# Lecturecast - Known Issues

## Ongoing

<table>
<thead>
<tr>
<th>Lecturecast: Changes to Safari cookie settings recommended if experiencing playback issues in browser.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some Safari users are unable to return to previously watched videos.</td>
</tr>
</tbody>
</table>

**Workaround**

Please change the cookie settings in Safari following this guidance provided by Echo360, the platform used for Lecturecast. Alternatively, please use another browser such as Chrome or Firefox.

## Resolved

<table>
<thead>
<tr>
<th>Lecturecast Scheduler: 18 November Scheduled events showing as errors - Resolved 21 November</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved</td>
</tr>
<tr>
<td>Schedules created and passed on to Echo360 (Lecturecast's 3rd party platform) prior to the disruption to CMIS on 17 November were unaffected. These were restored to Lecturecast Scheduler to sync with Echo360. Schedules created on 18 November were manually verified to ensure they were in both the Scheduler and Echo360.</td>
</tr>
</tbody>
</table>

**Summary**

A disruption on 17 November to CMIS/Timetabling resulted in error messages appearing for all scheduled captures in Lecturecast Scheduler. Schedules passed on to Echo360 before the interruption remained and proceeded as expected.

**Workaround**

We will monitor Lecturecast Scheduler and provide an update should there be any changes to the service. Please email lecturecast@ucl.ac.uk for any urgent new schedules taking place on 18 - 21 November with the following details:

- Module code
- Event Title
- Room name
- Start date
- Start time
- Duration
- Special requests such as live streaming, changes to presenter view or auto-availability to students
Lecturecast Scheduler: May be unavailable 18 - 21 March 2022 due to SITS/Portico Upgrade - resolved 21 March

Resolved

Lecturecast Scheduler is working as expected since the completion of the SITS/Portico Upgrade on 21 March 2022.

Summary

Lecturecast Scheduler may be unavailable during the SITS upgrade 18-21 March. An error message "Your session has expired" when using the search function may result.

Lecturecast events already scheduled should proceed as expected.

Please see ISD news page for updates on the SITS upgrade: https://www.ucl.ac.uk/isd/news/2022/mar/portico-planned-service-disruption-4pm-17-march-10am-21-march-2022

Workaround

Please email lecturecast@ucl.ac.uk for any urgent schedules taking place through 22 March with the following details:

- Module code
- Event Title
- Room name
- Start date
- Start time
- Duration
- Special requests such as live streaming, changes to presenter view or auto-availability to students

Lecturecast Scheduler: Service is down and being urgently investigated - resolved 25 January 2022

Resolved

Scheduler service has been restored after issue with database update identified and resolved.

Summary

The Scheduler for Lecturecast is currently unavailable. Technical teams are urgently investigating to identify the cause and bring the service online. Any previously scheduled captures will proceed as expected.

Workaround

We will monitor Lecturecast Scheduler and update this page should there be any changes to the service. Please email lecturecast@ucl.ac.uk for any urgent schedules taking place on 25 and 26 January with the following details:

- Module code
- Event Title
- Room name
- Start date
- Start time
- Duration
- Special requests such as live streaming, changes to presenter view or auto-availability to students

Resolved 19 January 2022

The technical team resolved the issue since the maintenance works and Lecturecast Scheduler is working as designed.

Summary

*Update - Urgent work is currently underway to resolve an issue that arose out of the maintenance work that has delayed the Scheduler's availability. This page will be updated as soon as possible. Please follow the guidance below should any scheduling for 19th and 20th January be required.

Lecturecast Scheduler will result in an error message when attempting to search, edit or book a schedule but will resume normal functionality once essential CMIS maintenance completes. Please see ISD news page for updates: https://www.ucl.ac.uk/isd/news/2022/jan/cmis-and-cmisgo-unavailable-4pm-friday-14-january-1pm-tuesday-18-january-2022

Workaround

We will monitor Lecturecast Scheduler and update this page should there be any changes to the service. Please email lecturecast@ucl.ac.uk for any urgent schedules taking place on 17 - 20 January with the following details:

- Module code
- Event Title
- Room name
- Start date
- Start time
- Duration
- Special requests such as live streaming, changes to presenter view or auto-availability to students

Lecturecast Scheduler: Potential impact due to an issue with SITS/Portico - resolved 4 Nov 2021

Resolved: 4 Nov 2021

The SITS/Portico team has resolved the issues affecting the service and Lecturecast Scheduler is no longer at risk.

Summary

We've been made aware of a current issue with SITS that could have an impact on Lecturecast Scheduler. The SITS team are working to resolve it as soon as possible. Please see ISD news page for updates: https://www.ucl.ac.uk/isd/news/2021/nov/problems-accessing-sitsportico-2-november-2021

Workaround

We will monitor Lecturecast Scheduler and update this page should there be any changes to the service. Please email lecturecast@ucl.ac.uk should any issues arise and include the following details so that we may investigate:

- Module code
- Event Title
- Room name
- Start date
- Start time
Lecturecast Scheduler: Enabling live streaming is not currently available - resolved 12 October 2021

The ability to schedule live streaming for module-linked Lecturecast captures has been restored.

Workaround

Please consider using Zoom or Teams to live stream in rooms where that functionality is available. For the most updated list, please see the Appendix in the Basic Hybrid Teaching blog: https://blogs.ucl.ac.uk/digital-education/2021/08/20/basic-hybrid-teaching-in-ucls-spaces-for-term-1-of-2021-22/#appendix1

If live streaming (and not just recording) using Lecturecast is crucial, please email lecturecast@ucl.ac.uk for any modular events taking place the week of 4th-15th October 2021. Please specify the following information on your existing booking:

- Module code (only modular events can be live streamed with Lecturecast)
- Event Title
- Room name
- Start date
- Start time

Lecturecast Scheduler: Updates to CMIS bookings not reflected in Lecturecast Scheduler - resolved 2 Oct 2021

Resolved: 2 October 2021

CMIS data is now importing and updating in Lecturecast Scheduler. As a result, those who scheduled Lecturecast and had changes to CMIS events recently should have received an email with the amendment details. In some cases, schedules were cancelled due to rooms being unflagged as Lecturecast-enabled and will thus need to be rescheduled in a Lecturecast-enabled space. These can be found in the following link: https://wiki.ucl.ac.uk/x/srRDB. The list is being updated as colleagues who manage in-room equipment verify Lecturecast hardware across all campuses.

Summary

We are currently experiencing issues with Lecturecast Scheduler in which some new room bookings or changes to room bookings in CMIS are not updating correctly in Lecturecast Scheduler. We are making manual changes to ensure that already scheduled Lecturecast sessions with changes to rooms made in CMIS for Monday 4 October 2021 will proceed as scheduled. We will do the same for Tuesday 5 October 2021 if needed.

Workaround

Please contact lecturecast@ucl.ac.uk with details of your CMIS booking for 4 October 2021 if it has not updated successfully in Lecturecast Scheduler. Please note that last minute changes to rooms may not be updated in time. We thank you for your patience and will continue to update the Lecturecast Known Issues page.
Resolved: 22 Sept 2021

Ownership details attached to Instructor for non-modular events are now updating from CMIS.

Summary

Some ownership details for non-modular events were not being recorded in Scheduler and then not passed on to Echo360.

Workaround

To assign ownership in Lecturecast for your captures, please email lecturecast@ucl.ac.uk with the following:

- Include a screenshot of the event in Lecturecast scheduler
- Event Title
- Room name
- Start date
- Start time