

Frequently Asked Questions

What does the “this presentation has been scheduled” icon mean?

The "this presentation has been scheduled" icon can mean a couple things:

1. You scheduled a Hardware Recording. Once the presentation records, it will be processed and uploaded to your MyMediasite Portal.
2. You created a placeholder for a presentation but have not created the recording. For instance, this may mean you clicked Create Presentation > Upload Media, but chose to save and upload later. Additionally, you may have clicked Create Presentation > Record, but closed out of the Summary tab before recording with the Desktop Recorder.

In either case, you've created the frame for your presentation and need to add the media. To add your presentation media, click the icon to open your placeholder frame.

At this point you have three options:

- Create a new recording using the Desktop Recorder. To do so, click the **Record New Video** button to launch the Desktop Recorder.
- Upload a presentation recorded using an alternative production source
- Upload a presentation you previously recorded using the Desktop Recorder

Where can I search for Mediasite playback issues and solutions?

[The Mediasite Knowledge Bank](#) contains the most up to date information about troubleshooting and work arounds.

Streaming media from a server is an ongoing challenge because a single change to an Operating System, the specific user's browser, or supporting software for playback like Silverlight can cause an issue with playback, which is often hard to pin down because so many variables are involved.

For the most up-to-date support information about media playback issues take a look at the Mediasite Knowledge Bank. The KB can be found and searched

at: <https://support.sonicfoundry.com/Knowledge>

Test your browser compatibility playback on the Mediasite Viewing Requirements page: <https://support.sonicfoundry.com/Training/ViewingRequirements>

Why can't I hear audio?

Troubleshooting Checklist

- Have you checked your volume controls? There are three areas where you may find volume control:
 - Mediasite volume - Inside the Mediasite Player, just below the video window.
 - Computer volume - Adjust the volume slider and confirm that Mute is not selected.
 - External speakers (if applicable) - Your speakers may have a volume control dial or knob that you can use to increase or decrease the volume level.
- Have you checked your microphone? Is it successfully plugged in and unmuted?
- Have you checked your headset? Is it successfully plugged in? If there are volume controls on it, is the volume turned on?
- Have you cleared your Internet cache?

Still Experiencing Issues?

- If you continue to experience issues with your headset, microphone and / or speakers, shut down your computer. Unplug and re-plug your microphones, headsets and / or speakers. Then, restart your computer. This should prompt your computer to recognize your devices.
- If you continue to experience video problems, please send an email to techdesk@ysu.edu with your name, date, operating system, browser information and a detailed explanation of the issue. The more information we have, the better we can help you find a solution.

Why can't I view the presentation?

Troubleshooting Checklist

- Have you tested your device to make sure it has the ability to playback Mediasite? If not, test your device here: <https://support.sonicfoundry.com/Training/ViewingRequirements>
- Are you using the most up-to-date version of Silverlight (if you are on a PC or Mac; inapplicable for mobile devices)? You can check your version here: <http://www.microsoft.com/getsilverlight>
Make sure you completely **quit** your browser(s) **before** you install. See the [Support Browsers and Devices](#) page for the appropriate supported versions.
- Have you [cleared your Internet cache](#)? Regardless of the browser, a larger number of quirks and issues can be tied to browser cache.
- Have you [checked your browser settings](#)? The browser setting linked to is specific to Internet Explorer, but applicable for other browsers.

- If you are using a pop-up blocker or popup manager, did you grant access to the page or temporarily disable popup blocking before you attempted to view Mediasite presentations?
- Have you checked your browser? Here are some browser-specific issues and solutions:
 - **Safari.** See the Known Issue, [Mediasite Playback in Safari 6.1 and 7.0](#).
 - **Internet Explorer.**
 - You may need to [add the Mediasite server to your "Trusted sites" list](#). For step 4, use the "Trusted sites" link.
 - Internet Explorer 11 may not work properly with Silverlight. If your video uses Silverlight, we recommend using a different browser.
 - You can also troubleshoot your Internet Explorer settings. See the Mediasite "[Troubleshoot Windows playback: Internet Explorer settings](#)" for details.
 - **Chrome.** You may need to click the shield icon in the upper-right of the URL box and select "Load unsafe script".
 - **Firefox.**
 - The video will appear black if Adblock Plus extension is installed. To fix this issue, disable Adblock Plus or add an extension for the Mediasite Server.
 - If you receive the error "Unable to play the presentation. The media server may not be available or the media stream format may not be supported", please see [Mediasite "Silverlight Player 4001 Error"](#) for a solution, or open the presentation in a new browser.
- *[PC users]* If the viewer opens, but does not begin to play, it may be due to an issue with **Window Media Player**. Open Window Media Player from your Start Menu. In the player, click on "Tools" then "Options." Make sure the option "Connect to the Internet" is checked under the Player tab.

Still Experiencing Issues?

- Please read through the Mediasite "[Troubleshooting playback issues](#)" article for additional suggestions.
- If you continue to experience video problems, please fill out our online form with your name, date, operating system, browser information and a detailed explanation of the issue. The more information we have, the better we can help you find a solution.

Why doesn't my video play in Chrome on a Mac?

Chrome on a Mac no longer supports Silverlight, as of December 2014.

What it means: Mediasite on-demand recordings may not play on a Mac using Chrome, if the recordings have smooth streaming enabled and no mp4 stream available. Live streaming videos will not play. Users may see a message that the "mediasite presentation cannot be played back" (see image below).

Work-around: We recommend students and staff use Firefox or Safari to view recordings or live streaming.