Troubleshooting FAQs

Helpful advice and tips for watching live streams

- **What browser is recommended for watching the eagle cams?**

  We recommend Chrome, as it has been the most reliable. We do not recommend Internet Explorer. All other browsers not mentioned will work as well.

- **Are there any updates that should be checked up on from time to time?**

  Be sure your browser is always up-to-date. (computerhope.com/issues/ch001388.htm) We are slowly moving our streams away from flash player and to HTML5, but some of our streams still use flash player. Make sure that is up-to-date by visiting, https://helpx.adobe.com/flash-player.html

- **Getting error messages like, "Quota has been exceeded", or the stream is freezing or buffering.**

  If you're getting error messages, clear your cache. That is generally done under the "clear history" tab of most browsers. Then restart your browser by closing it, and bringing it back up. This problem is generally caused by your cache filling up. Certain computers allocate only so much space for Internet caches and can fill up quickly depending on your computer. If you're getting freezing or buffering, a simple refresh should solve the problem.

- **How can I fix chronic lag and buffering?**

  There are a lot of different variables that effect streaming performance. There are a few options a viewer can do to increase their viewing performance. The first thing that will help is reducing the resolution of the stream. Click the settings button in the bottom right of the player, click quality, and pick the lower resolution. Another issue is having more than one stream up at a time. Having two or three streams playing at one time can slow down your computer and Internet significantly. Lastly, an ethernet connection is always the best connection and can reduce a lot of streaming problems. If an ethernet connection is not an option, the closer the viewing device is to the wireless router the better the connection will be.

- **I am getting a gray box when trying to watch a stream.**

    You'll have to activate and allow flash player. Click the grey part of the box and the browser should prompt you to "Allow and Remember."

    On some browsers, this control is accessed at the top left of the browser window (see screen shot below).