

BNC Live troubleshooting

The live engagement experience used to deliver BNC Live uses widely available web technologies. If there are any issues, there are three key areas of consideration when troubleshooting:

1. Check Internet Connection
2. Check Browser
3. Check Audio Visual Hardware

1. INTERNET CONNECTION & NETWORK

Sounds obvious, but always check that the user is correctly connected to the internet and particularly that their IT department has not restricted access to the site.

Some IT departments are strict in terms of allowing access to particular websites and/or services. eg. some schools block YouTube.

- Can they access other websites ok? Eg. www.bbc.co.uk
- If not, then it is likely that they have a broader access issue which needs to be addressed by their IT department.

Suggest they try to access the BNC Live site by an alternative connection eg. via their mobile device. Ask them to try both on wifi, and with wifi turned off (so they are accessing it via 3G/4G).

This helps to pinpoint the problem as being a result of their network or internet connection.

2. WHAT BROWSER ARE THEY USING?

The live engagement experience works in a wide range of both modern and some older legacy browsers. It is always more reliable to use a modern web browser.

The order of reliability is as follows:

1. Chrome
2. Safari | Firefox
3. Edge | Internet Explorer (latest version)

If a school is using Internet Explorer (IE), encourage them to use one of the alternatives, ideally Chrome.

It is worth noting that Microsoft stopped supporting IE8, IE9, IE10 over three years ago!

3. AUDIO & VIDEO

It is very unlikely that there will be a problem with the video playback which isn't specific to the user's particular hardware set up.

VIDEO

Many schools have YouTube and Vimeo blocked, but the BNC Live videos are hosted on Wistia.

If a school can see/hear the video on this link, then they should be able to see our BNC Live ones:
<https://wistia.com/video-marketing/playlist>

If not, get IT department to whitelist the following domains:

**.wistia.com*

fast.wistia.net

embedwistia-a.akamaihd.net

The following steps can also be tried:

1. Clear Browser Cache:

This step may seem simple, but it's an amazing fix in a number of situations. Try clearing your browser's cache and restarting your web browser. We always recommend this as the first step to troubleshooting playback issues.

- **For Chrome:** *Chrome > Clear Browsing Data or History > Show Full History > Clear Browsing Data...*
- **For Safari:** *Preferences > Privacy > Remove All Browsing Data*
- **For Firefox:** *History > Clear recent history*
- **For Internet Explorer:** *Tools > Internet Options > Browsing History*

2. Try a Hard Refresh

Try a "hard refresh" a certain webpage to clear the cache for that single page. This is typically done by holding Shift and pressing refresh or reload.

3. Check For Updates to Your Browser or Device

If you're on an older version of a browser or operating system, there may be a bug that has been fixed with a more recent update. If a video is failing to play or consistently stuck buffering/loading, make sure you're using the most up-to-date version of your browser or OS.

This is especially true on mobile devices, as the difference between versions can often have serious implications for certain functionality being supported or not.

For example, iOS only started supported silent autoplay as of iOS10.

AUDIO

If there is a problem with the sound, is it isolated to the BNC Live site?

Ask the user to play a alternative source of media on their machine. For example, another website or a video file they have on their computer/device.

NOTE for Chrome:

**You will have to click to hear the sound on the first video.
After that, all videos should automatically have sound.**

Capturing the console panel

If schools are having trouble accessing parts of the BNC Live site, our tech support need a bit more information to be able to diagnose the problem.

If they are using Chrome (which is the recommended browser) the most useful thing is a screenshot of the browser console panel when you have the BNC Live page open.

Instructions on how to do this:

1. Load the BNC Live page, then right click and choose 'Inspect'
2. Within the panel click 'Console' tab
3. Refresh the BNC Live page with the Console panel open
4. Get a screenshot of your whole browser window so we can see the errors in it

Here is a short video of someone doing the above steps:

<https://www.youtube.com/watch?v=FCaIpWSsL68>