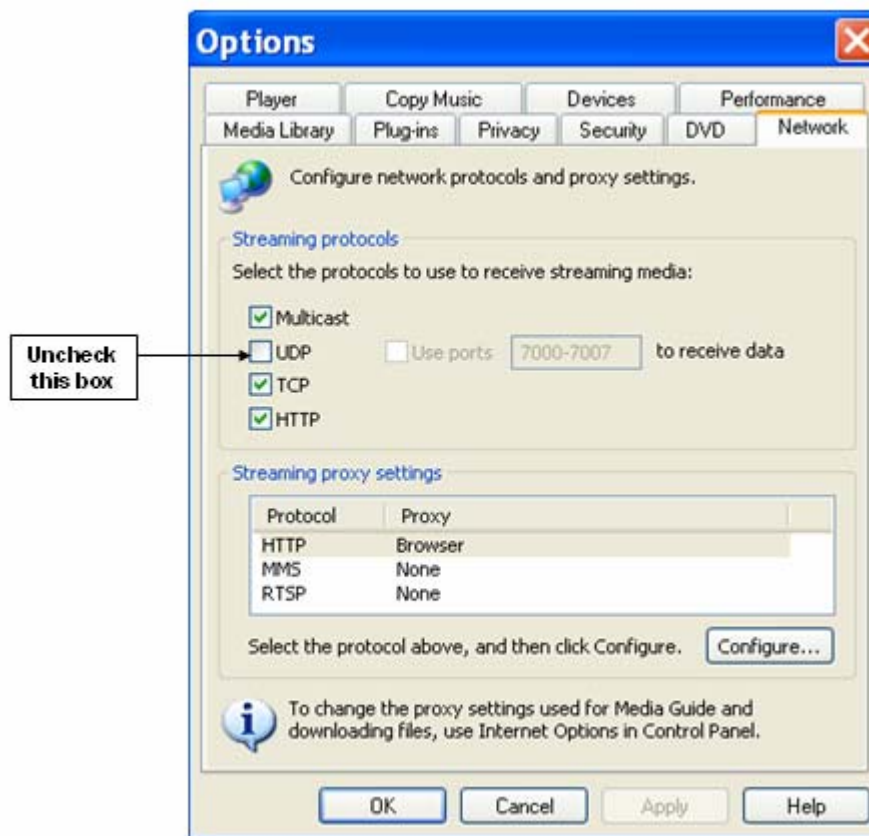


Issue: Unable to connect to multi-cast.

Solution: In some cases, this error can occur if the Player tries to receive the stream by using the User Datagram Protocol (UDP), but for some reason it can't. You may be able to fix the error by turning off this option in the Player.

To turn off UDP streaming

1. Go to: Start Menu | Programs | Windows Media Player. On the **Tools** menu, click **Options** (below is a screenshot of what the dialog box should look like).
2. In the **Options** dialog box, on the **Network** tab, in the **Streaming protocols** area, clear the **UDP** check box. Select Apply, then OK to close out dialog box. Select the Webcast link again.



Please note: For further information and to evaluate security risks before attempting this solution, please refer to Microsoft's Web site: <http://support.microsoft.com/kb/883831/en-us>.

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