

FAQ

Welcome to the F.A.Q. (Frequently Asked Questions). You may be connecting to the internet through a network that has restrictions on the type of content which can be viewed. This can occur in any network environment from a home network to a large enterprise. In order to assure you have a pleasant webcast experience, we have created this document that addresses the common playback issues that a viewer might come across.

If you are signed up for a live event, BEFORE the event you should review this entire list of questions, requirements and the solutions to the few problems you might encounter when accessing our live and archived content.

Pre-event streaming test

The most important issue is to visit our **Pre-event Test stream**. We begin webcasting a **Pre-event streaming test a week** before the event. This is a sample webcast that uses all of the same technical requirements of the actual webcast. **Test your connection at this test page:** <http://www.conferencewebcasting.com/stream-test/> If you can view video or a color test pattern on the screen, hear audio or a test tone, and see the sample slide, then from that same computer on that same network, using that connection, you will be able to view the webcast when it is live.

Be aware that your connection is **location specific**. If you perform the test from location "A" then attempt to view the live event from location "B" there is no certainty that you will meet with success. It is you or your organizations responsibility to perform this viewing test before the event. If you meet with any issues, please refer to the following checklist.

Due to the security measures we have in place to assure a secure viewing environment during the live event, there will be very limited support available during the event for streaming and connection issues. **Therefore it is imperative that you test the webcast during the Pre-event streaming test on the computer from which you will be viewing the live event. There will be NO REFUNDS given if you have failed to perform this test and have trouble on the day of the webcast event.** We may verify that you have tested the event through our test event access logs.

Software Requirements

- A Browser version of Internet Explorer 7.0 and higher or Firefox 3.0 or higher
 - **A note on browser incompatibility**
We have tested IE 6.x in controlled configurations and we can stream successfully, but there are some versions that may not support the RTMP streams we push out - basically new technology that old technology can't handle.
Possible remedy: upgrade browser version, try alternate browsers such as Firefox.
- Flash Player Version 8 or higher. *If you have an older version it would be best to upgrade now. It's free and does not require a reboot. (See below)*

Hardware Requirements

- Windows Based Computer
- Windows XP SP 3 or Vista Home Premium or better
- Pentium 4 or better

- 1meg of System Ram (Memory)
- True Color 32 bit video card
- Soundcard and speakers

Broadband Connection

(See below)

For Login or Playback questions please refer to the LIVE CHAT link on the Webcast page

LOGIN PROBLEMS

Q: I cannot login with my username and password.

A: Verify that you have purchased access. You would have been emailed your username and password as well as other information. Please check your username and password carefully (password is case sensitive) and attempt to login. If you still cannot access your account, please click the "Lost Username/Password" link located below the login area.

If you attended an event in person and received supplemental access to the live and/or archive site, you must go through the membership purchase process and use the supplied code to complete the registration. During this process you will be prompted to create your username and password.

WEBCAST VIEWING SUPPORT FAQ and CHECKLIST

- I am getting a white Screen on the webcast page.

If you are seeing a blank page that does not contain a video or slide window your computers security settings may be preventing these elements from displaying properly. Please check the following:

JavaScript: JavaScript must be enabled for this webcast to display properly. Below is a link which explains how to enable JavaScript for many popular web browsers:

http://www.bluelinkwebs.com/devnotes/cloak_email/javascript_howto.html

Adobe Flash: Adobe Flash Player v8 or better needs to be installed for this webcast to run. If you do not have Flash Player installed, or do not have the most current version you should be prompted on the webcast page to install the latest available version of Flash Player. If you do not see this prompt, you can download the latest version here:

How to install Flash Player

Go to the www.Adobe.com/flashplayer website and click the Get Flash Player Button. It is a free, fast install and does not require a reboot. Follow the instructions and at the end of the install the website should display an animation that will verify that you have properly installed Flash Player.

If are not able to complete the installation, and you did not see, and accept, the yellow warning bar at the top of Internet Explorer when starting the install, it is likely that your IT department has blocked downloads of installation files. Please refer to them for further assistance.

If you are able to install Flash Player, open your browser and go to the Webcast page If that doesn't solve this issue or you already have Flash Player please refresh by hitting the F5 key.

Firewall issues: Top tier Content Delivery Networks are used by large companies that serve global corporate and fringe clients. As such, some firewalls can "blacklist" Content Delivery Networks if they think there could be questionable material. Verify IT has not blacklisted the IP ranges listed below:

Ranges of:

69.28.128.0/18

68.142.64.0/18

208.111.128.0/18

87.248.192.0/19

203.77.184.0/21

117.121.248.0/21

Social Networking Sites: Many companies block sites like MySpace and Facebook. Our CDN provider, supplies many of the web based assets for social networking sites such as Facebook and MySpace. If a company blocks Facebook or MySpace, we MAY be blocked.

- I am not getting any video or seeing any slides

This is due to the live video stream being blocked in some fashion at your location. This can be in a firewall, a router or on your PC within a security application such as McAfee, Norton, Avast, etc. Please check with your IT department to verify that your network is allowing all of the following requirements. In order to see our live webcast some standard protocols and public IP Addresses need to be accessible.

Network requirements are:

Port Issues - Generally the media comes in via port 80 and 1935. Many corporations close these ports to stop live streaming as it will put too much stress on the network, these need to be opened to view the webcast.

Firewall issues - Top tier Streaming Media Servers are provided by large companies that serve global corporate and fringe clients. As such, some firewalls can "blacklist" a streaming media provider if they think there could be questionable material. Verify IT has not blacklisted the rtmp servers.)

Your Firewall has to allow: RTMP via ports 80 and 1935

Your firewall needs to allow the entire IP address ranges below:

Your firewall needs to allow Streaming Video as a service

Chat functionality cannot be blocked Port 80

Ranges of:

69.28.128.0/18

68.142.64.0/18

208.111.128.0/18

87.248.192.0/19

203.77.184.0/21

117.121.248.0/21

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- I see the Slides - but I don't see Video nor do I hear Audio:

- 1) In a situation that has limited bandwidth or within a network that has heavy utilization, it can take up to 1 minute for the video to start playing. Please allow that.
- 2) Refresh your browser by hitting the F5 key.
- 3) Try clearing your Cache.
- 4) You may need to install or update Adobe Flash Player:

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- Audio or Video Freezes or Stutters

Bandwidth - When an end user is getting the feed, but video stutters and freezes, often times it is a bandwidth issue at the Internet provider. Most people are on cable and DSL and just because they have bandwidth 10 minutes ago, as users come in an out of the system, this shared access is very volatile and the providers do not guarantee a set amount of bandwidth. Minimize unnecessary or excessive network traffic within your network.

Resources - There could be an application running that is consuming resources on your computer or there is a lack of bandwidth at your site. If you have other applications running on your PC, such as an indexer like Google Desktop you should stop them.

Anti Virus - If your antivirus application is running a scan you should suspend that. Programs like McAfee and Norton can be set to restrict access to the technology used for webcasting. The difficulty here is that the stream may make it through the network, but can get caught by a virus checker at the computer, and vice versa. Best to make sure virus scanners are disabled during the webcast. If possible, disable your antivirus application during the event.

Bandwidth Test

Test your network bandwidth here: <http://www.speedtest.net/> If the download result is less than 1000 Kbp/ s (or 1.00 Mbp/s) then your connection may not be able to correctly play a live video feed of this nature with smooth playback, especially if it is a shared connection in an office.

- I have no Audio

Do you hear audio from other websites? On some laptops it requires a combination of a Function key (Fn) and a second keystroke to mute or un-mute your speakers.

Clearing your Cache

Internet Explorer 7

STEP 1: On the Internet Explorer 7 menu Select the Tools menu, click Internet Options.

STEP 2: You'll see Browsing History, Select the Delete button. Select OK

STEP 3: On the next page select Delete Temporary Files

STEP 4: Hit OK, OK

Firefox 3.x

STEP 1: On the Firefox menu Select the Tools menu

STEP 2: Select Clear Private Data. Choose everything except Saved Passwords.

STEP 3: Select Clear Private Data Now button at the bottom.

DIAGNOSTIC LINK

If you are certain that your network is allowing all of the requirements and you still have a problem. Please run this diagnostic link and send the results to Support@conferencediaonline.com

<http://customer.llnw.com/traceput.cgi?host=icvdm.fc.llnwd.net&ticket=793274>