

Troubleshooting problems streaming our videos

There are a number of reasons that you could be having trouble playing our videos on the website. Listed below are some of the most common problems and some suggestions on how to resolve them.

First, if you can't watch videos on our site, try watching the video embedded in this page:

www.texasarchive.org/zoo.html.

If you can view the embedded video...

1. Is your Flash Player up to date? Updates to the Adobe Flash Player can be found here: <http://get.adobe.com/flashplayer/>
2. Is your browser blocking the Flash player plug in? Updating the flash player and then restarting the browser may fix this problem. Or you may need to adjust your browser settings.

If you cannot view the embedded video...

1. If you are watching at work, does your organization have a firewall that could be blocking us? This could be the site (**texasarchive.org**), but is more likely the address of the video streaming server (**texas-archive-flash.streamguys.com**). You should check with your IT Department and ask them to unblock access to these sites
2. We stream over port 80, which is typical. Usually this is not a problem, but some organizations may have it blocked.
3. If you can view the page without any error message, but seeing a constant loading/buffering circle icon, it's possible you don't have enough bandwidth. Our videos are encoded to have a bit rate around 900 kbps - most households with average broadband should be able to watch them as well.

If you need additional assistance, please don't hesitate to contact us at 512-485-3073 or email

webadmin@texasarchive.org.