



# ***Troubleshooting Streamed Media***

## ***Figuring Out Why Streamed Media Won't Play on Your Computer***

### **Important Reminder: You can always view or listen to the media on campus**

Viewing/listening to streamed media in a timely manner for your course is your responsibility. If for some reason you are unable to do this from your own location, you can come to the Language Resource Center and use our computers, and in some cases use the original DVD, CD, etc. The LRC hours are listed on our website: <http://www.umich.edu/~langres>

### **Basic Tenant 1: Divide and Conquer**

There are many, many reasons why computers don't work as expected. A basic tenant of computer troubleshooting is to divide the problem into two parts that can be each be tested, and test each part.

Example: You can't watch movies from your dorm room on your computer.

- 1) Divide the problem into a) the network, and b) the computer itself
- 2) Test a) the network: Plug a computer known to be working properly into the same cable and connection as your computer. Does it work? If so, the problem is with your computer. If not, the problem is with the network.

Next Steps: Assuming a problem with the network, try a different Ethernet cable, a different room in the same building, a different building. This will tell you if the problem is specific to your Ethernet cable, your room, or your building.

- 3) Test b) the computer: Do other network based applications work (e.g., a web browser)? If so, the problem is likely with your QuickTime application; if not, the problem is likely with your network connectivity.

Next Steps: Assuming a problem with QuickTime, can you view local movie files? Other streamed files? If not, try reinstalling QuickTime. Assuming network connectivity, check your network settings against a correctly working machine; proceed with network connectivity troubleshooting.

By working through a problem in this manner, you can either solve the problem, or further isolate the problem so that someone else can more quickly assist you.

### **Basic Tenant 1: Divide and Conquer**

Software has bugs in it, and often these are resolved in updates; make sure you have the latest updates for both the operating system and the applications in question. Often both the OS and the applications will have built-in mechanisms to check for the latest updates.

### **Basic Tenant 2: Make Sure You Have the Latest Updates**

Software has bugs in it, and often these are resolved in updates; make sure you have the latest updates for both the operating system and the applications in question. Often both the OS and the applications will have built-in mechanisms to check for the latest updates.

### **Basic Tenant 3: Google It**

Chances are very good that you are not the first/only person ever to have had trouble with this. So search for your error messages on the Web, check user forums, software companies' support sites and so on. Often the problem is quickly solved.

### **Some Support Sites**

Troubleshooting QuickTime for Windows: <http://docs.info.apple.com/article.html?artnum=93976>

Apple's QuickTime Support site: <http://www.apple.com/support/quicktime/>



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**Common Causes of Streams Not Playing**

Not having QuickTime 7 or later: These streams use QuickTime 7 to assure high quality with relatively low bandwidth and to provide auto-negotiation of alternate data-rate streams to accommodate lower-bandwidth connections (i.e., your QuickTime Player and the streaming server negotiate to provide the highest quality video given the connection speed). If you don't have QuickTime 7 installed, you can download it from <http://www.apple.com/quicktime/>

Attempting to view from off campus: The LRC streaming servers stream only to UM Network addresses. This is due to licensing and copyright restrictions. By using the VPNClient software, your computer is given a campus network address, and so can receive video and audio streams. Therefore, if the VPN software is not working properly, the video or audio streaming will fail. Please contact 764-HELP for assistance. Note: LRC Satellite TV streams are multicast and therefore not passed off-campus or even through VPN connections.

Improperly configured VPN: In order for the VPN to pass the amount of data being streamed, you must have it configured properly. In particular, IPSEC over UDP must be selected. Review the VPN configuration notes: <http://www.itcom.itd.umich.edu/vpn/>  
[http://www.umich.edu/~langres/multicast/Using\\_LRC\\_Streamed\\_Media.pdf](http://www.umich.edu/~langres/multicast/Using_LRC_Streamed_Media.pdf)

Attempting to view with too slow of a connection: Though rare, some locations on campus may have wiring or network devices that are too old to provide the necessary bandwidth. If you experience this, please contact the network management for your location. If you are off-campus, there may be many factors affecting your bandwidth, network congestion and splitting of the available bandwidth among many users being the most common. In any case, if you have trouble viewing elsewhere, you are welcome to view the video at the LRC.

Firewall restrictions: QuickTime may utilize the following ports:

- RTSP – QTSS streaming      Ports 554, 7070
- QTSS RTP Streaming      Ports 6970 – 6999
- QTSS MP3 Streaming      Ports 8000 – 8001
- LRC Multicast TV      Ports 5430, 5432, 5434, 5436, 5438, 5440