

## StreamTroubleShooting2008

Frequently asked streaming questions and solutions:

I'm a windows user with Firefox and your stream doesn't play. why?

Answer:

Follow these steps to resolve a recent Firefox issue with our player:

- 1.) In Firefox, open Help>About Mozilla Firefox.
- 2.) On the bottom of the dialog window, there is a string of text that looks like this "Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.8.1.12) Gecko/20080201 Firefox/2.0.0.12".
- 3). The "2.0.0.12" is the version of your Firefox browser.
- 4). Note the version (minus the .12).
- 5). Go to <http://www.iol.ie/~locka/mozilla/plugin.htm#download>
- 6). Find the plugin that matches your browser version. If you have a version 1.5 or higher Firefox browser, you need the plugin for 1.5.
- 7). Click the "Click here" next to the version of your browser.
- 8). If an info bar appears at the top of the browser, click edit and click allow, and then relick the "Click here" next to the version of your browser.
- 9). The plugin install dialog box will appear. Click install.
- 10). After the plugin installs, close all open Firefox windows or click restart firefox.
- 11). Restart Firefox.
- 12). Click "Start New Session".
- 13). Open Tools>Clear Private Data.
- 14). Make sure "Cache" is checked.
- 15). Click "Clear Private Data Now."
- 16). Launch our player again. The stream and our other on demand content should play as expected.

OR, you can simply open the stream by using Internet Explorer.

Question: what system requirements are required for using your player?

Answer:

- 1) windows 2000/XP/Vista or Mac OS X or higher.
- 2) Windows Requirements:
  - Internet 5.5 or higher or Firefox with the correct ActiveX plugin installed. (Mozilla Opera is not recommended).
  - Your browser's Javascript functions must be enabled.
  - Your browser must allow popups.
  - Windows Media Player 8 or higher.
  - Windows Troubleshooting Tips
- 3) Mac Requirements:
  - Firefox. (Safari is supported, but not recommended).
  - Quicktime
  - Flip4Mac WMV Tools for Quicktime.
  - Your browser's Javascript functions must be enabled.
  - Your browser must allow popups.
  - Mac Troubleshooting Tips
- 4) Linux Requirements:
  - Download the mplayer plugin for Firefox from <http://www.linux-sxs.org/multimedia/mplayermozplug.html>.
  - Unfortunately, we do not offer more support for Linux at this time.

Question: My tuner says "buffering" a lot and drops in and out. what's the deal?

Answer:

- We recommend a broadband connection when use our site as well as viewing our on demand content and listening to our online stream. Slower connections may cause the content to constantly buffer or never load.

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Question: My pop-up window loads but I don't see any text/buttons/tabs/player. why?

Answer:

- Javascript must be enabled to view the player.
- If Javascript is enabled and you are still unable to view the player, please reset your browser's security settings to the default level.

Question: I clicked on listen live on your homepage but nothing happened. why?

Answer:

- You must allow popups to view the player.
- When clicking to launch the player, you may see a notification at the top of your browser. If using Firefox, click Options and select always allow popups from this site. The Google and Yahoo toolbar may also be blocking the popup.
- To prevent this from occurring again, you might want to configure your browser's popup settings to allow <http://myclassiccountry.com> as an exception.

If none of the above has helped with your problem, you may send an e-mail to [roy@myclassiccountry.com](mailto:roy@myclassiccountry.com) and we'll try to respond as soon as possible.