

Troubleshooting streaming video on campus

Please note the following limitations which could impact whether streaming video can be viewed on campus.

1. Computer must have Firefox 4.0 and/or the latest versions of MacOS Snow Leopard / Safari installed to view streaming video.

2. Need to use an ethernet connection when on campus. CruzNet, and apparently ResNet as well, are set up to block certain connections for security purposes. We are still determining what some of those settings are and whether the humweb server can be better configured to work with those networks.

3. If there is an ethernet connection, user should still click on their wireless icon in the top menu bar and select "Turn Airport Off." Then they should test viewing in the browser. Jay notes that he has seen some laptops configured to always connect to wireless before an ethernet connection. So, if a computer is set up to do this, it will try and connect to a wireless connection - even when an ethernet cable is plugged in - and this may not be evident to the student. If a wireless network is set up to block streaming (due to bandwidth, security, etc) the student will not be able to view.

4. We've been notified that during peak usage times the WIRED ResNet dorm network could get congested and fail to play a video.

5. View in dorm, or at home. Coffeehouses will most likely block streaming as they try to control bandwidth. I believe this is true for the library as well. Another variable are the campus labs. Some of the labs, such as those in Social Sciences and Porter are set up to discourage downloading of video files.

In summary, the wide variety of student / faculty computing setups pose a challenge - some have old computers, some have wireless, some not, some are on campus, some not. Because HCS can't guarantee that every viewer in every setting will be able to view - it is appropriate that streaming clips must be a supplement to other means for the student viewing them (library, screenings, etc) rather than replace them.