

Setting up Events with Clipstream Live™ 2.5

A guide to setting up a single stream on-site at an event location to be Repeated from an off-site server

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Introduction

One of the uses of Clipstream™ Live is to webcast a live event from the event's location as it is captured by a camera. This document will quickly run down step-by-step what you need to output a single stream from that location using Clipstream™ Live.

About the Clipstream™ Live Server

The **Clipstream™ Live Server ("Live Server")** is a Windows PC application that creates a virtual server environment in your PC enabling you to broadcast a live video and audio stream from either TV or linked camera for display in a 'playerless' Clipstream™ Live format on any web page. Viewers with Java enabled in their browser will be able to view it without downloading additional software or plug-ins.

Who should read this guide

This guide is meant to be a guide for the webcast crew using the Clipstream™ Live 2.5 Server. It supplements basic use help pages available on live.clipstream.com/help and assumes that one or all members are familiar with:

- [cslive_25_technical_doc.pdf](#)

User Prerequisites

Users of this guide should also know:

- basic Internet terminology
- how to connect a CAT-5 network cable to their computer
- how to access their network settings on their computer
- Windows PC knowledge

Hardware / Software Prerequisites

Users of this guide should have access to the following:

- Windows XP, 2000 with 10/100 base-T network card
- **Clipstream™ Live Server already installed**
- a constant Internet connection (128k or higher); DSL/Cable recommended
- a static IP address
- a live video input source (Webcam, Camera with Firewire link, TV input)
- audio input source either through the camera or mixer

Setting up

Clipstream™ Live can run from any PC workstation or laptop, however, at the event site the computer must be accessible by two elements:

- Internet access
- Live video/audio feed

In addition, the computer needs a power source.



Clipstream™ Live requires a dedicated environment

Clipstream™ Live must be run as the sole program running on the computer for optimal use. Although other light programs might run at the same time, it is not advisable when the real webcast has begun.

To run a dedicated system:

1. Shut down all non-essential programs besides Clipstream™ Live.
2. Disable or reschedule any automated processes such as:
 - antivirus scanners
 - disk management utilities (desktop search, defragging)
 - auto-updates (Windows or other programs)
 - email check and receive functions
 - filesharing utilities
 - instant messaging programs
 - screensavers

Not only will shutting down these programs save on memory usage, it will also prevent embarrassing crashes or interfering processes that come up in the middle of the webcast.

3. Deactivate, temporarily, **Windows Security Firewall**. (Clipstream™ Live has security functions that should protect your computer for the duration of the webcast. You can then re-enable any of these functions you turned off after).

Configuring network connection

If you are introducing a new computer to the location's network you must acquire a static IP address and other network information and then configure the network card to reflect this information.

Talk to the local IT department

The IT department for the local network where you will be webcasting from will be able to provide you this information. You need to request the following (write them down):

Static IP address:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ex. 137.82.204.12

Subnet mask:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ex. 255.255.255.0

Default Gateway:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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ex. 137.82.204.254

Although it is not necessary, the IT department may also give you a DNS address which would allow you to surf the web, but most likely this is obtained automatically when you connect to their network.

Bring up the Local Area Network dialog

To configure your network settings with this new information, follow these steps:

1. Go to your **Start Menu > Control Panel**
2. Select and launch **Network Connections**



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3. Select and launch the **Local Area Connection** icon that matches the network card for the computer.

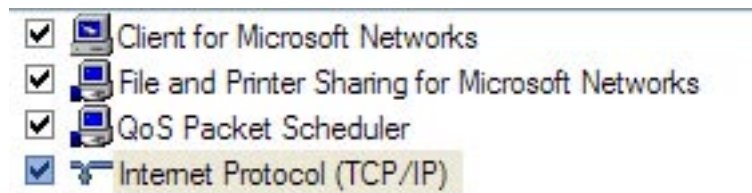


4. Click on **Properties**.



A new "Local area connection properties" window will appear showing a variety of networking protocols that you could edit.

5. Double-click on **Internet Protocol (TCP/IP)**.



6. Make sure **"Use the following IP address:"** is checked.

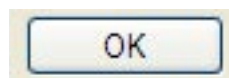


This will enable you to enter in the network information provided by the IT department. **Note:** you should write down the existing networking you have so that you can revert back when you leave this location.

Enter in the network information

After you have checked "Use the following IP address" you can now edit the fields for IP address, Subnet mask, and Default Gateway. Enter the numbers you received from the IT department.

After you are done, click **OK**.



In the previous "Local area connection properties" window also press OK. This will close the window and set the networking properties for your computer.

Test the new networking configuration

To test the networking information you just entered, you will need the help of someone off-site. Call them and ask them to “ping” your new address. Tell them to do the following:

1. Go to your **Start Menu**
2. Click on **Run**.



3. In the **Open:** field type “cmd”.



A DOS window will launch and will open a command line.

4. At the command line (where the cursor is waiting), type the following:

ping

followed by the IP address that was given by the IT department. Press **Enter**.

ex.

ping 64.141.83.15

This should give you a response like this:

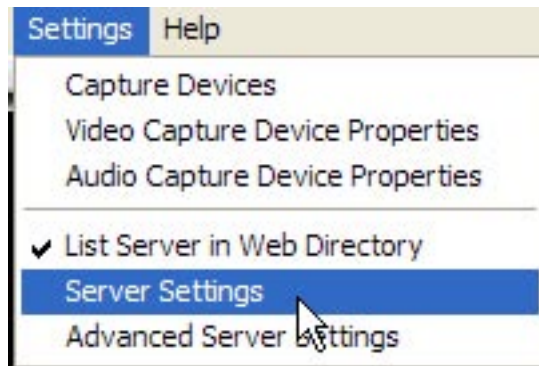
```
Pinging 64.141.83.26 with 32 bytes of data:
Reply from 64.141.83.26: bytes=32 time<1ms TTL=128
Reply from 64.141.83.26: bytes=32 time<1ms TTL=128
Reply from 64.141.83.26: bytes=32 time<1ms TTL=128
Reply from 64.141.83.26: bytes=32 time<1ms TTL=128
Ping statistics for 64.141.83.26:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

If you get any other response such as “Timed Out”, contact the IT department as no outside viewer or the Repeater will be able to connect to your Clipstream™ Live server.

Configuring Clipstream™ Live Server

Now that you have configured the network settings for your computer, you will need to reflect that new information in the **Clipstream™ Live Server** software.

1. Launch **Clipstream™ Live**.
2. Go to the **Settings** menu.
3. Choose **Server Settings**.

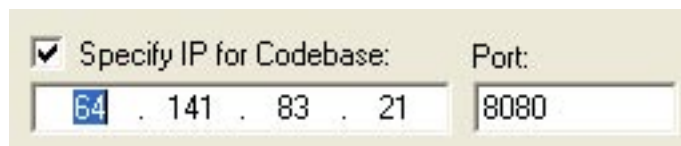


A new dialog will open up.

4. Check **Specify IP for Codebase**.
5. Enter in the IP address number given by the IT department.

Optional

If the IT department has given you a Port number which they want the traffic for the webcast to be allowed, enter it into the Port field.



6. Press **OK**.



Start the Clipstream™ Live Server

Once you have the correct networking information entered into the both the computer's network settings and the Clipstream™ Live Server, you can now begin webcasting.

Enable the live video or audio input

1. Power on the camera or audio device.
2. Connect it to the computer.
3. Allow the computer to detect the device.

Start webcasting

1. Restart **Clipstream™ Live Server**.
2. Click **START/STOP**.



After a moment the message in the field next to the button should read:

"Streaming on *XX.XXX.XXX.XX* port *YY* - *Z* connections."

XX = the IP address currently entered into Clipstream™ Live's server settings.

YY = any special port you were told to use

Z = number of computers connecting to the Clipstream™ Live server.

Now, you are successfully webcasting from this location.

Working with the Clipstream™ Live Repeater

If you are webcasting as part of a large scale event, you will probably be working with an off-site higher capacity server that will serve to all of the viewers. The program that works with Clipstream™ Live to do this is called the **Clipstream™ Live Repeater**.

What the Repeater does

What the Repeater does is take a single feed from the event location Clipstream™ Live Server webcast and then re-broadcast it from a different off-site server. Viewers are directed to the stream hosted from this server rather than from the original site's address.

The person who is administering the Repeater needs to be familiar with this document:

- Clipstream™ Live 2.5 Technical Guide

What the onsite webcast crew needs to know

After the Clipstream™ Live Server is successfully webcasting the original stream (or feed) they need to allow the Repeater to connect to the webcasting computer.

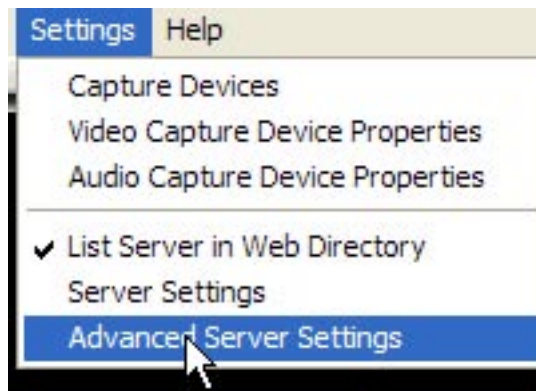
To do this, follow these steps:

- Contact the Repeater operator and provide them with the IP address and port of the webcasting computer.

Securing the feed

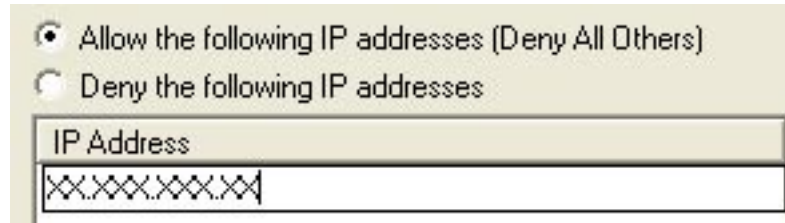
If security is an issue, follow these steps to only allow the Repeater to receive this feed:

1. Go to the **Settings** menu and choose **Advanced Server Settings**.



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2. In the new dialog, check **“Allow the following IP addresses (Deny All Others)”**.



3. Then in the field underneath **“IP Address”**, enter in the IP address of the Repeater’s server. The Repeater operator can provide this.
4. Press **OK**.

You may add as many IPs as you wish to that list.

Administering the Repeater

The Repeater can be administered *remotely* via browser interface from anywhere including from the onsite computer. To learn how to do this, consult the Repeater section of the ***Clipstream Live 2.5 Technical Guide*** (pp.21-24).

Additional notes

Clipstream™ Live staff have managed a number of live events and have come up with a list of best practices that you should note.

Bandwidth

Fluctuations in bandwidth always mean that the real internet speed at the site location is less than posted. Because of this, always test the quality of the feed beforehand.

Second computer for testing, communication

If you need to run a Q&A session or would like to be able to test the presentation or quality of the outside feed (as the user sees it), it is advisable to have a second laptop or workstation in place for this purpose.

Viewership

The numbers of viewers listed in the main Clipstream™ Live Server window is the number of concurrent viewers; it is not cumulative. For the full event viewership stats, you must consult the Repeater log (***Clipstream™ Live 2.5 Technical Guide*** p. 23).

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Avoid starting or stopping the live input

Every time you start and stop the live input you must shut down the Clipstream™ Live Server program and restart it. Each time this happens, the Repeater loses the feed and takes at least half a minute to reconnect. Obviously, this would lose viewers. As well, certain models of video cameras have an auto-shutdown mode that turns the camera power off in order to save power. This must be prevented. Consult your video camera manual.

The image in the Clipstream™ Live Server window is for framing only

Do not mistake the video image in the main window of Clipstream Live as the same as what viewers will see on the web page. That image is so that you can confirm the live video input is working and for framing your shot.

Avoid wireless networks

Wireless networks as yet are not stable enough to support continuous connectivity.

Other support resources

We are happy to assist you with your project or evaluation of Clipstream™ Live through these additional channels. In most cases the information you need is already documented and available through our live.clipstream.com/help pages or in our continuously updated searchable **Knowledge Base**. However, if you need specific help you may use our online **Help Desk** system.

Help pages on live.clipstream.com

Basic usage and tutorial information is available on the Clipstream™ Live website at:

<http://live.clipstream.com/help/>

Knowledge Base

The Knowledge Base is a searchable online database of common questions and answers for our products.

1. Browse to: <http://support.dsn.com/>
2. Choose **Knowledge Base**.
3. Type in two or three keywords that pertain to your question.
4. Make sure that the category is set to "Clipstream". Click **Submit**.

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Help Desk

Submit individual queries to the Help Desk. Members of the support and development team see all requests submitted and answer in order. Priority help is given to customers, partners so please indicate your company name and/or sales representative. Our company hours are 8:30am-5:30pm in the Pacific Time Zone.

Log in or Register

Sign in or register to use our Help Desk. This helps you track your history in the Help Desk so that you can see old tickets and resolutions.

1. Browse to: <http://support.dsny.com>.
2. Click on the link at the top ("Login with your Support Account or Register a Support Account first.")
3. Log in using the form

- or -

Click on "CREATE HELP DESK ACCOUNT". If you create a new account, fill out the form and then log in.

Enter a ticket using the Help Desk

After logging in, you will see a history of all of your previous queries.

1. Click on any of the old queries to see them again.
- or -
Click on "Submit New Request" from the top menu.
2. If you chose to submit a new query fill out the form and include as many details as possible.
 - Make sure the Category drop down menu is set to "Clipstream"
 - Make sure the subject is relevant to your question.
 - In the body of the message, mention which Sales Representative you are currently speaking to.

When a support staff member has answered your query, an email with the answer will be sent to the email you registered with. Please ensure that your email SPAM filters do not block mail from @dsny.com or @dice.net.

Privacy Policy

We do not sell or lend our customer information to any third parties. In the case of a pending project, we may sign non-disclosure agreements subject to approval by management.

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