



Live Events

Revised: June 2014

Topics in this chapter describe how you create, publish, and administer live events. See these sections:

- [Prerequisites, page 8-1](#)
- [Concepts, page 8-1](#)
- [Guidelines and Limitations, page 8-5](#)
- [Procedures, page 8-6](#)
- [Reference, page 8-18](#)
- [Troubleshooting, page 8-21](#)

Prerequisites

To succeed at these tasks, you must have Live Event user privileges. In addition:

- Your system administrator must:
 - Install a license to activate support for live events.
 - Configure a Cisco Digital Media Encoder (DME) and add it to Cisco Show and Share to create DME live events, or setup a third-party encoder and streaming server to create non-DME live events.

You must be signed-in as a Live Event user to manage live events in Cisco Show and Share. The Live Event user can create, edit, publish, administer, and delete live events.

Concepts

- [About Live-Events page 8-2](#)
- [About Digital Media Encoders, page 8-3](#)
- [About the Question-and-Answer Workflow, page 8-3](#)

About Live-Events

Some videos in Cisco Show and Share portray events while they occur, in real time. This video type is a *live event*. Other videos show events that occurred in the past. This video type is *on demand*.

Live Events

Authorized audience members can watch a Cisco Show and Share *live event* stream at a fixed date and time that is reserved in advance.

After the live event starts, audience members who connect late will see the event in progress. They cannot see what came before. During a live event, audience members all see the same thing at the same time. They cannot pause, go forward or backward, or jump to different parts of the video.

When the live event has concluded, it is available for viewing if you have saved the live event stream to an encoded video file. You can then publish the file as a *video on demand* (VoD) (Window media files only).



Note

When you output a VoD from a live event stream that includes synchronized slides, you can publish the VoD file after the event is finished. The slides remain synchronized.

However, if you have MXE transcoding with Cisco Show and Share or if you edit the file in other video editing software, you will lose the slide synchronization instructions from the live event. This loss occurs because the synchronization data is part of the encoded video. Therefore, the data is lost if you re-render or re-encode the video.

On Demand

Authorized audience members can watch a Cisco Show and Share VoD file from the moment that it is published until the moment that it is deleted or archived. Audience members can pause, go forward or backward, or jump to different parts of a VoD at any time.

Video/Audio Streams

Streams are transmitted.

- A *multicast* stream reaches a group of computers simultaneously in a single transmission. This method works well when broadcasting to a large number of viewers.
- A *unicast* stream reaches a single computer at a time. This method works well when broadcasting to a limited number of viewers (up to 20).

Audiences that receive a stream cannot save or edit it, ordinarily. But they can play it—at their discretion—if their computers are equipped to play it.

Video/Audio Files

Files are downloaded manually. Viewers that download a file can save it, and they can play or edit it—at their discretion—if their computers are equipped to play or edit it.

About Digital Media Encoders

When you create a live event, you can designate a Cisco Digital Media Encoder (DME) to manage and broadcast the event. This is a DME live event. For a non-DME live event, you can designate a streaming server to broadcast the event. For more information about selecting the live event type, DME or non-DME, contact your system administrator.

DME Live Events

In relation to Cisco Show and Share, DMEs are devices that convert video and audio to the special formats that computers use. Encoders:

1. Take in the live signals or recorded data that represent video and audio.
2. Convert and compress the information.
3. Generate computer-playable media in the form of streams, files, or both.

The system administrator configures the encoders and encoding formats and profiles that you select when creating a DME live event. Encoding formats are named collections of settings—*presets*—for the encoders. Cisco Show and Share includes a selection of factory-defined encoding formats. The system administrator can also create, change, rename, and delete encoding formats.

Each named encoding format specifies:

- A media output type, such as WMV.
- Dimensions, such as 400x300, that are suitable for a particular type of playback device.
- A bandwidth consumption rate that is optimized for the expected network capacity.
- The overall quality (bit rate, frame rate, and more).

DMEs support two basic modes of operation, called *pull* and *push*. The system administrator configures a pull and/or push mode depending on how the streaming infrastructure is configured.

- In pull configurations, the streaming server pulls streams from the encoder. The encoder is passive.
- In push configurations, the encoder pushes streams to the streaming server. The encoder initiates.

Non-DME Live Events

You can create, manage, and broadcast live events without a Cisco DME in your network. In a non-DME configuration, you can designate a streaming server to broadcast the event when you create the live event draft.

About the Question-and-Answer Workflow

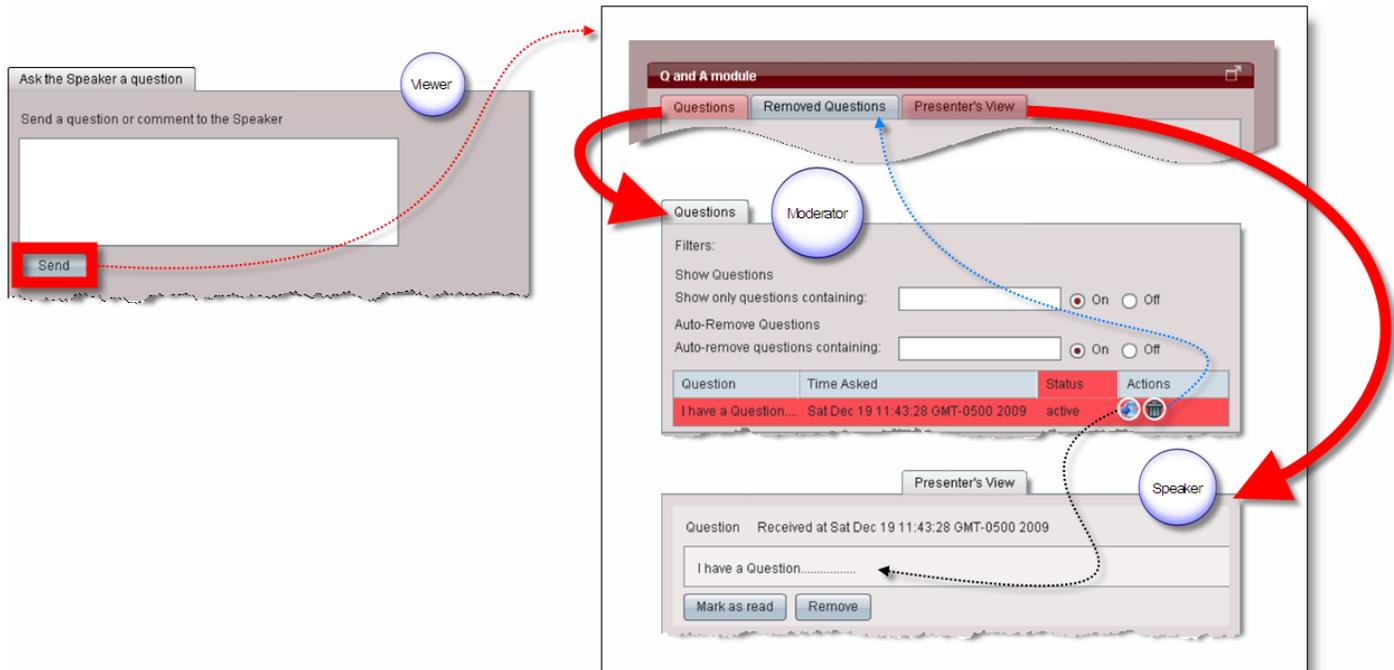
Live events in Cisco Show and Share can include options for viewers to submit written comments and questions. When you use this feature, the workflow can involve several members of your Cisco Show and Share community. This section describes the sequence of events.

1. You choose if the live event should support viewer questions and comments when you create the live event draft.
2. During a live event, viewers write and send their messages and comments in real time, from the Cisco Show and Share portal where they watch the live event.
3. The live event moderator—the person signed-in as the Live Event user—pre-screens incoming questions and comments as they arrive. The moderator can:
 - Move high-priority questions to the Presenter's View tab.

- Move low-priority questions to the Removed Questions tab, either manually or automatically by keyword.
- Use keyword filters to display and manage or delete messages that match the defined keywords.

4. The presenter can respond to any of the pre-screened questions and comments.

This illustration represents the question-and-answer workflow.



Some Notes About Communication Between Cisco Show and Share and the DMM

All Show and Share server communications with the DME must go through the DMM. For more detail about communication between Cisco Show and Share and the DMM, see the [“Ports Used by Digital Media Suite Components”](#) chapter of the *Administrator Guide for Cisco Show and Share 5.3.x*.

The DMM makes calls to the DME—it communicates via SOAP over HTTP on port 80. The DME does not make any calls to the DMM.

There are three modes for streaming Windows media:

- In test mode, the browser pulls the stream directly from the DME. The port is configurable, and the recommended ports are 6000-7000.
- In pull mode, the streaming server pulls the stream from the DME. The port is configurable, and the recommended ports are 6000-7000.
- In push mode, the DME pushes the stream to a streaming server. The port is configurable.

Guidelines and Limitations

Observe these guidelines and limitations when configuring or moderating a live event:

- DME live events are compatible only with Cisco Digital Media Encoders. Non-DME live events may be compatible with many encoders from different manufacturers.
- Non-DME live events—If you are using a streaming server to broadcast the live event, the server must support one of these audio/video formats:
 - Windows Media Video (WMV)
 - Flash
 - MP4
- Live event scale
 - Multicast—The total number of supported viewers depends on your network and streaming infrastructure. You should contact your system administrator and refer to the streaming server documentation for more information.
 - Unicast—For a DME live event, you can unicast to a maximum of 20 viewers. For a non-DME live event, you should contact your system administrator for the maximum number of unicast viewers.
- Live event login time—Will depend on the network infrastructure. Typically, the maximum login time from the first viewer page request to the last viewer page request is approximately three minutes. (This is the total time it takes for the server to accommodate all viewer requests, not individual viewer login time.)
- Accessing a live event—Viewers should access the live event broadcast through a direct URL instead of through the Cisco Show and Share portal. For example:
`https://abc.com/vportal/VideoPlayer.jsp?ccsid=C-a0cc544d-e57d-41e5-a7cc-9c1e5b8369cd:1`
- Advance viewer login—Viewers can log in and access the pre-event placeholder before the live event begins.
- Live Event moderators—For appliances running Release 5.3.7 and later, multiple Live Event users can log in. When multiple Live Event users log in, Live Event draft preview is not supported.

For appliances running Release 5.3, only one person (the author) should be signed-in as the active Live Event user. Sharing the author's credentials to allow multiple people to sign-in and administer the event is not a supported configuration.
- Flash certificate issues—There are two issues regarding certificates:
 - Accessing a live event broadcast—If Show and Share is using a self-signed certificate to support HTTPS communications, viewers might encounter an error message when accessing the live event broadcast on their browsers. To bypass this issue, viewers need to accept the security certificate and proceed to the live event page.
 - Uploading files while creating a live event—Adobe Flash only trusts these third-party Certification Authorities: ChosenSecurity, GlobalSign, Thawte, and Verisign. If Show and Share is using any other third-party certificate to support HTTPS communications, file upload might not work properly.
- Latency—There is a built-in latency of about five seconds from when the video is captured and shown in the Administrator console to when it appears on the viewer's desktop. The delay applies to both the video and the slide markers; the slides will change at the correct time set by the administrator.

- Slideshow files—Supported file type is JPEG with filenames in numerical order. For a DME live event you can upload a ZIP archive that contains sequentially numbered JPEG presentation slides. For a non-DME event the slideshow feature is not supported.
- Creating VoDs—For a DME live event, you must select the **Store as file (auto-archive)** option in the Advanced Settings window when you create the live event draft. This feature is not supported for non-DME live events.
- Optional features—Some VoD features, such as anonymous comments, video ratings and tags, are enabled or disabled by the system administrator. Contact your system administrator for more information.

Procedures

You must be signed-in as a Live Event user to configure, edit, publish, administer, and delete live events.

See the “[Guidelines and Limitations](#)” section on page 8-5 for information about creating and administering a live event.

Prepare for a Live Event

See these sections to prepare a live event:

- [Create a DME Live Event Draft, page 8-6](#)
- [Create a non-DME Live Event Draft, page 8-9](#)
- [Preview a Live Event Draft, page 8-10](#)
- [Edit a Live Event Draft, page 8-11](#)
- [Publish a Live Event Listing, page 8-12](#)

Administer a Live Event

See these sections to start and administer a live event:

- [Send a Live Event Notification, page 8-13](#)
- [Start and Administer \(Moderate\) a Live Event, page 8-14](#)
- [Create a VoD From a Live Event, page 8-17](#)
- [Download Questions From a Live Event, page 8-17](#)
- [Delete a Live Event, page 8-18](#)

Create a DME Live Event Draft

For systems that include a Cisco DME, use this procedure to create a DME live event draft. Follow these steps:

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- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Click **My Account**, and then click **Create a Live Event**. The Create a Live Event window opens.



Step 3 In the Choose a Live Event Type field, click **DME Live Event**.

Step 4 Enter a name and description for the live event. Enter tags (optional) that describe the live event.

Step 5 Choose an encoder from the drop-down Encoder list. (The available encoders are managed by the system administrator.)

- a. If you choose an encoder with a default configuration, the **Video URL** is automatically populated.
- b. If you choose an encoder and enter Advanced settings, the **Video URL** is populated when you choose a publishing mode.

Step 6 Choose the Default Settings or the Advanced radio button:

- a. Click **Default Settings** to use the encoder default configuration.

Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.

- b. Click **Advanced** to customize the encoder configuration.

Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.

In addition, you can specify:

- Encoding format (preset)—choose a predefined encoder setting.
- DME Input Channel—choose a specific channel.
- Publishing mode—choose a Push or Pull publishing mode.
- Video, Audio, and Video Input Standard—choose the modes appropriate for the event.
- Store as file (auto archive)—automatically save the live event file to convert to a VOD after the event. The file type must be **.wmv** and the event must have a **Stop** time and date.

Step 7 In the Live Event Images drawer, specify:

- a. Thumbnail image—the JPEG image displayed as a thumbnail in the event directory listing.
- b. Pre-event image—the JPEG image displayed as a placeholder before the live event is active.
- c. Post-event image—the JPEG image displayed after the live event has concluded.



Note You should specify all three images. If you save the event without these images, the live event thumbnail will be a default green film roll, and the pre-event and post-event placeholders will be empty in the video player page.

Step 8 In the Optional Items drawer:

- a. Choose whether to use the Question and Answer module during the live event.

When this module is turned On, viewers can submit questions to presenters in real time. See the [“About the Question-and-Answer Workflow”](#) section on page 8-3 for more information.

- b. Choose whether to use the Polling module during the live event.

When this module is turned On, viewers can respond to predefined polling questions. The poll can include any number and combination of true/false questions and multiple-choice questions.

When you write a multiple-choice question, you must also write at least two possible answers to the question.

- Click **Add more polling replies** to add an answer.
- Click **Add another question** to expand the poll.
- Click **Preview Poll** to review the poll.

- c. Choose whether to enable a slideshow for viewing during the live event. Browse to select the individual JPEG files or a ZIP archive that contains sequentially numbered JPEG copies of presentation slides.

- d. Choose whether to attached related files for viewer download. These files are attached to the live event so that viewers can download them after the event has begun.

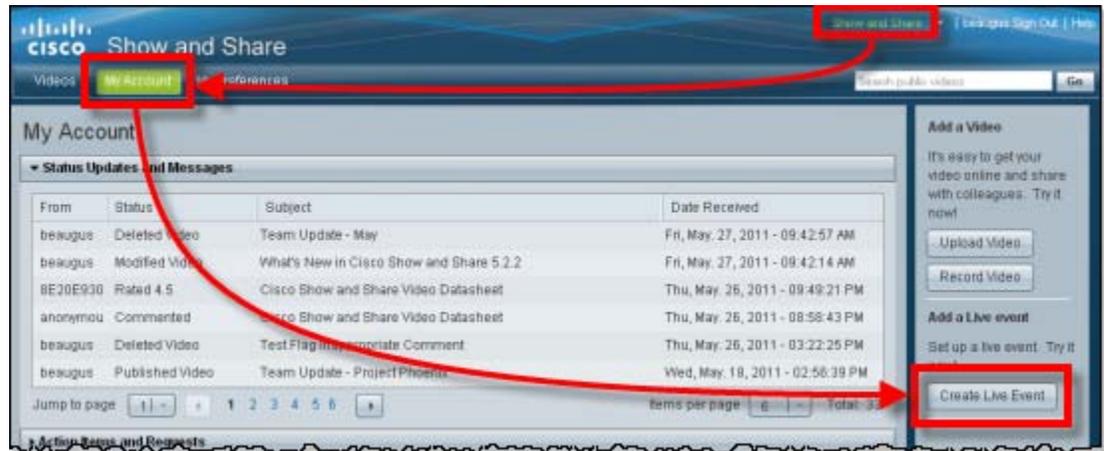
Step 9 Click **Save as Draft**.

Step 10 Stop. You have completed this procedure.

Create a non-DME Live Event Draft

For systems that do not include a Cisco DME, use this procedure to create a non-DME live event draft. Follow these steps:

- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Click **My Account**, and then click **Create a Live Event**. The Create a Live Event window opens.



- Step 3** In the Choose a Live Event Type field, click **non-DME Live Event**.
- Step 4** Enter a name and description for the live event. Enter tags (optional) that describe the live event.
- Step 5** Enter the **video URL** of the streaming server in the Video URL field.
- Step 6** Choose a **Video Format** that supports the video URL protocol:
- For a Windows Media Video URL (*http://encoder:8888*), choose **WMV**.
 - For a Flash URL (*rtmp://servername/application/codecID:streamname.extension*), choose **FLV 16:9**, **FLV 4:3**, or **MPEG-4 H.264 16:9**.
 - For a Quicktime URL (*rtsp://servername/filename.sdp* or *http://servername/filename.sdp*), choose **MPEG-4 H.264 4:3**.
- Step 7** Enter the **Date** and **Time** for when the live event will start and stop. Click **Forever** if you want the event to remain in the video listing page indefinitely.
- Step 8** In the Live Event Images drawer, specify:
- Thumbnail image—the JPEG image displayed as a thumbnail in the event directory listing.
 - Pre-event image—the JPEG image displayed as a placeholder before the live event is active.
 - Post-event image—the JPEG image displayed after the live event has concluded.



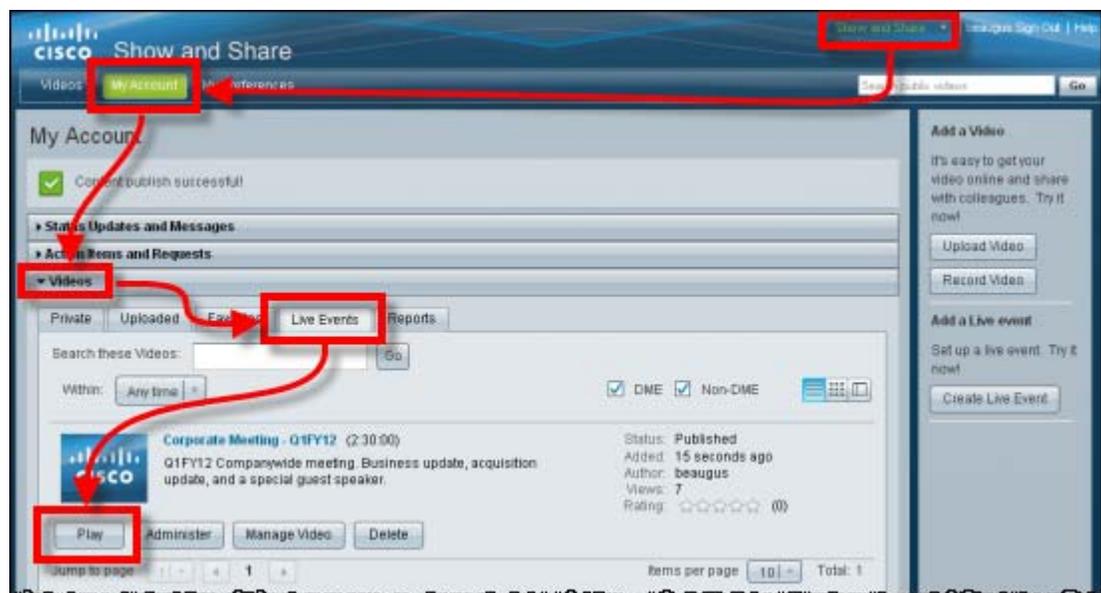
Note You should specify all three images. If you save the event without these images, the live event thumbnail will be a default green film roll, and the pre-event and post-event placeholders will be empty in the video player page.

- Step 9** In the Optional Items drawer:
- Choose whether to use the Question and Answer module during the live event.
When this module is turned On, viewers can submit questions to presenters in real time. See the [“About the Question-and-Answer Workflow”](#) section on page 8-3 for more information.
 - Choose whether to use the Polling module during the live event.
When this module is turned On, viewers can respond to predefined polling questions. The poll can include any number and combination of true/false questions and multiple-choice questions.
When you write a multiple-choice question, you must also write at least two possible answers to the question.
 - Click **Add more polling replies** to add an answer.
 - Click **Add another question** to expand the poll.
 - Click **Preview Poll** to review the poll.
- Step 10** Click **Save as Draft**.
- Step 11** Stop. You have completed this procedure.

Preview a Live Event Draft

After you save a live event draft and before you publish it, you can preview it. This procedure is optional. Follow these steps:

- Choose **Show and Share** from the global navigation. Log in with your username and password.
- Choose **My Account > Videos > Live Events**.
- Choose the live event draft and click **Play**. The preview video window opens.

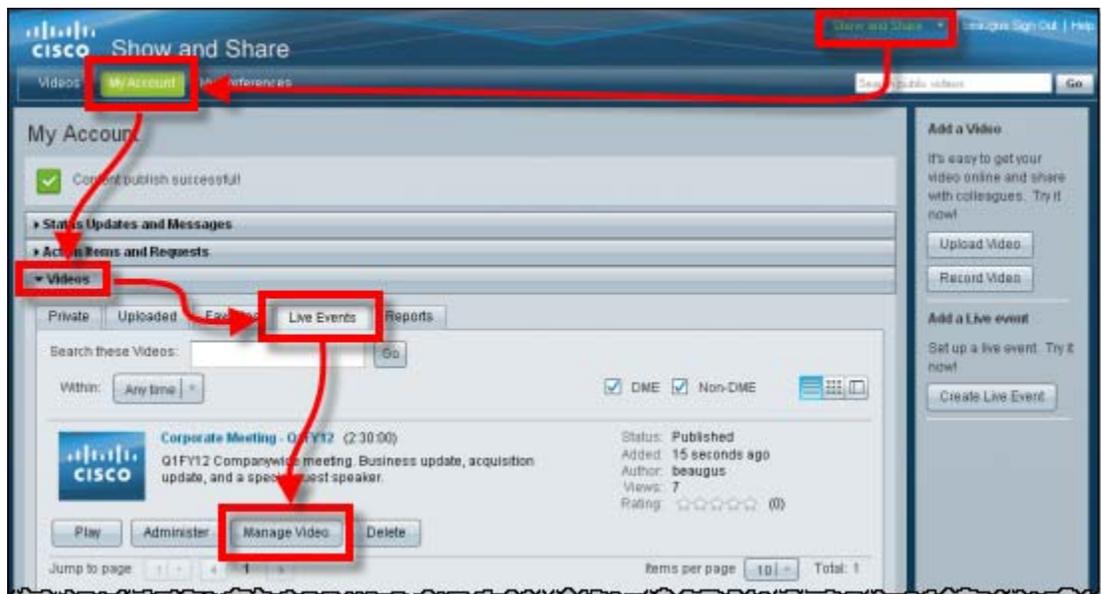


- Step 4** Click **Back** when you are finished.
- Step 5** Stop. You have completed this procedure.

Edit a Live Event Draft

After you save a live event draft and before you publish it, you can edit the event settings. This procedure is optional. Follow these steps:

- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Choose **My Account > Videos > Live Events**.
- Step 3** Choose the live event draft and click **Manage Video**. **The Edit a Live Event window opens.**



- Step 4** Change options, settings, and values, as needed. These are the same options, settings, and values that you entered when you created the live event draft.
- Step 5** Click **Save as Draft**.
- Step 6** Stop. You have completed this procedure.

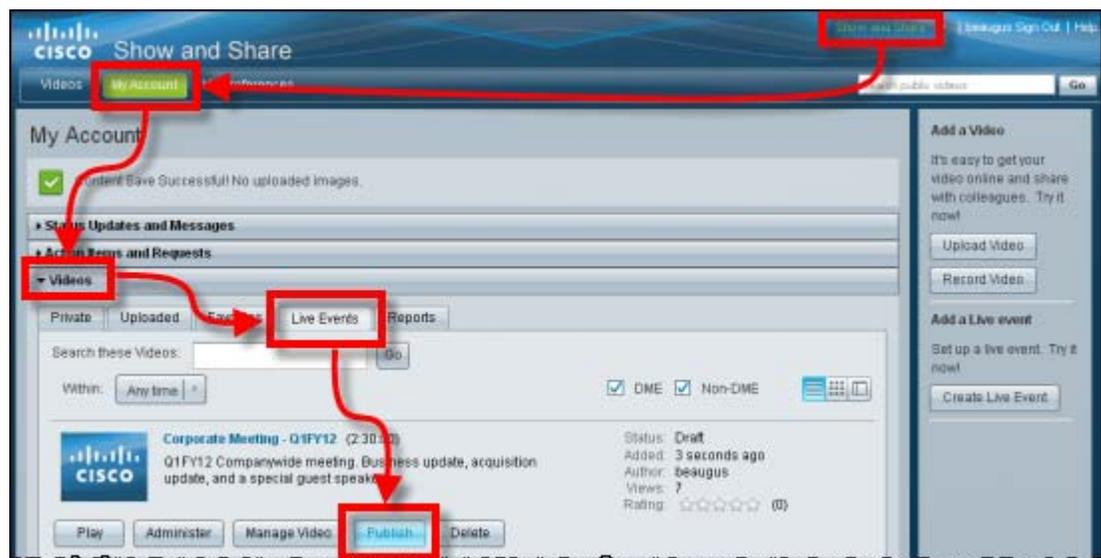
Publish a Live Event Listing

You can publish a listing for the live event. Doing this helps other Cisco Show and Share community members to plan ahead. An event listing tells them:

- *What*—You plan to host a live event
- *Why*—Its purpose
- *When*—Its start and stop times
- *Who*—The identities of the scheduled presenters and intended audience

You must create and save a live event draft before you can publish a listing for it. This procedure is required. Follow these steps:

- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Choose **My Account > Videos > Live Events**.
- Step 3** Choose the live event draft and click **Publish**. The Publish a Live Event page opens.



- Step 4** Verify the values in the Live Event Summary. Click **Edit** to correct any values that are wrong. If you click **Edit**, the Publish a Live Event page closes; the Edit a Live Event page opens in its place. See the [“Edit a Live Event Draft” section on page 8-11](#) for more information.
- Step 5** Specify the Page Permissions and Categories values:
 - User Access**
 - Click **Allow all users**—to allow all users in the Cisco Show and Share community to view this video.
 - Click **Allow only specific users to view this video**—Specify an existing user group or create a new user group.

- b. Video Categories
 - Click **Do not categorize my video**
 - Click **Categorize my video**—Specify an existing an existing category name or create a new category.
- Step 6** Specify the Scheduling details:
- a. Click **Immediately**—to make the listing visible now.
 - b. Click **At a scheduled time**—to schedule a future time and date for the listing to become visible.
 - Enter the **Date** and **Time** values.
- Step 7** Click **OK** to publish the listing for the live event.
- Step 8** Stop. You have completed this procedure.
-

Send a Live Event Notification

You must create, save, and publish a live event draft before you can send a live event notification. This procedure is required. Follow these steps:

-
- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Choose **My Account > Videos > Live Events**.
- Step 3** Choose the live event that you want to advertise and click **Play**.
- Step 4** When the selected live event page opens, copy the event URL displayed in the browser address bar. For example:
- <https://abc.com/vportal/VideoPlayer.jsp?ccsid=C-a0cc544d-e57d-41e5-a7cc-9c1e5b8369cd:1>



Note Do not use the top-level Show and Share portal URL; using the portal URL could cause network congestion during viewer log in.

- Step 5** Paste the selected live event URL in your email notification. Send the email.
- If you restricted access to specific users or groups when you created the event, only the authorized users can log in and view the event.
- Step 6** Stop. You have completed this procedure.
-

Start and Administer (Moderate) a Live Event

To start and administer, or moderate, a live event, you must have Live Event user privileges and be signed-in as the Live Event user.

**Note**

- For appliances running Release 5.3.7 and later, multiple Live Event users can log in. When multiple Live Event users log in, Live Event draft preview is not supported.
- For appliances running Release 5.3, only one person (the author) should be signed-in as the active Live Event user. Sharing the author's credentials to allow multiple people to sign-in and administer the event is not a supported configuration.

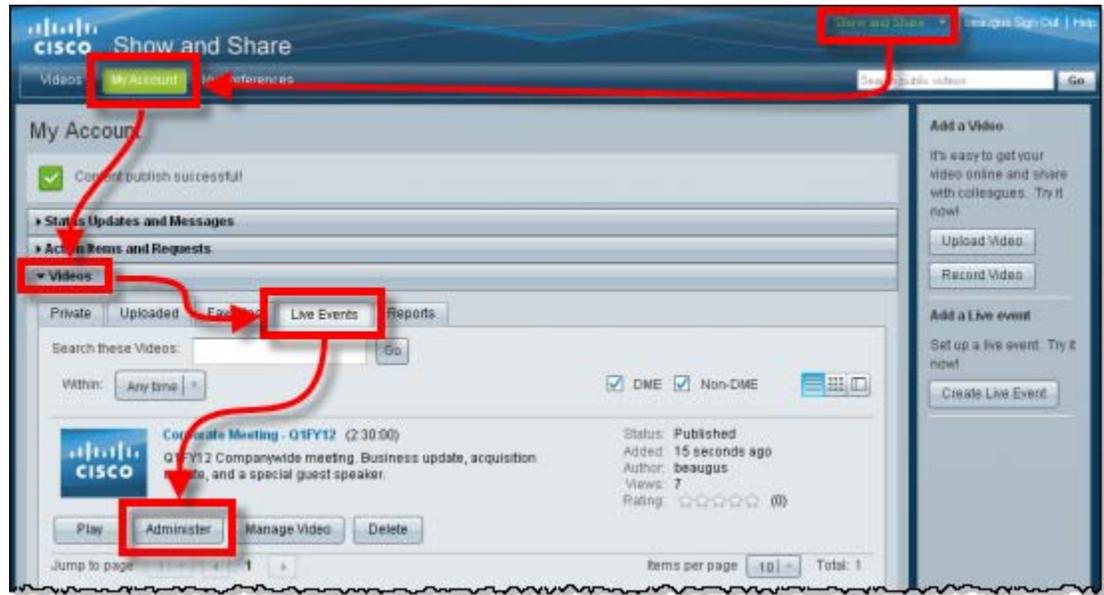
When you are signed-in as the Live Event user, you can use the Live Event Administration page to turn On the live event stream. Then, after the stream is started:

- Viewers can watch the live event in real time through Cisco Show and Share.
- You can administer special features as the event moderator.
 - Did you activate the “Question and Answer” feature when you prepared the live event draft? If so, viewers can submit questions for the presenters to answer. You, as the event moderator, can pre-screen the questions for the presenters before they respond.
 - Did you activate the “polling” feature when you created the live event draft? If so, you can run an ad-hoc survey spontaneously during the live event. Or, if you prepared an audience survey and saved it as part of the draft, you can run that survey during the live event. Viewers can use Cisco Show and Share to submit their answers to the survey questions.
 - Did you activate the “slide show” feature when you created the live event draft? And did you upload a files or a ZIP archive that contains sequentially numbered JPEG copies of presentation slides for the live event? If so, you can sync the slide deck to the event in real time. (The slideshow feature is only supported for DME live events.)
- You can invite additional viewers after the event has started by clicking the Share tab to send a URL or an email invitation. However, only viewers that have been granted access during Publish a Live Event Listing can access the live event. See the [“Publish a Live Event Listing” section on page 8-12](#).

Start the Live Event

You must create, save, and publish a live event draft before you can start and administer it. This procedure is required. Follow these steps:

- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
- Step 2** Choose **My Account > Videos > Live Events**.
- Step 3** Choose the live event draft, and then click **Administer**. The Administer a Live Event page opens.



Step 4 To begin broadcasting, access the Main Administrative Controls window.

a. For a DME live event:

To start the live event stream, click Encoder **Start** and then Broadcast **Start**. Viewers will see the broadcast when you click Broadcast **Start**. (There is an 8 to 12 second delay while the video is digitized.)

To preview the audio/video before enabling the broadcast, click Encoder **Start** and then Preview **Start**. You can adjust the input volume by using the audio slider in the Current Encoder Settings window. (The preview image updates every few seconds while in the preview mode.) When you are ready to being broadcasting, click Broadcast **Start**.



Note For appliances running Release 5.3.7 or later, Live Event draft preview is not supported when multiple Live Event users log in. In Release 5.3, only one person (the author) should be signed-in as the active Live Event user.

b. For a non-DME live event:

To start the live event stream, click Broadcast **Start**.



- Step 5** To moderate viewer questions and comments, use the Questions tab to manage viewer submissions in real time.
- Click icons in the Actions column, at your discretion.
 - The presenter icon moves a question to the Presenter's View tab.
 - The trash icon moves a question to the Removed Questions tab.
 - Define a filter and turn it On to see only the comments and questions that meet your filtering criteria.
 - Define a filter and turn it On to automatically move off-topic comments and questions to the Removed Questions tab when they meet your filtering criteria.
You can turn a filter Off to disable it temporarily. Or, you can clear its definition to disable it permanently.
- Step 6** To conduct a poll, use the Polling tab to survey the viewers anonymously.
- Click **Open polling** to start a polling cycle.
 - To show a question to the viewers for any length of time.
 - Click **Display question to audience** when you are ready to solicit responses to a question. The viewers can choose one of the prepared responses and submit that response as their vote.
 - Click **Remove question from audience** when you are finished with a question. The question is hidden and viewers can no longer submit a response.
 - Click **Display polling results to audience** when you want to share the polling results with the viewers.
 - Click **Close polling** to stop the polling cycle.
- Step 7** To manage a slide show, use the Slide Show Controller tab to select the desired slide (only DME live events).
- Step 8** To stop broadcasting, access the Main Administrative Controls window.
- For a DME live event:
Click Broadcast **Stop and then Encoder Stop**.
 - For a non-DME live event:
Click Broadcast **Stop**.



Note It is important to **Start** and **Stop** the Encoder for each live event. Leaving the encoder running with an event configuration might cause inconsistent results if used for a different event. (Only DME live events.)

- Step 9** Stop. You have completed this procedure.
-

Create a VoD From a Live Event

These are the requirements for creating a VoD after a live event broadcast:

- The event must be a DME live event.
- When creating the live event draft, the **Store as file (auto-archive)** option in the Advanced Settings window must be selected before the broadcast begins. See the [“Create a DME Live Event Draft” section on page 8-6](#).
- The Encoder must be started for the specific live event after the **Store as file** setting was saved (**Start Encoder, Start Broadcast**).
- The Encoder must be stopped when the live event is finished (**Stop Broadcast, Stop Encoder**).

This procedure is optional. Follow these steps:

-
- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
 - Step 2** Choose **My Account > Videos > Live Events**. A list of the live events that you administer appears.
 - Step 3** Select the live event for which you want to create a VoD, and then click **Manage**. The Edit a Live Event page opens.
 - Step 4** In the Live Event Basic Setup window, click **Save as VoD**. The file is automatically downloaded and saved in the Show and Share **Videos > Uploaded** tab.
 - Step 5** Navigate to the Uploaded tab. Select the event and click **Publish**.
 - Step 6** In the Publish Your Video window, enter the publishing information and any additional attributes. Click **Publish**.
 - Step 7** Stop. You have completed this procedure.
-

Download Questions From a Live Event

You can download a list of the questions submitted by viewers during a live event. This procedure is optional. Follow these steps:

-
- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
 - Step 2** Choose **My Account > Videos > Live Events**. A list of the live events that you administer appears.
 - Step 3** Select the live event for which you want to download the question list, and then click **Administer**. The Administer a Live Event page opens.
 - Step 4** Click **Export Questions**.
 - Step 5** A dialog box prompts you to specify a download location for the question file. By default, the file is named QuestionsReport.txt. (You might be able to rename the file before downloading.)
The file contains the question asked, the time it was asked, and the status of the question.
 - Step 6** Stop. You have completed this procedure.
-

Delete a Live Event

**Note**

Before deleting a live event, confirm that the encoder configuration related to the live event is not running: **Administer** > **Stop** Broadcast, **Stop** Encoder (only DME live events).

You can delete the live event file. This procedure is optional. Follow these steps:

-
- Step 1** Choose **Show and Share** from the global navigation. Log in with your username and password.
 - Step 2** Choose **My Account** > **Videos** > **Live Events**. A list of the live events that you administer appears.
 - Step 3** Choose the live event draft, and then click **Delete**.
 - Step 4** Click the **Delete** button. A Warning popup window opens with the option to delete the live event file. Choose **Yes** to delete the file.
A system message will confirm that the deletion was successful.
 - Step 5** Stop. You have completed this procedure.
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Reference

- [Supported Dimensions for Encoded Video, page 8-18](#)
- [Supported Encoding Bit Rates for Flash Video on DMEs, page 8-18](#)
- [Supported Encoding Profiles for Windows Media on DMEs, page 8-19](#)

Supported Dimensions for Encoded Video

These are the supported dimensions for video. All dimensions are in pixels.

- Show and Share Default 400x300
- FULL 640x480
- CIF 320x240
- QCIF 160x120
- CUSTOM

Supported Encoding Bit Rates for Flash Video on DMEs

These are the supported encoding bit rates for video. All values are in kbps.

- 32
- 40
- 56
- 64

- 80
- 96
- 112
- 128
- 160
- 192
- 224
- 256
- 288
- 320

Supported Encoding Profiles for Windows Media on DMEs

Capture Profiles for Windows Media 9 Conversions

- Convert To Windows Media 9 (2M)
- Convert To Windows Media 9 (1.5M)
- Convert To Windows Media 9 (768K)
- Convert To Windows Media 9 (350K)
- Convert To Windows Media 9 (50K) for Mobile Streaming

Capture Profiles for Broadband

Film

- Video for broadband film content (1500 Kbps total)
- Video for broadband film content (768 Kbps)

NTSC

- Video for broadband NTSC (1500 Kbps total)
- Video for broadband NTSC (2 Mbps total)
- Video for broadband NTSC (256 Kbps)
- Video for broadband NTSC (384 Kbps)
- Video for broadband NTSC (768 Kbps)
- Windows Media Video 8 for Broadband (NTSC, 1400 Kbps)
- Windows Media Video 8 for Broadband (NTSC, 700 Kbps)

PAL

- Windows Media Video 8 for Broadband (PAL, 384 Kbps)
- Windows Media Video 8 for Broadband (PAL, 700 Kbps)

Variable Bit Rate

- Windows Media 8 Best Quality based VBR for Broadband.
- Windows Media 8 Fair Quality based VBR for Broadband
- Windows Media 8 High Quality based VBR for Broadband.

Capture Profiles for Color PDAs

- Video for color PDA devices (150 Kbps)
- Video for color PDA devices (225 Kbps)

Capture Profiles for Dial-up Modems and ISDN

- Video for dial-up modems or LAN (28.8 to 100 Kbps)
- Video for dial-up modems or single channel ISDN (28.8 to 56 Kbps)
- Video with audio emphasis for dial-up modems (28.8 Kbps)
- Video with voice emphasis for dial-up modems (28.8 Kbps)
- Windows Media Video 8 for Dial-up Modems (28.8 Kbps)
- Windows Media Video 8 for Dial-up Modems (56 Kbps)
- Windows Media Video 8 for Dial-up Modems or LAN (28.8 to 100 Kbps)
- Windows Media Video 8 for Dial-up Modems or Single-channel ISDN (28.8 to 56 Kbps)
- Video for e-mail and dual-channel ISDN (128 Kbps)
- Video for LAN, cable modem, or xDSL (100 to 768 Kbps)
- Video for single-channel ISDN (64 Kbps)
- Video for Web servers (28.8 Kbps)
- Video for Web servers (56 Kbps)
- Windows Media 9 (1.5M)
- Windows Media 9 (2M)
- Windows Media 9 (350K)
- Windows Media 9 (50K) for Mobile Streaming
- Windows Media 9 (768K)
- Windows Media Video 8 for Color Pocket PCs (150 Kbps)
- Windows Media Video 8 for Color Pocket PCs (225 Kbps)
- Windows Media Video 8 for LAN, Cable Modem, or xDSL (100 to 768 Kbps)
- Windows Media Video 8 for Local Area Network (100 Kbps)
- Windows Media Video 8 for Local Area Network (256 Kbps)
- Windows Media Video 8 for Local Area Network (384 Kbps)
- Windows Media Video 8 for Local Area Network (768 Kbps)

Troubleshooting

In addition to these topics, also see the [“Guidelines and Limitations”](#) section on page 8-5 for configuration information.

There is a delay between when I select a slide as a Live Event administrator and when it appears on the viewer’s screen

When you select a slide, the slide synchronization information is embedded in the video stream itself. There is a built-in latency of about five seconds that is used for buffering the video stream (for smoother playback). When the video stream arrives at the viewer’s browser, Cisco Show and Share retrieves the slide indicated by the embedded information. So, although you might see a delay from when you select a slide from the admin console to when it appears on a viewer’s desktop, the delay applies to both the video and the slide. Viewers see the slide change at the correct time set by the administrator.

There is an error message when viewers without the QuickTime plugin attempt to view a live H.264 stream

The QuickTime plugin is used to decode H.264 live event streams in Cisco Show and Share. The system administrator can enable or disable the automatic download of the QuickTime plugin. When enabled, Cisco Show and Share attempts to download the plugin if it is not installed. When disabled, browsers without the plugin will receive an error message when attempting to view a live H.264 stream.

There is an error message when viewers without the Windows media plugin attempt to view a live WMV stream

Viewers should download and install the Windows media plugin prior to accessing a WMV stream.

When administering a DME live event, the Encoder Start button does not respond

If the encoder start button does not respond, physically check that the DME is stopped. If needed, manually stop the encoder. Then click Encoder **Start** and Broadcast **Start** to begin the live broadcast. (Only DME live events.)

