

I need help trying to stop dropouts

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2004-11/5423.html>

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I'm just dumbfounded by what is causing my Windows Media streams to skip and often just drop out completely with an error. The errors are usually network congestion or connection to broadcast server lost. I have a high speed cable connection so my connection speed shouldn't be a problem.

The internet broadcaster (Makradio) claims that all their streams are operating normally. So thinking the problem was on my end, I called Optimum Online (my ISP) to see if there were any problems in the network, they ran some tests on my modem and everything was fine. So if it's not my network, the problem must either be between Makradio and Cablevision (OOL). I'm the only Makradio subscriber reporting streaming issues. The stream is a 128kbs Windows Media stream. All the other streams I listen to don't have problems, but then again most of them are mp3 Winamp streams not WMA. I have Windows Media Player 9 and I have reviewed the settings, they are supposed to be correct.

I have automatically detect connection speed and default buffering in my performance tab, and all my protocols selected on the Network tab as well as HTTP set for browser. I've tried setting a manual buffer to 15 or 20 sec but the skipping and dropouts still happen. Whenever it happens, the little arrows in the lower left hand corner of WMP become seperated and when I put my arrow over it says "network congestion". Anyway I have a Traceroute below. Anything look suspect? I see hop 6 is OOS, maybe that has something to do with it? Or Makradio or CV is lying to me about the network?

Resolving address for subscriber.streamguys.com. Please wait...

Tracing route to subscriber.streamguys.com [64.202.98.43] over a maximum of 30 hops:

```
1 14 ms 14 ms <10 ms 10.20.96.1
2 14 ms 13 ms 14 ms dstswr1-vlan2.rh.rslyny.cv.net
[167.206.34.33]
3 14 ms <10 ms 14 ms r3-ge0-2-0.mhe.hcvlny.cv.net
[167.206.34.1]
4 <10 ms <10 ms <10 ms r1-srp0-0.wan.hcvlny.cv.net
[65.19.104.193]
5 14 ms 13 ms <10 ms r2-srp1-0.in.nycmny83.cv.net
[65.19.96.38]
6 * * * Request timed out.
```

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7 <10 ms 27 ms <10 ms nyk-bb2-pos1-3-0.telia.net

[213.248.80.65]

8 27 ms 28 ms 96 ms chi-bb1-pos6-0-0.telia.net

[213.248.80.73]

9 27 ms 42 ms 27 ms ge3-0-1-250.j2.ord.scnet.net

[64.202.110.69]

10 41 ms 28 ms 27 ms 64-202-98-043.streamguys.net

[64.202.98.43] Trace complete.