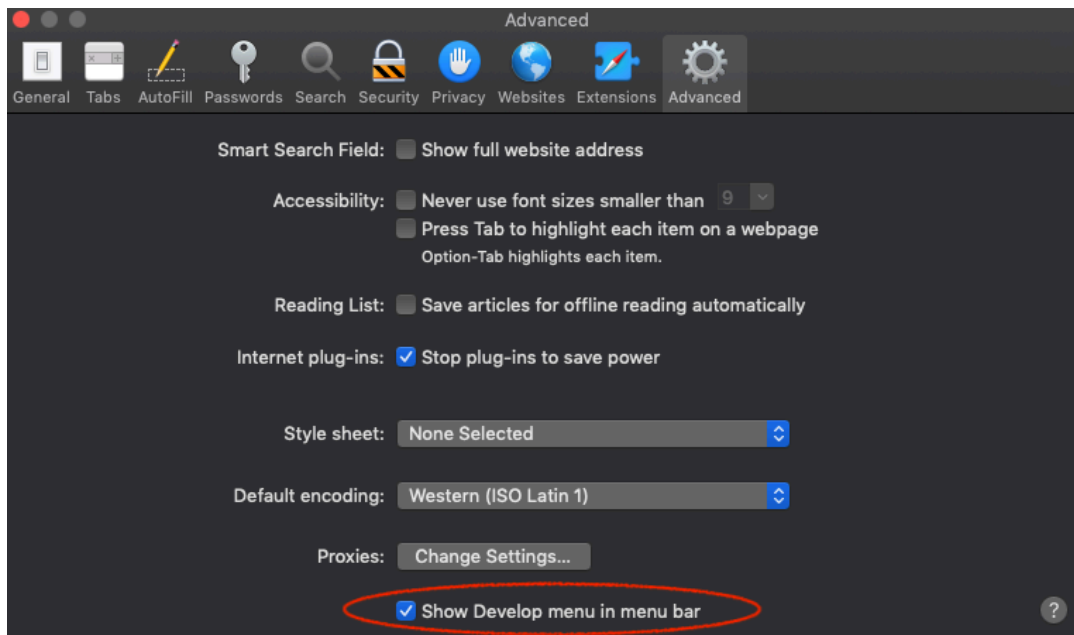


Troubleshooting HLS streaming on WEB

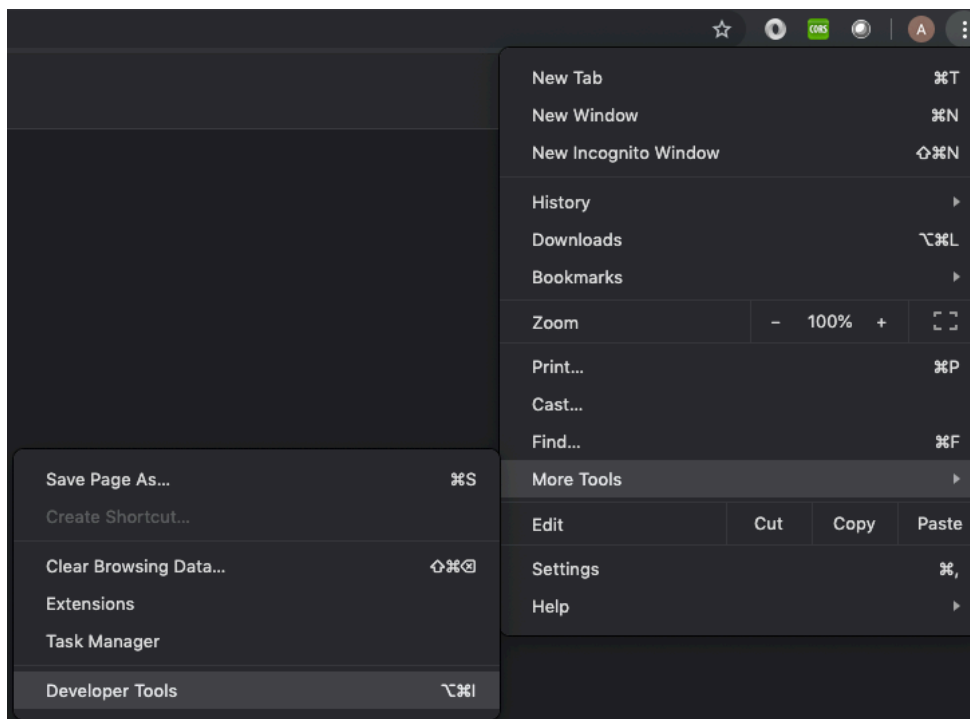
Tools

Always have your dev tools activated on browser:

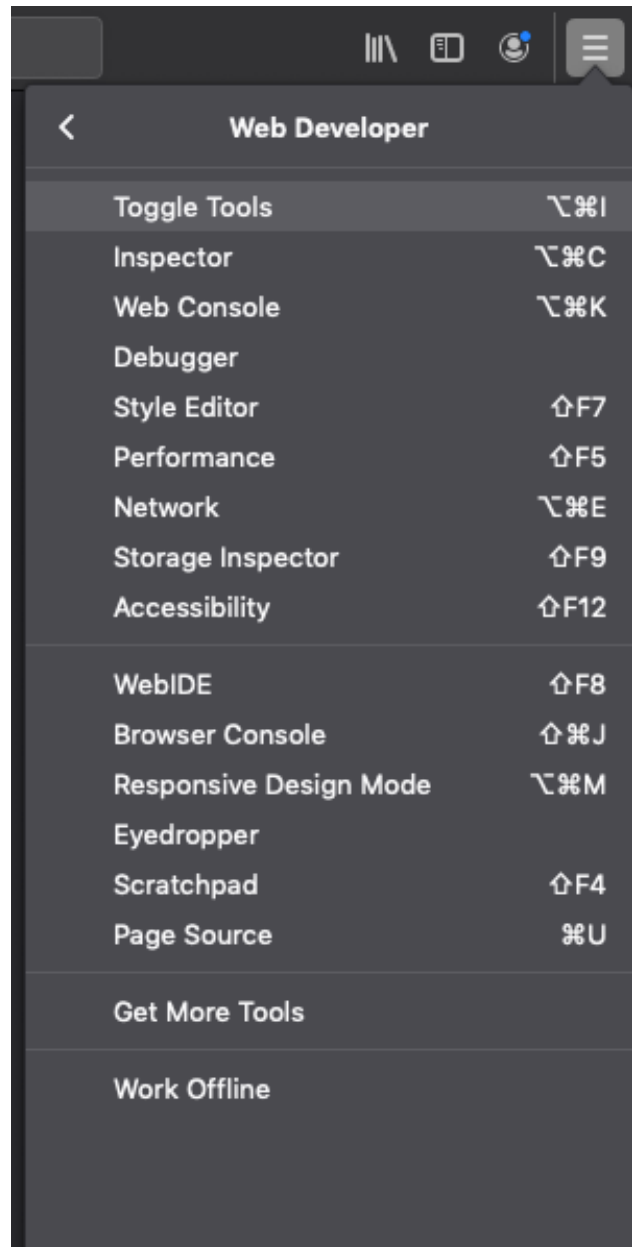
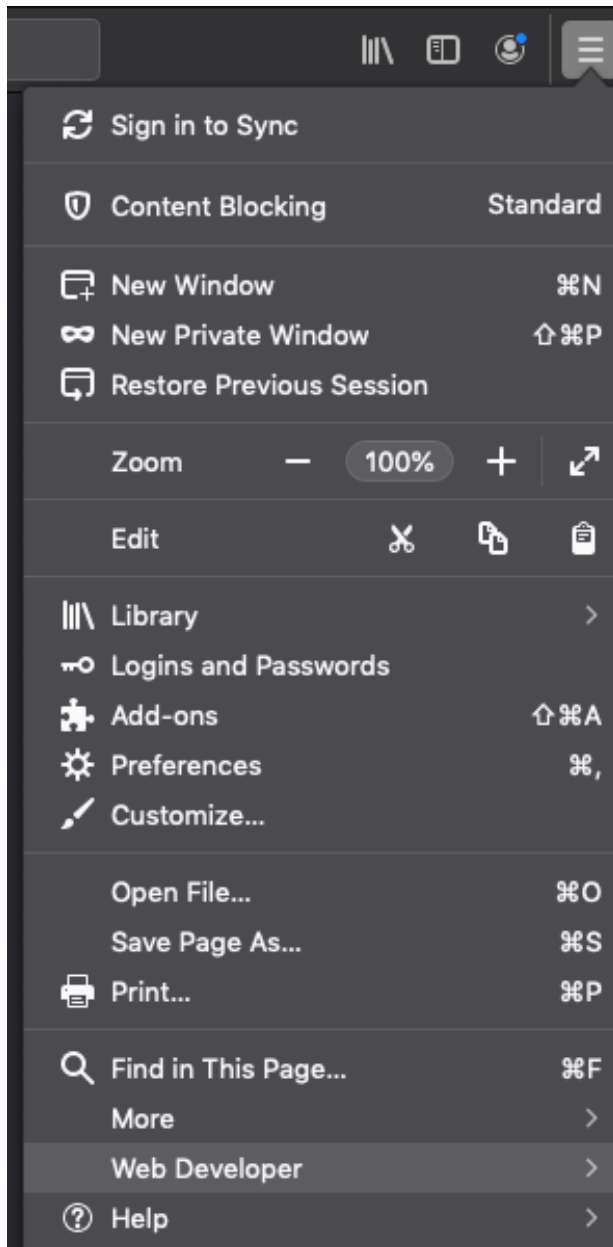
Safari: go to Preferences Menu -> Advanced and check “ Show Develop menu in menu bar”



Chrome: go to the the last button on the toolbar menu and enable the Developer Tools



Firefox: go to the the last button on the toolbar menu -> Web Developer and Toggle Tools



Once the Developer Tools are shown it will show its own top bar menu where you can find the tab called "Console". This is the one that should be active while trying to playback the streaming.

This section will tell the errors that are happening related to all the elements involved in that particular webpage.

Steps to check

1.- The streaming should be deliver over HTTPS. The site is configured over HTTPS following best practices and recommendations due to the ongoing deprecation of HTTP.

If the streaming is deliver over HTTP that should be addressed as the first and only point before following the troubleshooting.

Example of what you can see on the console:



```

Mixed Content: The page at 'https://gametime.sport/press-conference---tokyo---22-july:-announcements-on-the-2019-wbssc VM963 4-c93992b...js:1-premier12' was loaded over HTTPS, but requested an insecure XMLHttpRequest endpoint 'http://cdnswitch.mediahub.overon.es/stream/stream.m3u8?key=0eR6Sj03470y8Apr_mmcRX-Yoy7lh8wZ0Yj9tb KTE&type=3pIgQ1TALsxZg7Zf0kZLkA4InWPfKONROAImuoufxKg'. This request has been blocked; the content must be served over HTTPS.
VIDEOJS: ERROR: (CODE:2 MEDIA_ERR_NETWORK) HLS playlist request error at URL: http://cdnswitch.mediahub.overon.es/str VM963 4-c93992b...js:1eam/stream.m3u8?key=0eR6Sj03470y8Apr_mmcRX-Yoy7lh8wZ0Yj9tb KTE&type=3pIgQ1TALsxZg7Zf0kZLkA4InWPfKONROAImuoufxKg
un {code: 2, status: 0, message: "HLS playlist request error at URL: http://cdnswitc...&type=3pIgQ1TALsxZg7Zf0kZLkA4InWPfKONROAImuoufxKg", responseText: ""}
GET https://gametime.sport/icons/icon-144x144.png 404 /icons/icon-144x144.png:1
Error while trying to use the following icon from the Manifest: https://gametime.sport/icons/icon-14 press-conference---t...19-wbssc-premier12:14x144.png (Download error or resource isn't a valid image)

```

2.- Open the streaming outside the site.

- Gather the URL configured on Applicaster 2
- Open it on Safari. Safari is the only explorer with native support for HLS other explorers will tend to fail to open the streaming.
- Keep in mind that this should be done also with the Developer Tools activated on Safari.
- Please read the error, if it's not related to HTTPS and/or mixed content, it can be also related to the fact that the streaming is not available yet. Confirm with the provider of the streaming.
- If the provider confirms the streaming is alive please continue with the rest of the points on this list.

3.- if he user notified the transmission has started and the player keeps loading please wait a little, latency is common when implementing streaming solutions it can take up to 5 minutes to be available.

4.- How can I know that the streaming is sending a m3u8 playlist already.

Open the streaming on Chrome or Firefox ad if you were to open any other webpage, gather the URL from Applicaster 2 and paste it on the URL textfield of any the aforementioned players. This should download a m3u8 file.

You can use the native OS X terminal as well. Use Brew to install the mediainfo command and use it as shown in the image below:

```

Last login: Thu Jul 18 14:42:39 on ttys002
Flacous-Air:~ flacou$ mediainfo https://www.youtube.com/watch?v=0F0wp0kz694

Flacous-Air:~ flacou$ mediainfo https://rt-news.secure.footprint.net/1103.m3u8
General
Complete name           : https://rt-news.secure.footprint.net/1103.m3u8
Format                  : HLS
Format profile          : Master
File size               : 6.02 KiB
Duration               : 2 s 0 ms
Overall bit rate mode  : Variable
Overall bit rate       : 24.7 kb/s

Video #1
ID                     : 1-272 (0x110)
Menu ID               : 1-1 (0x1)
Format                : AVC
Format/Info           : Advanced Video Codec
Format profile        : Baseline@L3.1
Format settings       : 2 Ref Frames
Format settings, CABAC : No
Format settings, Reference frames : 2 frames
Muxing mode           : HLS / MPEG-TS
Codec ID              : 27
Duration              : 1 s 979 ms
Width                 : 428 pixels
Height                : 240 pixels
Display aspect ratio  : 16:9
Frame rate mode       : Variable
Color space           : YUV
Chroma subsampling    : 4:2:0
Bit depth             : 8 bits
Scan type             : Progressive
Source                : 1103-inadv-qidx-4k_v3.m3u8?stream_start_offset=140
000000&stream_dvr_window=0
Source_Original       : 1103-inadv-4k-781916546.ts

Video #2
ID                     : 2-272 (0x110)
Menu ID               : 2-1 (0x1)
Format                : AVC
Format/Info           : Advanced Video Codec
Format profile        : High@L4.1
Format settings       : CABAC / 2 Ref Frames
Format settings, CABAC : Yes
Format settings, Reference frames : 2 frames

```

\$ mediainfo [URL]

This will return information about the codecs of the different variants configured on the streaming.

This will assure you that the streaming is readable and should not have problems to be played shortly. Again latency can be always playing its part.

5.- Double check the streaming is using a common combination of codecs and packaging for HLS:

Video Average Bit rate	Resolution	frame rate		
365	480x270	<= 30 fps		
730	640x360	<= 30 fps		
1100	768x432	<= 30 fps		
2000	960x540	same as source		
3000	1280x720	same as source		
4500	1920x1080	same as source	This is only if the source id Full HD	
Video Codecs: AVC/H264				
Audio: Always in stereo and format should be standard AAC-LC				
Chunk runtime: 10s				

6.- Call the point of contact designated from the LATAM team. Please noticed that these events will happen during the early hours of the GMT -5 timezone. Don't let any point above without consideration.