



Try out our [Flowplayer testing page](#) to verify that your file is compatible with Flowplayer , just [click the icon](#) to the left, H264 encoded m4v, mp4 or flv files will play in Flowplayer. We do limit playback to 10 seconds

We have compiled a short FAQ on common issues and trouble-shooting steps you may want to look at with our products. Where we indicate that this may be better served by the more active forums of the software vendor we will say so . :D

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General

Flash not appearing in RapidWeaver preview mode

You need to check and possibly relax your Flash Security Settings

Thankfully Adobe has a very handy utility [Adobe Flash Settings Manager](#) to do this.

As a rule I usually export my files to a test folder that has full flash access and test the web pages there. However, if you do not want to meddle with the Flash Security, I would advise you to verify that the Flash plays back on your server correctly before submitting any email to us.

Here is the [official RapidWeaver FAQ](#) article

Flowplayer Overlay looks ugly in IE6

IE8 is out now for a few weeks on general release and IE7 has been out for a couple of years. Honestly , we are not going to be spending a lot of time hacking the PNG images to work in IE6 a browser that has a diminishing market share.

The player looks great in IE7 and 8 and we have ensured the overlay does function in IE6, so please upgrade your IE browser, if you cant upgrade it then use FireFox, Safari, Opera in that case.

MP3 Stack

File Not found

1. check that the file name to the MP3 is correct

2. Are you in RapidWeaver preview mode ?

This is a problem with Flash Security settings? see above

* Flash 10 security manager settings will need to be modified if you are having problems with File not Found error in RapidWeaver preview. This only affects preview and not live running on your web server.

MP3 Stack – multiple players

Please note that having 10 or more individual Flash objects on your page will increase page size. Mixing other Flash elements or getting creative with Blocks, PlusKit with the MP3 Stack is not advised. :)

ID3 Tags not visible in player

I have conducted over a 100 tests with various mp3 files and can pinpoint the following:

1) The ID3 tags have not been set correctly by the application , I use Fission and WireTap Studio by the way ;) and using iTunes to do this is little bit hit-and-miss that's the report from one of my audio customers :)

2) to quote the original developers view on this ...

By default, the player gets the track information from the ID3 tags of the mp3 file. These tags are usually set by the software you used to create the file. If they are set correctly, you should see the artist and title in the player.

However, Adobe recently changed their Flash Player to restrict access to ID3 tags if the file is located on a different domain than the player itself. In this case, the player cannot access the tags. Make sure your files are located on the same server and exactly the same domain. The player won't be able to read the ID3 tags even if the file is located on a subdomain

(e.g. your blog url is yourdomain.com and your files are on www.yourdomain.com).

We may look at enhancing the Player to override this (however that will remove a lot of the automation that we provided in the first place) so feel free to leave a suggestion (see little tab on the side of this page)

symImage Pro PHP Stack

My page is not fully visible with symImage Pro?

More than likely you have exceeded the memory allocation that is given to you by your web host .





Have you loaded rather large image files in the warehouse to be processed by symImage Pro?

If so reduce this number and size of the images and refresh the page. If the images appear then add new images gradually into the warehouse folder.

Cant see any images, but you see the symImage viewing frame, border and scroll area?

You see the viewing frame but the images are not visible. Some web hosts do not run as your user account. In order for symImage Pro PHP to run successfully it needs to create a cache directory..

Create the 'symimgcache' cache directory in the same folder as your warehouse like this

 files	Folder
 rw_common	Folder
 symimgcache	Folder
 warehouse	Folder
 index.php	PHP script

And with your FTP client ensure the symimgcache directory has full read and write permissions set (chmod 777 in unix speak).

Load your symImage Pro enabled page again and your images will appear.

FlowPlayer Overlay Stack

I want to test Flowplayer on my video

We have set up a testing page that will allow for 10 seconds of playback from any mp4, m4v, flv url

[give it a shot :\)](#)

Thanks to Ronan (*the technical side of symfonip*) for building this

file downloads before playback (H264)

This is copied from our Blog post
Common scenario you have created the movie, encoded with VideoMokey to (h264) AppleTV or iPhone format but the whole video has trouble playing in the flash player or you have to wait to download before playing in the flash player.

This is due to a problem with the 'moov' atom at the end of the video file ,Renaun Erickson wrote this small AIR app that moves the atom to the start of the file so it can be played out as soon as the player has buffered enough
data.<http://renaun.com/air/QTIndexSwapper.air>

Overlay FlowPlayer does not work on other pages with Pluskit import

Pluskit from Loghound.com is very powerful but the correct process on achieving the Overlay for FlowPlayer on the media files is like this.

Source page type import to Stacks Page with FlowPlayer library enabled. Not the other way round.

We have tested this with Payloom ,collage, Accordion, Carousel, Pluskit, FAQMaker. Please watch our screencast on What we do page covering usage and example page types

I'd like to re-size the 'Apple-Look' Flowplayer stack library

We have created a specific look and feel that is great for showing off a video portfolio at 640x400 video screensize, this is what Apple use in their demo pages and on the FinalCut web site too . We have included the option of going full-screen if you want on the controlbar of the player

player returns invalid stream

Check that you have no spaces in your filename

Player gives me a black screen

If you are in RapidWeaver preview mode; you need to adjust your Flash Security settings – see General item above. Best clarification of this is to upload to a test folder on your server and see if the problem still happens.

303 failed to load resource

With the logo relative path defined in the setup you will get this error in RapidWeaver preview mode, especially if it links to a file on your server

What file types are supported

This is covered in the FlowPlayer documentation but our code will automatically check for mp4, flv, m4v file extensions.

Quicktime .mov extensions can be supported but they need to be encoded as H264 and the 'moov' atom removed.

Honestly, check out [VideoMonkey](#) or Handbrake (Mac applications) and open source tools that will zap your .mov files into AppleTV or Mp4 format without any trouble.

Flash window is ok but have spinning swirly thing on player

We have noticed with some hosting companies that they do not supply all valid mime-types to the web server, in particular for mp4 or m4v file types.

Check with your hosting provider on this

Upgrades FlowPlayer Overlay

We will be issuing a free upgrade to all buyers when 3.1.0 is released. (estimated April 10 2009) and after our internal tests :)

Apache2 no playback of mp4 or m4v with Flowplayer

Apache2 by default has support for these video types disabled by default

In your .htaccess file add the following two lines

```
AddType video mp4  
AddType video m4v
```

Other resources

You can visit the [FlowPlayer forums](#) if you have questions that are outside the scope of the FlowPlayer overlay Stack Library. There are also some great resources available there if you want to know more about FlowPlayer.

FlowBox

What is FlowBox?

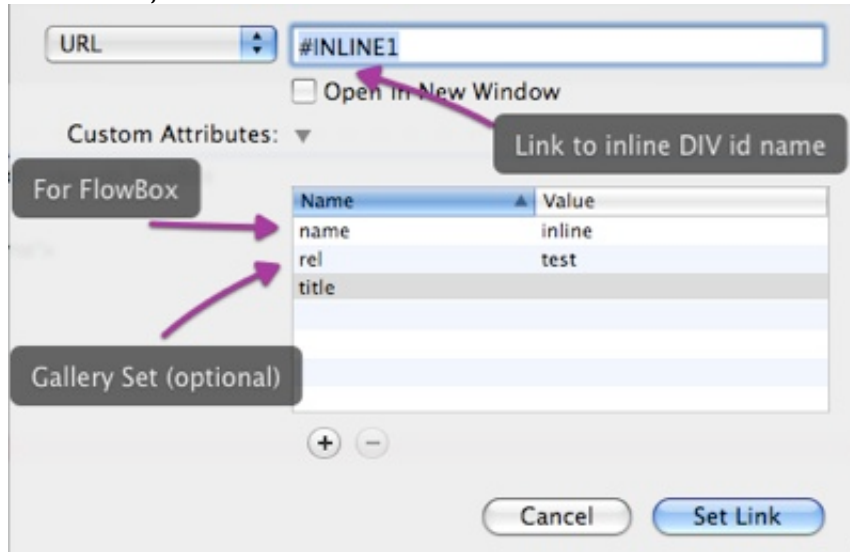
FlowBox is an innovative stacks library that incorporates FlowPlayer – Flash Player and a cool overlay effect.

FlowBox also supports inline, image and iframe content , you can find out more about FlowBox on our [store](#) page (click the imac icon)

Like the previous FlowPlayer Satck, FlowBox is bundled with bother gpl and commercial version of FlowPlayer, you can add your own branding with the FlowPlayer license key and your logo

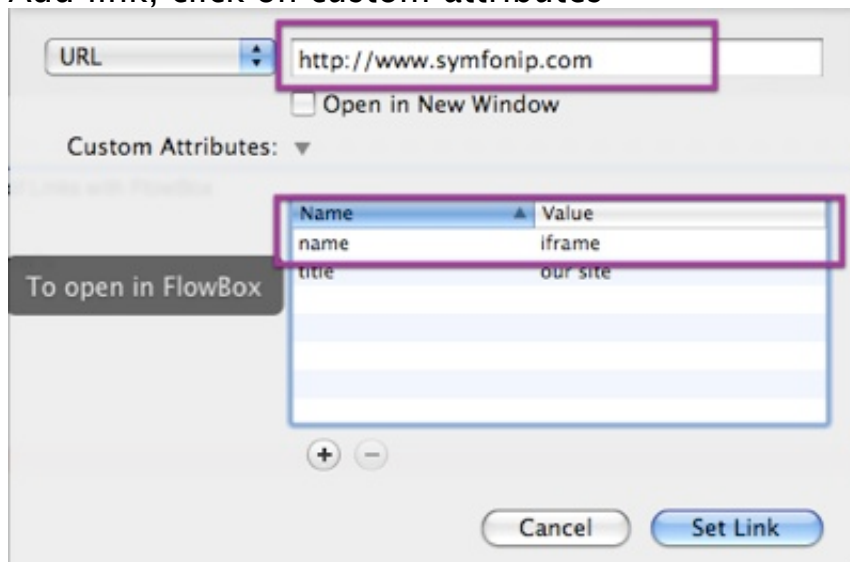
Flowbox and inline content

Add link, click on custom attributes



FlowBox and external web pages (iframe)

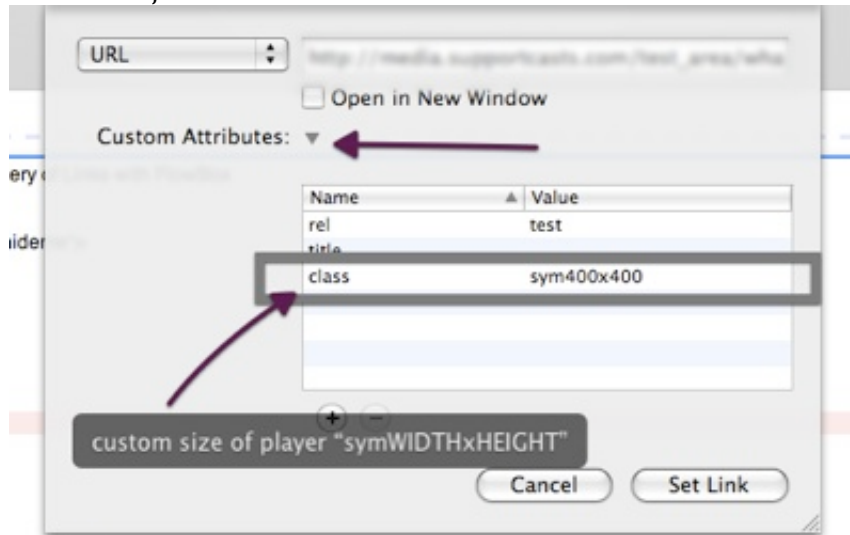
Add link, click on custom attributes



FlowBox – custom video size

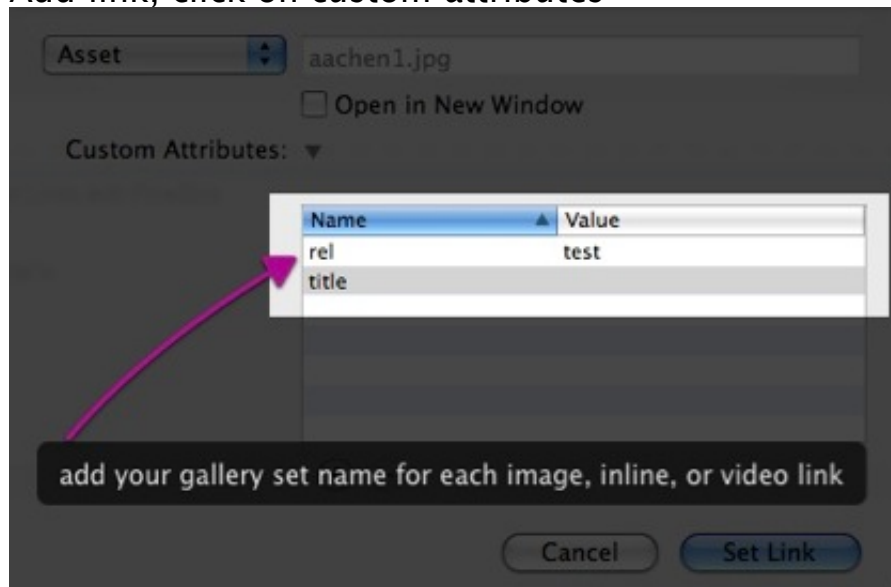
As well as setting a default width and height, you can over-ride these defaults per video

Add link, click on custom attributes



FlowBox and gallery sets (with rel tag)

Add link, click on custom attributes



Code Snippet for inline content

Here you can [download](#) the snippet we use in the screencast to hide additional content for showing

You can add your embed code for YouTube, vimeo or just add more links to movies if you want a gallery effect to be triggered by one link.

symVideo5

Help! Firefox won't play my Theora/Ogg video! It just downloads the file!!

Firefox will only be able to play Theora files if they are served using the correct content type of 'video/ogg'.

Not all web servers recognise Theora files, and serve them as binary files.

You can force Apache to serve Theora files correctly by adding the following line to your server configuration or .htaccess file:

AddType video/ogg .ogv

While you are at it just add , also :)

AddType audio/ogg .ogg

Why Cant it play YouTube Videos?

This Video player is for your own content that you are free to publish and do what you want with. YouTube pretty much owns your content when you publish to them, read the small print. So that is a no :)
