

C-nario Messenger™ 2.9

Users QuickGuide

Documentation V1.0.17

Software Version V2.9.00



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Chapter 1

MESSENGER™ 2.9 - INTRODUCTION

This Manual is intended to assist in familiarizing the existing user with the basic workflow for the efficient deployment and operation of C-nario Messenger™ 2.9 release.

C-nario Messenger™ 2.9 extends the functionality of C-nario Messenger™ with exciting new features designed to assist and expedite the deployment of digital dynamic messaging and signage elements across large area networks.

This includes:

Operational Features

Web Items as Overlay

Automatic Detection of De-Interlacing Mode

Devices

Reports Application

New Player Functionality

Playlists:

Additional Playlists

Schedule Layouts with higher priority

Monitoring Pins

Playback Display Rotation

MultiDisplay - New dual head definition

Visualization



Chapter 2

MESSENGER™ 2.9 - SETUP & INSTALL

This chapter describes the installation and setup of C-nario Messenger™ 2.9.

C-nario Messenger™ 2.9 is supplied for installation in both regular (or manual) installation and automatic update. In Master stations the extensive nature of the upgrades is usually for manual installation. If you already have a previous versions on you machine it should be first uninstalled [see note below] and then the new version [C-nario Messenger™ 2.9] downloaded, from the C-nario FTP server and installed.

Note

Existing Layouts and their content [items] can be used in the new version.

In the player/s the update can be done automatically by sending the new package to the player/s through normal C-nario transporter functions. The package will automatically execute the upgrade.

Detailed download, install and Setup instructions are included in the C-nario Messenger™ 2.8 Install & Setup manual available in pdf format from C-nario FTP server when downloading C-nario Messenger™ 2.9.

Remote Hotfix & New Version Update

Save the Hotfix or New Version Update file that you receive from C-nario Support to your Messenger Master station.

➤ To update your system

1. Press the **Transfer Layout** button to open the **Transferring layout....** window. See Figure 1.

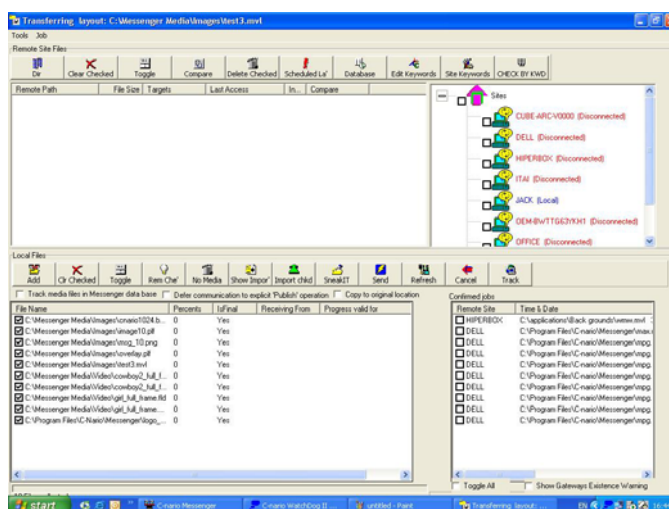


Figure 1. Transferring layout.... Window

2. If no files are checked in the **Local Files** pane, check all of them
3. Press the **Rem Che'** button to remove them.
4. Press the **Add** button to open and browse for the Hotfix or New Version Update file received from **C-nario support**. Select it and press **Open**
5. Now check the player/s that you wish to update in the sites pane and press **Send**

The Hotfix or New Version will now automatically be installed on the selected players.



The following items detail the upgraded functions incorporated in C-nario Messenger™ 2.9 release. Each functional heading includes the tasks and steps required to familiarize the user with the required workflow and are based on the presumption that the user is familiar with Messenger 2.8 workflow and has existing layouts and their attendant assets. Newly incorporated functionality includes:

Web Items as Overlay

Creating an item as an overly enables the item, an image, Type Setter text, Text, Web Text to play over another playlist item, i.e. a video.

➤ To create an overlay

1. On the **Playlist Control** tab page in the **Playlist** pane select the video item you wish to make an overlay play over, right click on it and select **Overlay Items** from the popup menu. See Figure 2

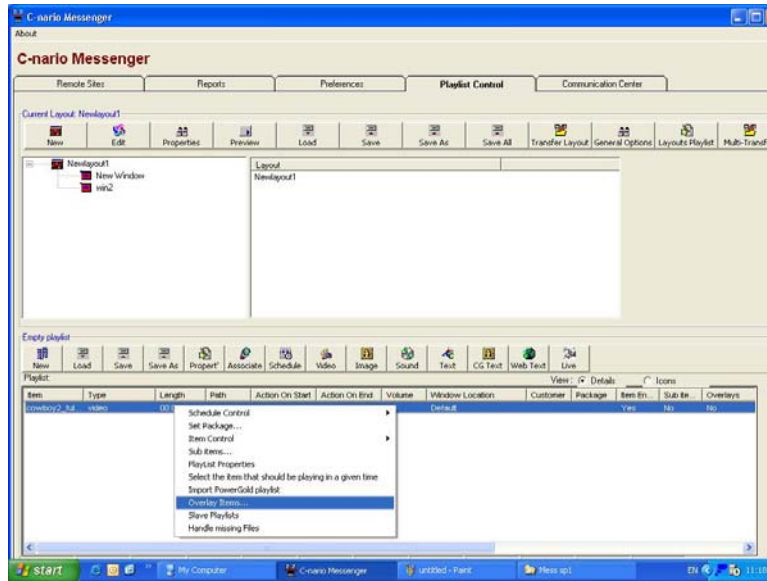


Figure 2. Playlist Control Tab – Overlay Items

2. The Overlay items, double click on item to edit window will open

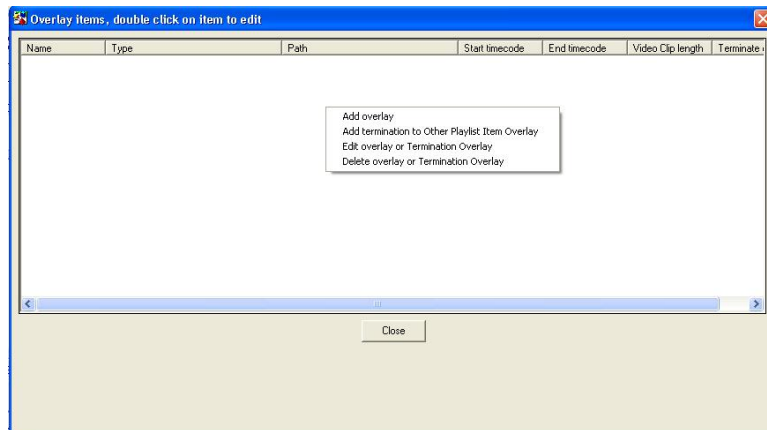


Figure 3. Overlay items, double click on item to edit Window

3. Right click on the pane and select **Add Overlay** from menu to open the **Edit Overlay Properties** window.

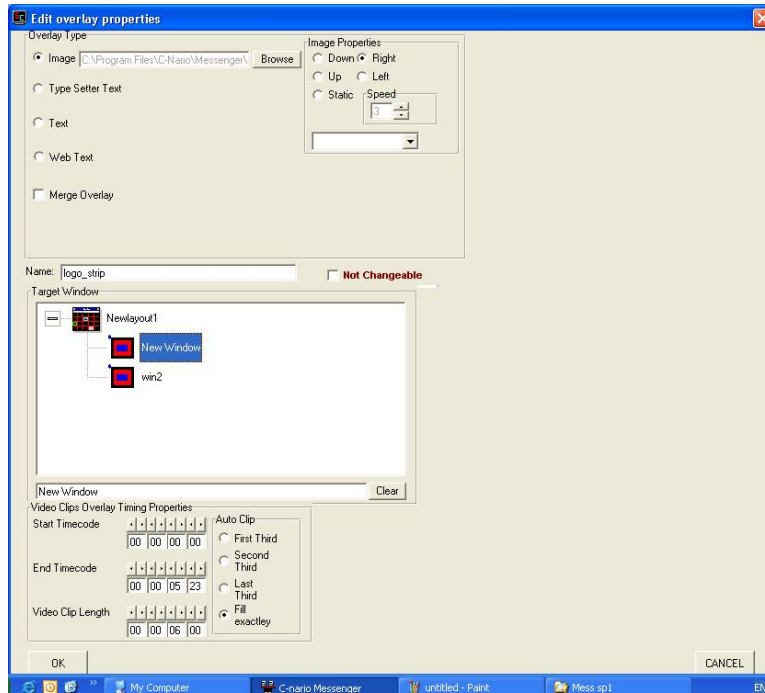


Figure 4. Edit Overlay Properties Window

4. In the **Overlay Type** pane select the **Web text** option. The **Text Edit Form** window opens.

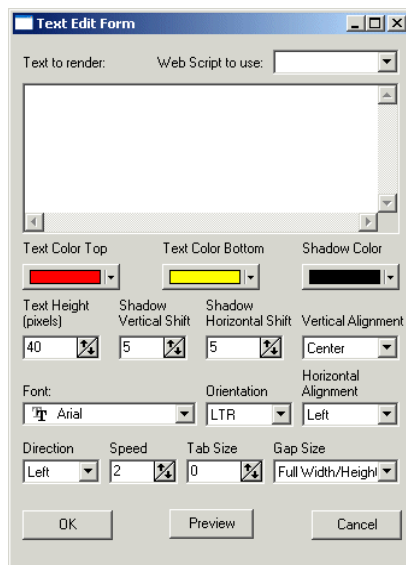


Figure 5. Text Edit Form Window

5. Select the desired script from the drop down list in the **Web Script to use** field.
6. Set the desired web text parameters using the options such as text color, font, shadows, alignment, orientation (X and Y axis), direction, speed, tab, gap size or trajectories.

Notes:

*It is possible to add new scripts using a simple syntax.
See Messenger 2.8 Manual Appendix A - C-nario Messenger™ Web Scripts.*

WebbyDesign.exe, located in the C-nario Messenger™ files, assists you in designing scripts.

The location of the web scripts is set in the General Option window. For more information, see Messenger 2.8 Manual General Options in Chapter 3: C-nario Messenger™ Playlist Control Tab.

7. When ready, click **OK** to return to the **Overlay properties window**.
See Figure 4
8. Set the required values in the Video Clips Overlay Timing Properties

Note

1. Here you have the option to set the duration of the overlay item playing over the video.
2. In the auto Clip pane you can set the overlay to automatically play for the whole length of the video or for a selected third of the length of the video.

9. Press **OK** to confirm your settings and return to the Overlay items, double click on item to edit window.
10. Press the **Close** button to return to the Playlist Control tab page.
11. Press the **Save** button in the Current Playlist toolbar to save your settings.
12. Press **Save All** in the Current Layout toolbar and then press **Preview** to preview the overlay item playing over the video.

Automatic Detection of De-Interlacing Mode

C-nario Messenger 2.9 includes the option to automatically detect the de-interlacing format of an MPEG and play it accordingly. The playback information is NOT based on the MPEG flag (since the C-nario team has identified many issues and reliability problems with it) but rather Messenger checks the file in question to determine if it is:

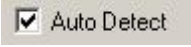
- An Interlacing or Progressive format
- Top filed first or bottom filed first

On Master Stations: When loading a video file to the C-nario Messenger 2.9 Master Station (if the automatic detection option is enabled) the system will create a new file "VideoName.fld". This file contains the interlacing information of the video file. While playing a layout, that includes this file, the playback engine will automatically play the file according to the information contained in the 'fld' file.

On Players: when sending a file that has an 'fld' file from the Master to a C-nario Messenger player, the 'fld' file will automatically be included, so playback on the players will also be performed according to it. If the player is required to play the video without the 'fld' file (and again - the automatic detection option is enabled) the player will create the 'fld' file.

Note:

It is recommended that 'fld' files be created in the Master station

To enable the auto detect feature in **C-nario Messenger 2.9** press the **General Options** button in the **Current Layout** tool bar to open the **Options** window and then on the **Layouts** tab page check the **Auto Detect** check box: 

Devices

Player node Layout Devices, and Hardware Control Devices including Audio Control of Mixer Devices and System Devices are now included in Service Pack.

Note

Generally this provides better access for monitoring and control of Player node Devices. This enables monitoring and actions to be implemented from the **C-nario Messenger™ 2.9 Master Station** [see below], **C-nario Panel Designer™** [see Panel Designer Operations Manual] or external triggers

Master Station

The ability to view, monitor and control Player node Layout Devices, and Hardware Control Devices including Audio Control of Mixer Devices and System Devices from the Master Station can now be accessed via the Communication Center tab page. This enables full monitoring and control of the Layout Manager, Audio Mixer Device and System Control.

- To access Devices from the Communication Center tab page
1. From the **Communication Center** tab page right click on the required Player node [In this example HIPERBOX] the player node menu will open.

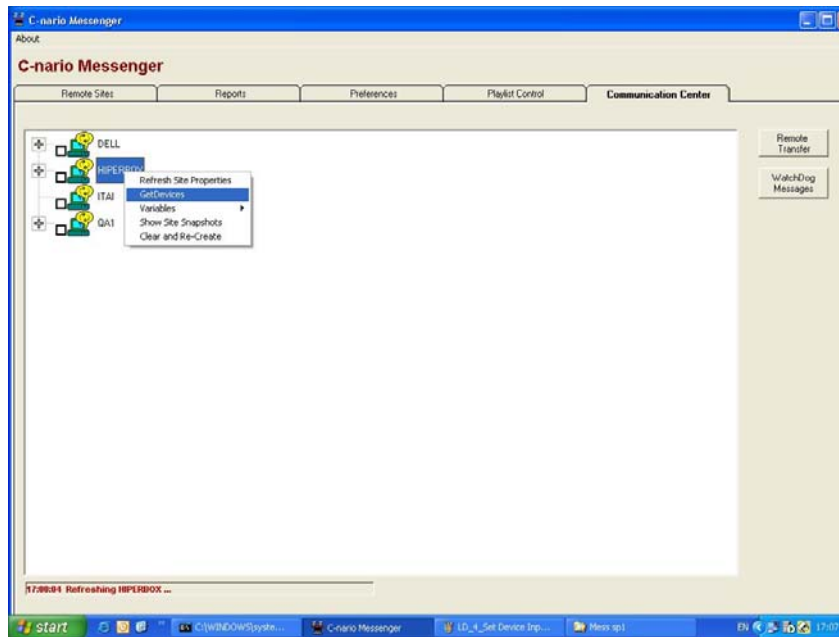


Figure 6. Communication Tab Player Node Menu

2. Select **Get Devices** to activate the **Devices** function. The



Devices

icon will be added to the player node tree.

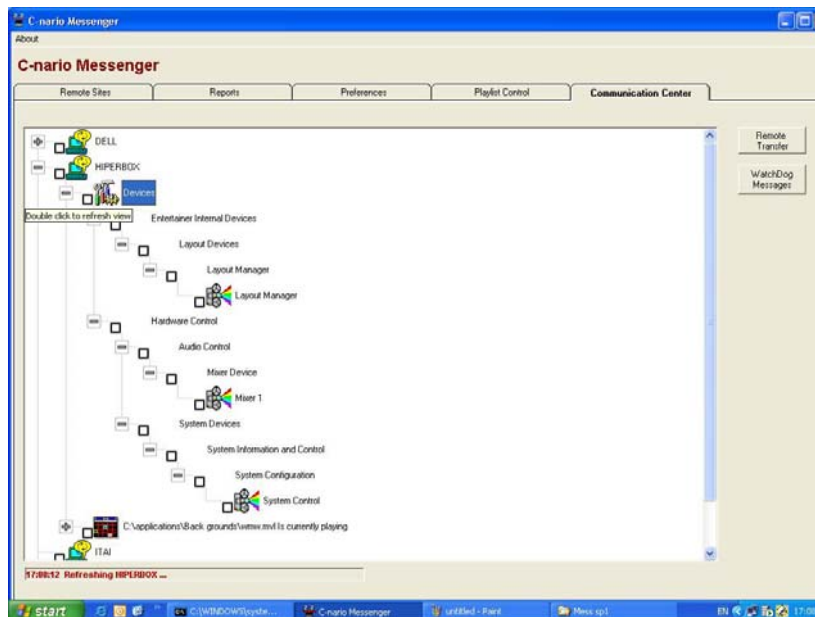




Figure 7. Communication Tab Player Node Devices Tree View

3. Press the  icons to open the Hardware Control and Player Internal Devices tree items and *Audio Control*, *Layout Devices* and *System Devices* sub items to view the:

4. Audio Control –  Mixer 1 ,

5. Layout Devices –  Layout Manager ,

6. System Devices –  System Control

- Right clicking on a selected device opens the device's **Device View** panel. In this illustration the **Audio Control – Mixer1**

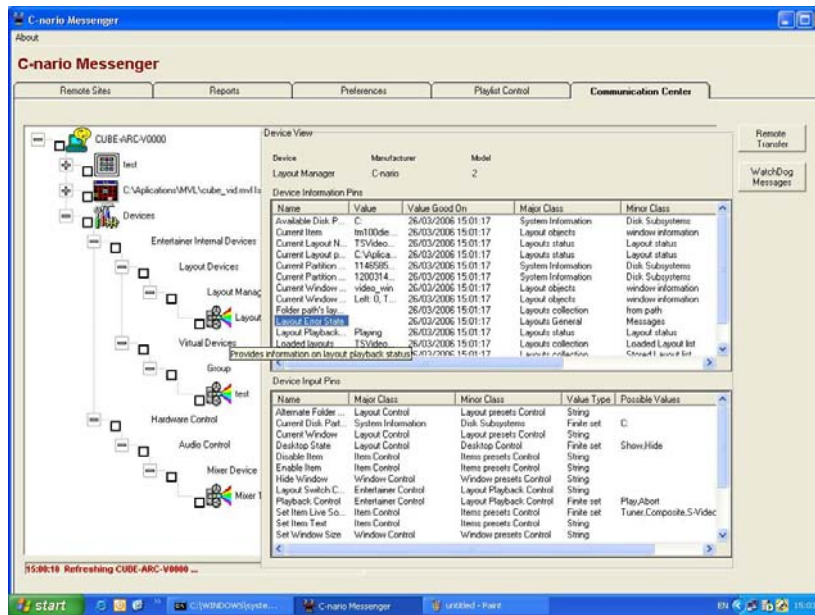


Figure 8. Communication Tab Player Node Devices View Panel

- The **Device Information Pins** listing enables you to get Pins information and **Device Input Pins** panes list enables you to **SetInput** of Pins.

Note

The extensive use of *Tool Tips* provides additional operational detail.

- Double clicking on a selected item in the **Device Information Pins** opens the relative **Display Pin Value** window listing **Possible Values**.

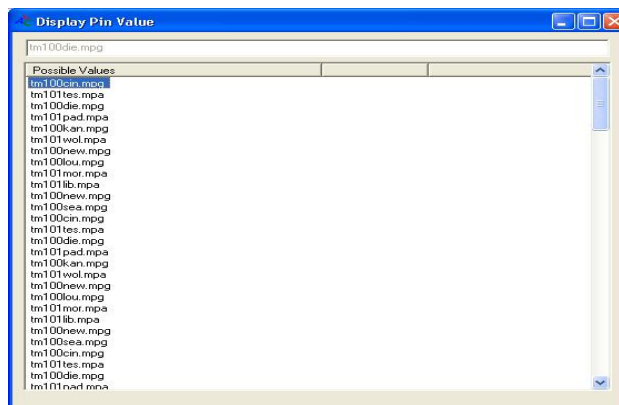



Figure 9. Player Node Devices – Display Pin Vale Window

- Right clicking on a listed item in the **Device Input Pins** pane opens the **SetInput** menu. Selecting this opens the **Set Device Input Pin** window.

Working Example:

1. Right click on the **Layout Devices** –  **Layout Manager** to open the **Device View** window.
2. In the Device Information Pins pane select the Current Layout Name.
3. Right click on the **Current Layout Name** to open the popup menu and select **RefreshPin**. Under the **Value** heading the listing will now show the name of the current layout playing e.g. "Newstart" and, under the **Value Good On** heading, when it was last updated e.g. "29/03/2006 11:25:46."

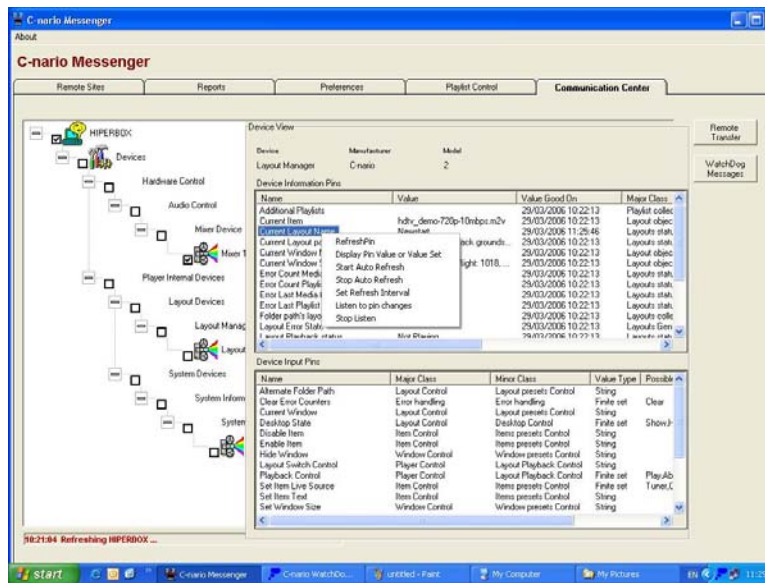


Figure 10. Device View Window Example

4. In the **Device Input Pin** pane select the **Disable Item** listing – right click on it to open the **SetInput** menu item.
5. Press SetInput to open the Set Device Input Pin window.

Note

In this example we will describe the action needed to disable the **Current Item** [hdtv_demo-720p-10mbps.m2v] in the **Current Window Name** [mpg]

6. In the upper text box enter the **Current Window Name** [mpg] followed by the **Current Item** [hdtv_demo-720p-10mbps.m2v] from the information listed in the **Device Information Pins** pane.

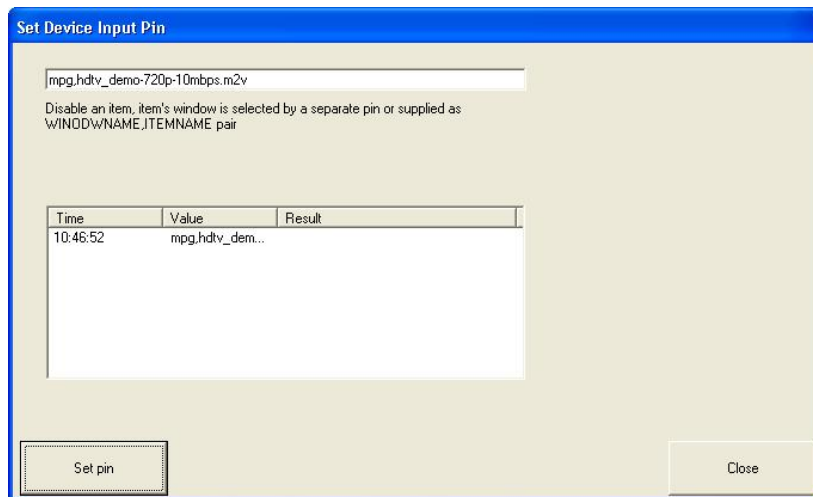



Figure 11. Set Device Pins Window Example

7. Press the  button to set the device input pin value.

The **Current Item** [hdtv_demo-720p-10mbps.m2v] is now disabled.

Reports Application

The C-nario Reports application is available as an optional extra to Messenger™ 2.9. The Reports application enables the control and management of a large number of players, playing numerous items with different layouts. The customizable and detailed reports listing of which items were played and when they were played can provide customers with comprehensive playback accountability. This is a database application driven by Microsoft SQL server technology.

For detailed instructions on installing & activating, configuring and generating reports refer to **C-nario Messenger™ 2.9 Reports Application Users Manual**.

The following items detail the upgraded functions relative to Messenger™ 2.9 Player release. This includes:

Additional Playlists

In order to have more than one playlist per window the playlists must be explicit.

To avoid creating more than one layout and just change the window playlist i.e. have more than one playlist per window we need to create a number of explicit playlists [at least two] for the window.

➤ To create explicit playlists

1. Create a layout with at least one window. See Figure 12

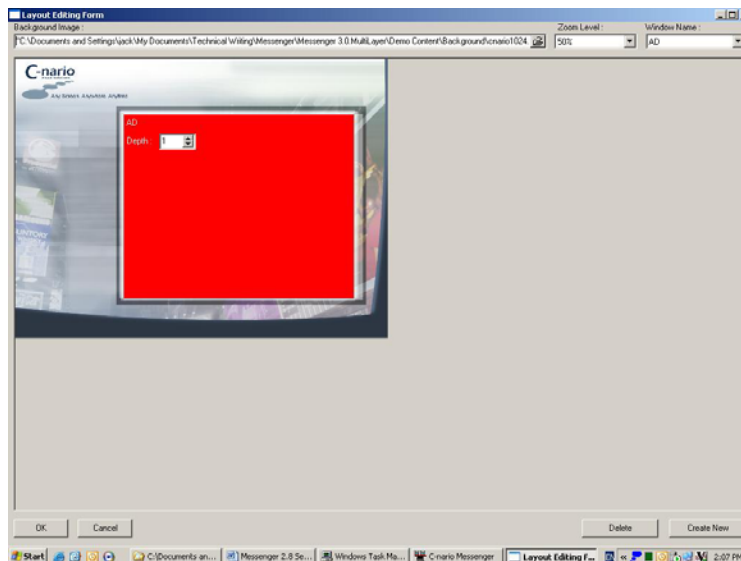



Figure 12. New Layout With Window

2. Now create two explicit playlists for the window [in this example "Ad"]

3. Press the  to open the **Property Playlist** window

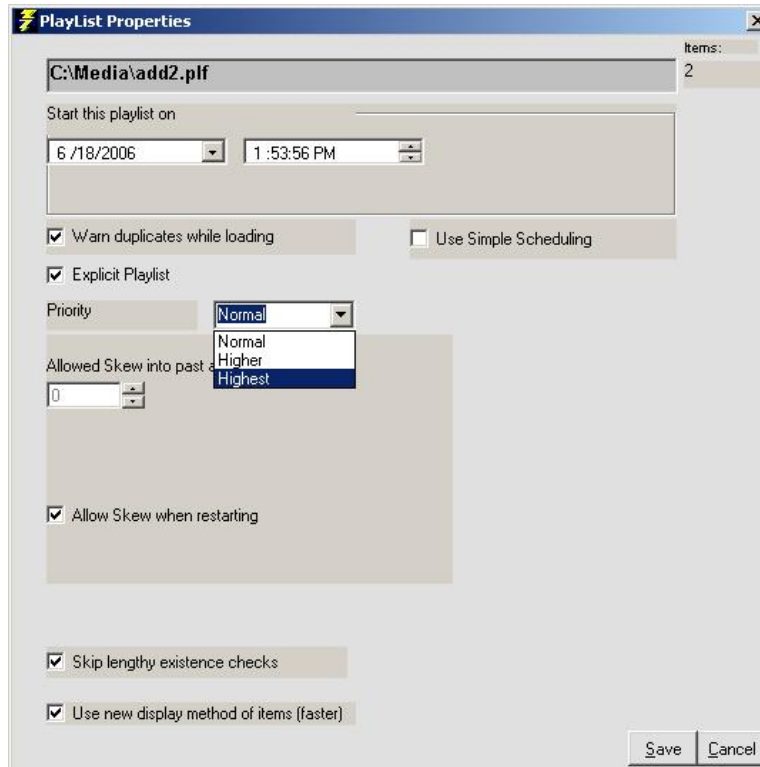



Figure 13. Playlist Properties Window

4. Enter the required date & time in the **Start this playlist on** text box.
5. Select the **Explicit Playlist** option.
6. Select the required **Priority** from the drop down menu. [The valid playlist set with the highest priority will take precedence].
7. Press **Save** to save your explicit playlist properties.
8. Press the  **Save As** button to name and save your explicit playlist.

Note
Continue and create the required number of explicit playlists

When you have sent this playlist to a player it will always play the closest item in range, in other words, after a restart the player will not start playback from the beginning of the playlist but will select the closest item in the playlist range according to the hour of the day

➤ To add additional playlists

1. In the **Playlist Control** tab page right click on the layout window listing to open the dropdown menu and select **Window Properties**. See Figure 14. The **Window Properties** window will open. See Figure 15.

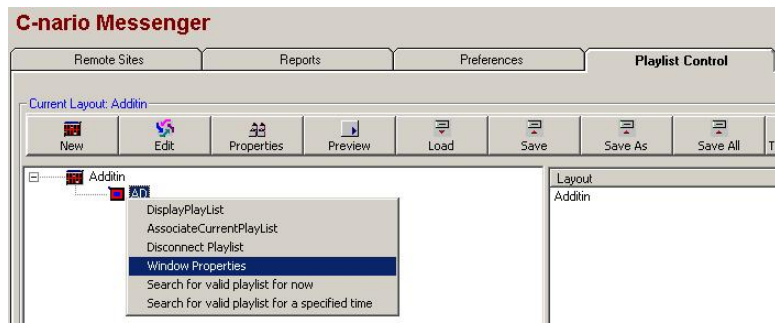


Figure 14. Window Properties Drop Down Menu

2. Select the **Explicit Playlist** tab page.

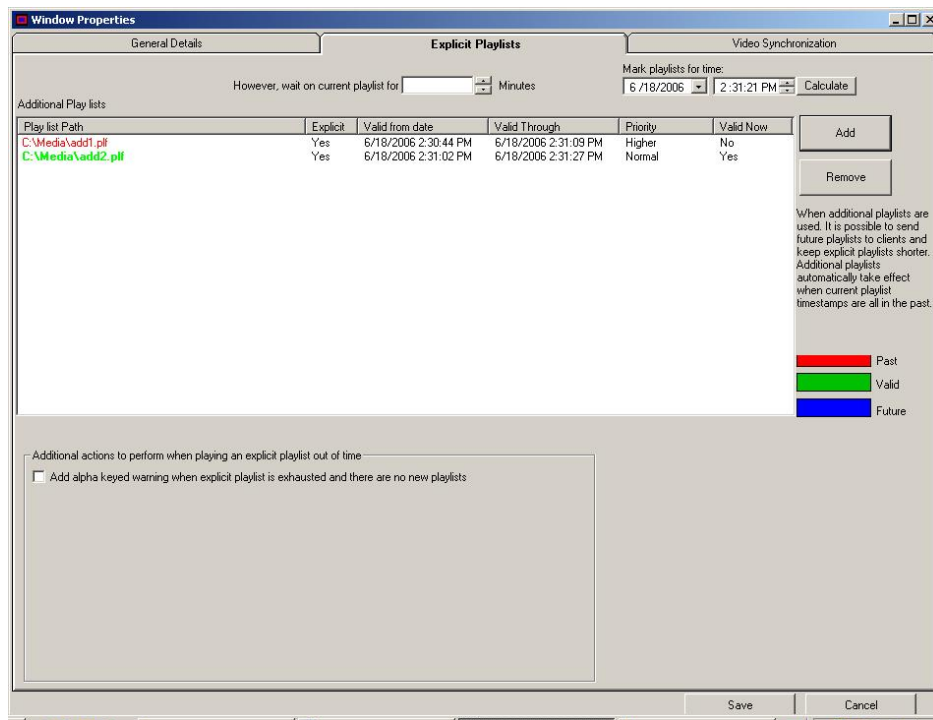


Figure 15. Window Properties Window Explicit Playlist Tab page

3. To add your explicit playlists to the window press the **Add** button and select the explicit playlist you wish to add. This must be repeated for each explicit list added. See Figure 15

Note
Do NOT use the Associate function to avoid having to un-associate the explicit playlist.

4. Playlists will be shown color coded; Past in red, Valid [current] in green and Future in blue.
5. Press the **Save** button and then the **Current Layout Save As** button.
6. Left clicking in the **Layout** pane of the **Playlist Control** tab page will add the explicit playlist to the tree listing in the left hand pane.

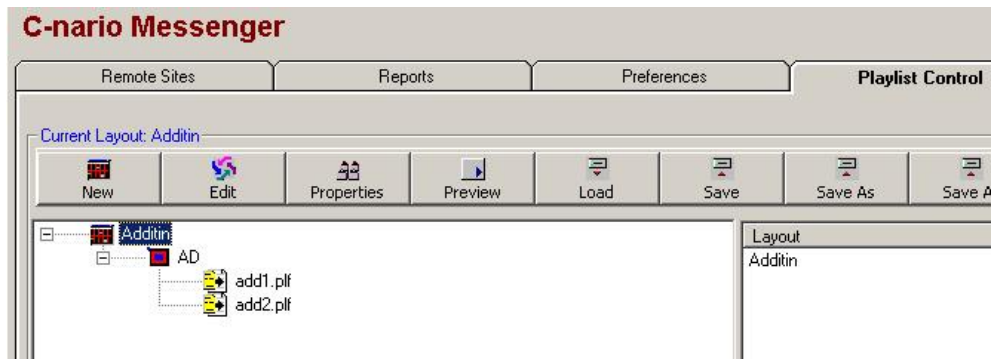


Figure 16. Explicit Playlist Listing

7. Send your Layout to the player/s in the normal way.

Note

1. When using multiple additional [explicit] playlists, in the event a playlist is no longer valid, date or time wise, the preceding playlist will continue to run until the next scheduled valid playlist.
2. Similarly, when an item in a playlist is missing, the next valid item within the playlist will play.
3. The player will never play a [invalid] playlist before its scheduled date and time.
4. The playlist will continue to play an item that is a looping-clip until the next valid item or valid playlist is set to play.

Schedule Layouts with higher priority

If a scheduled layout with a higher priority is sent to the player **without** the **Force switch on slave** active [See Figure 18] it will start playing according to its schedule.

➤ To schedule a layout with higher priority

1. Schedule your layout in the normal way and then double left click on the **Normal** icon in the **Layout Schedule** window [See Figure 17] to open the **Set Priority for this schedule** window.

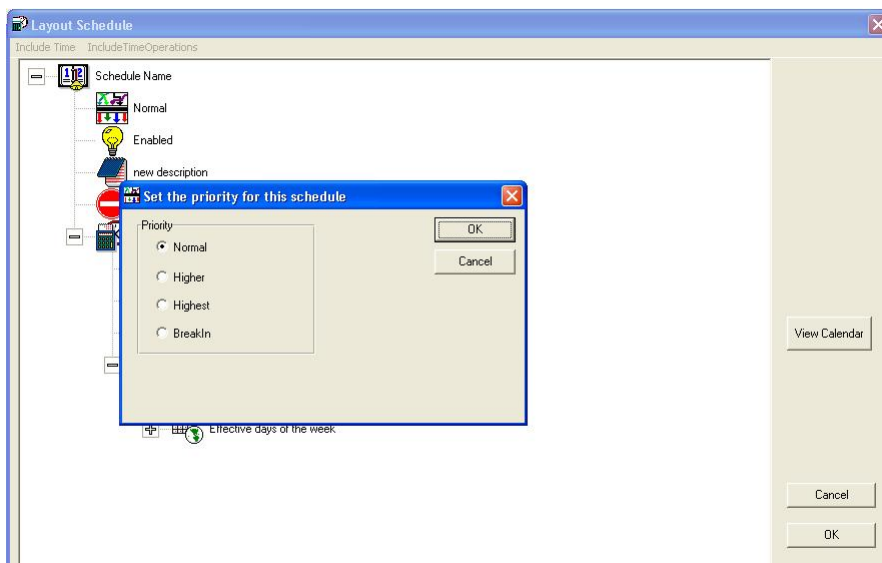


Figure 17. Set the Priority For This Schedule Window

2. Select the required priority as **Normal**, **Higher**, **Highest** or **Breakin**.

3. Press **OK** to save your setting.

Note

There is no longer any need to exclude the layout in order to include a different layout.

If a scheduled layout with a higher priority is sent to the player **without** the **Force switch on slave** active [See Figure 18] it will start playing according to its schedule.

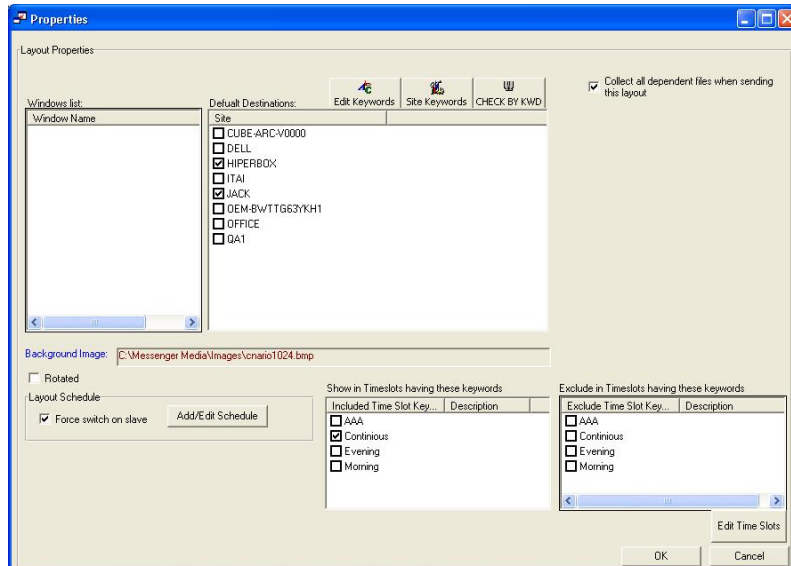


Figure 18. Properties – Layout Properties Force Switch On Slave

Scheduled layouts, with a higher priority than the one currently running [unscheduled], sent to the player **with** the **Force switch on slave** inactive will commence playing as soon as the system switch timer checks that it is valid. The system switch timer checks every few seconds [15] for changes.

Monitoring Pins

The following is a list of updated Pins, with extended functionality in Messenger SP, which can be of value at a control center for the monitoring of players health. The raw information that is provided back to the central control for diagnosis includes:

Layout playback status - provides information on layout playback status.

Current layout name - provides information on current layout name, if not playing; the last layout name will be displayed.

Current layout path - provides information on current layout path at the control center (not Transporter path).

Current window size - Holds window size in the form: left, Top, Right, Bottom.

Current item - display name of the currently playing item, default to the first window

Loaded layouts

Media path's layouts

Folder path's layouts - contain a collection of all layouts filename in a specific folder path.

Layout error state

Additional Playlists - contains a collection of all additional playlist

Adp - current additional playlist- provides information about current additional playlist

Adp - Current item Explicit Validity- describes the state of the current playlist item

Adp - Future Additional playlist- provides information on future ADP

Adp - past Additional playlist- provides information on past ADP

CE - reporting method- current state of CE playlists item reporting

Current window name - returns the current window name as defined by the appropriate input pin.

Error count media load - provides the number of failures while loading media files, see appropriate pin for clearing these counters.

Error count playlist load - provides the number of failures while loading playlists, see appropriate pin for clearing these counters.

Error last media file - provides the name of the last media file to fail, see appropriate pin for clearing these counters.

Error last playlist file

Last layout operations - contains a list of last layout related operations, each entry is comma separated string.

Layout error state - set current state for CE playlist item reporting

Layout playback status - provides information on layout playback status.

Layout age selection behavior - displays if to prefer layouts which have not been played for the longest time over newer ones.

Loaded layouts - contains a collection of layouts loaded into the player (as schedule and sent).

Maximum item sent - displays the maximum number of playlist items a player will send

Media path's layout names - contain a collection of all layouts filenames in first Transporter media folder; original sender files names are provided.

Missing files list - provides the comma separated list of file missing while playing.

Playlist items - provides TAB separated list of last batch of playlist items, useful for getting long lists.

Snap shots average travel time - The average time it takes to confirm snapshot.

Snap shot targets - a list of all masters this site sends snapshots.

Synch settings - define this system behavior for windows synchronization.

Time slots file creation date - displays the creation date of the currently loaded time slot data.

Time slots file loading status - indicates if a valid time slots data file has been loaded.

Time slots valid keywords - provides a list of effective keywords for the site, use appropriate input pin to refresh the list.

Playback Display Rotation

This functionality, previously activated by way of the Rotated check box [now removed from the Layout Properties window See Figure 53 on page 56 of C-nario Messenger 2.8 Operations Manual] is now accessible using the **Advanced Settings**.

Note

Before setting the rotation of the play back display it is necessary to prepare a layout with the correct resolution relative to the rotated display.

i.e. 768 horizontal and 1024 vertical. See Figure 19

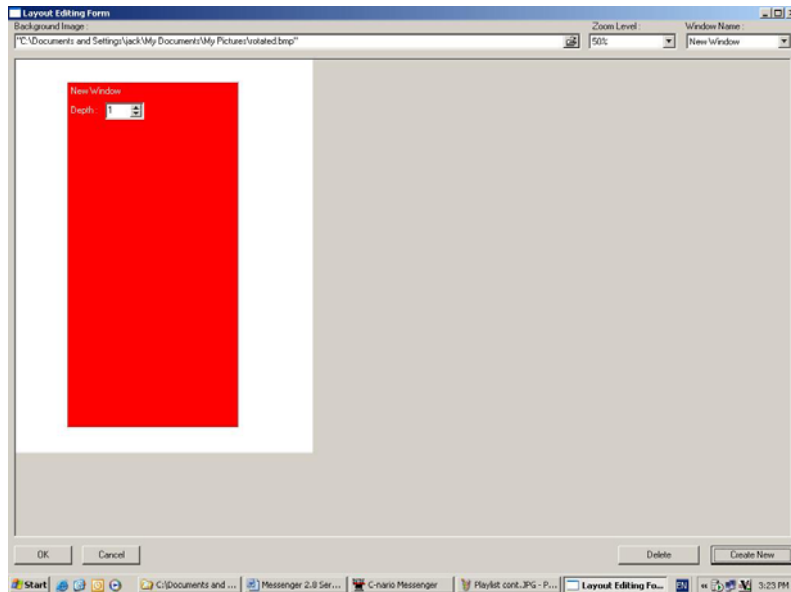


Figure 19. Layout Example - 768 horizontal and 1024 vertical Pixel Resolution



To set the playback display rotation

1. On the relative player/s press the **Layouts** button to open the **Multi View Layouts** window.
2. Select the **Options** button to open the **Options** window.
3. Go to the **Options** window **Advanced** tab page and press the **Edit Registry Settings** button to open the **StreamRoller/OctoSlave Options** window.
4. Select the **MultiHead** tab page. See Figure 20

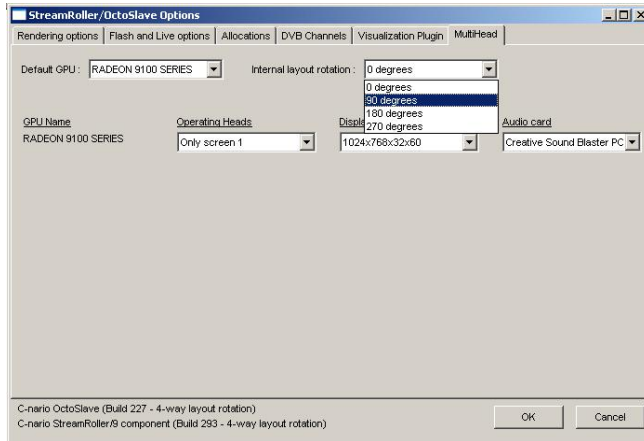


Figure 20. StreamRoller/OctoSlave Options window

5. Set the required display rotation and other settings and press **OK** to save your settings
6. Click on **OK** to close the **Options** window
7. Now send the layout [see example Figure 19] to the required player/s in the normal way.

MultiDisplay - New dual head definition

To play back a layout on players with two or more Graphics Processor Units [GPU]

Before beginning you need to have two or more displays connected to your player utilizing one or more Graphics Processor/s.

➤ To set the player Display Properties settings.

1. Open the **Display Properties** window to the **Setting** tab page

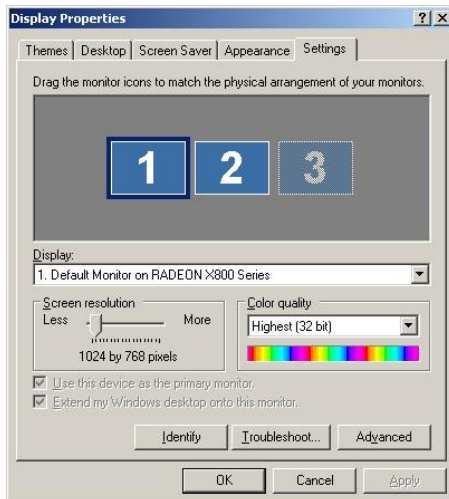


Figure 21. Display Properties Window

2. Select the secondary display [monitor] [in this illustration 2].
3. Check the Extend my windows desktop on to this monitor check box.

4. Drag the displays shown to the required configuration i.e. vertical, horizontal etc.
5. Click **OK** to save your settings.



To define the display cluster on the player:

1. Press the **Layout** button to open the **Multi View Layout** window.
2. Press the **Options** button to open the Option windows and go open the **Advanced** tab page.
3. Press the Edit Registry Settings button to open the StreamRoller/OctoSlave Options window.
4. Open the **MultiHead** tab page.

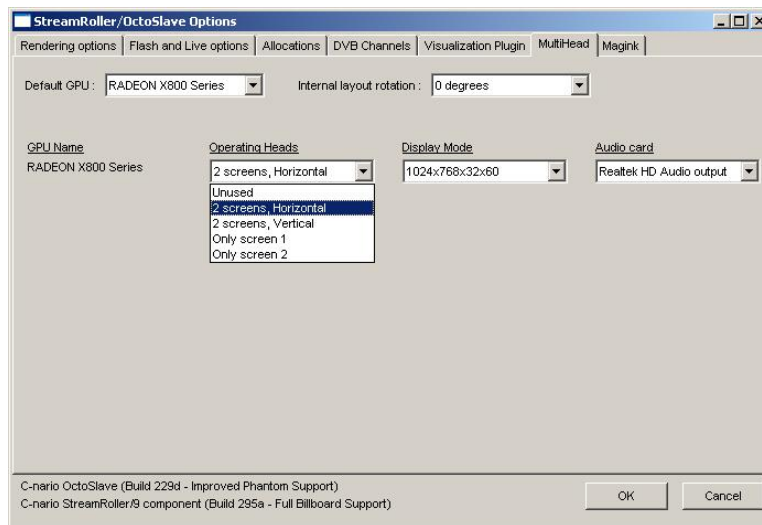


Figure 22. StreamRoller/OctoSlave Options – MultiHead Tab Page

5. Select your required **Operating Heads** configuration from those listed in the dropdown.
6. Click **OK** and **OK** again to save your settings.



Now create a multiple display layout on the master station

7. Create your layout with a background bmp sized to the combined resolution of your display cluster. In this example 2 horizontal 768x1024 making a combined resolution of 768x2048.

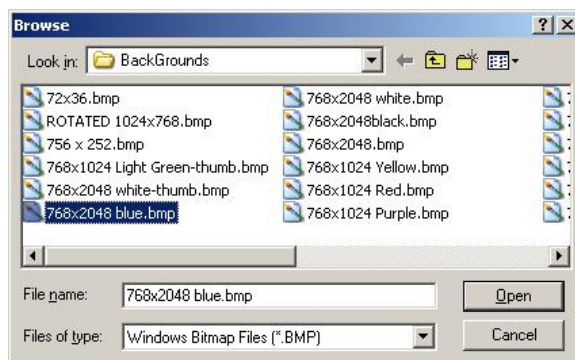


Figure 23. Select Background bmp File



8. Continue to create, deploy and playback your layout to the display cluster player/s in the normal fashion.

Visualization

This function is available as an optional extra; it invokes the playback of a graphic display of the currently playing audio file in a selected window of the layout.

To use this functionality you need to have installed G-Force music visualizer for media players on a master station [if you want to use the Preview function] and on the player/s that will playback the layout with visualization. Contact **C-nario Support** for further details.

- To add a visualization to a sound item in a window [On the master station]

1. Press the  button to open the Options window.
2. In the Advanced tab page press the  button to open the **StreamRoller/OctoSlave Options** window.
3. In the **Visualization Plugin** tab page use the browse to select and add your **G-Force.dll** file to the **Plugin DLL location** text box.
4. Enter the **G-Force Key** provided by **G-force** in the text box.
5. Press **OK** and **OK** again to save your settings.
6. Double click on the selected sound file to open the **Audio Properties** window.
7. Check the **Show Visualization** check box. [You also have the option to select to **Apply this visualization setting for all subsequent audio items** playing in this window] See Figure 24

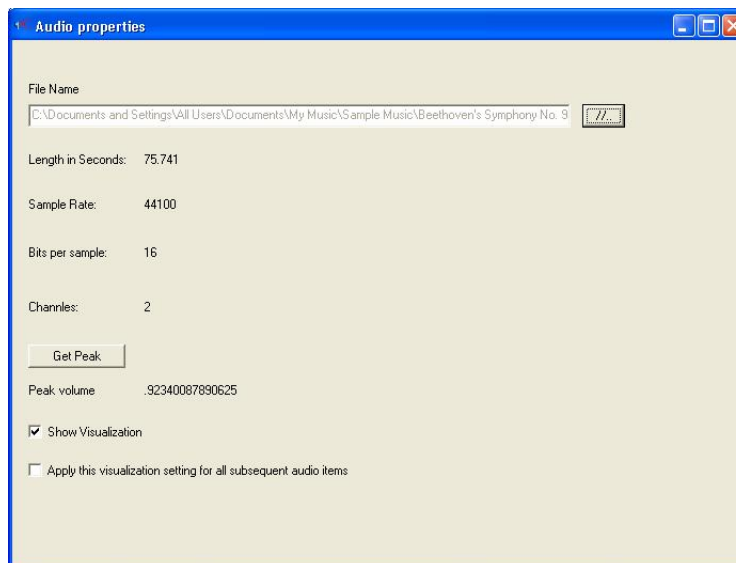
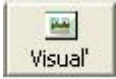


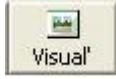
Figure 24. Audio Properties Window

8. Close the **Audio Properties** window and press **Save** to save your changes.

9. Press **Save All** to save the changes to your layout.

The layout will now play with audio visualization playing in the selected window.

➤ To invoke the  button and enable visualization of audio drawn from selected audio sources

1. Contact C-nario Support for details on how to invoke the  button in your software suite.

2. Pressing the  opens the **Sound Visualization** window. See Figure 25

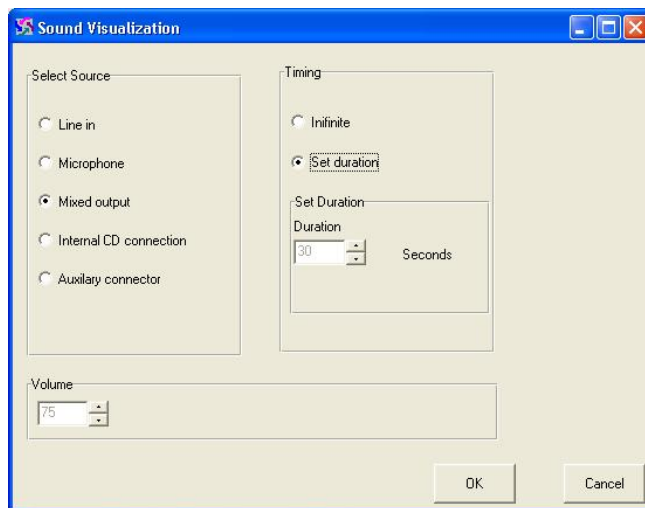


Figure 25. Sound Visualization Window

3. In the **Select Source** pane choose the required audio source from the available options by checking the relative radio button.

4. In the **Timing** pane select either **Infinite** for looped playback or **Set Duration** to set the required playback time.

5. Set the required **Volume** and press **OK** to save your settings and close the **Sound Visualization** window.

6. Press **Save** and **Save All** to save your layout changes.

➤ To enable visualization functionality in the player/s

7. On the relative player/s press the **Layouts** button to open the **Multi View Layouts** window.

8. Press the **Options** button to open the **Options** window.

9. In the **Advanced** tab page press the  button to open the **StreamRoller/OctoSlave Options** window. [See Figure 20]

10. In the **Visualization Plugin** tab page use the browse to select and add your **G-Force.dll** file to the **Plugin DLL location** text box.
11. Enter the **G-Force Key** provided by G-force support in the text box.
12. Press **OK** and **OK** again to save your settings.

Your player is now enabled to playback audio with media visualization



Chapter 5

SQL DATABASE ACCESS

The following items detail the upgraded functions relative to Messenger™ 2.9 Service Pack Database functionality.

Database functionality

SQL database functionality is now further extended to enable additional operational information, relative to the management and control of an almost unlimited number of C-nario Players included in a large area network, to be tracked and accessed.

User can now track in the database the current and future status of the site connectivity, transfer jobs, player watch dog events and more.

The setting of all this is can be established and accessed from the C-nario Messenger Preferences tab page.

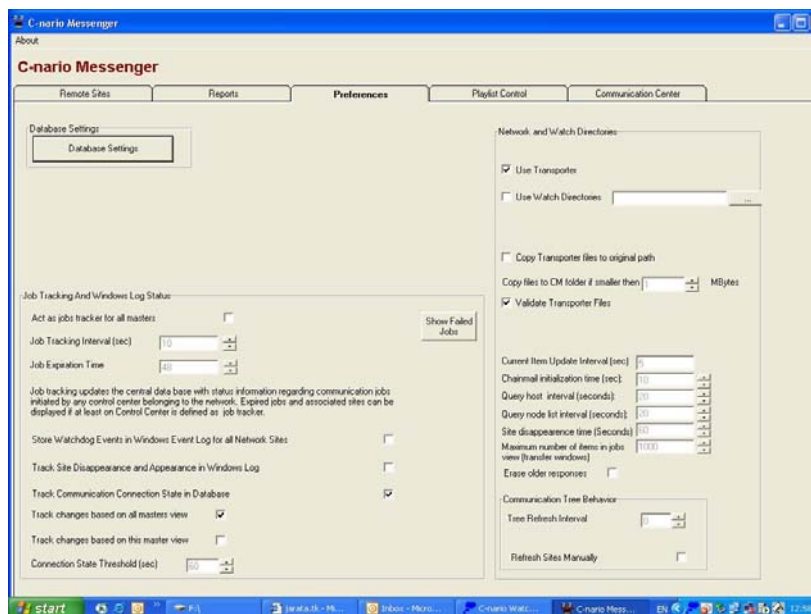


Figure 26. Preferences Tab Page

The extensive deployment of 'Tool Tips' and the intuitive GUI make the task of utilizing the extended functionality and easy transition.

Data maintained in the database relative to **DB WatchDog Events**, **Failed Jobs in DB** and **Show Connection History** can all be accessed from dedicated buttons on the **Communication Center** tab page.

While access to some of this data is not readily represented in the GUI it is still easily and intuitively accessible using standard SQL database tools.

Job Tracking and Windows Log Status

Job tracking updates the central database with status information regarding communication jobs initiated by any Master station belonging to the network. Only one master station can be defined as the job tracker that will enter the relative operating information to the database. Expired jobs and associated sites can however be displayed at any/all Master stations on the network.

Job Transfer

Checking the **Act as jobs tracker for all masters** and setting the required Track parameters adds the relative operating information to the database. This is accessible as a table showing transfer confirmation/failure relative to each Player node [Site] in the network.

There are 2 parameters to be set:

- Job tracking interval (in seconds) – to establish the interval that the system will monitor filed jobs in
- Job Expiration time (in hours) – to define the elapsed time between the creation of the job until it is considered to be a failed job. i.e., if a job was sent to 100 sites and after 48 hours a site has not confirmed receipt of this job, it will be considered to be a failed job

Show Failed Jobs

After activating the **Act as jobs tracker for all masters** and setting the required

Track parameters simply pressing the  button opens the Show Failed Jobs window listing details of the relative jobs and sites they were intended for.

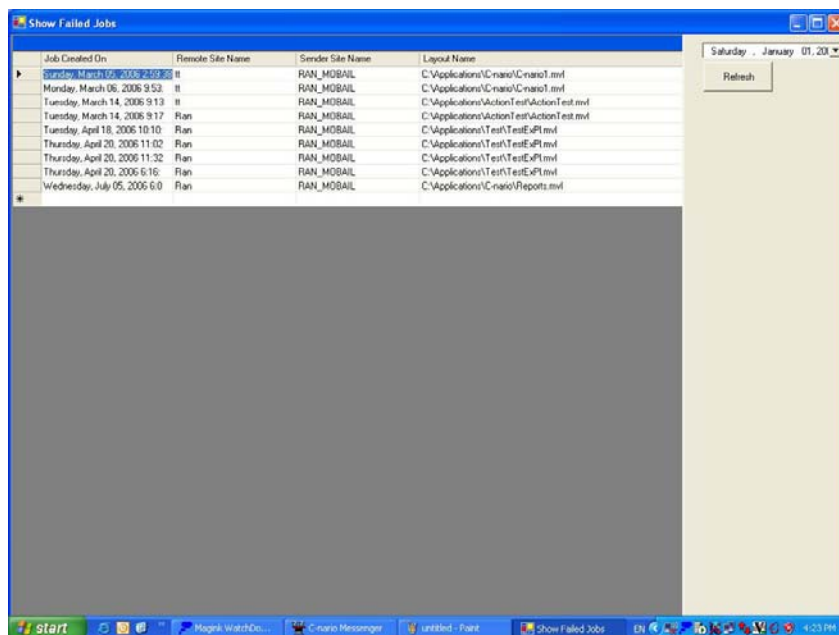


Figure 27. Show Failed Jobs Window

The **Show Failed Jobs** window displays a listing of all failed jobs [transfers of Layouts to Sites/Players that failed]. The listing, relative to the selected date includes

Job Created On, Remote Site Name, Sender Site Name and Layout Name. The listing can be updated at any time by pressing the **Refresh** button.

Note

1. Errors can also be recorded and accessed via the Windows Event Logger
2. It is also possible to connect to client systems monitoring and control software

Store WatchDog Events in the database

Tracking watch dog events can be done by any Master station belonging to the network. The system will store and present the "basic.log" of each one of the logpacks created in the players

Store WD events

Checking the **Store Watch Dog Events in Windows Event Log for all Networks Sites** in the **Preferences** tab adds the relative operating information to the database. This is accessible as a table showing watch dog events

DB Watch Dog events

Pressing the DB WatchDog Events in the Communication Center tab button opens the Collected WatchDog Events window.

Player	Event Time	Component Name	Reason For Event	Action Taken
Run	2/28/2006 1:31 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 12:21 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 12:30 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 3:01 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 3:13 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 3:57 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 4:00 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 4:05 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/5/2006 12:36 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	3/6/2006 2:03 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	4/5/2006 9:12 PM	OctoSlave	Negative trigger timed out: AddItemToQueue	Restart
Run	4/6/2006 9:27 PM	OctoSlave	Negative trigger timed out: AddItemToQueue	Restart
Run	4/7/2006 9:44 PM	OctoSlave	Negative trigger timed out: AddItemToQueue	Restart
Run	4/10/2006 9:43 PM	OctoSlave	Negative trigger timed out: AddItemToQueue	Restart
Run	4/18/2006 1:01 PM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/18/2006 1:02 PM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/18/2006 11:49 AM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/18/2006 11:51 AM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/18/2006 11:52 AM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/18/2006 11:54 AM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/18/2006 12:02 PM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/18/2006 12:17 PM	Chaimal	Negative trigger timed out: PuffOfEvents	Restart
Run	4/20/2006 11:39 AM	OctoSlave	StartScreen - Exception !: Access violation at address 0C30B1F2 in module	Restart
Run	4/20/2006 4:33 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	4/20/2006 6:13 PM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/20/2006 6:17 PM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/23/2006 10:55 AM	DINA	Terminating app, reason was Bad ID !	Restart
Run	4/23/2006 6:27 PM	StreamRoller	Terminating app, reason was D3D device lost - possibly a screen-saver ?	Restart
Run	4/27/2006 11:12 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/27/2006 11:37 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/27/2006 11:38 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/27/2006 11:39 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	4/27/2006 11:39 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	5/14/2006 12:53 PM	Advertiser	Program encountered an internal error	Restart
Run	5/15/2006 11:05 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	5/15/2006 11:05 AM	OctoSlave	Error while testing a flash - Exception !: The data necessary to complete this	Restart
Run	5/15/2006 5:28 PM	Criano Player	Application was restarted by System Configuration Device	Restart

Figure 28. Collected WatchDog Events Window

The Collected WatchDog Events window displays a listing of recorded events relative to the Player, including Event Time, Component Name, Reason For Event and Action Taken.

Track communication connection History

Tracking the connection of the Messenger sites in the database allows for the tracking, at any time, of the connectivity history of the sites. This is important for monitoring of

connectivity problems. In a large network it is very hard to track, in real time, if a player is connecting and disconnecting for some reason, or, if a transferred job failed, to see if this site was disconnected during this time. Tracking the connectivity information in the database allows you to monitor and check what the status of your network was at any time.

Track communication

Checking the **Track communication connection state in Database** in the **Preferences** tab adds the relative operating information to the database. The following options will open up:



Track changes based on all masters view – if checked, will track in the database the connectivity history according to all masters in the system

Track changes based on this masters view – if checked, will track in the database the connectivity history according to the current master only

Connection State Threshold – will establish the time that a site that was disconnected and it will be recorded in the database as disconnected

Show Connection History

Pressing the Show Connection History button in the Communication Center tab opens the Sites Connection History window.

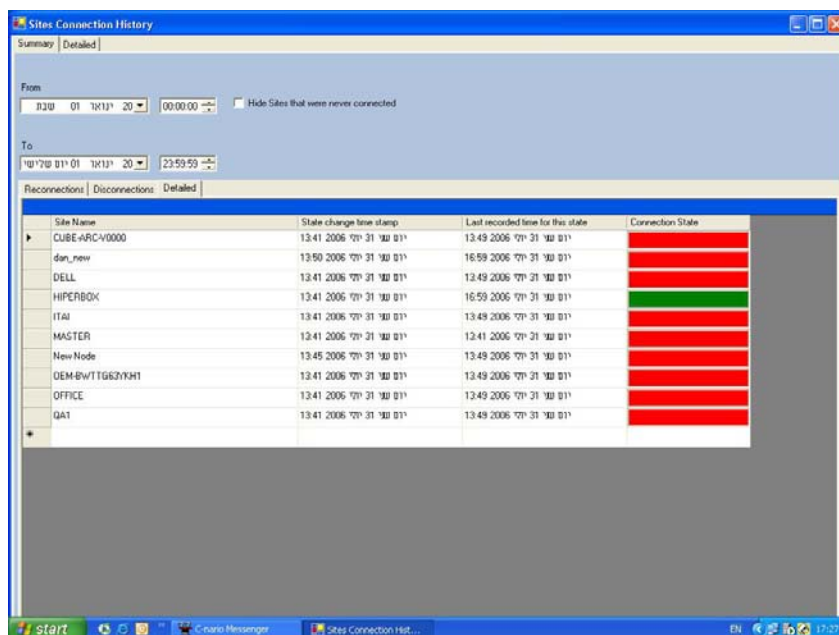


Figure 29. Sites Connection History Window – Detailed Tab

The Sites Connection History window includes the Summary and Detailed tab pages.

The Summary tab page includes the Reconnections, Disconnections and Detailed tab pages.

The Reconnections tab page lists the Total Reconnections by Site Name.

The Disconnections tab page lists the Total Disconnections by Site Name

The Detailed tab page lists each Site Name followed by the State change time stamp, Last recorded time for this state and a color coded Connection State.