

## Mediasite Viewing Requirements

Try playing this recording

<http://events7.mediasite.com/Mediasite/Play/1fae82e4810b4b0ea4d7b78503ebcab41d> This can give you a good idea of what to expect, but since it is actually hosted by the company that makes Mediasite, the results and performance could vary.

Mediasite: <https://support.sonicfoundry.com/Training/ViewingRequirements>

Troubleshooting playback issues <https://support.sonicfoundry.com/Knowledge/Article/000003315>

## Speed Test

Go to the following to test

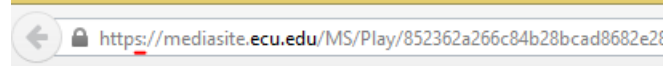
Try [www.speedof.me](http://www.speedof.me) . This site will actually give you a more realistic result on a speed test, because it performs the speed test a little differently. Without getting into specifics it is a little closer to how presentations are streamed

## Playback Issues

First, you can try clearing your internet cache. Note that this is different than deleting browsing history or cookies. You can find instructions for how to do this in the various browsers with a simple internet search (or try this link here <http://www.ecu.edu/cs-itcs/email/clearCache.cfm>).

Second, you can try using Chrome. I have heard of many less playback issues from other users and myself with Chrome.

And Third, if else fails, when the Presentation starts the URL will look something like this:



If playback fails to start or stops part way through, delete the s from the https in that link, and press enter so the page will re-load. Playback should begin normally.

## Clearing Cache

### Chrome

1. Select the following: Browsing history. Download history. Cookies and other site and plug-in data. Cached images and files. ...
2. Click Clear browsing data.
3. Exit/quit all browser windows and re-open the browser.

### IE

Clearing the cache

1. Open Internet Explorer.
2. IE 8: From the Tools menu choose Internet Options. ...
3. On the General tab, under Browsing history, click Delete.

4. Un-check the Preserve Favorites website data box.
5. Check the Temporary Internet files, Cookies, and History boxes.

### **Firefox**

1. From the History menu, select Clear Recent History. ...
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.

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### **\*\*KNOWN ISSUE: Blackboard redirects student out of course when a Mediasite Presentation link is selected\*\***

**Error:** student clicks on a presentation link inside of Blackboard course and is redirected out of the course to the My Blackboard page.

**Solution:** Go to **Control Panel > Course Tools > Mediasite Options**.

Without making any changes to the settings, click **Submit**. The Mediasite links should work again.