

FAQ's for Streaming Server

What types of files can be placed on the streaming server?

- The streaming server supports audio and video Real, QuickTime, Flash and Windows Media audio and video formats in the following file types: .rm, .ra, .rmvb, .mov, .mpg, .mpeg, .mp3, .wav, .flv, .wma, .wmv).

How should my video files be prepared in order to upload them to the streamer?

- If your media is a file type other than one listed you will need to convert it in order to successfully upload the materials. Video should have a compression rate of 300 Kbps, and should be 320x240 (or 480 x 360) in size, with a frame rate of 30 per second in order to be viewable by the largest audience. This will also reduce upload times.

How do I convert a file that is not in the proper format (for example - .avi format to .wmv format)?

- There are two options:
 - 1 - Contact Instructional Media Services for assistance, ims@sandiego.edu, or fill out the online Request Video Production form at <http://www.sandiego.edu/its/ims/forms/video.php>
 - 2 - Windows Media Encoder can convert many files types (<http://www.microsoft.com/windows/windowsmedia/forpros/encoder/default.aspx>). If you are up to trying it on your own this is a free download.
- A number of alternate solutions can be found by going to Google and searching for 'audio/video format conversion' or something similar. You will find free downloads that can convert not only your file type, but also the compression rate/video size.

Is there a limit to the file size that can be uploaded?

- Currently there is no limit to the size of the file that can be uploaded, however, there is a 90 minute time frame in which you must be able to complete your upload. At 90 minutes the server will time out.

How long should I expect the upload process to take?

- A 15 minute Windows Media video using the compression rate and size referenced above (approx. 36MB) should take approximately 3 minutes to upload from an on-campus connection. Always use an on-campus connection if at all possible so that the server does not time out on your upload.

Who will be able to access my materials on the streaming server?

- Two options are currently available – you can restrict access to only those users having University of San Diego MySanDiego accounts, or you can allow access to all Internet users. The streams are not searchable and URL's do not contain stream titles so it would be rare for somebody to come across the link randomly and without publishing it someplace.

How can I add streaming media to my WebCT class?

- You will receive a URL by email once you complete the upload process. Copy and paste this URL into a new Web Link in a WebCT course and users will simply click on this link to view the media.

What if my media is not in an acceptable format?

- Attempting to upload formats other than those listed above will result in failed attempts. The server is configured only to accept files with the states file extensions. Please see above for information on how to get assistance or convert your files to the proper formats.

I am having problems opening and/or viewing media files on my system, what should I do?

- First, be sure that your pop-up blocking (ad-blocking) software is not preventing the player from opening (allow pop-ups from site).

Where can I get the proper media player that I need in order to open/view the streaming media?

- See our list of links to these free players also posted on this site.

Who can I contact if I am not able to properly configure my system?

- iteam@sandiego.edu will be able to respond to your trouble reports. Please provide as many details as possible in your email.