How Do I Troubleshoot Issues While Viewing Videos?

Overview
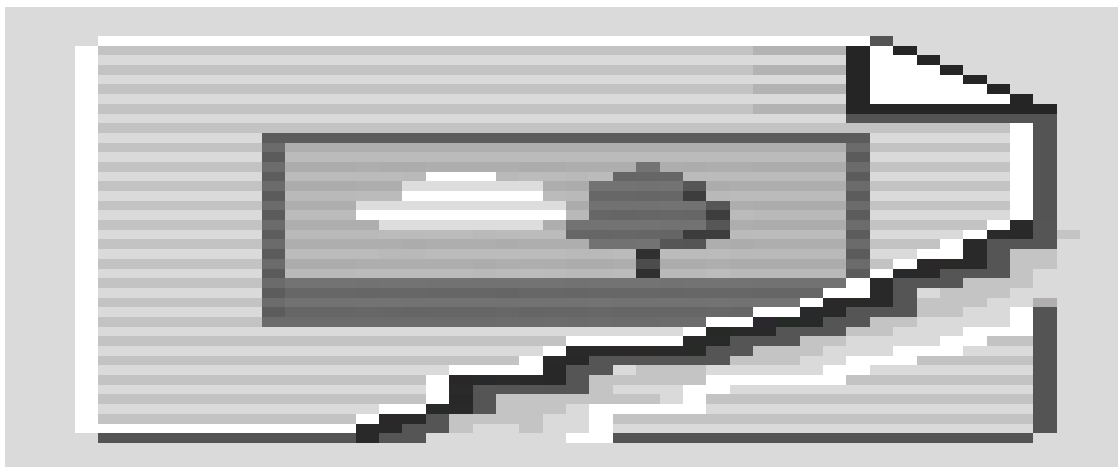
This documentation will go over how to troubleshoot the different issues or errors you might encounter while viewing a Panopto video.

Prerequisites

- Viewer access to Panopto

1. Buffering

1.1. Your issue could be **Bandwidth Requirements**. Regard this table for different streams/quality.

   1.1.a. Do a speed test. Is your download speed greater than the requirements above?

1.2. Your issue could be **Quality**.

   1.2.a. In the bottom right-hand corner of your Panopto video, select **Quality** then **Automatic** to see if this fixes the issue (See Figure 1).

Figure 1

   1.2.b. If your video is still buffering, set the quality to **High**. Note: Setting the quality to high may cause buffering.

1.3. You may have to **troubleshoot** the **browser**.

    1.3.a. Check and see that the browser is up to date.

    1.3.b. Use a different browser to see if the buffering issue still occurs.

1.4. You may have to **troubleshoot** the **computer/network**.

    1.4.a. Use a different **computer** to see if the buffering issue still occurs.

    1.4.b. Use a different **network** to see if the buffering issue still occurs.

1.5. You may have to **troubleshoot** the **VSP** (Variable Speed Playback).

    1.5.a. Check to see if the video buffers or stops when playing at all **Speed**(s) in the bottom right-hand corner of your Panopto video (Fig. 2).

Figure 2

    1.5.b. Check to see if **all** sessions buffer or stop when playing at all **speeds**.

2. Video Does Not Play

2.1. If your video does not play, you may have to **Request Access**.

    2.1.a. Try accessing the video through your **LMS** or **SSO** page.

    2.1.b. If that doesn't work, reach out to the **content owner** or your **local helpdesk** for access.

2.2. You may get this error, "**This Session isn't available. It may have been deleted**."

    2.2.a. If you get the above error, contact the **content owner** or your **local helpdesk**.

2.3. You may get an **Unexpected error page**.

    2.3.a. If you get the above error page, contact your **local helpdesk**.

3. A/V Desync

3.1. Open up a **different browser** and see if your issue still occurs.

3.2. Check to see if your issue still occurs on **another computer**.

3.3. Check to see if your issue still occurs in **other sessions** because it could just be the one session giving you trouble.

4. Can't Maximize Stream

4.1. You may be **unable to view any stream, full-screen,** in **Chrome**. This could be due to hardware acceleration being enabled in one of three places in Chrome's environment. Try disabling hardware acceleration in each location below, testing whether or not each setting change resolves the issue before moving to the next.

> *4.1.a.* Open **Chrome** and go to **Settings**. Expand **Advanced Settings** then click on **System**. Un-check **Use hardware acceleration when available**.
> *4.1.b.* Within the Panopto interactive viewer window, right-click one of the stream windows to the contextual menu for Flash player. Choose **Settings** and uncheck **Enable hardware acceleration** under the Display tab.
> *4.1.c.* Type **chrome://flags** into the browser. Locate **Hardware-accelerated video decode Mac, Windows, Chrome OS** and disable the feature.

4.2. If your **Powerpoint** can't be **maximized**:

> *4.2.a.* Powerpoint can't be maximized.

5. Captions

5.1. You may have **missing captions**.

> *5.1.a.* If you notice that captions are missing, contact the **content owner**.
> *5.1.b.* Read this [captions](#)document for further caption details.

6. Podcast

6.1. You may not be able to see a **Podcast video**.

> *6.1.a.* If you can't see a video in the podcast, contact the **content owner** and recommend changing the **Podcast output type**.