

Windows

QuickTime 7.0 Streaming Transport “Time Out” Support Documentation

If you are having an issue viewing a QuickTime stream, chances are your QuickTime Player is attempting to “automatically” select what is known as a “streaming transport” for the end-user. This is good when it works, but it is bad when it does not. This document is going to attempt to help the end-user remedy this issue.

The symptoms of the streaming transport issue are when the end-user attempts to view a QuickTime stream via the Internet. The QuickTime Player tries to “connect” to the stream, quite some time passes, and then the player displays a “timed out” or “connection time out” message.

This error is especially prevalent with off-campus users.

The first step to be taken is to launch the QuickTime Player.



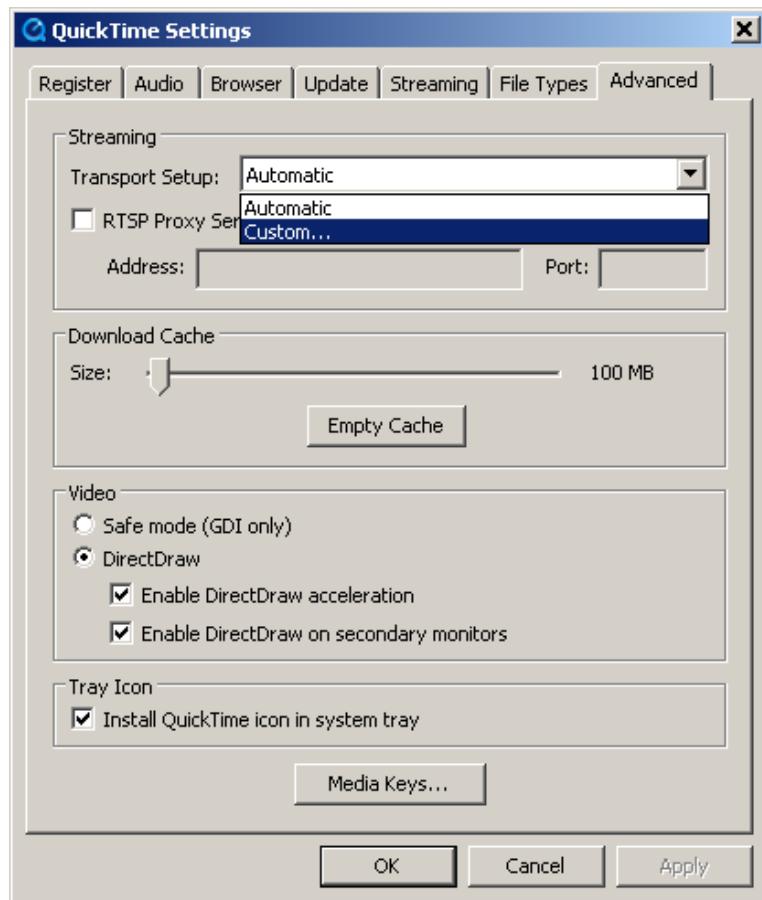
Once the QuickTime Player has been opened, select Edit | Preferences | QuickTime Preferences.



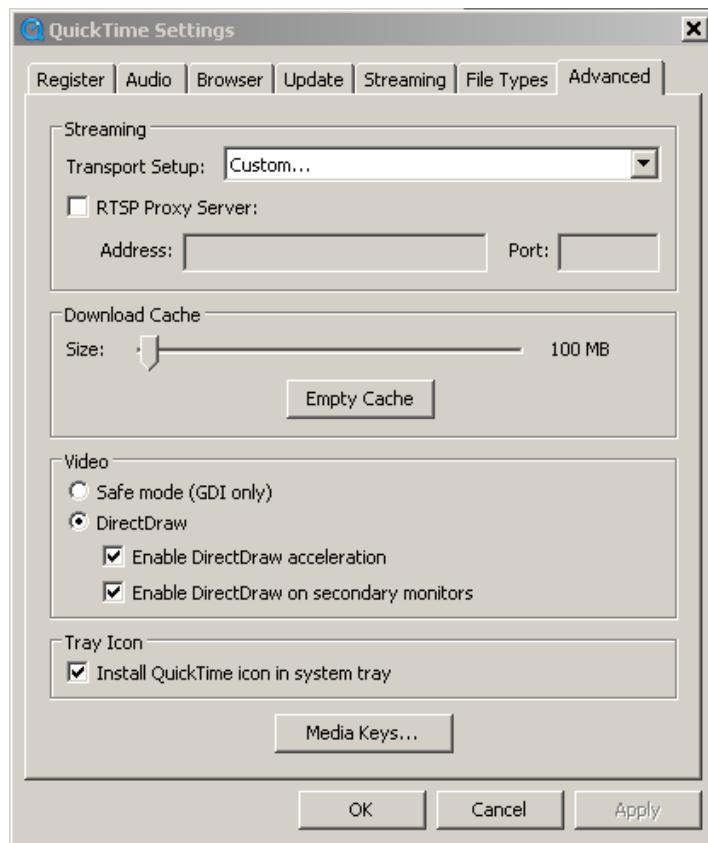
Next, the QuickTime Settings window will appear.



Select the “Advanced” tab, find the “Streaming” section and under “Transport Setup”, click the drop-down box arrow and select “Custom...”



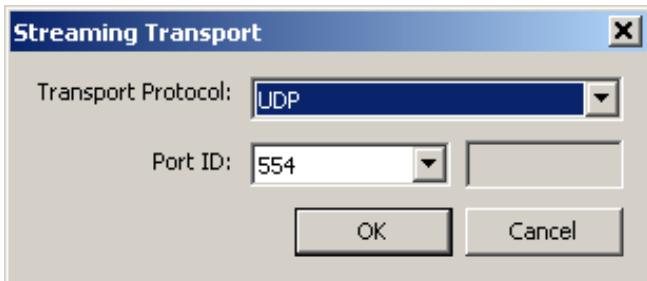
After this, the “Custom...” selection will appear in the “Transport Setup” bar.



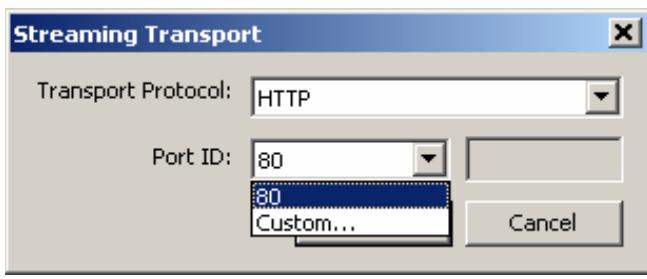
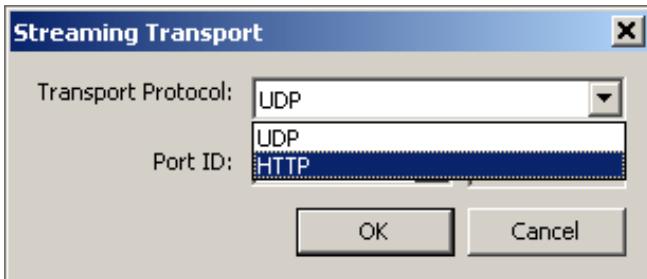
A small window will pop up after the “Custom...” “Streaming Setup” setting is selected.

It might read something like “Transport Protocol: UDP” with a “Port ID: 554”.

This will need to be changed.



Click on the drop-down box arrow next to the words “Transport Protocol” and select “HTTP”. For the “Port ID” select “80”.

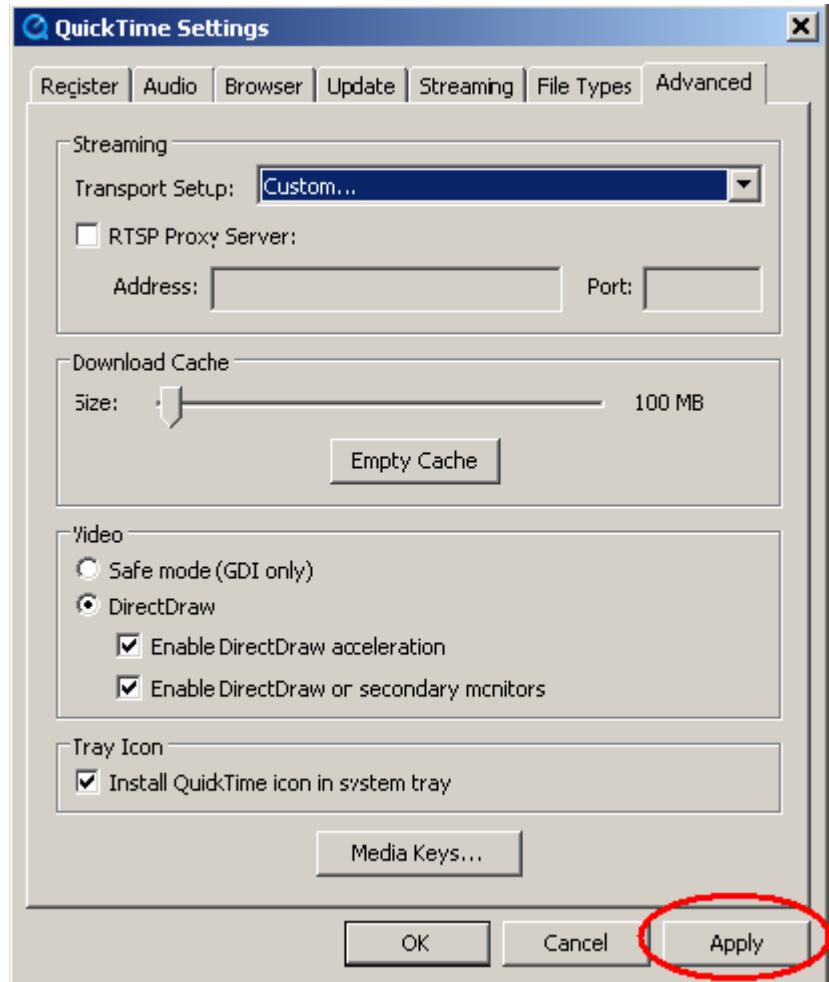


After this is done, the pop up window’s configuration should look like this:



Click the “OK” button. The “Streaming Transport” configuration pop-up window will close.

Click the “Apply” button for the “QuickTime Settings” pop-up window.



The window will close and the user can close the QuickTime application.

Last, click on the QuickTime streaming link again and listen to or watch the content.

Macintosh

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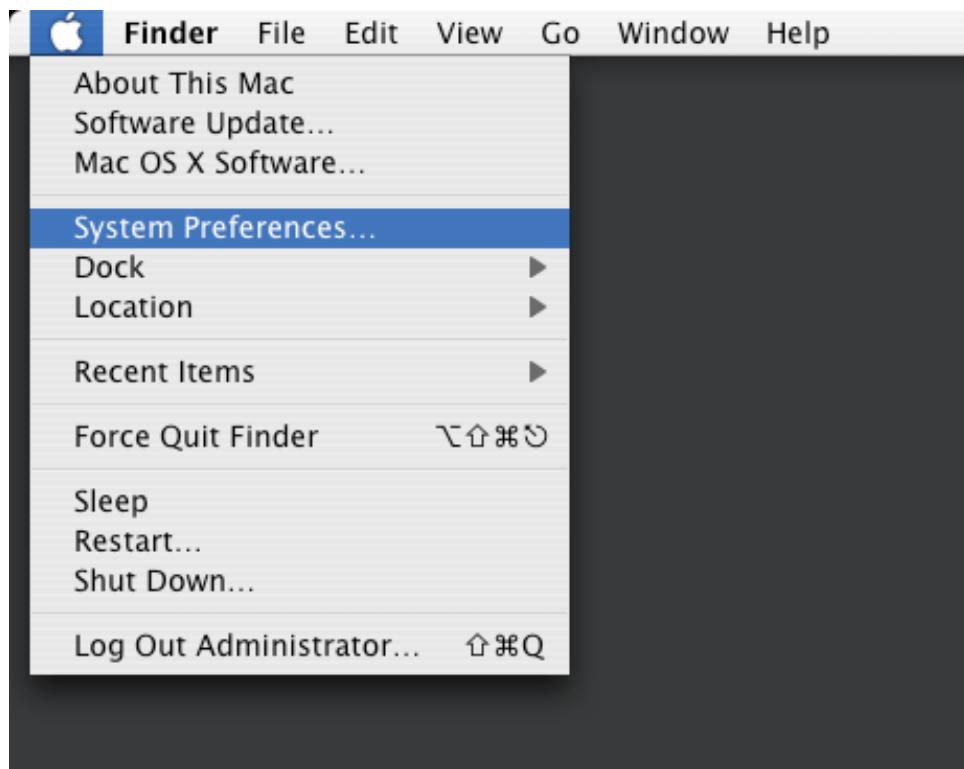
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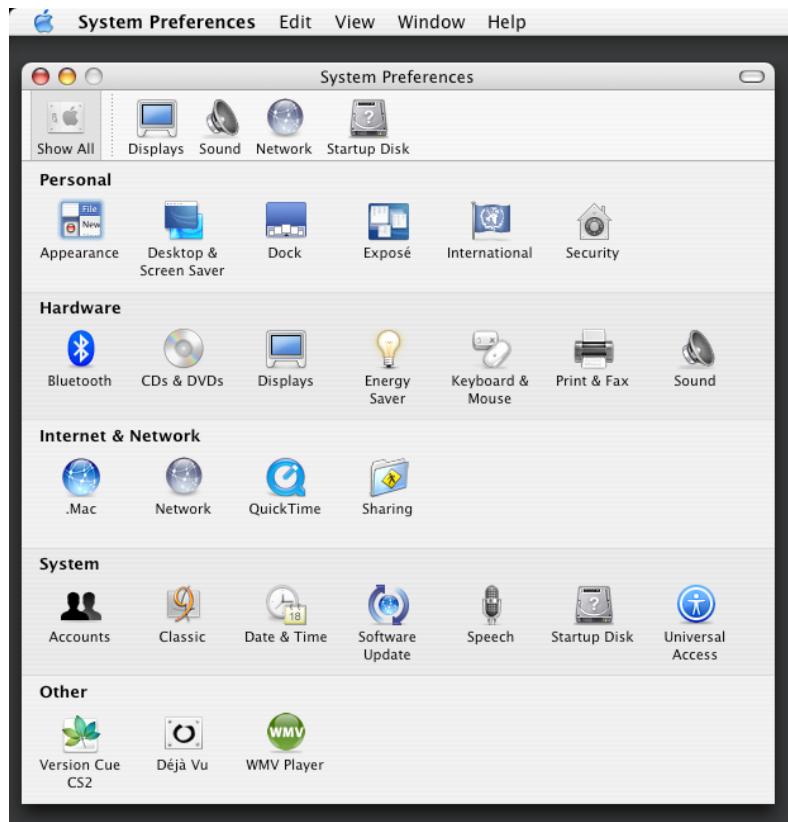
The first step to be taken is to go to the “Apple” icon in the upper-left corner of the desktop.



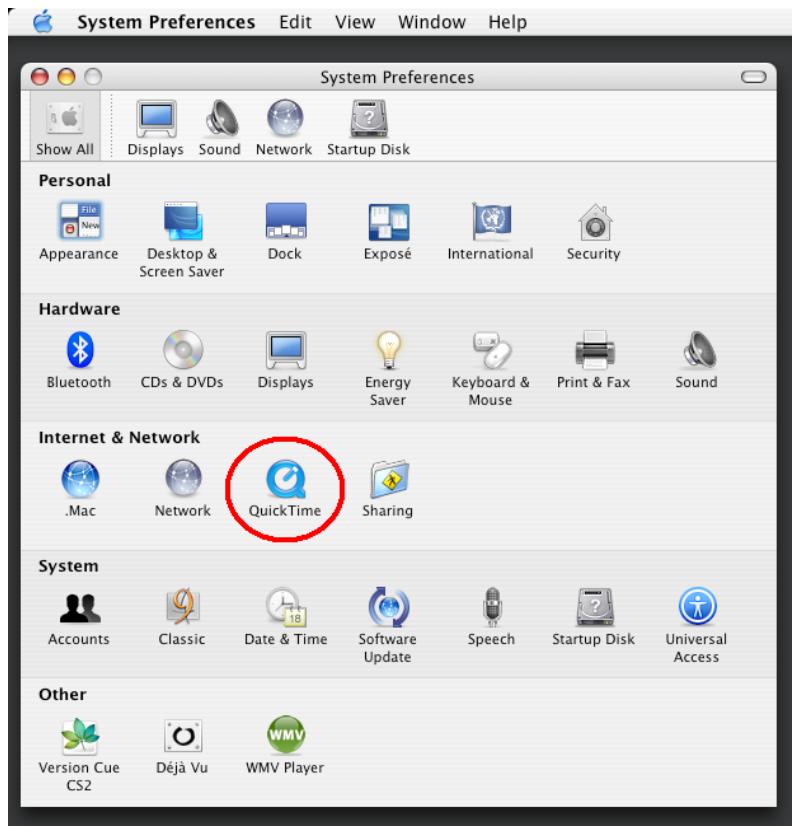
Open “System Preferences”.



The “System Preferences” window will appear.



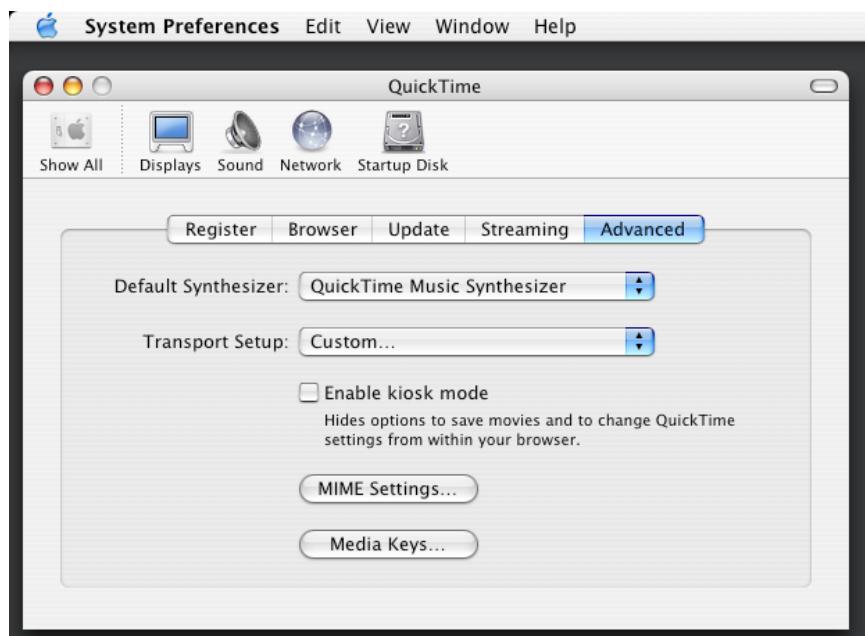
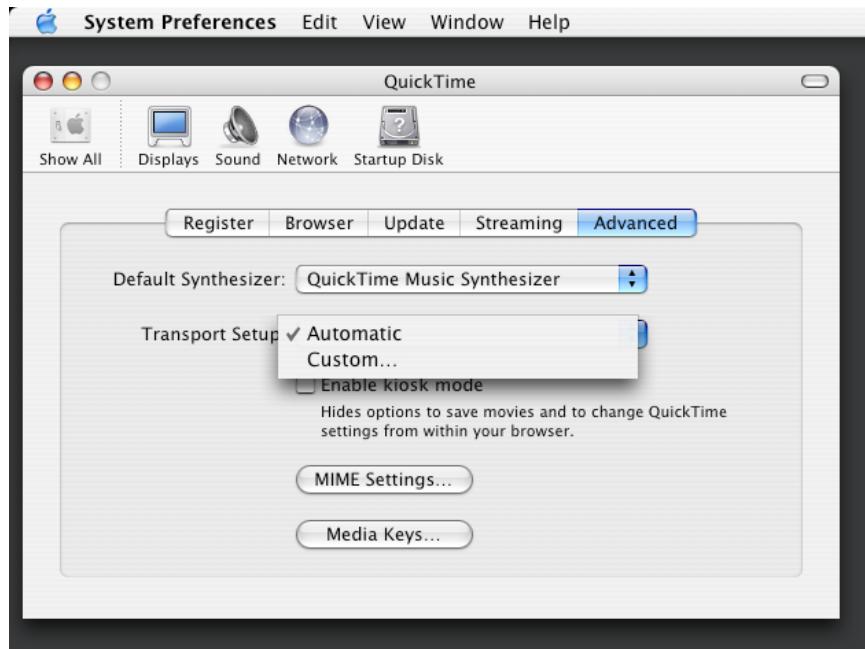
Select the “QuickTime icon.



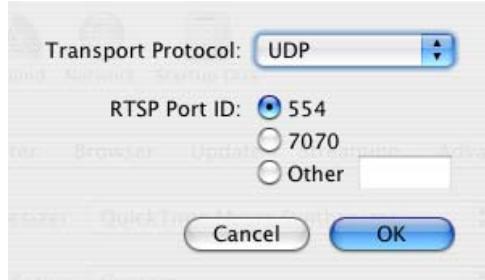
Now the QuickTime settings will come up in a window.



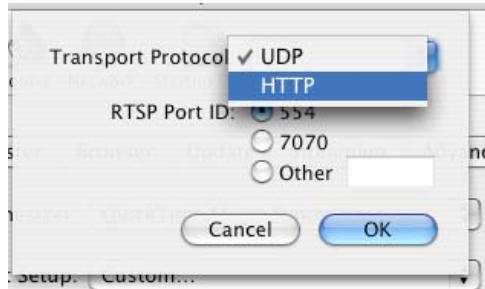
Select the “Transport Setup” drop-down box and change it from “Automatic” to “Custom”.



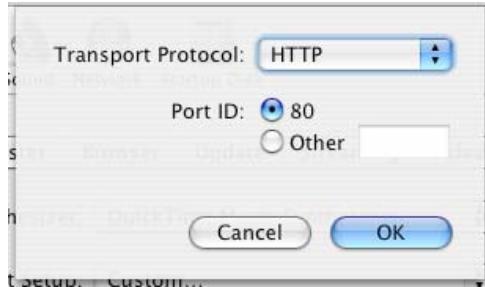
After “Custom” is selected, a window will pop up that looks like this:



Under “Transport Protocol,” change “UDP” to “HTTP”.



Once “HTTP” is selected, make sure that the “80” is the “Port ID” that is bubbled in.



Click “OK” and you will be returned to the “QuickTime System Preferences” window. Close out of “System Preferences” and try playing the streaming content again.

