Streaming Media System Requirements and Troubleshooting Assistance

Test Your System

Test your system to determine if you can receive streaming media. This may help identify why you are having problems, and will provide links to free software if you need to download something your system is missing.

Check Minimum System Requirements

Check the minimum system requirements to ensure you have everything that is required to view streaming media.   Click on the icons below to download these free applications.

If your system passes the test and you have the minimum system requirements, see the following sections for help with:

- Trouble Viewing the Video
- Problems Viewing Slides - Player and Browser Issues
- Firewalls or Proxy Servers

Contact Technical Support

If you are still experiencing a problem after using the help topics above, then contact technical support by email.

Trouble Viewing the Video

- If the video stops and doesn't start again: Click the play button.

- If your player continues to buffer for an extended time: Press CTRL + R to refresh your browser

Also, if your Windows Media Player is buffering too long, you can change the settings in the Performance tab in Windows Media Player. Change the buffering setting to 20 seconds instead of the default 5 seconds.

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Problems Viewing Slides - Player and Browser Issues:

Windows Media Player

Please download the most recent version of the free Windows Media Player.

To view the synchronized slide presentations and polling questions using Microsoft's Windows Media, a setting must be confirmed within Microsoft's Windows Media Player. Please follow the steps below.

- Click Start >> Programs >> Windows Media Player or Click Start >> Run >> type in wmplayer, click OK
- If the Tools Menu is not visible at the top, Press Ctrl + M
- Click Tools >> Options, then select the Security Tab
- Select "Run script commands when present" and "Run script commands and rich media streams when the Player is in a Web page"
- Click OK
- Close Windows Media Player

When the webinar is over you may want to restore your security settings.

MAC Users

Users of Mac OS X may not be able to access these encoded webcasts with Windows Media Player for Mac OS Classic. If you experience this problem, try installing Flip4Mac. With Windows Media Components for QuickTime by Flip4Mac, you can play Windows Media files (.wma and .wmv) directly in QuickTime Player and view Windows Media content on the Internet using a web browser.

Internet Explorer 8 or above

If the slides do not advance for Internet Explorer 8 users, they may need to change a security setting in their Internet options. The "Navigate windows and frames across different domains" setting needs to be enabled. It is set to disable by default. Please follow the steps below to correct this issue.

- Click on Tools >> Internet Options >> Security Tab >> Click Custom Level button.
- Scroll down to where it says "Navigate windows and frames across different domains" and Enable the setting.
- Click OK

When the webinar is over you may want to restore your security settings.

Firewalls and Proxy Servers

If you are listening or viewing in your office, is there a firewall, proxy server, or other security system in place that blocks audio/video streams? Please contact your system administrator about possible blocks on streaming media.

<u>Minimum</u> System Requirements

Check the following minimum system requirements to ensure you have everything that is required to view streaming media.

- Hardware
- Operating System
- Media Players
- Internet Browsers
- Browser Security Settings
- Internet Connection
- JavaScript
- Cookies
- Streaming Media Ports

Hardware

- 256 MHz or faster
- 64 MB RAM minimum/128 MB recommended
- 6 bit sound card
- 65,000 (16 bit) color video display card

Operating System

- Microsoft Windows 2000/XP/Vista (or)
- Apple Mac OS X 10.3

If you are running one of the following operating systems: Windows 95, Unix or a Mac, you may experience issues viewing and/or listening to the event.

Media Players

You must have one of the following streaming media players and versions installed on your computer:

- Microsoft Windows Player 6.4 or later
- Flip4Mac Windows Media Player on Quicktime for Mac OS X users

Click on the icon below to download the media player.

Internet Browsers

Due to compatibility issues, we encourage you to update your browser to the latest version of Microsoft Edge for Windows operating systems and Firefox for Mac operating systems. You can download a version of each browser by clicking on the icons below.

Browser Security Settings

Browser security settings must have ActiveX and Plug-ins enabled. Please follow the steps below.

- Click Tools >> Internet Options
- Click the Security Tab >> Click the Custom Level button
- Scroll down to Run ActiveX controls and plug-ins >> Select enable
- Click OK

If the slides do not advance for Internet Explorer 8 (or above) users, they may need to change a security setting in their Internet options. The "Navigate windows and frames across

different domains" setting needs to be enabled. It is set to disable by default. Please follow the steps below to correct this issue.

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- Scroll down to where it says "Navigate windows and frames across different domains" and Enable the setting.
- Click OK

When the webinar is over you may want to restore your security settings.

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Internet Connection

A fast connection to the Internet -- such as T1, DSL, or cable modem -- will greatly enhance your experience in viewing our rich media content. If your connection is slower - a 28 or 56k modem, for example - you will experience lower quality sound and video, this is due to the current limitations of the streaming media technology.

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JavaScript

You need to have JavaScript enabled to use the advanced features of this website. Please consult your browser documentation on how to enable JavaScript or consult your network administrator.

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Cookies

You need to have cookies enabled to use the advanced features of this website. Please consult your browser documentation on how to enable cookies or consult your network administrator.

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Streaming Media Ports

You need to have ports 554 and 1755 open. If your media player is configured for port 80 you still may receive streaming media. If you are unable to receive streaming media please contact your network administrator and refer them to the information below.

==Closed Captioning== **- Our closed captioner will use HLS so those using closed captioning should also use HLS to maximize synchronization with the video stream.**

Streaming Media
Ports: Port 1755 UDP
Port 554 TCP
Port 80 HTTP

Domains:
akastream.net
akareal.net
Akamaistream.net
images.visualwebcaster
.com
www.visualwebcaster.c
om video.vdat.com

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