

PRIMUS SOLUTION FORM







Please use the following form to capture the solution information.

Solutions should be:

- unique
- represent real life current problems / questions addressed by staff
- Be representative of a wide variety of issues.

When completing the Solution Form use the selection list to identify the role.

Solutions are comprised of roles, described as follows

-  **Goal:** What is the caller trying to do?
-  **Fact:** Product information: hardware, software, drivers, patches, etc.
-  **Symptom:** What conditions suggest something is failing?
-  **Change:** What is different since it last worked?
-  **Cause:** Explains what, exactly, is wrong and why it happened.
-  **Fix:** The procedure to get the caller working again.

Solution Title	MediaVision Courseware
Symptom:	User cannot reach or login to course site.
Fix:	<ol style="list-style-type: none"> 1. Verify that you can get to the site. <ol style="list-style-type: none"> a. If you can't, it is a service outage and should be escalated to MediaVision as an URGENT priority. b. If you can, verify that they have the correct course URL. If they still can't reach the site: <ol style="list-style-type: none"> i. Have them clear their web browser cache, restart, and try again ii. Verify that they're connecting to the network (as per Network > Wired or Wireless Troubleshoot) 2. Verify that you can login. <ol style="list-style-type: none"> a. If you can't, it is a service outage and should be escalated to MediaVision as an URGENT priority. b. If you can, then verify that they are either: faculty, teaching assistant or currently enrolled as a student in the class. If they are and still can't login: <ol style="list-style-type: none"> i. Have them clear their web browser cache, restart, and try again ii. Make sure they are accepting cookies. iii. Verify they are using the correct login info (as per Campus > Network ID) <ol style="list-style-type: none"> 1. If they have just activated their Case UserID, it can take up to 48 hours before they can login. 2. Acquire information and notify MediaVision so that a temporary account can be created.

Symptom:	Video does not play.
Fix:	<ol style="list-style-type: none"> 1) Verify operating system, web browser and media player. <ol style="list-style-type: none"> a) Make sure current version of FireFox, Internet Explorer, Mozilla and Opera or Safari is installed. b) Make sure current version of Windows Media Player is installed. Currently Courseware only supports the Windows Media Player and file type. c) Are they able to play test videos? 2) Do you get an error message? <ol style="list-style-type: none"> a) Mime Type Errors – Try reinstalling media player. b) Report error type to MediaVision 3) Does the player window open? <ol style="list-style-type: none"> a) Yes, but nothing plays in the window <ol style="list-style-type: none"> i) Make sure pop-up blockers allow pop-ups from mediavision.cwru.edu and mv-solutions.cwru.edu. ii) If video still does not play, try turning pop-up blocker OFF. iii) There are numerous toolbars and 3rd party applications that include pop-up blocker features including: AOL, Yahoo and Safari. Please refer to the support pages for these applications. <p>For Internet Explorer: -Click Tools>Pop-Up Blocker>Pop-up Blocker Settings -Make sure that mediavision.cwru.edu and mv-solutions.cwru.edu are allowed sites. -Set Filter Level to low.</p> <p>For Google Toolbar: -Click Options>deselect pop-up blocker>click Apply</p> 4) I can hear, but cannot see the video playing or video buffers for ever or says “Playing”, but nothing happens. <ol style="list-style-type: none"> a) Open Windows Media Player b) Go to Tools->Preferences (Mac) or Options (PC) c) Go to Network Settings d) Uncheck all transport methods except http e) Uncheck UDP f) Click Ok and Close Windows Media Player g) Go to the MediaVision site and test a video
Symptom:	I cannot scan through the video on my Mac
Fix:	<ol style="list-style-type: none"> 1. The Windows Media Player 9 for Apple and Tiger OS currently does not support this feature.
Symptom:	I am redirected to the login page every time I try to play a video.
Fix:	<ol style="list-style-type: none"> 1. Clear your web browser cache, restart and try again.
Symptom:	The video stops and buffers a lot.
Fix:	<ol style="list-style-type: none"> 1. Test the connection speed and report to MediaVision.

Symptom:	The lecture video is not available on the site.
FIX:	<ol style="list-style-type: none">1. Try searching for the lecture by date.<ol style="list-style-type: none">a) What is listed as the featured video?<ol style="list-style-type: none">i) Courses are normally posted within 24 hours.b) Report missing video to MediaVision.
Symptom	The wrong lecture video is posted on the site.
FIX:	<ol style="list-style-type: none">1. Report information to MediaVision.