# How to Troubleshoot Issues Viewing Videos:

**Overview**

This guide will go over how to troubleshoot different issues or errors you may encounter while viewing a Panopto video.

Table of Contents:

1. Buffering
2. Video Does Not Play
3. Audio Visual Syncing
4. Full-Screen Mode Issues
5. Captions
6. Podcast

## Buffering

* 1. Check your **Bandwidth Requirements**.
* Do a speed test. Is your download speed greater than the requirements?
  1. Lower the video **Quality**.
     + In the bottom right-hand corner of your Panopto video, select **Quality** then **Automatic** to see if this fixes the issue.
     + If your video is still buffering, set the quality to High. Note: Setting the quality to high may cause buffering.
  2. Update or change your **browser**.
     + Check that your browser is up to date.
     + Use a different browser to see if the buffering issue still occurs.
  3. Change the **computer/network**.
     + Use a different computer to see if the buffering issue still occurs.
     + Use a different network to see if the buffering issue still occurs.
  4. Check your **VSP** (Variable Speed Playback).
     + 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.
     + Check to see if all sessions buffer or stop when playing at all speeds.

## Video Does Not Play

* 1. If your video does not play, you may have to **Request Access**.
* Try accessing the video through your **LMS** or **SSO** page.
* Reach out to the **content owner** or your **local help-desk** for access.
  1. Error Message: "**This Session isn't available. It may have been deleted**."
* Contact the **content owner** or your **local help-desk**.
  1. Error Message: **Unexpected Error Page**.
* If you get the above error page, **contact your local help-desk.**

## Audio Visual Sync Issues

* 1. Open a **different browser** and see if your issue still occurs.
  2. Try **another computer**.
  3. Try **other Panopto sessions**- it could be the one session giving you trouble.

## Full Scree Issues

* 1. If you are **unable to view any stream full-screen** in **Chrome**, try disabling hardware acceleration:

1. Open Chrome and go to *Settings*.
2. Expand *Advanced Settings* then click on *System*.
3. Un-check *Use hardware acceleration when available*.
4. Return to your Panopto stream and test full-screen mode.

If full-screen mode still does not work:

1. Go to the Panopto interactive viewer window
2. Right-click one of the stream windows to the contextual menu for Flash player.
3. Choose *Settings* and un-check *Enable hardware acceleration* under the *Display* tab.
4. Return to your Panopto stream and test full-screen mode.

If full-screen mode still does not work:

1. Type chrome://flags into the browser.
2. Locate Hardware-accelerated video decode Mac, Windows, Chrome OS and disable the feature.
   1. If your **Powerpoint** can't be **maximized**:

*4.2.a*. Powerpoint can’t be maximized.

## Captions

* 1. You may have **missing captions**.
     1. If you notice that captions are missing, contact the **content owner**.
     2. Read this [captions](https://support.panopto.com/s/article/caption-services) document for further caption details.

## Podcast

* 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**.

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