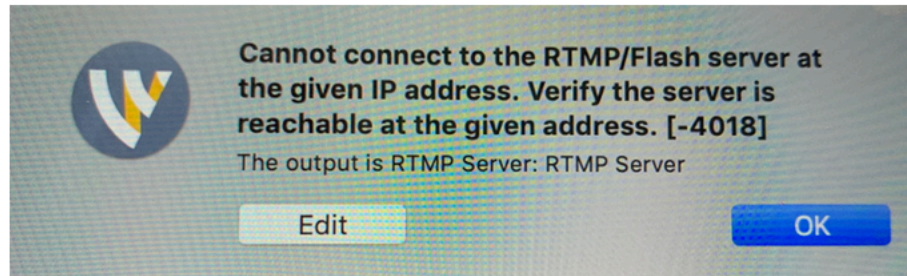


# RTMP Server Error

## What to check when you get this message



When you see this error, there are some things to check

- 1) Are you using the Striv template that is setup to go to your channel? If you opened a new template, there are no output settings.
- 2) Is the streaming laptop connected to the correct network to allow the stream to go out? Some schools have multiple networks that allow different access. Make sure you're on the correct network.
- 3) Has there been a recent change to the network that would block the stream? Port 80 and 1935 need to be "open" on the network for the stream to go out.
- 4) Has there been an update to any "device management" software that would prevent the stream from going out?

We've found that these are the most common issues when getting a server error. If you've thoroughly checked these and are still getting the error message, contact our Support Team.

