Here are some things to try if you are having trouble playing our Mediasite presentations. Some of this list contains things any viewer can do to their own computer, while IT and Network staff can only do others.

Try the solutions in this order as they range from easiest to hardest.

1. Check playback on another browser (most recent IE, Firefox, Safari…)
2. Make sure Microsoft Silverlight is installed and current.
3. Read the "Mediasite Playback Checklist" PDF

Check with your IT staff before attempting these next suggestions.
4. If your company uses a proxy server you may need to configure Silverlight to detect that server.
   1. After receiving the Mediasite Player Error right click on the blank black screen and go to options.
2. In the options window, go to the network tab, and click on RTSP then click configure.

3. Change the setting to auto-detect then hit okay and then hit apply, then okay.
4. Check with company IT about firewall for blocking outgoing ports
Here is a list of ports that should be open for these 2 IP addresses
144.92.12.32 & 144.92.12.66
   Players HTTP TCP 80 (In/Out) Watching presentation
   Players MMS TCP 1755 (In/Out) Deliver media stream using MMS over TCP and accept incoming client connections
   Players MMS UDP 1755 (In/Out) Receive packet loss information and synchronization information using MMS over UDP
   Players MMS UDP 1024-5000 (Out) Deliver media stream using MMS over UDP
   Players HTTP TCP 80 (In/Out) Deliver media stream using HTTP over TCP and accept incoming client connections
   Players RTSP TCP 554 (In/Out) Deliver media stream using RTSP over TCP and accept incoming RTSP connections
   Players RTSP UDP 5004 (Out) Deliver media stream using RTSP over UDP
   Players RTSP UDP 5005 (In/Out) Receive packet loss information and synchronization information using RTSP over UDP

5. Send me screen shots and descriptions of your problems. Include operating system, browser versions, Silverlight version, and anything you may think important. That way I can send it to Sonic Foundry so they can give me some answers.
6. Have a company IT person call me so we can figure out what is different about your site and why you are still having problems.

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