

Gekkota G3/G4

Troubleshooting options

1	Introduction	5
2	Features	5
2.1	Common	5
2.1.1	Flash execution need to be (always) allowed in Web browser when connecting to the device WebUI	5
2.1.2	Access to player WebDAV directory	5
2.1.3	Export a playout	5
2.1.4	Configuration script filename pattern	7
2.1.5	Adjust display duration for the message “ <i>content temporarily unavailable (code <i></i> ”	7
3	Troubleshooting options	8
3.1	Message on the monitor (or TV set)	8
3.1.1	Gekkota 3	8
3.1.1.1	Content temporarily unavailable <media path file name> (code <i>	8
3.1.2	Gekkota 4	9
3.1.2.1	Content temporarily unavailable <media path file name> (code <i>	9
3.1.2.2	This content <media path file name> is not compatible with this platform (or device)	9
3.2	Common	10
3.2.1	Platform facing video decoding capabilities	10
3.2.2	Increase overall performances by optimizing audio decoding	10
3.2.3	MS-PowerPoint in playfolder: transparency	10
3.2.4	MS-PowerPoint played infinitely	11
3.2.5	Download a playout containing playfile/playfolder to a player takes an unexpected very long time	11
3.2.6	Bitrate limitation & WebUI connection	11
3.2.7	Playout (requiring remote resource) not taken by the player	11
3.2.8	AVCmd not activated by default	11
3.2.9	Unexpected screen brightness modification at player boot-up when AVCmd is activated	11
3.2.10	Part of playout update with USB stick	11
3.2.11	Player reboot when using Slide Maker with transition between medias	12
3.2.12	Several medias of the same type played at the same time	12
3.2.13	Using UDP streaming	12
3.2.14	Player not able to fetch new content from WebDAV server (behaviour “infinite”)	12
3.2.15	Playlist and playfolder of audio medias in main zone of visual-channel with PlugnCast G3	12
3.2.16	Audio conflict between visual and audio channel when playing URI Web page	12
3.3	Specific to some player	13
3.3.1	Gekkota RT	13
3.3.1.1	Gekkota don’t start automatically at player boot-up when date is very old	13
3.3.1.2	Not able to connect to the player randomly at start-up (and unexpected “No licence” message)	13
3.3.1.3	MS-PowerPoint on XP SP2	13
3.3.1.4	Performances Windows 7+ versus Windows XP	13
3.3.1.5	Unexpected software pop-up prompt or Windows task bar appearing	13
3.3.1.6	MS-Windows Starter Edition / Basic Edition / XP: tearing	13
3.3.1.7	MS-Windows 7 and theme “aero”	14
3.3.1.1	MS-Windows: unexpected error message content temporarily unavailable	14

3.3.1.2	Gekkota start-up time _____	14
3.3.1.3	Windows system on NEC device: stand-by with OPS module _____	14
3.3.1.4	Windows system with EWF activated _____	14
3.3.1.5	Using SQL server Web IDL _____	16
3.3.1.6	Facing unexpected black pictures artefact when hardware acceleration is activated _____	16
3.3.1.7	Monitor-monitoring not supported on some PC Windows configuration _____	16
3.3.1.8	Installing a virtual machine could prevent SignMeeting to work on Gekkota RT _____	16
3.3.1.9	DVB-T on USB not supported properly (since 5 April 2016) _____	17
3.3.1.10	Make work Gekkota Web server on other port than default port 8080 _____	17
3.3.1.11	Overscan _____	17
3.3.2	Gekkota SMA300 _____	18
3.3.2.1	Player synchronization _____	18
3.3.2.2	Installation error message displayed in case wrong PlugnCast G3 configuration _____	18
3.3.2.3	Flash and YouTube _____	18
3.3.2.4	Driver USB-to-serial _____	18
3.3.2.5	Unexpected black screen while transition from image to video (color key) _____	18
3.3.2.6	Unexpected vertical synchronization lost with some TV set leading to black screen _____	18
3.3.3	Gekkota DMB400 _____	19
3.3.3.1	HDMI-input & URI Audio/video input _____	19
3.3.3.2	MS-PowerPoint _____	20
3.3.3.3	Resolution mode and monitor compatibility _____	20
3.3.3.4	Dual decoding _____	20
3.3.3.5	WebUI unavailable is case using invalid DNS and activating NTP server _____	21
3.3.4	Gekkota DMB300 _____	21
3.3.4.1	Unexpected video skip frame with TNT decoding or video Mpeg4 HD _____	21
3.3.4.2	BLDK module not updated since version Gekkota 3.12.10 _____	22
3.3.4.3	Web site image not displayed sometimes _____	22
3.3.4.4	Deinterlacer filter _____	22
3.3.4.5	2 MS-PowerPoint at the same time _____	22
3.3.4.1	RS232 Command _____	22
3.3.4.1	WLAN may be inactivated in case NTP server is activated _____	23
3.3.4.1	WLAN is inactivated as soon as the WebUI page is validated _____	23
3.3.5	Gekkota DMC200 _____	24
3.3.5.1	Unexpected video skip frame with TNT decoding or video Mpeg4 HD _____	24
3.3.5.2	Deinterlacer filter _____	24
3.3.5.3	Web site image not displayed sometimes _____	24
3.3.5.1	Infrared _____	24
3.3.5.1	DVB-T with Express card Hauppauge _____	25
3.3.5.1	“Bus error” when booting implying infinite player reboot _____	25
3.3.5.2	Flash and YouTube _____	25
3.3.5.3	RS232 Command _____	25
3.3.5.1	Fail soft mode is not working with some specific players _____	25
3.3.6	Gekkota SMT210 _____	26
3.3.6.1	Flash and YouTube _____	26
3.3.6.2	NFC badging _____	26
3.3.6.3	WLAN is inactivated as soon as the WebUI page is validated _____	26
3.3.7	Gekkota SMA200/SMP200 _____	26
3.3.7.1	Flash and YouTube _____	26

4 Gekkota Desktop _____ 27

4.1 Access to the Gekkota Desktop preferences _____ **27**


1 Introduction

The goal of this document is to give some troubleshooting options when facing some kind of issues with Gekkota G3.

2 Features

2.1 Common

2.1.1 Flash execution need to be (always) allowed in Web browser when connecting to the device WebUI

Requirement	Troubleshoot & Fix
WebUI	<p>It is required to [always] support flash plugin execution to be able to view properly the device WebUI</p> <p>ex for Google Chrome Web browser chrome://settings/</p>  <p>in Chrome browser, avoid to use the option “ask before allow site to execute Flash (recommended)”. Because in some case, the Flash plugin could not be run properly</p>

2.1.2 Access to player WebDAV directory

Requirement	Description
WebDAV directories	<p>These directories are available through the player WebDAV server</p> <p>Player configuration <a href="http://<player_IP_Addr>/.admin/">http://<player_IP_Addr>/.admin/</p> <p>Player content <a href="http://<player_IP_Addr>/.playout/">http://<player_IP_Addr>/.playout/</p> <p>Player status <a href="http://<player_IP_Addr>/.status/">http://<player_IP_Addr>/.status/</p> <p>Player log <a href="http://<player_IP_Addr>/.log/">http://<player_IP_Addr>/.log/</p> <p>The WebDAV directories can be listed with the URL <a href="http://<player_IP_Addr>/?list_directory">http://<player_IP_Addr>/?list_directory</p>

2.1.3 Export a playout

Requirement	Description
Export a playout	<p>Playout can be exported as tar.gz from the player to your PC with a Web browser</p> <p>Type the URL in your Web browser <a href="http://<your_player_IP_address>/.playout/?export">http://<your_player_IP_address>/.playout/?export</p>

The payout is stored by default in `C:\Users\<user_name>\Downloads` as an archive `tar.gz`

Compatibility: to be able to inflate properly the archive, the used software has to support UTF8 (supported only on very latest version 2016)

- WinRar V5.40 beta1 (or above)
- 7Zip V9.5 (or above)

limitations: the medias whose relative path is more than 100 characters are not exported in tar.gz

2.1.4 Configuration script filename pattern

Requirement	Description
Configuration script filename pattern	<p>These configuration filename patterns are supported through USB:</p> <ul style="list-style-type: none"> - 000000000000.js - <MAC>.js (upper case only for <MAC>) <i>For example: 001CE602FC01.js</i> - <Mac>.configuration.js (lower case as well as upper case for <MAC>) <i>For example: 00-1C-E6-02-FC-01.configuration.js or 00-1c-e6-02-fc-01.configuration.js</i> - <hostname>.configuration.js (lower case as well as upper case for <hostname>) - <UUID>.configuration.js (lower case as well as upper case for <UUID>) - configuration.js

2.1.5 Adjust display duration for the message “*content temporarily unavailable (code <i>)*”

Requirement	Description
Display duration of the message “ <i>content temporarily unavailable (code <i>)</i> ”	<p>It is possible to adjust display duration of message <i>content temporarily unavailable (code <i>)</i> by setting <code>innes.xpf.media-error-duration</code> in second.</p> <p>In case set to 0, the message is not displayed at all</p>

3 Troubleshooting options

3.1 Message on the monitor (or TV set)

3.1.1 Gekkota 3

3.1.1.1 *Content temporarily unavailable <media path file name> (code <i>)*

Requirement	Troubleshooting option
When a media required by your playout is missing on the device, the error message “ content temporarily unavailable code: <media path file name> (code <1>) is displayed	(Gekkota 3) To solve the issue, publish again the playout on the device after having checked that: <ul style="list-style-type: none"> - in CMS (Screen Composer or PlugnCast), the media used is still existing in your library - the exact path file name is matching with the one in the manifest - your playlist do not refer this obsolete media
When a media embedded in your playout is not supported by your device, the error message “ content temporarily unavailable code: <media path file name> (code <0>) is displayed	(Gekkota 3) To solve the issue, remove this (not supported) media of your playout and publish it again. For more information about supported media, refer to Gekkota supported medias and performances

3.1.2 Gekkota 4

3.1.2.1 Content temporarily unavailable <media path file name> (code <i>)

Requirement	Troubleshooting option
code 404 (= error code HTTP 404 = file not found)	(Gekkota 4) To solve the issue, publish again the playout on the device after having checked that: <ul style="list-style-type: none"> - in CMS (Screen Composer or PlugnCast), the media used is still existing in your library - the exact path file name is matching with the one in the manifest your playlist do not refer this obsolete media
code 403 (= error code HTTP 403 = access denied)	The remote media is not available (serveur unavailable)
code 401 (= error code HTTP 401 = authorization required)	The playback of the medias requires authentication (or login/user name are not correct)
Code 0 (Mixed Content) = media https viewed from http domain PlugnCast (or reciprocally)	PlugnCast only: http URI can not be viewed from PlugnCast https domain
Code 0 = media not supported at all by your device	ex: .swf not supported on DM4/SM3
Code 1 = an error occurred when the media has been inserted in the dom (bind) Code 2 = erreur lors de l'activation du viewer (play) Code 3 = media repeat error	An error occurred with your media when playing the playout. Please contact support@innes.fr for more information
Code 5 = event error sur xhr de control Code 6 = event abort ou timeout sur xhr de control*	change the media behavior to try to solve the issue
Code 4	Not supported by your device (outside requirements). Remove the medias from your playout and publish again Or linked medias missing (double check that the medias is in the library)

3.1.2.2 This content <media path file name> is not compatible with this platform (or device)

Requirement	Troubleshooting option
When a media embedded in your playout is not supported by your device, the error message " this content <media pathfile name> is not compatible with this device " is displayed	(Gekkota 4) To solve the issue, remove this (not supported) media of your playout and publish it again. For more information about supported media, refer to Gekkota supported medias and performances

3.2 Common

3.2.1 Platform facing video decoding capabilities

Requirement	Troubleshooting option
Possibility to skip frame	<p>In case player is not able to decode in real time (platform capability limitations), a preference <code>innes.video-with-audio.skip-late-frames</code> permits to choose wanted video behaviour: + The late frames are skipped (not rendered), so video becomes 'spasmodic', but audio and video stay synchronized</p> <p>The late frames are rendered, so video can be a little bit slower, and audio can be unsynchronised to video (in advance)</p> <p>Possible values:</p> <p>'false' : never skip frames, audio can be unsynchronised;</p> <p>'true' (default) : skip late frames, audio and video stay synchronised</p>

3.2.2 Increase overall performances by optimizing audio decoding

Requirement	Troubleshooting option
Optimize audio-video decoding	<p>Audio sample rate converter consumes CPU time and may decrease the overall performances. It is possible to optimize the audio by setting the preference <code>innes.avkit.audio-output-sample-rate</code> which defines the used audio framerate</p> <ul style="list-style-type: none"> - '44100' : 44.1KHz framerate (default) - '48000' : 48KHz framerate

3.2.3 MS-PowerPoint in playfolder: transparency

Requirement	Troubleshooting option
Playfolder transparency	When playing a MS-PowerPoint media in playfolder, set background as transparency to see the Playzilla background colour

3.2.4 MS-PowerPoint played infinitely

Requirement	Troubleshooting option
MS-PowerPoint : duration per page	When inserted in Screen Composer or PlugnCast, duration per page is often null (0). If played once, the MS-PowerPoint will be played infinitely. Set a duration not null (ex: 10 sec per page) so that the media MS-PowerPoint can end

3.2.5 Download a playout containing playfile/playfolder to a player takes an unexpected very long time

Requirement	Troubleshooting option
Create subfolder in Screen Composer when using playfile or playfolder	When a playfile or playfolder is created in Screen Composer G3, at the publishing, the entire parent directory of playfile variable or playfolder variable is downloaded in the player even if some of them will not be used Think to create subfolder in Screen Composer when using playfile or playfolder else the entire library could be downloaded in the player! <i>Note: this constraint does not exist with PlugnCast G3</i>

3.2.6 Bitrate limitation & WebUI connection

Requirement	Troubleshooting option
Bitrate limitation	When the player bitrate limitation is set to low rate of 128kbps (or below), the connection to the WebUI could be very very long. In case issue to connect to the WebUI after having set the bitrate limitation due to poor network reactivity, you can inject a script by USB to inactivate again the bitrate limitation Please refer to Gekkota application note configuration-by-script

3.2.7 Playout (requiring remote resource) not taken by the player

Requirement	Troubleshooting option
Remote ressource	In case remote resource is not available at the moment of the publication, the playout is not taken by the player <i>Indeed, when reading the manifest the player is checking that all the resource to be downloaded are available</i>

3.2.8 AVCmd not activated by default

Requirement	Troubleshooting option
AVCmd inactivated by default	Web IDL AVCmd TCP/IP, serial & DDC profiles are not activated* by default in Gekkota. Refer to Gekkota application note AVCmd for more information <i>Except for SMA300</i>

3.2.9 Unexpected screen brightness modification at player boot-up when AVCmd is activated

Requirement	Troubleshooting option
AVCmd compatibility	Some unexpected brightness modification has been noticed at player boot-up (ex: DMC200) when AVCmd is activated with a specific device (ref: Philips 223V)

3.2.10 Part of playout update with USB stick

Requirement	Troubleshooting option
Part of a playout can be updated with USB stick (ex: only a directory content)	Refer to Gekkota application note USB injection

3.2.11 Player reboot when using Slide Maker with transition between medias

Requirement	Troubleshooting option
Double CSS transition	Double CSS transition are not supported (and could make reboot the player) For example playing slideshow Slide Maker containing fading objects (with transition activated between media)

3.2.12 Several medias of the same type played at the same time

Requirement	Troubleshooting option
several instances of same media played at the same time	<p>Playing several instances of same media type like MS-PowerPoint, video and horizontal scrolling text is not supported and could imply playback error leading to unexpected error message content temporarily unavailable</p> <p>In case a media is inserted in a region of a grid, the media is considered as played even if region is not visible. To avoid any unexpected issue, do prefer attribute this kind of media in a same region (ex: one region is dedicated to videos, another one for horizontal scrolling texts, ...)</p> <p>For more information, refer to Gekkota supported media and performances</p> <p>Note for DMB300 only: 2 instances of MS-PowerPoint are allowed to be viewed at the same time</p>

3.2.13 Using UDP streaming

Requirement	Troubleshooting option
UDP streaming	In case facing issue with UDP streaming, please refer to Gekkota application note encoder/streamer application notes for more information

3.2.14 Player not able to fetch new content from WebDAV server (behaviour “infinite”)

Requirement	Troubleshooting option
<i>A playout file content can be updated automatically by connecting to WebDAV server every n minute</i>	In case the media behaviour is “played infinitely”, the media content is never updated. To solve the issue, set the media behaviour “played 1X”

3.2.15 Playlist and playfolder of audio medias in main zone of visual-channel with PlugnCast G3

Requirement	Troubleshooting option
<i>Support of playlist of audio medias or playfolder of audio medias</i>	It is recommended to insert playlist of audio medias (or playfolder of audio medias) in audio zone. Else in case playlist of audio medias (or the playfolder of audio medias) is inserted in main zone of visual channel, the audio cannot be rendered properly and the error message *content temporarily unavailable (code 0)* is raised on the screen

3.2.16 Audio conflict between visual and audio channel when playing URI Web page

Requirement	Troubleshooting option
<i>Audio of visual channel is muted when an audio channel exists except when the media is an URI Web page</i>	In case you need to render audio of Jack 3’5 or on HDMI with audio channel or zone audio of audio visual channel, it is not recommended to play an URI of Web page (like YouTube) in visual channel else the both audio tracks from Web page and and audio channel is heard (conflict between audio tracks). At this time there is no workaround. Remove either the audio channel, either the URI of visual channel

3.3 Specific to some player

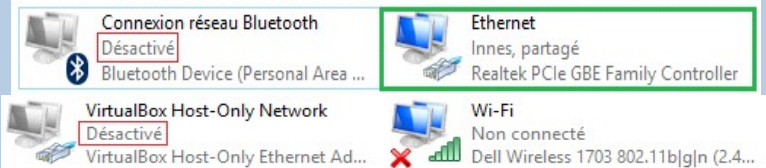
3.3.1 Gekkota RT

3.3.1.1 Gekkota don't start automatically at player boot-up when date is very old

Requirement	Troubleshooting option
Gekkota RT can work with time&date in the past	In case time&date is very old (especially when time&date is set before the last software update date), Gekkota is not starting at boot-up. To solve the issue, set the date on time or set the date after the last software update date

3.3.1.2 Not able to connect to the player randomly at start-up (and unexpected "No licence" message)

Requirement	Troubleshooting options
Gekkota is using first LAN interface of MS-Windows system	In case several LAN interfaces (Blue Tooth LAN interface, Virtualbox Ethernet LAN interface) are present on your system, the MS-Windows system cannot warranty that the first LAN interface to be ready is the "Ethernet" LAN interface one. Meaning that sometimes the first LAN interface is Ethernet, and sometimes it is the Blue tooth one. In this last case, Gekkota may not work properly (leading to licence issue, or problems to connect to WebUI). To solve the issue, inactivate all LAN network interfaces (except the main Ethernet LAN interface)



3.3.1.3 MS-PowerPoint on XP SP2

Requirement	Troubleshooting option
Support of MS-PowerPoint	Gekkota RT uses **MS PowerPoint2010 Viewer** which is not compatible with *Windows XP SP2* Windows XP SP3 could be required (for example the device Samsung type N).

3.3.1.4 Performances Windows 7+ versus Windows XP

Requirement	Troubleshooting option
Windows XP versus Window XP	Due to some huge Windows architecture improvements between the both Windows-OS generation, performances are better on Windows 7+ (gekkota_nt-ia32)

3.3.1.5 Unexpected software pop-up prompt or Windows task bar appearing

Requirement	Troubleshooting option
Gekkota RT can be annoyed by unexpected screen prompt done by other softwares	Additional software installed in Windows platform (antivirus, and many other...) may prompt some pop-up over Gekkota RT viewport. Consequently, it may make appear unexpected Windows OS task bar banner at the bottom of the screen. To solve issue, configure Windows station to not prompt some pop-up at Windows start-up

3.3.1.6 MS-Windows Starter Edition / Basic Edition / XP: tearing

Requirement	Troubleshooting option
Compatibility with MS-Windows	The product Gekkota cannot work properly on these versions of MS-Windows7: Windows7 Starter Edition and MS-Windows 7 Basic Edition <i>Indeed, tearing is noticed on video decoding because some graphics lib used by these Windows versions does not implement some required API like "vertical synchronization"</i>

3.3.1.7 MS-Windows 7 and theme “aero”

Requirement	Troubleshooting option
Compatibility with MS-Windows	Do use Windows theme <i>aero</i> to avoid unexpected tearing on some video media

3.3.1.1 MS-Windows: unexpected error message content temporarily unavailable

Requirement	Troubleshooting option
Decoding capabilities	Since version V3.12.26 (supporting 4K decoding), some not powerful MS-Windows platform may display sometimes an unexpected error message “content temporarily unavailable” when playing some video as it should not (due to memory allocation issue). To solve this issue, return to version V3.12.24 (or below) else contact support@innes.fr for more information

3.3.1.2 Gekkota start-up time

Requirement	Troubleshooting option
Gekkota start-up time	For information, Gekkota start-up time could be quite long (duration of 5 minutes has been noticed sometimes on some MS-Windows systems). <i>Noticed by example with Core Intel Core i7 / Windows 8 / NVIDIA K1200</i>

3.3.1.3 Windows system on NEC device: stand-by with OPS module

Requirement	Troubleshooting option
Stand-by	When Gekkota enters in stand-by mode, the module powers off the display, so it is impossible to automatically stand-by off afterwards. To work around this expected behaviour, go to OSD menu and set to ON the variable option power (Menu OSD > ADVANCED > OPTION > SETTINGS > OPTION POWER)

3.3.1.4 Windows system with EWF activated

Requirement	Troubleshooting option
EWF management	When EWF is activated on C:\, all data written dynamically on C:\ are stored in RAM (not persistent after reboot) except if this command <code>ewfmgr C: -commit</code> is done

3.3.1.4.1 Windows system Samsung: failure risk with installation from network

Requirement	Troubleshooting option
EWF management / Install from network	Gekkota_rt installation on Samsung OPS (with EWF activated on C:\) from network may face some network access at next reboot and consequently installation of new version would fail. If a previous version is installed, the Gekkota_RT is using one profile and one playout situated on C:\ (instead of D:\ previously, so not the good one). But most of that, EWF flag stays inactive as it should not. To not face this problem, do not installed Gekkota from network directory: <ul style="list-style-type: none"> - activate again EWF: <code>ewfmgr c: -enable</code> and reboot platform - copy Gekkota_RT (version 3.12.16 or above) locally on PC (not network) and - start again installation

3.3.1.4.2 Windows system Samsung SBB-D32CV2/EN with EWF activated (Gekkota_RT 3.11.14 or below)

Requirement	Troubleshooting option
EWF management / Gekkota RT version 3.11.14 (or below)	The Gekkota RT version 3.11.14 (or below) does not succeed to install the playout on D:\. To work around this issue, execute the following steps: <ul style="list-style-type: none"> - Inactivate EWF: <code>ewfmgr c: -disable</code> and reboot the platform

- Execute installer `playzilla_embedded-nt_ia32-setup-3.11.14.exe -datadir D:`
- Activate again EWF: `ewfmgr c: -enable` and reboot the platform

3.3.1.4.3 Windows system on Samsung: device stand-by

Requirement	Troubleshooting option
Device stand-by	<p>In order to make work properly the standby on Samsung with an embedded PC (internal or external), you must connect your 'Magic Info Out' output to 'Magic Info in' HDMI input of display</p> <p>This connection must be done before the power on + using VGA input RS232 make failed the standby mode functionality automatically (contrary to 'Magic Info' connection)</p>

3.3.1.5 Using SQL server Web IDL

Requirement	Troubleshooting option
External driver SQL	Using SQL Server Web IDL requires installation of an additional specific driver ODBC on the player Windows (it depends on used SQL server: MySQL, MS SQL Server, ...). For more information, please refer to Gekkota application note ODBC driver installation

3.3.1.6 Facing unexpected black pictures artefact when hardware acceleration is activated

Requirement	Troubleshooting option
Video decoding with HW acceleration activated	Some of the DXVA decoders could face some trouble to decode some video (high resolution, high bit rate) and consequently some unexpected black pictures (artefact) could be displayed sometimes when decoding the video

3.3.1.7 Monitor-monitoring not supported on some PC Windows configuration

Requirement	Troubleshooting option
Monitor-monitoring	<p>Important: in some rare PC configurations (seen with a customer using a graphics cards 2200 with a display port), the monitor-monitoring may imply infinite player reboots (V3.12.32 or above) meaning that monitor-monitoring cannot work with this version and with your configuration. In this case, inactivate back the monitor-monitoring by setting it to false the preference: <code>innes.app-profile.monitor-monitoring.i2c_1.<your_connector>.authorized</code>.</p> <p>In case the problem is still present, please contact support@innes.pro</p>

3.3.1.8 Installing a virtual machine could prevent SignMeeting to work on Gekkota RT

Requirement	Troubleshooting option
Compatibility with VM Ware	<p>Installing Virtual machine on your PC Windows may change the default LAN interface, and imply that SignMeeting is not working anymore with your legacy configuration</p> <p>To work around the issue :</p> <ul style="list-style-type: none"> - create a new player in SignMeeting by changing the MAC and IP address according to the LAN interface seen when test card is activated - or inactivate network interface used by Virtual machine

3.3.1.9 DVB-T on USB not supported properly (since 5 April 2016)

Requirement	Troubleshooting option
DVB-T USB card	<p>Since the 5 of April 2016, the audio (AC3 and EAC3) of TNT channel (USB tuner) is not decoded on Gekkota RT (especially in France because stream audio is encoded in AC3 or EAC3)</p> <p>These are the TNT devices (tested before 5 of April 2016)</p> <ul style="list-style-type: none"> - which are working properly with Gekkota_RT (customer feed back) <ul style="list-style-type: none"> Hauppauge, WinTV-Duet HD, model 1407 (2 tuners) Conceptronic, CTVDIGUSB2 - which are not working properly with Gekkota_RT (customer feed back) <ul style="list-style-type: none"> AverMedia, AverTV Digi Volar

3.3.1.10 Make work Gekkota Web server on other port than default port 8080

Requirement	Troubleshooting option
Gekkota WebUI is using port 80 (by default)	<p>In case port 80 is used by another service, it is not possible to access to Gekkota WebUI</p> <p>To work-around, stop the service using port 80, open Gekkota RT WebUI, edit maintenance/preferences</p> <pre>innes.webserver.providers.http.port</pre> <p>and change the value according the port value that you want to use (ex: 7575). Save and restart Gekkota. Connect to WebUI:</p> <p>Ex: <a href="http://<player_IP_address>:7575">http://<player_IP_address>:7575</p> <p>Preference can be also changed in Windows file system:</p> <ul style="list-style-type: none"> • Stop Gekkota • Change the value C:\Program Files (x86)\Innes Gekkota RT\defaults\preferences\webserver-os-family_nt-prefs.js <p>For example:</p> <pre>pref("innes.webserver.providers.http.port", 7575);</pre> <ul style="list-style-type: none"> • Start gekkota <p>So that the preference is persistent after Gekkota re-installation, change the preference in the Gekkota RT profile:</p> <ul style="list-style-type: none"> • Stop Gekkota • C:\Users\<User>\AppData\Roaming\Innes\Gekkota\Profiles\<id>.default\prefs.js <p>For example:</p> <pre>user_pref("innes.webserver.providers.http.port", 7575);</pre> <ul style="list-style-type: none"> • Start gekkota

3.3.1.11 Overscan

Requirement	Troubleshooting option
Overscan (not supported)	<p>The overcan WebUI function is not available for Gekkota MS-Windows. But it is possible to use hidden preferences to adjust overscan. Go in WebUI, menu maintenance > preferences and set the different values of overscan</p> <p>For example:</p> <pre>innes.player.display.left: 15 (in pixel) innes.player.display.top: 10 (in pixel) innes.player.display.height: 1890 (in pixel) innes.player.display.width: 1000 (in pixel)</pre>

3.3.2 Gekkota SMA300

3.3.2.1 Player synchronization

Requirement	Troubleshooting option
Player synchronization	Player synchronization is not activated by default. To activate it, refer to Gekkota application note Gekkota application note Player synchronization

3.3.2.2 Installation error message displayed in case wrong PlugnCast G3 configuration

Requirement	Troubleshooting option
Wrong URL for PlugnCast G3	Configuration of server G3 with URL/login/password of a <i>not PlugnCast</i> server could lead to message display [Waiting] Installation in progress then [error] Installation error . In order to fix the issue: <ul style="list-style-type: none"> - inactive server G3 configuration - set the appropriate server connexion parameter of server PlugnCast G3

3.3.2.3 Flash and YouTube

Requirement	Troubleshooting option
Flash & YouTube	Until now YouTube is using flash technology. Given that the video inside Flash is not accelerated, flash video rendering on YouTube (and audio as well) cannot be warranted on the player Please refer to Gekkota supported medias and performances

3.3.2.4 Driver USB-to-serial

Requirement	Troubleshooting option
Driver USB-to-serial	The supported USB-to-serial device vendor ID are FTDI & PROLIFIC. For more information please refer to Gekkota Driver USB to serial device vendor id application note The players SMA300 which are supporting WWAN (PSN = 00740 or 00750), cannot supporting driver USB-to-serial

3.3.2.5 Unexpected black screen while transition from image to video (color key)

Requirement	Troubleshooting option
Transition image to video	A short black screen of one second duration could appear while transition from an image to a video media. This is due to color key value defined by default to: <ul style="list-style-type: none"> - <code>browser.display.background_color = #010203` (black)</code> This value can be modified according to the background color. For example, in case background color is white, set this preference to <ul style="list-style-type: none"> - <code>browser.display.background_color = #FEFDFC` (white)</code>

3.3.2.6 Unexpected vertical synchronization lost with some TV set leading to black screen

Requirement	Troubleshooting option
Vertical synchronization	Some unexpected vertical synchronization losing could be noticed on SMA300 leading to eternal black screen (no video signal) with some specific TV set (ex: Samsung UE32F6510) and user preference <code>plugin.disable = false</code>). The issue has been noticed when playing (HTML benchmark file + video HD + scrolling text). To work-around the issue, try with another TV set or restore user preference <code>plugin.disable = true</code> Some unexpected temporary vertical synchronization (rough for a duration of 1 minute) could be noticed also on TV set. Innes is working on a fix.

3.3.3 Gekkota DMB400

3.3.3.1 HDMI-input & URI Audio/video input

Requirement	Troubleshooting option
HDMI-input source: maximal resolution	<ul style="list-style-type: none"> - 1920x1080 - Version 4.10.10 beta190 (or above)
Message content temporarily unavailable	<p>In case HDMI-input source playback leads to the displaying of the message “content temporarily unavailable”</p> <ul style="list-style-type: none"> - Check that the URI Audio/video input value is urn:innes:av-input. This URI Audio/video input is available in content model pack 3.52 (or above) - Check that the user preference innes.video.renderer.default is set to the value overlay - Check that the cable HDMI cable is properly connected to the HDMI-input cable - Check that the source is playing properly a content (without rebooting or entering standby) - Check that the source resolution is not above Full HD (1920x1080)
Duration of message content temporarily unavailable	The message duration can be adjusted in playout > property (Refer to Screen Composer G3 or PlugnCast G3)
Rare skip frame on HDMI-input content	<p>Some rare skip frame could be noticed when</p> <ul style="list-style-type: none"> - the resolution mode frequency is not the same as the one of the device connected to the HDMI-input connector (ex: if HDMI-input source is 60Hz, configure HDMI-out resolution with 60Hz as well) - the audio is activated on HDMI-input source - some other medias like Web pages are played at the same time (ex: YouTube)
Black screen on the zone	The device with HDCP activated which are connected to the HDMI-input connector are not supported. In this case, a black screen is displayed in the HDMI-input zone
Empty content for a while after disconnection of HDMI-input cable before playing the next media	<p>With PlugnCast G3 configuration, when the URI behaviour is</p> <ul style="list-style-type: none"> - duration: <X> minutes <p>In case the HDMI-input cable is unplugged (or HDMI-input source is switched off), the message “content temporarily unavailable” is displayed for 10 seconds (default duration) then the device play nothing until the end of the duration. To work around, set the URI Audio/video behaviour to</p> <ul style="list-style-type: none"> - 1X, max <X> minutes
No audio	<p>In case no audio can be heard,</p> <ul style="list-style-type: none"> - Check that the source is output audio on HDMI in PCM stereo - Check in WebUI that audio is not muted.
No audio or audio played sometimes	<p>In case playing several audio tracks at the same time, the only audio track to play is chosen randomly between audio of HDMI-input and audio of the other audio-video media. Each time the audio ends, a new random is done again to decide which audio track to play at the next audio-video media start.</p> <p>To be sure that the audio of the HDMI-input content is played, in calendar, delay the starting of the other media to play at the same time (by inserting by example an image just before)</p>
Reboot after several hours	The device could reboot after having played HDMI-input content for several hours

3.3.3.2 MS-PowerPoint

Requirement	Troubleshooting option
Format	<p>Only .pptx and .ppsx extension are supported (2007/2010/2013/2016)</p> <p>Note: in case you have some medias MS-PowerPoint *.ppt (or *.pps), save them into respectively</p> <ul style="list-style-type: none"> - PowerPoint presentation *.pptx, or - PowerPoint presentation *.ppsx
Font rendering	<p>PlugnCast G3 environment: in manifest tab, in case some font is missing for your MS-PowerPoint media, add the appropriate font in your CMS font library</p>
Not properly supported in MS-PowerPoint medias rendering	<ul style="list-style-type: none"> - Not properly supported in MS-PowerPoint medias rendering: <ul style="list-style-type: none"> - Animation - Slide transitions - Effects <ul style="list-style-type: none"> - 3D, WordArt, shadow - Images <ul style="list-style-type: none"> - Image with filtering - Emf - Animated image <ul style="list-style-type: none"> - Gif & png (displayed but not animated) - Some forms <ul style="list-style-type: none"> - Form end (ex: arrow,...) - Table object - Smart Art - Form group may be not properly placed sometimes - Text <ul style="list-style-type: none"> - Highlight vertical alignment - Text centering inside text area form with rotation - Unexpected text overlap could be noticed sometimes (rare) - Some text inside text area form could be inverted horizontally (rare) - Automatic line break at the end at the right end of the text area - Audio & video - Vertical fading (in case mixed horizontal & vertical fading) - Font <ul style="list-style-type: none"> - Fail over & substitution fonts

3.3.3.3 Resolution mode and monitor compatibility

Requirement	Troubleshooting option
Compatibility with monitor: Gekkota3 versus Gekkota4	<p>Innes has noticed that a same resolution mode like “1920x1080 60Hz SMTPE (1080p)” properly supported by some monitor & Gekkota3 (ex: DMB300, SMA300) was not properly supported with Gekkota4 (ex: DMB400).</p> <p>If this problem occurs when replacing in the field by example a DMB300 device by a DMB400 device, choosing another equivalent resolution mode like 1920x1080 60Hz CEA-861 should work around the issue</p>

3.3.3.4 Dual decoding

Requirement	Troubleshooting option
Dual decoding	<p>By default, dual-decoding capability is not activated (preference value innes.video.decoding-group.enabled is false).</p>

	Set the user preference innes.video.decoding-group.enabled to true
Maximal configuration	<ul style="list-style-type: none"> - Two video Full HD 1080p or - One video Ultra HD 3840x2160p@30fps H265 + one video Full HD 1920x1080p (H264, MPEG-4, MPEG-2, VC-1, VP8, VP9) <p>Dual video decoding may be not supported when:</p> <ul style="list-style-type: none"> - playing one video Ultra HD 3840x2160p H264 and another video H264 (other codecs than H264 would be decoded properly for the second video here) - playing one video Ultra HD 3840x2160p H265 and another video H265 (other codecs than H265 would be decoded properly for the second video here) - In the Ultra HD resolution, video decoding could be not properly supported when playing one video Ultra HD 3840x2160p H265 and one video Full HD 1080 interlaced (especially in the Ultra HD resolution, when the zone resolution is different of the video media intrinsic resolution). A high video pixel ratio (ex: ``2:1``) could increase this effect. - In the Ultra HD resolution and multi-zone using Scrolling text, News feeds, 2 video medias, PDF, Widget, canvas HTML Web page at the same time, some skip frame could be noticed on H265 video
Up/down transition in HTML5 media and video played at the same time	HTML5 model transition up/down may lead to some unexpected video freeze on video media type 4K H265
user preference innes.video.renderer.default : gpu versus overlay	<ul style="list-style-type: none"> - Warning: in case facing skip frame while video playback, check first that the user preference innes.video.renderer.default is overlay - Whereas the video decoding behaviour is better when the user preference innes.video.renderer.default is set to overlay, some videos medias might be not decoded - when played inside small zone (ex: video thumbnails), especially interlaced video medias or - when there is more than 2 video medias to be played at the same time (ex: video mosaic). <p>To work around these 2 limitations, return to gpu mode by setting innes.video.renderer.default set to gpu</p>

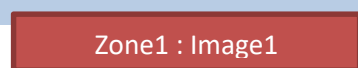
3.3.3.5 *WebUI unavailable is case using invalid DNS and activating NTP server*

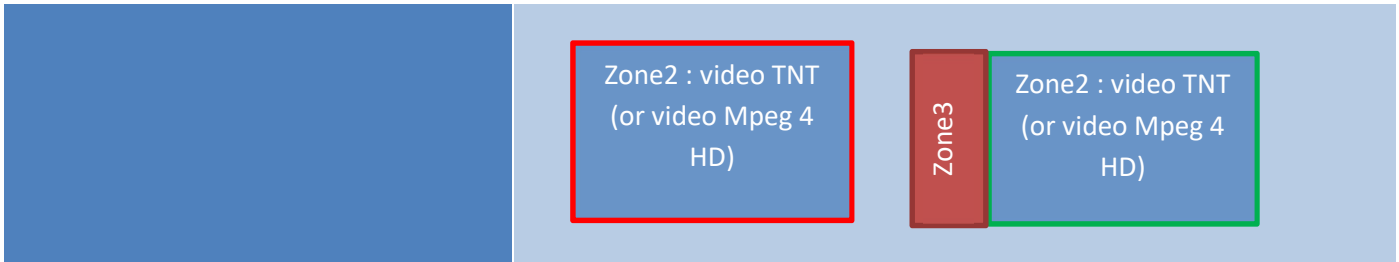
Requirement	Troubleshooting option
Invalid DNS & NTP server activated	Until version 4.10.10 beta58, using invalid DNS with NTP server activated may prevent the device to boot properly. To solve the issue please contact support@innes.fr

3.3.4 Gekkota DMB300

3.3.4.1 *Unexpected video skip frame with TNT decoding or video Mpeg4 HD*

Requirement	Troubleshooting option
TNT decoding or Mpeg4 HD decoding	<p>Unexpected video skip frame could be noticed while TNT decoding or Mpeg 4 HD decoding (requiring GPU full capabilities) in case the video layer is overlapping with another layer (ex: when video layer is over background image layer)</p> <p>To avoid this kind of issue,</p> <ul style="list-style-type: none"> - arrange layout to not overlap the video zone with other zones - don't set an image as background when a video TNT or Mpeg4 HD is decoded, especially when it is in full screen





3.3.4.2 *BLDK module not updated since version Gekkota 3.12.10*

Requirement	Troubleshooting option
Boot update	Bldk release update has been inactivated since Gekkota_os V3.12.10

3.3.4.3 *Web site image not displayed sometimes*

Requirement	Troubleshooting option
Support Web site	Some rare Web sites are implying to store a lot of images in graphics memory until fully filling it. The result is that some images could not be displayed. In order to spare graphics memory, it is possible to set the user preference <code>layout.gpu-image-scaling.enabled</code> to <code>false</code> <ul style="list-style-type: none"> - 'true' (default) : images handled by GPU (graphics processor unit) - 'false': images handled by CPU (Main processor unit)

3.3.4.4 *Deinterlacer filter*

Requirement	Troubleshooting option
Change deinterlace filter	The preference which defines the video deinterlacer method is <code>innes.video.deinterlace-mode</code> <ul style="list-style-type: none"> - 'blend' : a mean between top and even field - 'weave' : do nothing (let interlaced lines) - 'bob' : takes one field, and doubles each line : available only for resolutions <= 720x576 - 'discard' : takes one field only : available only for resolutions <= 720x576 - 'linear' : bob method, but the 'doubled' line is an interpolation instead of a copy : available only for resolutions <= 720x576 - 'yadif' : spatial and temporal yadif algorithm : available only for resolutions <= 720x576

3.3.4.5 *2 MS-PowerPoint at the same time*

Requirement	Troubleshooting option
2 MS-PowerPoint	DMB300 is supporting playback of 2 MS-PowerPoint medias at the same time

3.3.4.1 *RS232 Command*

Requirement	Troubleshooting option
RS232 Commands	Please refer to Gekkota application note RS232 commands

3.3.4.1 WLAN may be inactivated in case NTP server is activated

Requirement	Troubleshooting option
WLAN	WLAN interface is inactivated on DMB300 when NTP server is activated. To solve the issue, plug Ethernet cable on the player, connect to the player WebUI with its IPV6 address and inactivate NTP server.

3.3.4.1 WLAN is inactivated as soon as the WebUI page is validated

Requirement	Troubleshooting option
WLAN	<p>Before validate WebUI page regarding WLAN inactivation, ensure that LAN configuration is OK.</p> <p>Few seconds after page validation regarding WLAN interface, the WLAN may be not available.</p> <p>In case your Ethernet configuration is not OK, to work around, connect Ethernet cable, reboot the player and connect to the player WebUI with its IPV6 address and change your Ethernet configuration</p>

3.3.5 Gekkota DMC200

3.3.5.1 Unexpected video skip frame with TNT decoding or video Mpeg4 HD

Requirement	Troubleshooting option
TNT decoding or Mpeg4 HD decoding	<p>Unexpected video skip frame could be noticed while TNT decoding or Mpeg 4 HD decoding (requiring GPU full capabilities) in case the video layer is overlapping with another layer (ex: when video layer is over background image layer)</p> <p>To avoid this kind of issue,</p> <ul style="list-style-type: none"> - arrange layout to not overlap the video zone with other zones - - don't set an image as background when a video TNT or Mpeg4 HD is decoded, especially when it is in full screen

3.3.5.2 Deinterlacer filter

Requirement	Troubleshooting option
Change deinterlace filter	<p>The preference which defines the video deinterlacer method is <code>innes.video.deinterlace-mode</code></p> <ul style="list-style-type: none"> - 'blend' : a mean between top and even field - 'weave' : do nothing (let interlaced lines) - 'bob' : takes one field, and doubles each line : available only for resolutions <= 720x576 - 'discard' : takes one field only : available only for resolutions <= 720x576 - 'linear' : bob method, but the 'doubled' line is an interpolation instead of a copy : available only for resolutions <= 720x576 - 'yadif' : spatial and temporal yadif algorithm : available only for resolutions <= 720x576

3.3.5.3 Web site image not displayed sometimes

Requirement	Troubleshooting option
Support Web site	<p>Some rare Web sites are implying to store a lot of images in graphics memory until fully filling it. The result is that some images could not be displayed. In order to spare graphics memory, it is possible to set the user preference <code>layout.gpu-image-scaling.enabled</code> to <code>false</code></p> <ul style="list-style-type: none"> - 'true' (default) : images handled by GPU (graphics processor unit) - 'false': images handled by CPU (Main processor unit)

3.3.5.1 Infrared

Requirement	Troubleshooting option
Infrared	<p>Infrared is supported for player DMC200 delivered after 10/2012 embedding EPDL version V11</p> <p>For player delivered before 10/2012, if required, the EPLD can be flashed at Innes on-premises to support infrared. Please contact sales@innes.fr for more information</p>

3.3.5.1 DVB-T with Express card Hauppauge

Requirement	Troubleshooting option
DVB-T channel list	<p>Important: DVB-T channels list Playzilla G2 and Gekkota G3 are not compatible. Consequently, after player software migration from Playzilla G2 to Gekkota G3, it is not possible to watch DVB-T channels previously installed. To work around the issue :</p> <ul style="list-style-type: none"> - Close Web browser, open it again, and connect to player WebUI - Launch a new DVB-T scanning

3.3.5.1 "Bus error" when booting implying infinite player reboot

Requirement	Troubleshooting option
Bus error on old DMC200	<p>In some very rare case (old DMC200), <i>bus error</i> can be raised at the player start-up (in the booting log) making that player does not keep rebooting due to sector corruption detected on NAND flash. To solve the issue, player USB format could be required. Please contact support@innes.fr for more information</p>

3.3.5.2 Flash and YouTube

Requirement	Troubleshooting option
Flash & YouTube	<p>Until now YouTube is using flash technology. Given that the video inside Flash is not accelerated, flash video rendering on YouTube (and audio as well) cannot be warranted on the player Please refer to Gekkota supported medias and performances</p>

3.3.5.3 RS232 Command

Requirement	Troubleshooting option
RS232 Commands	Please refer to Gekkota application note RS232 commands

3.3.5.1 Fail soft mode is not working with some specific players

Requirement	Troubleshooting option
Fail soft mode	<p>DMC200 players having Kontron electronic part whose BIOS revision is below NOW1R115 do not support Fail soft mode feature. For more information, please contact support@innes.pro Until there, there is no workaround</p>

3.3.6 Gekkota SMT210

3.3.6.1 Flash and YouTube

Requirement	Troubleshooting option
Flash & YouTube	Until now YouTube is using flash technology. Given that the video inside Flash is not accelerated, flash video rendering on YouTube (and audio as well) cannot be warranted on the player Please refer to Gekkota supported medias and performances

3.3.6.2 NFC badging

Requirement	Troubleshooting option
NFC detection	NFC detection is not immediate (between 0.5 second and 1 second) In order to obtain the best NFC detection, do prefer <ul style="list-style-type: none"> - slide the NFC card from right to left (or left to right) above the NFC sensor))) for 1 second else - apply the NFC card above the NFC sensor))) for 1 second

3.3.6.3 WLAN is inactivated as soon as the WebUI page is validated

Requirement	Troubleshooting option
WLAN	Before validate WebUI page regarding WLAN inactivation, ensure that LAN configuration is OK. Few seconds after page validation regarding WLAN interface, the WLAN may be not available. In case your Ethernet configuration is not OK, to work around, connect Ethernet cable, reboot the player and connect to the player WebUI with its IPV6 address and change your Ethernet configuration

3.3.7 Gekkota SMA200/SMP200

3.3.7.1 Flash and YouTube

Requirement	Troubleshooting option
Flash & YouTube	Until now Youtube is using flash technology. Given that the video inside Flash is not accelerated, flash video rendering on YouTube (and audio as well) cannot be warranted on the player Please refer to Gekkota supported medias and performances

4 Gekkota Desktop

Requirement	Troubleshooting option
Gekkota Desktop requirements	Gekkota Desktop is used for demonstration only It supports the same functionalities as gekkota_RT except <ul style="list-style-type: none"> - Reboot - Standby - WebUI (+ configuration) - Works inside a window (never in full screen) - Get its content manually from the PC file system directory Gekkota Desktop does not support Plugncast G2/G3 Gekkota Desktop is not compatible with Screen Composer G2

4.1 Access to the Gekkota Desktop preferences

Requirement	Troubleshooting option
Gekkota Desktop preferences	WebUI is not supported on Gekkota Desktop. So in order to access to preferences, type the following URL <ul style="list-style-type: none"> - about:config

For other issue on Gekkota Desktop, refer to Gekkota RT.

The “Common features” explained at the beginning of the document are not supported on Gekkota Desktop