

IP/TV FAQ

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Questions

Introduction

I installed the client and server, started them both, and nothing happens.

I installed the Program Guide and it does not work.

Everything is working, but my notebook computer does not receive any video (or is very slow).

IP/TV works on one subnet, but does not work across interfaces on my Cisco router.

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Related Information

Introduction

This document answers frequently asked questions about Cisco IP/TV Video Servers.

Refer to Cisco Technical Tips Conventions for information on document conventions.

Q. I installed the client and server, started them both, and nothing happens.

A. The IP/TV client and server operate similarly to a computer and an application program. If you turn on the computer and expect your program to start automatically, chances are that it will not, at least not until it is configured to do so. The client and server both require configuration files to operate correctly. These configuration files can be as complex or basic as you like. The most basic are the SAMPLE files that are included and installed with IP/TV. Here are the SAMPLE files:

- ◆ SAMPLE.SVR Sample file for the IP/TV server to play prerecorded AVI/MPEG files.
- ◆ SAMPLE.CAP Sample file for the IP/TV server to play captured video from a capture device.
- ◆ SAMPLE.SDP Sample file for the IP/TV client to listen for multicast (or unicast) video.

Refer to these files in order to understand how to configure the three files to work with each other. In most cases, they can be used as-is for a demo and connectivity test. Refer to Basic IP/TV Configuration and Demonstration for sample configurations of these files.

Q. I installed the Program Guide and it does not work.

A. Here are a few items to check:

- ◆ Did you go to the right URL? Here is the correct URL:

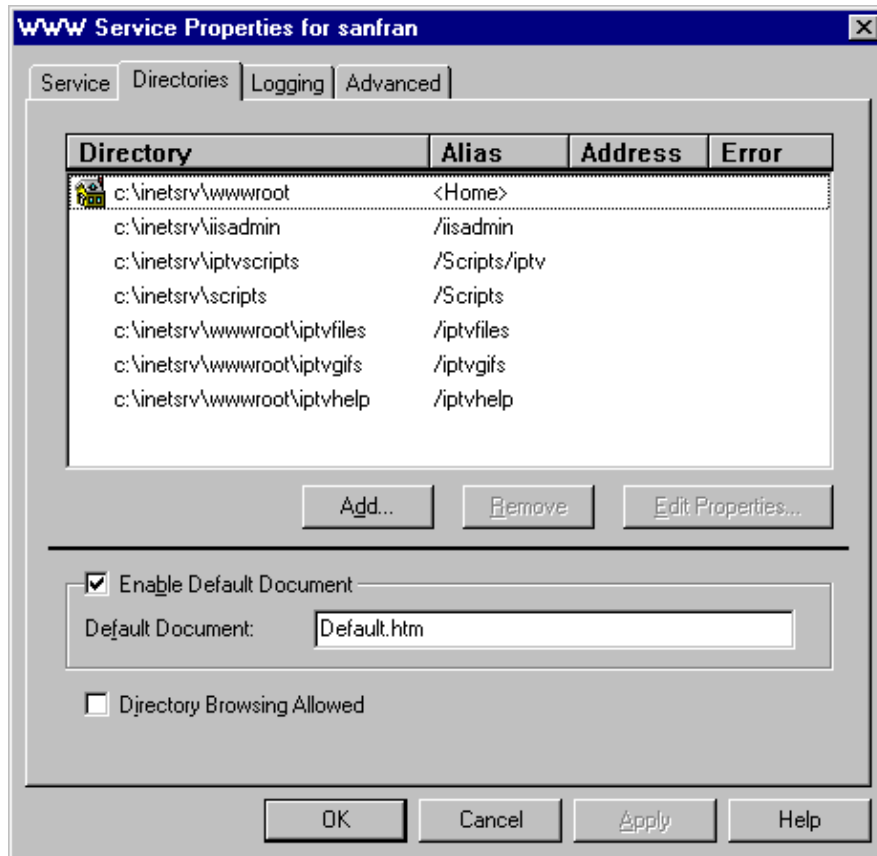
`http://server_name/scripts/iptvscripts/iptvmain.pl`

- ◆ Is Perl properly installed? You can run the **iptvmain.pl** script from the DOS prompt in order to check the installation.

```
C:\inet_srv\iptvscripts>perl iptvmain.pl
```

Note: If this script does not generate a page of HTML–style text, check your Perl installation as well.

- ◆ Are the virtual directories on the Microsoft Internet Information Server (IIS) correctly configured? If the directories are not correctly configured, the Program Guide is installed, but the Perl script most likely will not execute or build the web page. This issue is most likely due to a misconfiguration of the web server. Make sure that the server (if NT) runs IIS v2.0 or v3.0 (IP/TV is not compatible with IIS v1.0). If so, check to see if the proper virtual paths are set up in the IIS configuration. The Program Guide should look similar to this imate:



Q. Everything is working, but my notebook computer does not receive any video (or is very slow).

A. Notebooks are notorious for slow video (they typically use video cards with only 1MB of VRAM). Many notebooks perform at only four to five frames per second (FPS) at best. This is due to insufficient video RAM and also because the video chips used are inherently slow (S3–based video chipsets are the fastest at this time).

Another common problem with notebook computers is with their network interface cards (NICs). Most use the PCMCIA standard NICs, and many of these PCMCIA NICs are not multicast–capable. In order to verify this problem, set up IP/TV to operate in unicast mode as described in Basic IP/TV Configuration and Demonstration. If it works in unicast mode, then

the NIC is most likely the problem. In order to resolve this issue, you must contact the NIC vendor. In most cases, the vendor can provide a firmware or software update that will make the card multicast-capable.

Q. IP/TV works on one subnet, but does not work across interfaces on my Cisco router.

A. Most likely IP/TV does not work across the router interfaces because multicast/multicast routing is not enabled on the router. These commands set up a Cisco IOS router for multicast traffic across Ethernet 1 and Ethernet 3:

```
router#config term
router(config)#ip multicast-routing
router(config)#int ethernet 1
router(config-if)#ip pim dense-mode
router(config-if)#int ethernet 3
router(config-if)#ip pim dense-mode
```

In some companies, PIM dense-mode might not be appropriate. In these cases, sparse-mode PIM can be used as well. (You might need to add the rendezvous point as well in sparse-mode.)

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Related Information

- [Cisco IP/TV 3400 Series Video Servers Products & Services](#)
- [Basic IP/TV Configuration and Demonstration](#)
- [Technical Support & Documentation – Cisco Systems](#)

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