Panopto: Make sure upload is completed

Last Modified on 17/01/2025 11:41 am HKT

After you have stopped the recording, it requires some time to upload the recording to the Panopto servers for further processing.

If you close the Panopto Recorder before it completes the upload, you will see that the recording keeps 'uploading'.

Incomplete upload cannot be recovered. Please refer to the information below and make sure the upload has finished before closing Panopto Recorder / shutting down the computer.



Mitigation

1. If possible, please stop the recording earlier (e.g., 5 minutes before the lesson ends) to give it more time to process the upload. Make sure you have stopped the recording and click 'Done' on the 'Recording Complete' pop-up window.



Recording Complete							
Session name							
Friday, August 6, 2	2021 at 11:17:10 AM						
Located in folder :020-ITSC-SC0062: CU-2020 Blackboard Sandbox Course (ITSC-SC0062							
Enter a descrip	otion (optional)						
Delete and record again	Done						

2. Then, wait until the two 'Upload Progress' bars show that the upload is complete. Do NOT close the Panopto Recorder when the upload is in progress.

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Only recordings stor	ed on this o	omputer are shown be	low. Manage My	Recording	5				
Currently Uploading	Recording	5							
Start Time	Duration	Folder	Session	Streams		Upload Progress	Actions		
8/6/2021 11:21 AM	00:00:16	2020-ITSC-SC0062:	Friday, August 6,	PPT + Vie	deo + Screen		Pause Cancel		
Uploaded Recording	IS								
Start Time	Duration	Folder	Session		Actions		Status / Link		Upload in progress
8/6/2021 11:19 AM	00:00:43	2020-ITSC-SC0062:	Friday, August 6,	2021 at	Delete Loc	al Set Offline	Resume Share Edit	View	DO NOT close
8/6/2021 11:17 AM	00:00:28	2020-ITSC-SC0062:	Friday, August 6,	2021 at	Delete Loc	al Set Offline	Resume Share Edit	View	Panopto Recorder
5/26/2021 9:38 AM	00:00:11	2020-ITSC-SC0071:	Wednesday, May	26, 2021	Delete Loc	al Set Offline	Share Edit	View	runopto riccorde
7/13/2020 10:09 AM	00:00:12	2019-ITSC-SC0181:	Monday, July 13,	2020 at	Delete Loo	al Set Offline	Share Edit	View	
2/5/2020 7:11 PM	00:00:09	2019-ITSC-SC0001:	Wednesday, Febr	uary 5, 2	Delete Loc	al Set Offline	Share Edit	View	

3. You can close the Panopto Recorder application when you see the status of 'Uploaded Recordings' is 'Processing'. It will take some time for the system to process your recording.

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Only recordings store	d on this co	omputer are shown bel	ow. Manage My Recordings						-
Uploaded Recordings									
Start Time	Duration	Folder	Session	Actions		Status / Link			Upload finished.
8/6/2021 11:19 AM	00:00:43	2020-ITSC-SC0062:	Friday, August 6, 2021 at	Delete Local	Set Offline	Resume Share Processing	Edit View		Panopto Recorde
8/6/2021 11:17 AM	00:00:28	2020-ITSC-SC0062:	Friday, August 6, 2021 at	Delete Local	Set Offline	Resume Share	Edit View		now.
5/26/2021 9:38 AM	00:00:11	2020-ITSC-SC0071:	Wednesday, May 26, 2021	Delete Local	Set Offline	Share	Edit View		
7/13/2020 10:09 AM	00:00:12	2019-ITSC-SC0181:	Monday, July 13, 2020 at	Delete Local	Set Offline	Share	Edit View		
2/5/2020 7:11 PM	00:00:09	2019-ITSC-SC0001:	Wednesday, February 5, 2	Delete Local	Set Offline	Share	Edit View		

What should you do if you see the recording keeps 'uploading' on Panopto?

A set of local recording files of your recording is stored on the classroom computer supported by AVSU for <mark>ONE day</mark>.

The following methods have to be performed (1) on the day performed the recording, AND (2) on the classroom computer that recorded the video.

- Method 1 Sign in the Panopto Recorder and continue the upload
 - 1. Sign in Panopto Recorder with your account.
 - 2. Access 'Manage Recordings'.
 - 3. Make sure the recording has finished uploading and is listed under 'Uploaded Recordings'.

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/6/2021 11:19 AM	00:00:43	2020-ITSC-SC0062:	Friday, August 6, 2021 at	Delete Local	Set Offline	Resume Share Edit Processing	
/6/2021 11:17 AM	00:00:28	2020-ITSC-SC0062:	Friday, August 6, 2021 at	Delete Local	Set Offline	Resume Share Edit	View
/26/2021 9:38 AM	00:00:11	2020-ITSC-SC0071:	Wednesday, May 26, 2021	Delete Local	Set Offline	Share Edit	View
/13/2020 10:09 AM	00:00:12	2019-ITSC-SC0181:	Monday, July 13, 2020 at	Delete Local	Set Offline	Share Edit	View
/E /2020 7:11 DM	00:00:09	2019-ITSC-SC0001-	Wednesday February 5, 2	Delete Local	Set Offline	Share Edit	View

- 4. We still advise you to copy the local files (method 2 below) for backup.
- Method 2 Copy the local recording files for backup
 - For most of the built-in computers in the classrooms/LT, the location is D:\PanoptoRecorder.
 - You may check the "Date modified" to see which folder(s) are related to your recordings, and copy & paste the folder(s) to your own USB drive or OneDrive. Then contact us (elearning@cuhk.edu.hk) for the follow-up.

☐ → D:\PanoptoRecorder							
Name	Date modified	Туре					
6ad9a6d7-5872-4ea7-8e7b-abf7002381db	7/13/2020 10:10 AM	File folder					
9e020191-62e9-4878-8197-ad34001ab53c	5/26/2021 9:38 AM	File folder					
42cc6543-3ad1-4acb-92ee-ab5800b8787c	2/5/2020 7:12 PM	File folder					

In case you have difficulties in waiting the upload to be completed, you could use Zoom recording as an alternative.

Please note the time limits for Zoom meetings: Zoom Support: Understanding time limits for Zoom Meetings (https://support.zoom.us/hc/en-us/articles/202460676-Understanding-time-limits-for-Zoom-Meetings)

Contact us (elearning@cuhk.edu.hk / ITSC Service Desk: https://servicedesk.itsc.cuhk.edu.hk).