

EventBuilder Video Troubleshooting

1. Refresh your browser by clicking the Refresh button on the browser or by pressing Ctrl+F5 on your keyboard. If this does not resolve the issue, please proceed to the next steps.
2. Confirm that you are not viewing through a VPN or remote desktop application. The video stream must be viewed directly.
3. Confirm you have internet bandwidth *per person* of 1mbps for high quality or 500kbps for normal quality. Video quality can be adjusted in the viewing window if desired.
 - Hover over the viewing window and three buttons will appear in the bottom right corner
 - Click on the left icon and reduce your stream quality to 348p
4. Confirm that you are using a supported operating system on your PC or device
 - Windows 7 or higher
 - Mac OSX
 - Android 4.2 or higher
 - iOS 6 or higher
5. Confirm that you are using a supported browser
 - Internet Explorer 10 or higher
 - Google Chrome
 - Mozilla Firefox
 - Safari
6. Confirm that you have Flash Player
 - Test here: <http://www.adobe.com/software/flash/about>
 - Install here: <http://get.adobe.com/flashplayer>
 - After installing Flash, refresh your browser. If this does not resolve the video issue, please proceed to the next steps.
7. Test your system here: <http://educationservices.eventbuilder.com/systemtest>
 - If you can see the video on the test page, your system is configured correctly to play video
 - On the bottom of the test page is a firewall test. Confirm that one of the ports shows a successful test.
 - Here is a sample of a successful test on all ports:

```
RMTP Default Success 0.4s
RMTP Port 1935 Success 0.4s
RMTP Port 80 Success 0.4s
RMTP Port 443 Success 0.4s
RMTPT (Tunneling) Default Success 0.7s
RMTPT (Tunneling) Port 80 Success 0.7s
RMTPT (Tunneling) Port 443 Success 0.7s
RMTPT (Tunneling) Port 1935 Success 0.7s
```
8. Please provide this document or the following notes to your IT department or network administrator

Network Configuration Notes

 - Proxies/filters whitelist *.eventbuilder.com and *e2c.com
 - Firewalls : 80, 443, 1935 open
 - IP : whitelist *.eventbuilder.com, e2c.com and <http://eventbuilder.videocdn.scaleengine.net>
9. Additional questions? Please contact support@eventbuilder.com