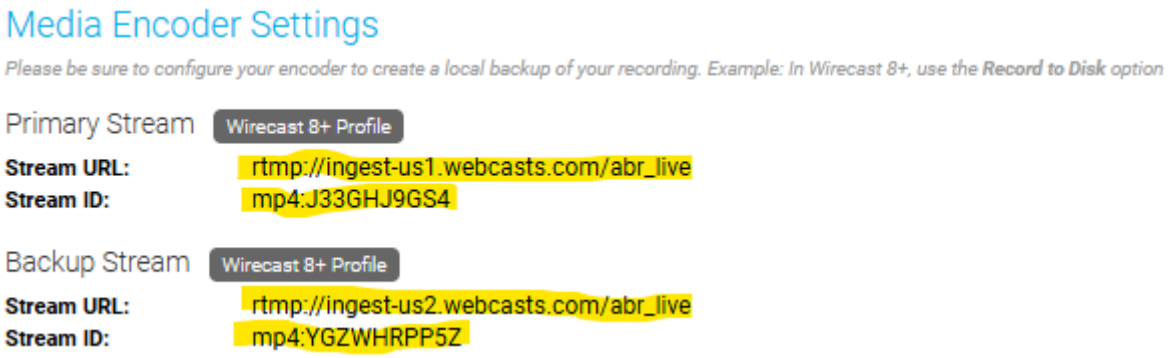
Encoder Events - Cannot Connect or Connection Dropping

Encoder connections can occur for a variety of reasons. If cannot connect your encoder to an event or experience drops in connection, please follow the troubleshooting steps below:

Cannot Connect

If you cannot connect your encoder, please check the following settings:

- Confirm the **Stream URL** and **Stream ID** listed in the **Media Encoder Settings** of the **Live Studio** exactly match the stream settings of your encoder setup.



  Specific things to check:

  - Confirm there are no typos or extra spaces in the URL or ID.
  - Make sure the Primary URL and Primary ID are used together (do *not* use the Primary URL with the Backup ID or vice versa).
  - Double check the end of the Stream URL(s) to make sure it matches the URL in the Live Studio. If your event uses ABR (adaptive bitrate), the URL(s) will end with "/abr_live". If the event uses CBR (constant bitrate), the URL(s) will end with "/convey_live".

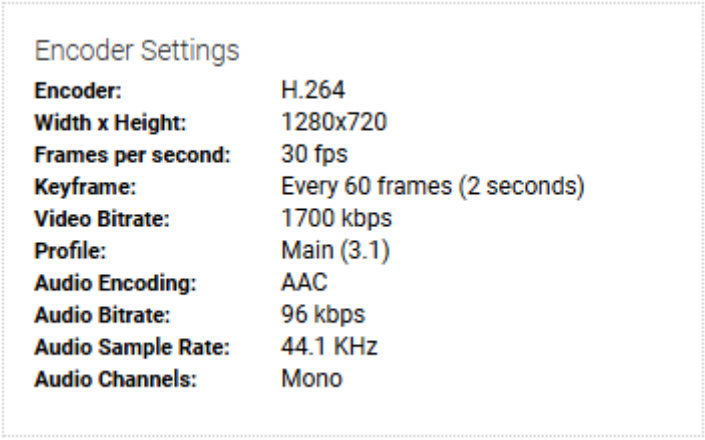
- It is not recommended to to save or reuse encoder profiles from past events as settings can change. Please enter the settings manually or, if you are using Wirecast, download

the Wirecast profile next to each stream name.

Connection Dropping

If you connect your encoder but experience issues with the encoder dropping/disconnecting, please check the following settings:

- Confirm the settings on your encoder profile matches the **Encoder Settings** listed in the **Media Encoder Settings** of the **Live Studio**. Specific things to check:



  - Confirm the **Video Bitrate** and **Audio Bitrate** match the settings from the Live Studio. The recommended bitrates will vary based on the video window size selected in the Webcast setup.
    - Note: using a higher bitrate can cause the stream to disconnect if the cap is reached.

  - Confirm the **Keyframe** is set to **Every 60 frames (2 seconds)**.
    - Note: The name of this setting may vary based on your encoder. For Wirecast, this should be set to a "Key frame every 60 frames" based on a 30 FPS setting, and OBS should be changed from the default "0=auto" setting to a "2 s" Keyframe Interval.

  - Confirm the **Encoder** and **Audio Encoding** codecs are set to **H.264** (video) and **AAC** (audio). It is recommended to use **Main (3.1)** for the Profile.

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