

## Viewing Mediasite Presentations on a Macintosh

Do Mediasite presentations play on Macs? The answer is an unqualified yes. That said, you may need to make some adjustments on your Mac or on your Mediasite Server to make presentations viewable. Try the solutions below, in the order presented in this document. If presentations still do not play back, contact customer support by going to the SmartServe Portal at [www.sonicfoundry.com/support](http://www.sonicfoundry.com/support).

### Requirements

Install one of the following browsers to play Mediasite presentations on a Mac.

- Safari 1.0.3 or later (Safari 1.2.4 & above recommended)
- Firefox 1.0 or later
- Netscape 7.2 for Mac OS X

You must also install Windows Media Player 9 for the Mac.

### Client-side issues

Aside from browser compatibility issues above, there are three common problems that can be addressed on the Mac itself. See the sections below and make any appropriate changes, in this order, before making changes to your Mediasite Server.

#### Flip4Mac plug-in issues

Mediasite presentations must use the Windows Media plug-in to play. They will not play if you have the Flip4Mac Windows Media component for QuickTime installed on your Mac. To disable the plug-in:

1. Click your desktop, and select Apple > System Preferences to open the Mac System Preferences.
2. Click Flip4Mac WMV under Other.
3. On the Plug-in tab, clear the "Use Flip4Mac WMV Internet Plug-in" checkbox.
4. Exit the dialog to save your changes.
5. Try to play a presentation. If it still doesn't play back, go to the next section.

#### Starting a presentation is very slow

When viewing a Mediasite presentation on Mac systems running 10.4.x, there may be a long delay before playback begins. In some cases, this delay can be a minute or more.

**Note:** This problem only seems to affect Mac OS 10.4.x. Earlier versions do not seem to have any delay issues when starting playback

To resolve:

1. Open Windows Media Player by selecting Go > Applications > Windows Media Player.
2. From the toolbar select Windows Media Player > Preferences > Network Settings tab.
3. Uncheck TCP and UDP boxes and click OK.

## Viewing on Intel-based Macs

Windows Media Player 9 for Mac must be run under Rosetta emulation on an Intel-based Mac. As such, the browser must also be forced to run under Rosetta as well. To enable Rosetta emulation:

1. Close all open browser windows.
2. Select Go > Applications to open the Applications directory.
3. Right click or ctrl-click your browser (e.g. Safari or Firefox)-and click Get Info.
4. In the General section, check "Open using Rosetta."

The next time the web browser is launched it will run under Rosetta emulation and presentations should play back.

## Server-side issues

If you have tried all of the client-side solutions and presentations still do not play back, you may need to make changes on your Mediasite Server and/or make changes to the presentations themselves.

Try these changes one at a time, in the order presented here.

## HTTP streaming

Macs need HTTP streaming enabled on the Media Server in order to play Mediasite presentations. If your web server and Mediasite Server are on the same machine, this will cause conflicts. Ideally, the Mediasite Server should be installed on a separate machine. To turn on HTTP streaming:

1. In the Windows Media Services Administration select the Media Server.
2. Go to Properties > Control Protocol and enable WMS HTTP Server Control Protocol to turn on HTTP streaming.
3. Test the presentation.

## Scripts and slide number issues

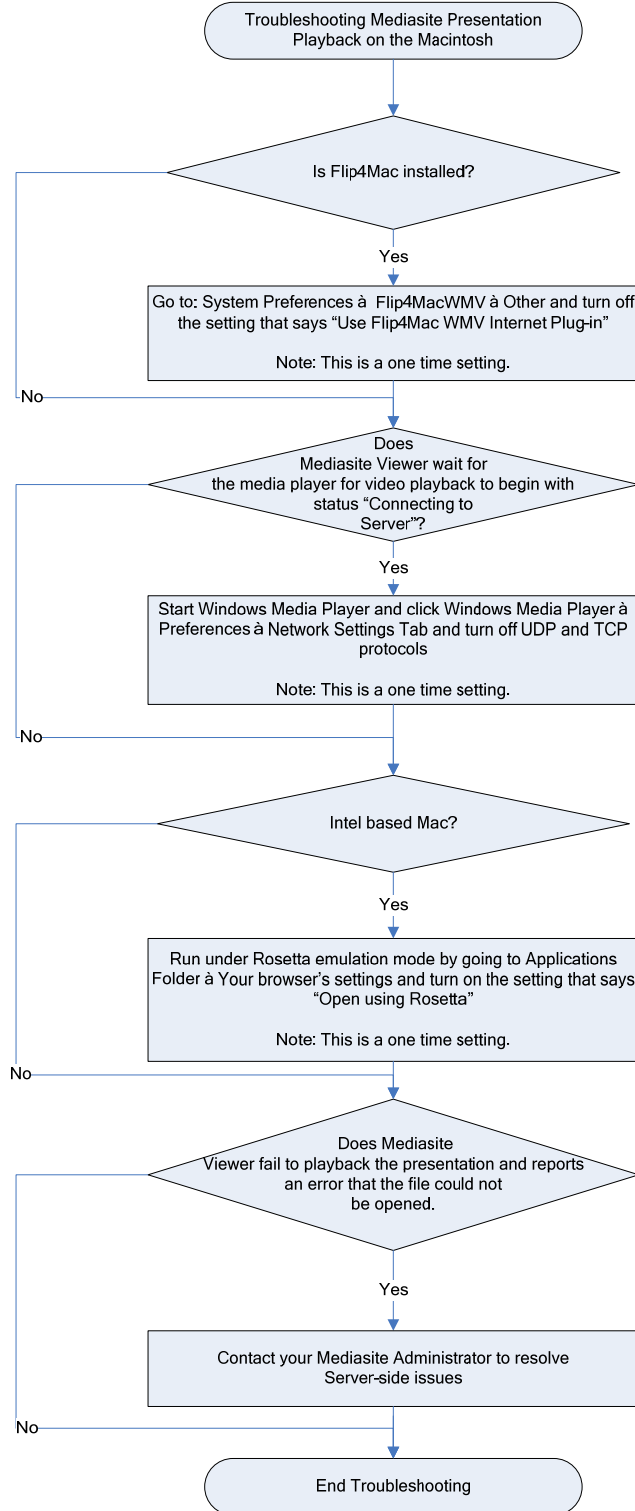
If the Mediasite Viewer fails to play back a presentation and reports that the file can not be opened, there may be issues with the presentation itself. By default, presentations are recorded with scripts in the header. If a presentation has more than 200 slides, the presentation will not play on a Mac. To get presentations to play, you must open the presentations in the Mediasite Editor and move scripts to the stream. To do this:

1. In the Mediasite Editor, select File > Open Presentation From Server and open a presentation.
2. Select Tools > Options > General tab and check Write media file scripts to stream and click OK.
3. Select File > Save to save your changes.
4. Test the presentation.

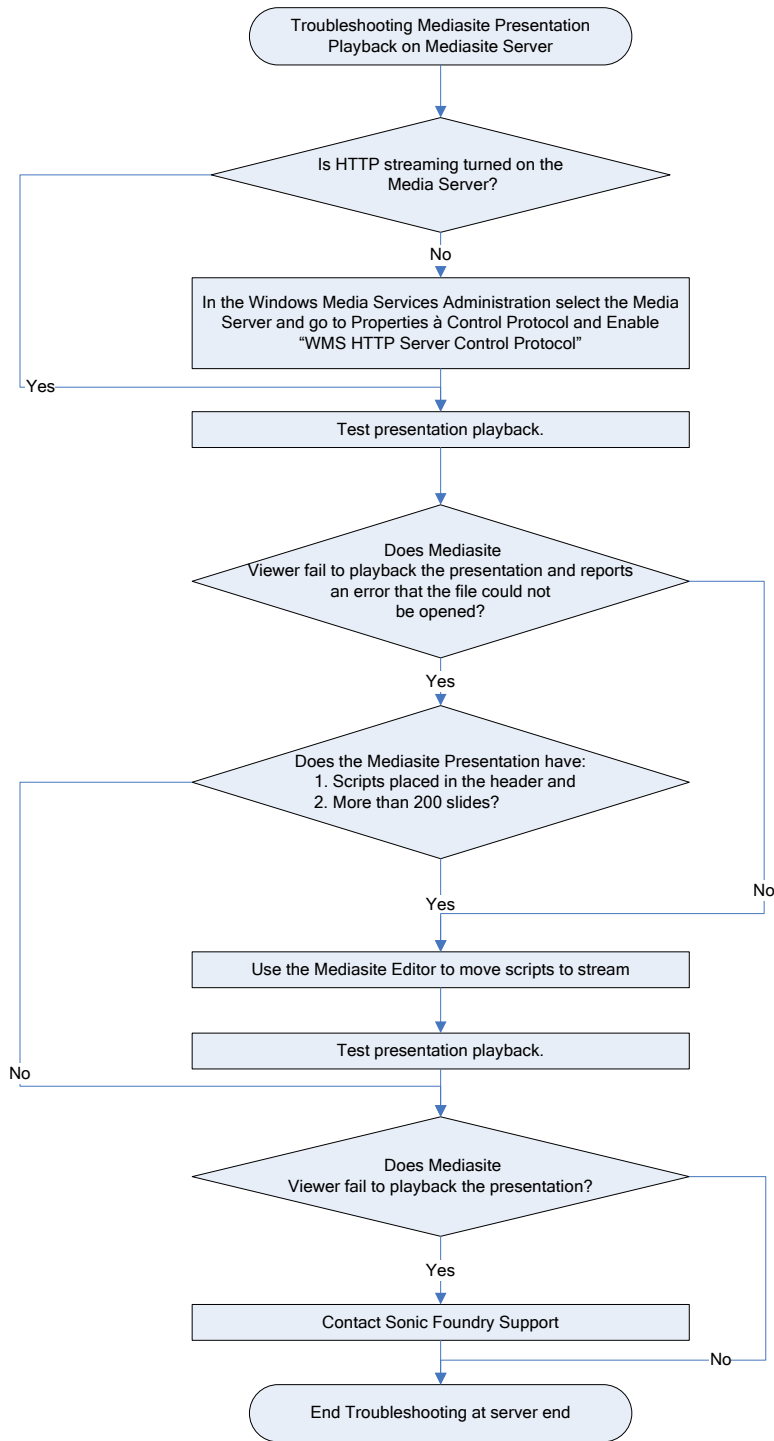
## Appendix: Macintosh playback decision tree

Use these charts as a quick reference to getting presentations to work on the Mac.

### Troubleshoot the Macintosh



## Troubleshoot the Mediasite Server



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