

Troubleshoot fixing guide

Gekkota G3

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1 Table des matières

1	Introduction	5
2	Features	5
2.1	Common.....	5
2.1.1	Access to player WebDAV directory	5
2.1.2	Export a playout.....	5
2.1.3	Configuration script filename pattern	5
2.1.4	Adjust display duration for the message “content temporarily unavailable (code <i>)”.....	6
3	Troubleshoot & fix	6
3.1	Common.....	6
3.1.1	Platform facing video decoding capabilities	6
3.1.2	Increase overall performances by optimizing audio decoding	6
3.1.3	MS-PowerPoint in playfolder: transparency.....	6
3.1.4	MS-PowerPoint played infinitely	6
3.1.5	Download a playout containing playfile/playfolder to a player takes an unexpected very long time	7
3.1.6	Playout (requiring remote resource) not taken by the player.....	7
3.1.7	AVCmd not activated by default	7
3.1.8	Part of playout update with USB stick	7
3.1.9	Player reboot when using Slide Maker with transition between medias.....	7
3.1.10	Several media of same type played at the same type	7
3.1.11	Using UDP streaming	8
3.2	Specific to some player	8
3.2.1	Gekkota RT	8
3.2.1.1	MS-PowerPoint on XP SP2	8
3.2.1.2	Performances Windows 7+ versus Windows XP.....	8
3.2.1.3	Unexpected software pop-up prompt or Windows task bar appearing.....	8
3.2.1.4	MS-Windows Starter Edition and MS-Windows Basic Edition.....	8
3.2.1.5	MS-Windows 7 and theme “aero”	8

3.2.1.6	Gekkota start-up time	8
3.2.1.7	Windows system with EWF activated	9
3.2.1.7.1	Windows system Samsung: failure risk with installation from network	9
3.2.1.7.2	Windows system Samsung SBB-D32CV2/EN with EWF activated (Gekkota_RT 3.11.14 or below).....	9
3.2.1.7.3	Windows system on Samsung: device stand-by	9
3.2.1.7.4	Using SQL server Web IDL.....	9
3.2.1.7.5	Facing unexpected black pictures artefact when hardware acceleration is activated	10
3.2.1.7.6	Monitor-monitoring not supported on some PC Windows configuration	10
3.2.1.7.7	Windows system on NEC device: stand-by with OPS module	10
3.2.1.7.8	Installing a virtual machine could prevent SignMeeting to work on Gekkota RT.....	10
3.2.1.7.9	DVB-T on USB not supported properly (since 5 April 2016)	10
3.2.2	Gekkota SMA300.....	11
3.2.2.1	Player synchronization	11
3.2.2.2	Installation error message displayed in case wrong PlugnCast G3 configuration	11
3.2.2.3	Flash and YouTube	11
3.2.2.4	Driver USB-to-serial.....	11
3.2.2.5	Unexpected black screen while transition from image to video (color key)	11
3.2.3	Gekkota DMB300	11
3.2.3.1	BLDK module not updated since version Gekkota 3.12.10.....	11
3.2.3.2	Web site image not displayed sometimes	11
3.2.3.3	Deinterlacer filter	12
3.2.3.4	2 MS-PowerPoint at the same time	12
3.2.3.1	RS232 Command	12
3.2.4	Gekkota DMC200	12
3.2.4.1	Deinterlacer filter	12
3.2.4.2	Web site image not displayed sometimes	12
3.2.4.1	Infrared	12
3.2.4.1	DVB-T with Express card Hauppauge	13
3.2.4.1	“Bus error” when booting implying infinite player reboot.....	13
3.2.4.2	Flash and YouTube	13
3.2.4.3	RS232 Command	13
3.2.5	Gekkota SMT210	13
3.2.5.1	Flash and YouTube	13
3.2.5.2	NFC badging	13
3.2.6	Gekkota SMA200/SMP200.....	14

- 3.2.6.1 Flash and YouTube 14
- 4 Gekkota Desktop.....14
 - 4.1 Access to the Gekkota Desktop preferences14

1 Introduction

The goal of this document is to help users to use Gekkota as well as possible fix troubleshoot with Gekkota G3.

2 Features

2.1 Common

2.1.1 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/ Player content <a href="http://<player IP Addr>/.playout/">http://<player IP Addr>/.playout/ Player status <a href="http://<player IP Addr>/.status/">http://<player IP Addr>/.status/ 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>

2.1.2 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> <p>The playout is stored by default in <code>C:\Users\<user_name>\Downloads</code> as an archive <code>tar.gz</code></p> <p>Compatibility: to be able to inflate properly the archive, the used software has to support UTF8 (supported only on very latest version 2016)</p> <ul style="list-style-type: none"> - WinRar V5.40 beta1 (or above) - 7Zip V9.5 (or above) <p><i>limitations: the medias whose relative path is more than 100 characters are not exported in tar.gz</i></p>

2.1.3 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"> - <code>000000000000.js</code> - <code><MAC>.js</code> (upper case only for <MAC>) <i>For example: 001CE602FC01.js</i> - <code><Mac>.configuration.js</code> (lower case as well as upper case for <MAC>)

	<p>For example: 00-1C-E6-02-FC-01.configuration.js or 00-1c-e6-02-fc-01.configuration.js</p> <ul style="list-style-type: none"> - <code><hostname>.configuration.js</code> (lower case as well as upper case for <hostname>) - <code><UUID>.configuration.js</code> (lower case as well as upper case for <UUID>) - <code>configuration.js</code>
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2.1.4 Adjust display duration for the message “content temporarily unavailable (code <i>)”

Requirement	Description
Display duration of the message “content temporarily unavailable (code <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 Troubleshoot & fix

3.1 Common

3.1.1 Platform facing video decoding capabilities

Requirement	Troubleshoot & fix
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>

3.1.2 Increase overall performances by optimizing audio decoding

Requirement	Troubleshoot & fix
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

3.1.3 MS-PowerPoint in playfolder: transparency

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

3.1.4 MS-PowerPoint played infinitely

Requirement	Troubleshoot & fix
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MS-PowerPoint : duration per page	When inserted in Screen Composer or PlugnCast, duration per page is often null (0). If played infinitely, 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
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3.1.5 Download a playout containing playfile/playfolder to a player takes an unexpected very long time

Requirement	Troubleshoot & fix
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>

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

Requirement	Troubleshoot & fix
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>

3.1.7 AVCmd not activated by default

Requirement	Troubleshoot & fix
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>

3.1.8 Part of playout update with USB stick

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

3.1.9 Player reboot when using Slide Maker with transition between medias

Requirement	Troubleshoot & fix
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)

3.1.10 Several media of same type played at the same type

Requirement	Troubleshoot & fix
several instances of same media played at the same time	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 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

	<p>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>
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3.1.11 Using UDP streaming

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

3.2 Specific to some player

3.2.1 Gekkota RT

3.2.1.1 MS-PowerPoint on XP SP2

Requirement	Troubleshoot & fix
Support of MS-PowerPoint	<p>Gekkota_RT uses **MS PowerPoint2010 Viewer** which is not compatible with <i>*Windows XP SP2*</i></p> <p>Windows XP SP3 could be required (for example the device Samsung type N).</p>

3.2.1.2 Performances Windows 7+ versus Windows XP

Requirement	Troubleshoot & fix
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)

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

Requirement	Troubleshoot & fix
Gekkota RT can be annoyed by unexpected screen prompt done by other softwares	<p>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</p>

3.2.1.4 MS-Windows Starter Edition and MS-Windows Basic Edition

Requirement	Troubleshoot & fix
Compatibility with MS-Windows	<p>The product Gekkota cannot work properly on these versions of MS-Windows7: Windows7 Starter Edition and MS-Windows 7 Basic Edition</p> <p><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></p>

3.2.1.5 MS-Windows 7 and theme "aero"

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

3.2.1.6 Gekkota start-up time

Requirement	Troubleshoot & fix
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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>
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3.2.1.7 Windows system with EWF activated

Requirement	Troubleshoot & fix
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

3.2.1.7.1 Windows system Samsung: failure risk with installation from network

Requirement	Troubleshoot & fix
EWF management / Install from network	<p>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.</p> <p>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.</p> <p>To not face this problem, do not installed Gekkota from network directory:</p> <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

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

Requirement	Troubleshoot & fix
EWF management / Gekkota RT version 3.11.14 (or below)	<p>The Gekkota RT version 3.11.14 (or below) does not succeed to install the playout on D:\.</p> <p>To work around this issue, execute the following steps:</p> <ul style="list-style-type: none"> - Inactivate EWF: <code>ewfmgr c: -disable</code> and reboot the platform - Execute installer <code>playzilla_embedded-nt_ia32-setup-3.11.14.exe -datadir D:</code> - Activate again EWF: <code>ewfmgr c: -enable</code> and reboot the platform

3.2.1.7.3 Windows system on Samsung: device stand-by

Requirement	Troubleshoot & fix
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</p> <p>RS232 make failed the standby mode functionality automatically (contrary to 'Magic Info' connection)</p>

3.2.1.7.4 Using SQL server Web IDL

Requirement	Troubleshoot & fix
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

3.2.1.7.5 Facing unexpected black pictures artefact when hardware acceleration is activated

Requirement	Troubleshoot & fix
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

3.2.1.7.6 Monitor-monitoring not supported on some PC Windows configuration

Requirement	Troubleshoot & fix
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>

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

Requirement	Troubleshoot & fix
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)

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

Requirement	Troubleshoot & fix
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

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

Requirement	Troubleshoot & fix
DVB-T USB card	<p>Since the 5 of April 2016, the audio of TNT channel (USB tuner) is not decoded (especially in France because 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) Hauppauge, WinTV-Duet HD, model 1407 (2 tuners) Conceptronic, CTVDIGUSB2 - which are not working properly with Gekkota_RT (customer feed back) AverMedia, AverTV Digi Volar

3.2.2 Gekkota SMA300

3.2.2.1 Player synchronization

Requirement	Troubleshoot & fix
Player synchronization	Player synchronization is not activated by default. To activate it, refer to Gekkota application note Gekkota application note Player synchronization

3.2.2.2 Installation error message displayed in case wrong PlugnCast G3 configuration

Requirement	Troubleshoot & fix
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

3.2.2.3 Flash and YouTube

Requirement	Troubleshoot & fix
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 warrantied on the player Please refer to Gekkota supported medias and performances

3.2.2.4 Driver USB-to-serial

Requirement	Troubleshoot & fix
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

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

Requirement	Troubleshoot & fix
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</code> (black) 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</code> (white)

3.2.3 Gekkota DMB300

3.2.3.1 BLDK module not updated since version Gekkota 3.12.10

Requirement	Troubleshoot & fix
Boot update	Bldk release update has been inactivated since Gekkota_os V3.12.10

3.2.3.2 Web site image not displayed sometimes

Requirement	Troubleshoot & fix
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>

- 'true' (default) : images handled by GPU (graphics processor unit)
- 'false': images handled by CPU (Main processor unit)

3.2.3.3 Deinterlacer filter

Requirement	Troubleshoot & fix
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

3.2.3.4 2 MS-PowerPoint at the same time

Requirement	Troubleshoot & fix
2 MS-PowerPoint	DMB300 is supporting playback of 2 MS-PowerPoint medias at the same time

3.2.3.1 RS232 Command

Requirement	Troubleshoot & fix
RS232 Commands	Please refer to Gekkota application note RS232 commands

3.2.4 Gekkota DMC200

3.2.4.1 Deinterlacer filter

Requirement	Troubleshoot & fix
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

3.2.4.2 Web site image not displayed sometimes

Requirement	Troubleshoot & fix
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)

3.2.4.1 Infrared

Requirement	Troubleshoot & fix
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Infrared	Infrared is supported for player DMC200 delivered after 10/2012 embedding EPDL version V11 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
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3.2.4.1 DVB-T with Express card Hauppauge

Requirement	Troubleshoot & fix
Infrared	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 : <ul style="list-style-type: none"> - Close Web browser, open it again, and connect to player WebUI - Launch a new DVB-T scanning

3.2.4.1 "Bus error" when booting implying infinite player reboot

Requirement	Troubleshoot & fix
	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

3.2.4.2 Flash and YouTube

Requirement	Troubleshoot & fix
	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 warrantied on the player Please refer to Gekkota supported medias and performances

3.2.4.3 RS232 Command

Requirement	Troubleshoot & fix
RS232 Commands	Please refer to Gekkota application note RS232 commands

3.2.5 Gekkota SMT210

3.2.5.1 Flash and YouTube

Requirement	Troubleshoot & fix
	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 warrantied on the player Please refer to Gekkota supported medias and performances

3.2.5.2 NFC badging

Requirement	Troubleshoot & fix
	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

3.2.6 Gekkota SMA200/SMP200

3.2.6.1 Flash and YouTube

Requirement	Troubleshoot & fix
	<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</p> <p>Please refer to Gekkota supported medias and performances</p>

4 Gekkota Desktop

Requirement	Troubleshoot & fix
	<p>Gekkota Desktop is used for demonstration only</p> <p>It supports the same functionalities as gekkota_RT except</p> <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 <p>Gekkota Desktop does not support Plugncast G2/G3</p> <p>Gekkota Desktop is not compatible with Screen Composer G2</p>

4.1 Access to the Gekkota Desktop preferences

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

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

Common features explained above are not supported on Gekkota Desktop