

OCTC Online training purchases

FAQs

My online training product will not play?

Checking Video Playback.

Where playback fails to happen, there can be a number of causes.

The following is a list of things to check and get confirmation of, prior to submitting a support ticket.

Check your internet connection.

This is an obvious one, but if your internet connection slows down at busy times of the day, then this may cause problems. The solution is to try again at quiet times of the day. Video uses quite a lot of bandwidth, so at busy times, whilst you may be able to view standard text and image web sites, videos may struggle to load.

Check if players are permitted.

If, when right-clicking the player box, there is no menu with JW Player version written in it, then the player itself has not been loaded into the browser.

The right-click menu should look like this:



If that menu is not shown or looks different, then the settings below must be checked. Some of these settings may be either in the browser or set at firewall level. If they cannot be found in the browser, ask your IT team to check the firewall.

- Check your browser does not have ad-blocking turned on for <http://obmh.podia.net>
- Check that the firewall allows ads to run from that URL
- Check your browser is able to run JavaScript
- Check that the firewall allows JavaScript to run from that URL

Note: JavaScript is not Java. Java is a different technology and is not used in the video system.

Finally, should none of the above work, for example, if the player is actually loading and the right-click menu looks like the one above, then please try the Engineer page at <http://obmh.podia.net/engineer.aspx> and follow the instructions on that page.

If you log on to your company network via a VPN or via Citrix, then that can also cause problems. Please include the details of that in your email when requesting support.

Please note that video systems such as YouTube work in a completely different way than players embedded into a web page and cannot be used to cross-check for video playback. The Engineer page above is the only page to use for that purpose.