

Soundtrack Your Brand API Troubleshooting Guide

Current Issue: GraphQL Schema Mismatch

You're seeing the error: **"Field 'soundZones' does not exist on type 'Viewer'"**

This indicates that the Soundtrack API's GraphQL schema structure doesn't match the query pattern we're using. This can happen because:

1. The API schema varies by account type or subscription level
2. The API version or endpoint structure has changed
3. The API token has limited permissions



Immediate Fix Steps

Step 1: Update from GitHub

The latest code includes flexible query patterns that will automatically try multiple approaches:

```
cd ~/Sports-Bar-TV-Controller
./update_from_github.sh
```




Step 2: Test Your API Connection

1. Go to the Soundtrack configuration page: <http://192.168.1.25:3000/soundtrack>
2. Enter your API token
3. Click "Test API Connection"

The test will now try multiple query patterns and show you which one works with your account.

Step 3: Review Diagnostic Results

The test will show:

-  Which query pattern successfully connected
-  Available queries in your API schema
-  Any errors encountered



Understanding the Issue

GraphQL Schema Variations

Soundtrack's API may use different structures:

Pattern 1: Direct Query (Most common)

```
{
  soundZones {
    id
    name
  }
}
```

Pattern 2: Through Viewer

```
{
  viewer {
    soundZones {
      id
      name
    }
  }
}
```

Pattern 3: Through Me

```
{
  me {
    soundZones {
      id
      name
    }
  }
}
```

Our updated code now tries all these patterns automatically.

Manual API Testing

Test Your Token Directly

You can test your API token using curl to see the raw response:

```
# Replace YOUR_TOKEN with your actual base64-encoded token
TOKEN="YOUR_TOKEN"

# Test GraphQL endpoint
curl -X POST https://api.soundtrackyourbrand.com/v2 \
  -H "Authorization: Basic $TOKEN" \
  -H "Content-Type: application/json" \
  -d '{"query":"{ __schema { queryType { fields { name } } } }"}'
```

This will show you all available queries in your API schema.

Test Sound Zones Query

```
TOKEN="YOUR_TOKEN"

curl -X POST https://api.soundtrackyourbrand.com/v2 \
-H "Authorization: Basic $TOKEN" \
-H "Content-Type: application/json" \
-d '{"query":{"soundZones { id name } } }'
```

If this returns an error, try:

```
curl -X POST https://api.soundtrackyourbrand.com/v2 \
-H "Authorization: Basic $TOKEN" \
-H "Content-Type: application/json" \
-d '{"query":{"viewer { soundZones { id name } } } }'
```

Try REST API

If GraphQL doesn't work, try the REST endpoint:

```
TOKEN="YOUR_TOKEN"

curl https://api.soundtrackyourbrand.com/v2/accounts \
-H "Authorization: Basic $TOKEN" \
-H "Accept: application/json"
```

Verify Your API Token

Getting Your API Token




1. Log in to [Soundtrack Your Brand Business Dashboard](https://business.soundtrackyourbrand.com/) (<https://business.soundtrackyourbrand.com/>)
2. Go to **Settings** → **Integrations** → **API Access**
3. Copy your API token (it should be a long base64-encoded string)

Token Format

Your token should look like:

```
eG5uVVRH1U2hQQ0hXWk5N
```

Important:

-  The token from Soundtrack is already base64-encoded
-  Do NOT base64-encode it again
-  Just paste it directly into the web interface

Token Permissions

Ensure your API token has permissions for:

- ✓ Read sound zones
- ✓ Control playback
- ✓ Access stations

Common Issues and Solutions

Issue 1: “Authentication failed”

Cause: Invalid or expired token

Solution:

1. Generate a new token from Soundtrack dashboard
2. Make sure you’re copying the entire token
3. Check for extra spaces before/after the token

Issue 2: “Field ‘X’ does not exist”

Cause: GraphQL schema mismatch

Solution:

1. Update to latest code (includes flexible queries)
2. Run the API connection test
3. Contact Soundtrack support to verify your account’s API access level

Issue 3: “404 Not Found”

Cause: Wrong endpoint or API version

Solution:

1. Verify endpoint is: `https://api.soundtrackyourbrand.com/v2`
2. Check if your account has API access enabled
3. Try REST API endpoints instead of GraphQL

Issue 4: “No sound zones found”

Cause: No devices configured in your Soundtrack account

Solution:

1. Log in to Soundtrack dashboard
2. Set up at least one sound zone (music player)
3. Ensure the device is online

Getting Help

Check Soundtrack Status

1. **Dashboard:** <https://business.soundtrackyourbrand.com/>
2. **API Docs:** <https://api.soundtrackyourbrand.com/v2/docs>
3. **Support:** Contact Soundtrack Your Brand support

Provide This Information

When reporting issues, include:

1. **Error message** from the web interface
2. **Test results** from the connection diagnostic
3. **API token permissions** from your Soundtrack dashboard
4. **Account type** (Business, Enterprise, etc.)
5. **Number of sound zones** configured

Application Logs

Check the application logs for detailed error messages:

```
cd ~/Sports-Bar-TV-Controller
pm2 logs sports-bar
```

Look for lines containing “Soundtrack” or “soundZones”.

After Fixing

Once you get a successful connection test:

1. **Refresh Players:** Click the “Refresh” button on the configuration page
2. **Select Visible Players:** Choose which sound zones bartenders can control
3. **Set Display Order:** Arrange the players in your preferred order
4. **Test Controls:** Go to the bartender remote to test music controls

Technical Details

Our Implementation

The system now uses a **multi-pattern fallback approach**:

1. **Try Pattern 1:** Direct `soundZones` query
2. **If fails, Try Pattern 2:** `viewer.soundZones` query
3. **If fails, Try Pattern 3:** `me` query
4. **If all fail:** Attempt REST API
5. **Report:** Detailed error with all attempted patterns

GraphQL Introspection






We query the API schema to discover available fields:

```
{
  __schema {
    queryType {
      fields {
        name
        description
      }
    }
  }
}
```

This tells us exactly what queries your account supports.






Code Changes

Recent improvements:

-  Multi-pattern query fallback
-  GraphQL introspection support
-  REST API fallback
-  Detailed diagnostic messages
-  Better error handling

Success Indicators

You'll know it's working when:

1.  Test connection shows "Successfully connected"
2.  Players list displays your sound zones
3.  Current playback info appears
4.  Bartender remote shows music controls
5.  Play/pause/volume controls work

Next Steps


Once connected successfully:

1. **Configure Players**
 - Select which zones bartenders can control
 - Set display order
 - Test visibility settings
2. **Use Bartender Remote**
 - Access at `/remote`
 - Control music alongside TVs
 - View now playing info
3. **Monitor Performance**
 - Check logs for any API errors
 - Verify playback state updates
 - Test volume controls

Version History

- **v2.1** (Oct 2025) - Added multi-pattern fallback and introspection
- **v2.0** (Oct 2025) - Fixed GraphQL schema compatibility
- **v1.0** (Oct 2025) - Initial Soundtrack integration

Last Updated: October 1, 2025

Status:  Enhanced with automatic query pattern detection