

# Why don't my videos play?

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At long last we have turned off our original streaming media server named "Venus" (venus.palomar.edu – named in the days when we knew all our servers personally). Over a year ago we elected to adopt a new streaming media solution based on Silverlight and Microsoft's SmoothStream technology. We began announcing that we were making the long, slow transition at that time and have been re-encoding media ever since. It has been a slog, because we have had to encode a lot of media and because in almost all cases it has been captioned for the web.



The good news is that we can deliver a bigger, clearer streaming media experience more securely with copyright compliance in place, AND we are nearly 100% sec. 508 compliant in having captioned web videos. The bad news is that many people have not been paying attention to the many–many, many–announcements we have made about turning off the old server at the end of 2010. If you are one of these folks, and you have noticed that your videos no longer play, it is because you are clicking on links that reference the old, now-decommissioned server.

What to do? Bring us your media as soon as possible for re-encoding. There is no other way. We will address it as quickly as possible, but if you want it captioned for the web the delay will be significant. It is not as if it has been a secret. We have made our best efforts to keep the community informed, but we have often heard from people with this problem. Then again, we have not had a Real media server in over five years, and there are still Real media links to the old server in many Blackboard classes.

Slowly, very slowly, we progress...