Psychotherapy.net Video Streaming Troubleshooting Guide

If you or any user is experiencing any problems with some aspects of our video streaming services, please follow the following troubleshooting tips.

➡ The end-user cannot access the Video Library.

The end user logs into the Video Library via username/password or via proxy authentication and receives the error message, "You are not authorized to view this page. If you believe this is in error, please contact <unique to organization>."

- ✓ **Ensure they are using the correct identification/ username and password**
- ✓ **If you are using a proxy server/VPN/IP authentication:**
  1. Confirm psychotherapy.net has all of your current IP addresses, including your proxy IP address and any new IP addresses.
  2. Make sure that your Proxy Server/VPN is properly configured to allow access for:
     Psychotherapy.net's domain: psychotherapy.net
     Your Video Library's customized URL: https://www.psychotherapy.net/stream/xxx
     ("xxx" = unique per institution)
     Flash and Java

- ✓ **The end user can access the Video Library but sees a black screen with the following error message: "Content unavailable. This content is not authorized for viewing on this domain [*domain is stated here*]."**

✓ **Contact Psychotherapy.net and provide us with a screen shot of the error message so that we can correctly authorize your proxy prefix in our system.**

➡ The end user clicks to view a video, and is not able to see the Psychotherapy.net animated logo: they see a black or a blank screen, or receive a "Content Unavailable" error message (without any domain name specified)

1. *Check if it is a browser-specific issue:*

- ✓ Check to be sure the end-user has the most recent version of the browser, and the most recent version of Flash. If not, please ask them to download and install.
- ✓ If they have the most current version, they may have an add-on that is preventing their ability to view the video. Please have the user disable all add-ons /extensions/plug-ins and restart their browser. Some add-ons/extensions/

plug-ins can prevent videos from playing. Pay particular attention to pop-up blocker and AdBlock.

✓ Ask the user to try another browser
✓ If the end user's computer is using Windows XP, we strongly recommend they use Firefox or Chrome instead of Internet Explorer (IE). Due to some limitations of IE, you may not be able to best utilize all of our video player features with this browser.

2. *If none of this works, and all your computers accessing the video streaming service through proxy authentication are experiencing the same problem*

✓ Check that your proxy configuration is allowing Java. For example, if you use ezproxy, your configuration may need to look like this:
   1. Title Psychotherapy.net (updated 20200929)
   2. URL https://www.psychotherapy.net/
   3. HJ https://www.psychotherapy.net
   4. HJ www.psychotherapy.net
   5. H https://p3.3playmedia.com
   6. DJ psychotherapy.net
   7. NeverProxy player.vimeo.com
   8. NeverProxy cdnapisec.kaltura.com

If none of this helps solve the issue, please contact us and provide us with the following information for the computer(s) experiencing problems:

1- Operating system version (example: Macintosh OS 10.9.1)
2- Browser version (example: Firefox 27.0.1 with Shockwave Plug-In 12.0.0.70)

An easy way to find out the above information is to direct the user on the computer experiencing problems to http://supportdetails.com/ and send a pdf of the screen.

3- Current add-ons
4- A screen shot of the screen as you see it when trying to play the video. Include the whole screen, including browser address bar at the top.

If your institution is using VPN authentication and many or all of your users are unable to view the video while accessing the Psychotherapy.net streaming platform via the VPN.

✓ It may be due to a VPN configuration issue. Please contact your VPN support contact.

➡ The video keeps buffering, the video quality is low or the video appears to stop and start

    ✓ *Check the strength of the Internet connection*
While our video player will detect and adapt to a user's connection speed, a slow connection will impact's one's ability to view the video while it is loading.

1. Ask the user to give the video a bit of time to load and then view or find a stronger internet connection that can manage a higher bandwidth, reload the page
2. Close any other music or video streaming applications and reload the page
3. Reset modem or wix fi and reload the page

➡ The end user is experiencing problem viewing one or multiple specific videos, while the other ones work

    ✓ If it is a specific video, please contact customerservice@psychotherapy.net and provide us with the following information:

1- Operating system version (example: Macintosh OS 10.9.1)
2- Browser version (example: Firefox 27.0.1 with Shockwave Plug-In 12.0.0.70)

An easy way to find out the above information is to direct the user on the computer experiencing problems to http://supportdetails.com/ and send a pdf of the screen.

3- Current add-ons
4- A screen shot of the screen as you see it when trying to play the video. Include the whole screen, including browser bar at the top.
5- Video title