

From: [Teaching and Learning Commons](#)
Subject: Returning faculty and Instructional staff teaching Fall courses with Kaltura media
Date: Monday, August 8, 2022 9:25:00 AM
Attachments: [image004.jpg](#)

Good morning,

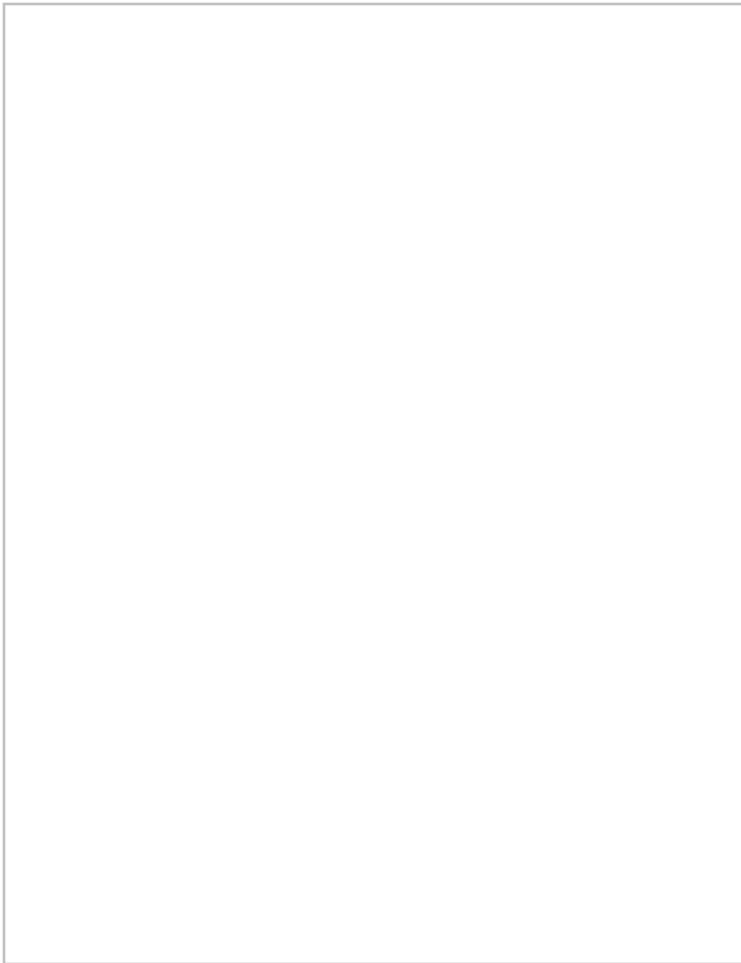
This is a follow-up to our last communication, dated July 27th regarding broken links to Kaltura media when backing up from [courses.kpu.ca](#) and restoring to [courses.moodle.kpu.ca](#). The third-party vendor has confirmed a working solution to partially fix Kaltura media when backing up and restoring into the new Moodle environment.

What this means?

For those who taught summer semester in the new Moodle site, no changes are needed as you would have fixed media manually already. You should be able to back up and restore normally.

For those who are moving a back-up of your course from [courses.kpu.ca](#) for the first time into the new server at [courses.moodle.kpu.ca](#), there is now a partial fix in place. To better understand what Kaltura media will be fixed, please review instructions below.

If you have Kaltura media...	
1. Embedded video using ATTO text editor	Fixed , continue to backup/restore process (instructions)
2. Added video as a video resource	Not Fixed , these will require you to manually update and replace (instructions)
3. Added video to the course media gallery	As with previous semesters, each course media gallery is unique, and you will need to re-add videos manually (instructions).



15 second video: https://media.kpu.ca/media/Kaltura+migration/0_1x169bqt

However, any media **embedded with the ATTO text editor** in your course(s) on courses.kpu.ca will now be unavailable, with an error message stating "courses.moodle.kpu.ca refused to connect." This means that the media is connected to courses.moodle.kpu.ca and ready to be backed up and restored.

We are continuing our work with the vendor to resolve the outstanding issues related to video resource links and will communicate those fixes as soon as we have a working solution. In the meantime, you can re-link this media if you choose (see above for instructions).

If you require assistance, contact us through the [IT/T&L Service Portal](#) and we will do our best to assist you.

Sincerely,
Teaching & Learning Commons