

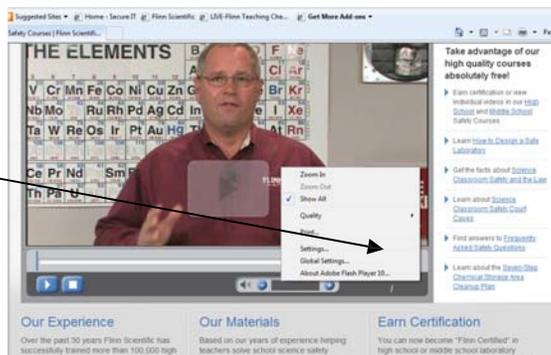
Video Troubleshooting Steps

There are three common technical issues that users may experience when trying to view videos on Flinn Scientific's website. Those three topics and solutions are noted below. Flinn Scientific will always investigate any reported issues to see if there is something wrong with the website but we also ask that you please try these steps to resolve issues that may be only specific to your system.

1) Adobe Flash player

From the Flinn website where you are unable to view the videos:

- Right Click within the player so that a menu appears.
- At the bottom of the menu you will see the listing "About Adobe Flash Player ___" The blank indicates which version is installed on the computer you are using.
- Please confirm that you have version 9 or higher.
- Visit <http://www.adobe.com/products/flashplayer/> to download the latest version of Adobe Flash player.



2) Internet Filter or Firewall

Although you are able to view content our website, the videos themselves are coming from a network of video streaming servers. If you are trying to access the videos at your school please have your IT department allow the following URL/hostname through the filter or firewall.

cp60945.edgefcs.net

In addition you will want your IT department to make sure that firewalls allow incoming traffic from the following ports for Flash Streaming: **1935, 443, 80 (RTMP/RTMPT/RTMPE/RTMPTE)**

Some Known proxy issues: "Bluecoat Proxy" block RMTP by default, so in order for them to work your IT department will have to configure them to allow RMTP traffic, or publish the streams using RTMPT (http tunneling). For Bluecoat customers here are a couple of articles which might be helpful:

<https://forums.bluecoat.com/viewtopic.php?f=1&t=6946> and

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_16631

3) Bandwidth Restrictions

To provide the best possible viewing experience and faster load times, the videos are sent directly from the server and not saved to your computers temporary cache. This may cause issues if the bandwidth is limited at your location. Because of the higher bandwidth needed for these streaming videos, you may experience choppy video or short pauses while viewing during peak internet usage. Most schools share a T1 line that provides a certain amount of bandwidth for the entire school. You may experience slow load times if there are others in the building using that bandwidth at the same time.