Wowza Player known issues

This article describes important issues that may affect your deployment and management of Wowza™ Player. If available, workarounds for these issues are described. Check back often as this article will be updated as new developments occur.

Wowza Player seek to live button broken

The seek to live button in Wowza Player is currently broken.

Solution

There’s no solution at this time. Other seeking functionality still works.

Issues with Wowza Player Builder functionality and access

Wowza Player Builder and Wowza Player Builder for Ultra Low Latency have been integrated into one combined player builder. Functionality in Wowza Player Builder, including prepopulated license keys and source URLs, may not be available currently. URLs that were previously used to access Wowza Player Builder and Wowza Player Builder for Ultra Low Latency also may not function as expected. Ongoing maintenance to this newly combined builder may result in a shift of expected features and user experience.

Solution

You can use the combined player builder (https://player.wowza.com/builder) to configure playback for HLS streams as well as ultra low latency streams with HLS fallback.

Wowza Player analytics are unavailable
Wowza Player analytics for playback session data are currently unavailable.

Solution

There's no solution at this time.

Autoplay playback issue for non-muted streams using Safari 11 and 12

For streams with autoplay enabled and `mute` set to `false`, playback in the Safari browser falls back to manual playback settings as expected, but playback freezes after manual playback is initiated.

Solution

This was fixed in Wowza Player version 1.1.16.

Issue for ultra low latency stream HLS fallback on iOS

For Wowza Streaming Cloud ultra low latency streams that have HLS enabled as a fallback, the ultra low latency stream does not fall back to HLS as expected on mobile devices with iOS.

Solution

This was fixed in Wowza Player version 1.1.14.

Audio-only playback issue using Safari

Audio-only stream playback with the `audioOnly` configuration property set to `true` does not work as expected in the Safari browser.

Solution

This was fixed in Wowza Player version 1.1.16.

Issue for ID3 tag listener on iOS browsers

In iOS browsers, when listening to ID3 events using the `onMetadata` method in
the Wowza Player JavaScript API, the event returned does not include the ‘event.description’ field.

Solution

This was fixed in Wowza Player version 1.1.12.

Video-only streams pause during playback in Chrome desktop

In Chrome 63/64 and later, video-only streams played in Chrome desktop on Windows, Mac, Linux, and Chrome OS automatically pause when played in the background in a non-visible tab. For more information, see Audio/Video Updates in Chrome 63/64.

Solution

Add a silent audio track using the AAC codec to a video-only stream to prevent Chrome from pausing the video.

No autoplay in Wowza Player

The autoplay feature in Wowza Player has been disabled to prevent playback issues in some web browsers. Viewers must manually start playback on all platforms.

Solution

Autoplay was enabled again in Wowza Player version 1.1.14. See Use autoplay with Wowza Player for more information.

Character encoding errors in Wowza Player Builder 1.1.06

The title and description in Wowza Player Builder version 1.1.06 may contain character encoding errors. The generated embed code is not affected by this.

Solution

There’s no solution at this time.
Playback issues using Safari 11

Some streams may not play correctly in the Safari 11 browser on macOS.

Solution

This was fixed in Wowza Player version 1.1.06.

"'JSON' is undefined" error occurs when using Internet Explorer

The error "SCRIPT5009: 'JSON' is undefined" occurs while running Wowza Player in Internet Explorer.

Solution

Either don’t run in Compatibility Mode or include the JSON library in your web page. For more information, see the Stack Overflow thread SCRIPT5009: ‘JSON’ is undefined.

No autoplay on mobile platforms

The autoplay feature in Wowza Player doesn’t work on Android and Apple iOS operating systems. Viewers must manually start playback on mobile platforms.

Solution

There’s no solution at this time as this is a feature of Android and iOS operating systems.

Inconsistent playback on Edge in Windows 10

Playback in Wowza Player may be inconsistent when using the player on the Microsoft Edge browser on Windows 10 or Windows Server 2012R2 when developer tools are enabled in the browser.

Solution
Turn off developer tools in the Edge browser during playback.

**JavaScript players don't work on Windows 10 N and Windows 10 KN**

Windows 10 N and Windows 10 KN editions don’t include some of the media-related technologies in Windows 10, which can prevent the JavaScript players from working properly.

**Solution**


**Buffering issues during playback on Chrome for Android**

Playback in Wowza Player on the Google Chrome browser on Android may hang and show a buffering message when interacting with player controls during playback.

**Solution**

This was fixed in Wowza Player 1.0.01.

**Playback errors using Internet Explorer 11**

Internet Explorer 11 on Windows 10 or Windows Server 2012R2 won't play streams in the Javascript version of Wowza Player. You may experience media decode errors or other types of playback error messages when attempting to use the Javascript player in this browser and operating system.

**Solution**

Use the `useFlash` configuration setting to force Internet Explorer to load the Flash version of Wowza Player. See [Customize Wowza Player with configuration properties](https://wowza.com/technical-support/configuring-wowza-player) for more information.
Playback issues in full screen mode using Internet Explorer 11

Internet Explorer 11 doesn't support full screen mode when using the default JavaScript player.

Solution

If you need to use full screen mode, use the `useFlash` configuration setting to force Internet Explorer to load the Flash version of Wowza Player. See Customize Wowza Player with configuration properties for more information.

Playback errors using load balancing and Internet Explorer 11

Using load balancing with Wowza Player in the Internet Explorer 11 browser may cause playback issues.

Solution

There is no solution at this time. We recommend using Google Chrome, Safari, or Firefox instead.

Playback issues using Safari 10.1.2

Playback in the Wowza Player in the Safari browser version 10.1.2 on macOS may not work.

Solution

This was fixed in Wowza Player 1.1.02.

Green video playback using Safari
Playback in the Wowza Player in the Safari browser on macOS may have blocky green artifacts.

Solution
This was fixed in Wowza Player 1.0.04.

JavaScript API event handlers don't work on iOS
The Javascript API event handlers for Wowza Player don't work on Apple iOS.

Solution
There's no solution at this time, but we plan to fully support our Javascript API on iOS in the future.