Lecturecast - Known Issues

Ongoing

| >> Lecturecast: Changes to Safari cookie settings recommended if experiencing playback issues in browser. |
| Some Safari users are unable to return to previously watched videos. |

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

| >> Lecturecast Scheduler unavailable during SITS/Portico maintenance - 5pm 14 April to 10am Monday 17 April - RESOLVED 17 April 2023 |
| Lecturecast Scheduler is working as expected since the completion of the SITS/Portico Upgrade. |

Summary

Lecturecast Scheduler will unavailable during the planned SITS/Portico maintenance from 5pm Friday 14 April to 10am Monday 17 April. Please see ISD news page for updates: https://www.ucl.ac.uk/isd/news/2023/apr/portico-unavailable-5pm-friday-14-april-10am-17-april-2023

Scheduled captures will proceed as expected.

Workaround

We will monitor Lecturecast Scheduler and update this page should there be any changes to the service or to the SITS/Portico maintenance timeframe. Please email lecturecast@ucl.ac.uk for any urgent schedules taking place 17 April 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 planned maintenance – 5-6 April 2023 - RESOLVED 6 April 2023

Resolved

Lecturecast (Echo360) planned maintenance was completed successfully without any disruption or outage to the service.

Summary

Lecturecast (Echo360) will be undergoing **essential system maintenance between 10:00am Wednesday 5th April and 5:00pm Thursday 6th April 2023**.

Some users of the platform may experience connection and/or authentication errors during the maintenance window when accessing Lecturecast /Echo360 via Moodle.

Reconnection should occur automatically and we do not anticipate any disruption or outage to the service while this maintenance is being performed.

Workaround

We will monitor the service and update this page should there be any changes. If you have any queries, concerns or need any further information, please email us at lecturecast@ucl.ac.uk

Lecturecast Scheduler: Service is unavailable and being investigated - 28 March 2023 - RESOLVED 28 March 2023

Login access to Lecturecast Scheduler was restored after a fix to changes to the UCL-wide single sign on (SSO).

Summary

Lecturecast Scheduler is currently unavailable. Technical teams are urgently investigating.

Any previously scheduled captures will proceed as expected.

Workaround

Please email lecturecast@ucl.ac.uk for any urgent schedules taking place on 28 and 29 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 planned maintenance – 9-10pm Wednesday 22 March 2023 - RESOLVED 22 March 2023

Resolved
Lecturecast planned maintenance was completed successfully on 22 March 2023.

Summary
Echo360, the third-party platform for Lecturecast, will be undergoing routine maintenance for approximately one hour at 9pm Wednesday 22 March 2023.

Users of the platform may experience connection and/or authentication errors while this maintenance is being performed but reconnection should occur automatically.

Any previously scheduled captures will proceed as expected.

Workaround
We will monitor the Lecturecast service and update this page should there be any changes. If you have any queries or need any further information, please email us at lecturecast@ucl.ac.uk

Lecturecast Scheduler: Connection timeouts due to networks issue being urgently investigated 6 March 2023 - RESOLVED 6 March 2023

UCL Networks resolved and access restored.

Summary
Lecturecast Scheduler is experiencing connection timeout issues and may be currently unavailable. Technical teams are urgently investigating.

Any previously scheduled captures will proceed as expected unless recent changes have been made in CMIS/Timetabling that have deleted scheduled captures.

Workaround
Please email lecturecast@ucl.ac.uk for any urgent schedules taking place on 6 and 7 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 planned maintenance – 8:00pm 17th February 2023 - RESOLVED 17th February 2023

Resolved
Lecturecast planned maintenance has been completed successfully on 17th February 2023.

Summary
Access to Lecturecast will be ‘at risk’ between 8:00pm Friday 17th February and 12:00am Saturday 18th February 2023 to carry out essential system maintenance.

Minor service disruption is expected and you may experience connection and/or authentication errors when accessing Lecturecast to play/upload/edit media content.

Lecturecast Scheduler will be unavailable and you will not be able to schedule/update events during the maintenance window.

Any previously scheduled captures will proceed as expected and access will be fully restored by 12:01am on Saturday 18th February.

Workaround
We will monitor Lecturecast and update this page should there be any changes to the service. If you have any queries or need any further information, please email us at lecturecast@ucl.ac.uk

Lecturecast Scheduler: Service is unavailable and being investigated 24 January 2023 - RESOLVED 24 January 2023

Lecturecast Scheduler was brought back online after being impacted by a wider database issue.

Summary
Lecturecast Scheduler is currently unavailable. Technical teams are urgently investigating.

Any previously scheduled captures will proceed as expected.

Workaround
Please email lecturecast@ucl.ac.uk for any urgent schedules taking place on 24 and 25 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: New Lecturecast links in Moodle result in LTI Error - 1 December 2022 - RESOLVED 5 January 2023

Moodle is experiencing an issue with some activities such as that for Lecturecast as well as Reading Lists and some quizzes. When creating a new Lecturecast activity to link to content in Echo360, users receive the message "LTI Error: OAuth Signature Invalid". The Moodle technical team is urgently investigating and this page will be updated once resolved. Please use one of the workarounds below.

Workaround

The most reliable workaround is to duplicate an existing Lecturecast activity link:

- Select 'Turn editing on' in the Moodle course page. You must have staff editing permissions to make changes.
- Locate a Lecturecast activity to duplicate such as those with the Lecturecast icon:
- Select 'Edit' to the right of the Lecturecast activity.
- Select 'Duplicate' from the drop-down menu.
- The duplicated activity will have the name of the original activity with (copy) added to the title. Edit the name by selecting the pencil icon to the right of the title.
- Click on the duplicated Lecturecast activity. A new window/tab will open with 'Connect your Echo360 content' page as it would for a new Lecturecast activity.
- Connect your content as usual.

An alternative workaround is to use your browser's dark mode, private or incognito option and then create a new Lecturecast activity. Please ensure that any autofill options such as those for usernames or search terms are fully disabled. All required fields will need to be filled in manually. This option has been most successful in the private browsers for Edge and Firefox. Please duplicate the activity as described above if this workaround is not successful.

Lecturecast: Changes to emails in Moodle for some users preventing direct login to Echo360 - 1 December 2022 - RESOLVED 12 December 2022

Some users have unexpectedly had their email addresses changed in Moodle to their userid@ucl.ac.uk, which has impacted some platforms that use email addresses to authenticate or verify users, such as Zoom. Echo360, the third party platform used for the Lecturecast service, also relies on email addresses from Moodle. The change in email in Moodle means that account information is out of sync with Echo360 when users log in via single sign on (SSO) directly. Moodle's technical team are urgently working to resolve the email changes but please use one of the workarounds below.

Workaround

If you experience difficulties logging in directly to Echo360 then please either:

- Go through a Lecturecast link in a Moodle course page.
- Use your userid@ucl.ac.uk email on the Echo360 login, which will then launch UCL's single sign on. This will only work if your email has changed in Moodle. Once Moodle colleagues revert the emails back to normal for those who experienced changes, those users will need to resync their email address with Echo360 by clicking on a Lecturecast link in Moodle.

Lecturecast: 4 December Echo360 New Media Processing Disruption - Resolved 5 December 2022

Resolved

Echo360 have resolved the issue preventing content from processing. All new media has now been processed.

Summary

We are aware of a service disruption to Echo360's media processors used for the Lecturecast service. The majority of new media is not being processed.

You will still be able to play new media generated from within Universal Capture (software or hardware), but new media ingested from external sources will not play until it has been processed.

Lecturecast suppliers are urgently investigating this now and an update will be provided shortly. To keep up to date with latest updates please visit Echo360 status page.

We apologise for this disruption.
Lecturecast Scheduler: 18 November Scheduled events showing as errors - Resolved 21 November

Resolved

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.

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