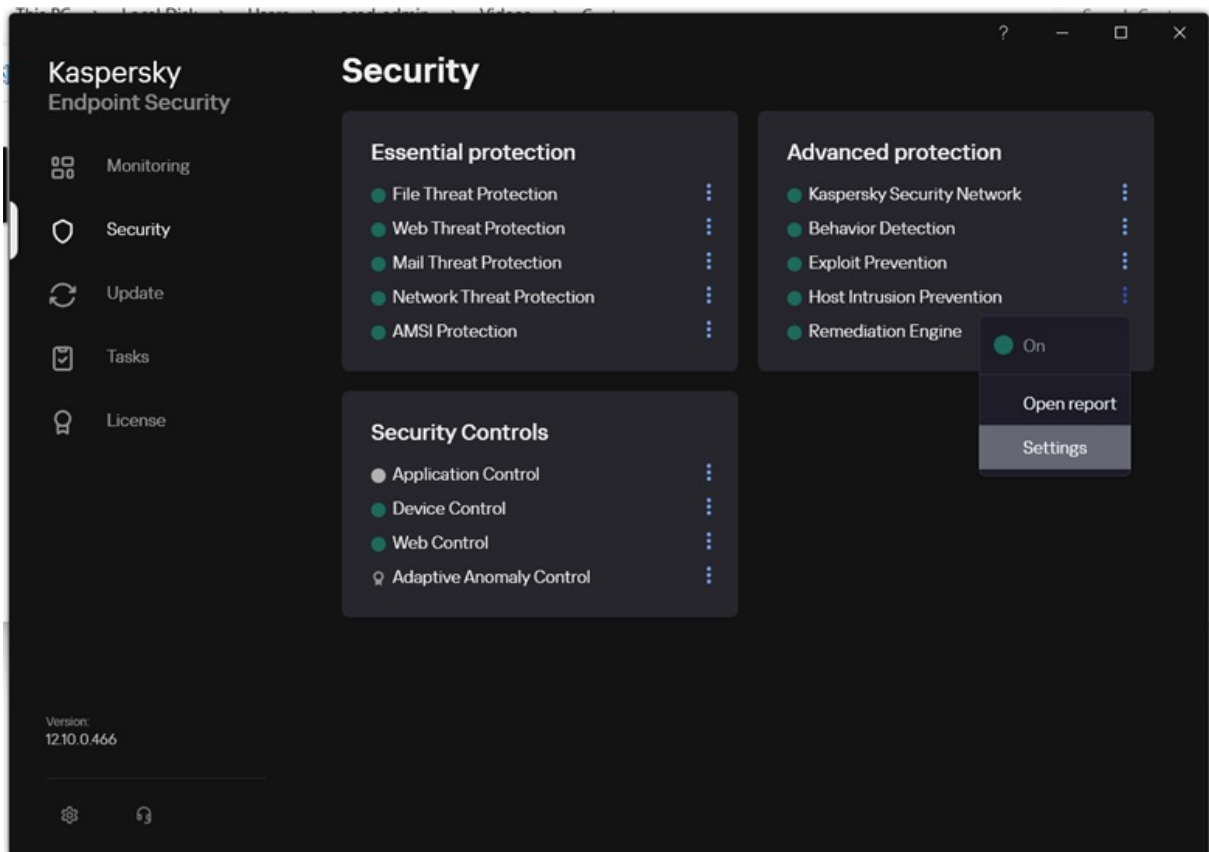
Please check the computer and see if the recorder software is blocked (e.g. by anti-virus program) and try again.

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

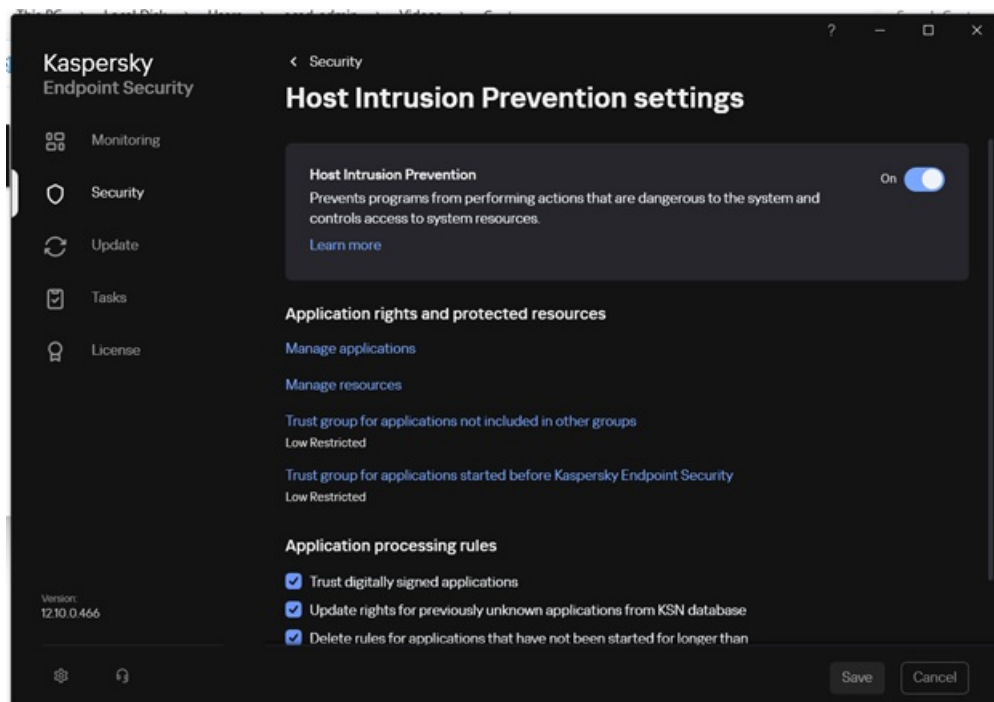
1. Open Kaspersky.



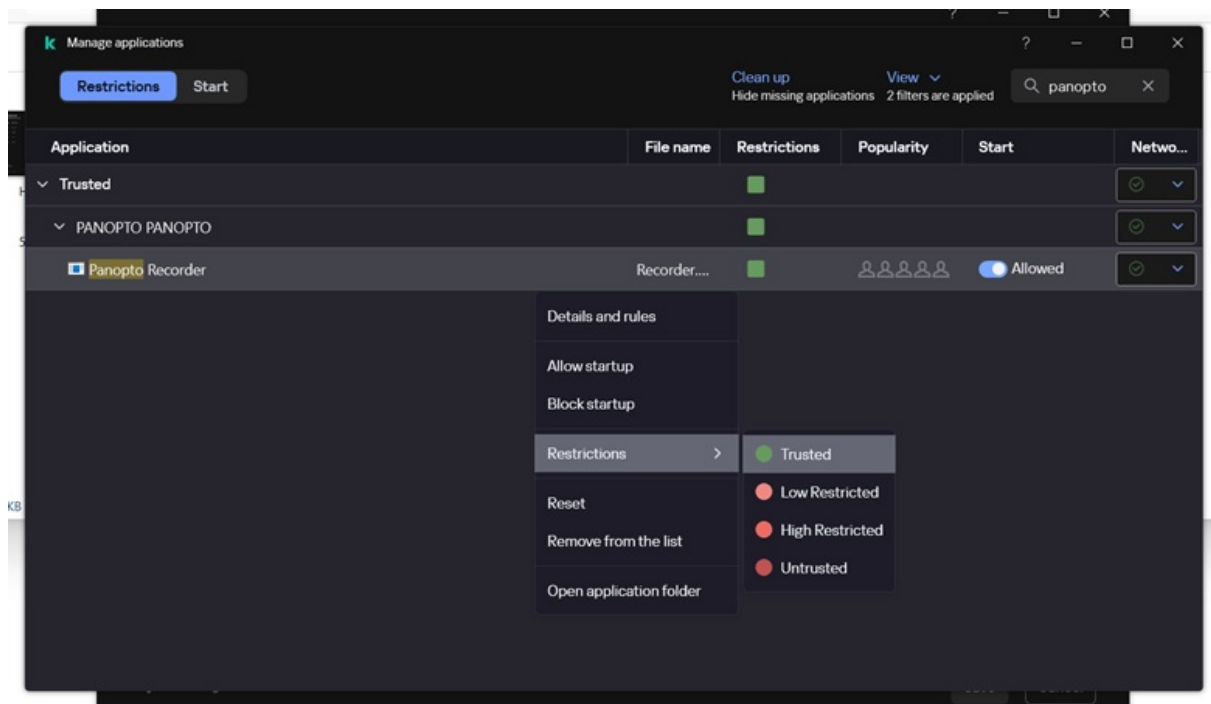
2. On the left menu bar, click "Security", then click the 3 dots at the right of "Host Intrusion Prevention", click "Settings".



3. Click “Manage Applications”.



4. In “Manage applications” window, search “Panopto” using the top-right hand search bar.
 In the Application list, make sure “Panopto Recorder” is set to trusted group (a.k.a. Green Color in Restrictions column).
 If it is in other restricted groups, right click on “Panopto Recorder” and Select “Restrictions > Trusted”. Click “Confirm” if there are any warnings popped up.



You may also refer to Kaspersky's support article [here](https://support.kaspersky.com/keswin/12.7/en-US/123280.htm) (<https://support.kaspersky.com/keswin/12.7/en-US/123280.htm>) for details.

For classroom lecture recordings, please refer to [Panopto: Classroom Recording](https://help.edtech.cuhk.edu.hk/docs/panopto-classroom-recording) (<https://help.edtech.cuhk.edu.hk/docs/panopto-classroom-recording>).

Please contact the Support Team at ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>) / elarning@cuhk.edu.hk) for assistance if the problem persists.