

Troubleshooting options

PlugnCast G3

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1 Introduction

The goal of this document is to help users to fix trouble shoot with PlugnCast G3

2 Prerequisite

- PlugnCast Version 3.10.33 (and above)

3 Command line

Requirement	Troubleshoot & Fix
List all supported command lines supported in your version	<p><code>plugncast -help</code></p> <p>ex:</p> <pre> -k runservice Run as a service -k start Start the service -k stop Stop the service -k restart Restart the service -k pause Pause the service -k continue Continue the service -k resetsuperadmins Reset the super administrators -k resetssl Reset the server certificats -k repairedb -base [BASE] Repair the db specified by the file [BASE] -k repairedbs -domain [DOMAIN] Repair all the base of a given domain -k resetacls Remove all acls -k resetroles Reset all roles to default values </pre>
Erase all existing super administrator accounts users and restore default super administrator account (login: <i>*superadmin*</i> , password: <i>*superadmin*</i>)	<p><code>plugncast.exe -k resetsuperadmins</code></p> <p>After that, all players are unselected, variables value are not visible in the variable table of target menu. Click on <i>*select the variables*</i> icon again and select the appropriate column to see them again</p>
Renew the SSL certificate of your PlugnCast server (when used in HTTPS)	<code>plugncast.exe -k resetssl</code>
Remove all ACL applied to the resource of your server	<p><code>plugncast.exe -k resetacls</code></p> <ul style="list-style-type: none"> ➤ ACL settings have been restored to defaults
Restore default role configuration (factory settings)	<p><code>plugncast.exe -k resetroles</code></p> <ul style="list-style-type: none"> ➤ roles settings have been restored to defaults

Note : Command line may not work in case plugncast.exe has been launched manually with command « plugncast.exe » or « plugncast.exe resetroles » (« -k » missing) (in this case the Plugncast execution user name is wrong). To workaround this issue, stop the two processus (« Detail » tab) plugncast.exe and plugncast-container.exe. Then launch command lines again which should work now.

4 Troubleshooting

4.1 Installation

Requirement	Troubleshoot & Fix
Version upgrade on MS-Windows	Before installing a new version of PlugnCast G3, check that no file of PlugnCast has been opened with a software making that this file is in read-only. Indeed, in this case, it will prevent installation to be successful

4.2 Precaution when migrating to MS-Windows10 or MS-Windows 10 Anniversary Update (Version 1607)

Requirement	Troubleshoot & Fix
Even if it is advised to install PlugnCast G3 on MS-Windows server 2008 or MS-Windows server 2012, PlugnCast G can work also on <ul style="list-style-type: none"> - MS-Windows7, - MS-Windows 8.1, - MS-Windows 10 	<p>IMPORTANT: In case migration from MS-Windows 8.X to MS-Windows 10 or from MS-Windows 10 to MS-Windows 10 Anniversary Update (Version 1607) with PlugnCast already installed, in order to avoid to lose all your PlugnCast data, save the PlugnCast G3 server file system before the migration and restore it after migration (default path ``C:\Users\Public\Documents\Innes Plugncast Server``)</p> <p>Consequently, it is advised to go further by inactivating the MS-Windows version upgrade service</p>

4.3 Web browser

4.3.1 Google Chrome or Mozilla Firefox

Requirement	Troubleshoot & Fix
PlugnCast UI is more efficient with latest version of Web browser (Google Chrome and Firefox)	It is advised to use a recent version of Mozilla Firefox (ex: version 36) or Google Chrome (ex: version 40) to ensure to not face any unexpected issue linked to very old browser

4.3.2 Zoom 100%

Requirement	Troubleshoot & Fix
PlugnCast UI is designed to work with zoom 100%	<p>Some unexpected display rendering issue (for example, when creating a new region for a grid) could be noticed when zoom is not 100% (done by using CTRL + mouse wheel in Web browser).</p> <p>In order to solve this kind of issue, in Web browser restore default zoom to 100%</p>

4.3.3 Password saved by the Web browser

Requirement	Troubleshoot & Fix
When changing password of its proper account, Web browser can keep password of last session (another user for example) displayed	It is advised to clean Web browser history to ensure that password is not saved

4.3.4 Computer display resolution

Requirement	Troubleshoot & Fix
PlugnCast UI is designed for Screen resolution upper than 1366x603	It is recommended to have a screen resolution of 1366x603 (at least) to be able to display properly the PlugnCast Web UI (else some button could not appear in the interface)

4.3.5 Values in combo box are empty sometimes

Requirement	Troubleshoot & Fix
Combo box should always contain a value	<p>In some rare case some value in combo box are not visible (combo box blanked). The problem is disappearing after a while (without any understood reason) by continuing to use PlugnCast normally (seen with Firefox 39 and above).</p> <p>The value is properly applied. That does not affect the PlugnCast behaviour.</p>

4.3.6 Not able to connect anymore to PlugnCast with Google Chrome

Requirement	Troubleshoot & Fix
After a Windows server (hosting PlugnCast) reboot and both Mozilla Firefox and Chrome browser were connected to PlugnCast, Chrome browser may not be able to reconnect again to PlugnCast with F5 key (facing SSL_ERROR)	To solve the issue close Google Chrome web browser and open it again

4.4 PlugnCast UI

4.4.1 Library: swf Model preview issue (when cross domain is not implemented)

Requirement	Troubleshoot & Fix
PlugnCast Model RSS should be able to preview RSS stream	swf models preview in PlugnCast G3 is supported only when cross domain is implemented on RSS Web site (For example, preview of Flash model Free Feeds Sytadin www.sytadin.fr)

	<p>When it is possible, do prefer using RSS maff models which are implementing properly RSS preview (even if cross domain is not supported in the Web site)</p> <p>Note: for custom model RSS, use a Innes MDK supporting HTML and last version of WidgetUtils (sept 2016 or above)</p> <p><i>Note: The model maff Feeds Sytadin should be available by 2016. The model maff RSS Fil d'actualités 16-9 (1.10.11) and maff RSS Fil d'actualités – bandeau horizontal (1.10.13) are already available</i></p>
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4.4.2 Library: MeetingRoom preview is not supported

Requirement	Troubleshoot & Fix
PlugnCast should be able to preview Meeting Room model instance	<p>Until there there is no fix to preview the MeetingRoom model instance.</p> <p>Preview should be available in MeetingRoom Mono 1.10.43 and MeetingRoom Summary 1.10.47 by 2016</p>

4.4.3 Library: slideshow mode or interactive mode with MS-PowerPoint (or PDF) medias

Requirement	Troubleshoot & Fix
PlugnCast can transform a media from interactive mode (requiring user action) to slide show mode (all the page of the media is played) (and reciprocally)	<p>Default behaviour for PDF/MS-PowerPoint/maff/swf media is 1X. Ensure that these medias used in playout contain a duration by page value so that they be played as a slideshow (else the media is played in interactive mode making that user keyboard event is required to go ahead on next pages of the media)</p>

4.4.4 Library: facing issue to open video media after a while with Firefox (rare)

Requirement	Troubleshoot & Fix
The video and audio formats supported in PlugnCast preview are the Web formats supported by the used Web browser	<p>PlugnCast could face some issue to open some specific video medias with Firefox browser in case cache is corrupted. To solve the issue, empty Firefox cache by going in menu options/advanced/network and click empty cache (note that CTRL + F5 might not be sufficient to solve the issue)</p>

4.4.5 Library: full screen preview issue

Requirement	Troubleshoot & Fix
It is possible to preview some media in full screen	<p>In some rare case, fullscreen preview does not work properly with Mozilla Firefox browser in case the function has been inactivated by user.</p> <p>To solve this issue, type <code>*about:permissions*</code> in new Mozilla Firefox browser tab, select IP address of PlugnCast and on the right panel, for <code>*fullscreen*</code> scrolling list: choose <code>*activated*</code> to activate fullscreen</p>

4.4.6 Library: maff/swf media edition issue

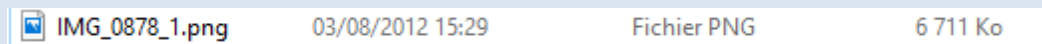
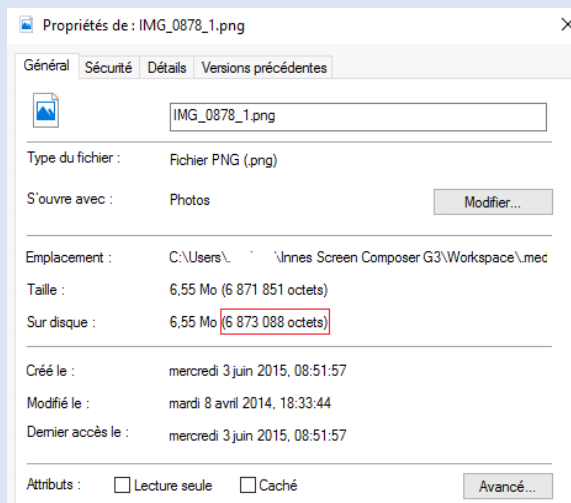
Requirement	Troubleshoot & Fix
All maff/swf medias created with PlugnCast can be modified	<p>In some very rare case, some model instance's form (realized with PlugnCast model library) can be not edited (edition tab is greyed), so cannot be modified (seen especially with linked medias). Anyway the media instance is working properly.</p> <p>To solve the issue, - either the model can be realized again easily:</p>

	<ul style="list-style-type: none"> - create new model with the same configuration and delete the old one which cannot be editable - either the model is long and complex to be realized: - send a request for support to support@innes.pro
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4.4.7 Library: editionRef is null when editing a new model instance

Requirement	Troubleshoot & Fix
Media creation based on model document	EditionRef error could be noticed in the form preventing to edit it properly. That could occurs when the model instance is created immediately after all the model have been copied by the support on the Plugncast filesystem (seen on Ubuntu only). In most of case, the SAAS customer should never notice this issue because the models are copied by the support team the day before the SAAS production launch

4.4.8 Library: size limitation of external resource imported when saving a model form

Requirement	Troubleshoot & Fix
Model form has to support importation of some external medias.	<p>In PlugnCast G3, the size of external media is limited when the form is saved (for example: "Diaporama", "MeetingRoom", "Fil d'actualité")</p> <p>The limitation of the maximal size of an external media newly inserted or newly updated when saving a model form is 4,19 MB by default. Above this size, an error HTTP 413 is raised.</p> <p>In case several files are imported in the form in a single shot: when the form is saved, the total of the imported (or updated) media sizes need to be also lower than 4,19 MB.</p> <p><i>Note that this size is included a http request header of roughly 300 bytes</i></p> <p><i>Note that in case an external image is inserted in the form, in case its resolution is more than 1920x1080, the image is resized to match maximal resolution 1920x1080 (Full HD). The size of the image media is decreasing according to the resolution when the form is saved. This size of resized image will be taken into account for the limitation explained above.</i></p> <p>This default limitation can be changed by modifying a PlugnCast user preference By example, to support this image of ~6,711 Ko</p> <div data-bbox="438 958 1485 1001" data-label="Image">  </div> <div data-bbox="670 1034 1244 1534" data-label="Image">  </div> <ul style="list-style-type: none"> - Stop the server - In prefs.js (default directory C:\Users\Public\Documents\Innes Plugncast Server\profile), add the line <code>user_pref("innes.webserver.htpd.max-request-size", 6873388);</code> - Start the server <p>This limitation should be solved in a next version of PlugnCast G3 (version number not communicated).</p> <p><i>Note: in the example below, 6873088 + 300 = 6873388 (bytes) is chosen instead default value 4194304 (bytes) stored in httpd-common-prefs.js (default directory: C:\Program Files (x86)\Innes Plugncast Server\defaults\preferences</i></p>

4.4.9 Library: line break in Slide Maker

Requirement	Troubleshoot & Fix
Possibility to enter line break in Slide Maker text area	To insert line break in Slide Maker text area, type SHIFT + ENTER

4.4.10 Library: import content (progress bar status & indexation)

Requirement	Troubleshoot & Fix
When importing a new content, a progress bar status and indexation status is displayed	After having cancelled a content import of several GB, progress status bar and indexation status bar may be not displayed anymore until the file is completely download (in fact the file importation is not really cancelled). To solve the issue press F5 or wait for a while the time for the download to be completed

4.4.11 Library: manifest & preview and special characters

Requirement	Troubleshoot & Fix
Manifest and preview: object pointed by URI playfile and URI playfolder support some non-ASCII characters	Until there, the presence of "{" character in edition screen of URI or playfolder may imply <ul style="list-style-type: none"> - "Please wait" error message displayed infinitely in the manifest and preview screen - Publication never ending in target/publication screen corrected in version 3.10.38

4.4.12 Library: playfolder localized ending with "/" character

Requirement	Troubleshoot & Fix
Playfolder localized with directory automatically created	Some playfolder localized created by selecting "create the directory automatically" may not work properly if the path file name is ending with double slash character (//) To solve the issue, remove the playfolder and create it again with version 3.10.17 or above

4.4.13 Library: renaming a letter from caps to lower case could imply download error

Requirement	Troubleshoot & Fix
PlugnCast should support renaming of directory by changing lower case characters to caps characters	At this time there is an issue to rename a directory name (or filename) by only changing a character from lower case to caps) ex: "Image" to "image". To solve the issue you have to modify the directory (of file twice) by adding and remove back another character. Most of that, a downloading error could be raised (with the new media name "image") in case a previous publication has been done before with "Image".

4.4.14 Playout: localized folder with non ASCII character in variable value may prevent PlugnCast to start properly (Version 3.10.33)

Requirement	Troubleshoot & Fix
special characters in variable value of localized folder	PlugnCast may not start properly with the version 3.10.33 in case localized folder had been created with version 3.10.31 or 3.10.32 <ul style="list-style-type: none"> - In case your domain-repository was containing localized folder based on variable value containing non ASCII character (ex: accentuated character), it could prevent PlugnCast to start properly. To solve the issue, - Stop PlugnCast - Edit the file variable-folders.js of PlugnCast file system (default C:\Users\Public\Documents\Innes Plugncast Server\.profile\preferences), - Convert it into UTF-8 format

	(ex: with Notepad++, Encodage > Convertir en UTF-8 (Sans BOM)) - Save the file. - Restart PlugnCast
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4.4.15 Playout: playfolder content update & localized folder containing directory with variable date

Requirement	Troubleshoot & Fix
A playfolder has to play the medias of the pointed directory lastly published on the frontal	In case using playfolder pointing on localized folder + variable date, the obsolete medias are not cleared from the directory in case using Gekkota devices (only). A workaround consists in create a fake Gekkota G4 device and publish on both Gekkota G3 devices type and Gekkota G4 device types. Indeed in this case the directory clean up is done properly.

4.4.16 Playout: channel and audio playlist of audio playfolder

Requirement	Troubleshoot & Fix
It is advised to add playlist of audio medias and playfolder of audio medias in audio channel	In case a playlist of audio medias or playfolder of audio medias are inserted in visual (main zone) or audio-visual channel (main zone), the media should imply "media temporarily unavailable code 0"

4.4.17 Playout: default media for a layout region

Requirement	Troubleshoot & Fix
In playout view, it is possible to affect a default media for a region	Create a new region in a grid. Before to save the grid, select *insertion des medias dans* habillage instead of *insertion des medias dans* le calendrier IMPORTANT: Please note that in this case, all the calendar events are deleted from the channel. Consequently, it is not possible to add media in a calendar event (note: default media in region is not supported for audio channel). To be able to add again events in calendar return back to *insertion des medias dans* le calendrier

4.4.18 Playout: manifest red stamp for a media MS-PowerPoint (or PDF) due to (missing) font required

Requirement	Troubleshoot & Fix
Some missing fonts could make that MS-PowerPoint or PDF medias fonts is not rendered properly. These medias can be seen easily in media manifest because the media is stamped in red Version 3.12.20 (and above)	In order to solve this, insert the missing font in library/fonts <i>Note: That does not affect the publication</i>

4.4.19 Playout: clean calendar event in the past to increase efficiency

Requirement	Troubleshoot & Fix
PlugnCast can erase all event in the past for a playout	By default, the events in the past are not cleaned by PlugnCast (and kept in database). In order to lighten database size and optimize PlugnCast efficiency, it is advised to clean events in the past when it is possible by using *sweep* button (icon with tooltip *delete past events*) in playout/calendar view)

4.4.20 Playout: time slot preview

Requirement	Troubleshoot & Fix
Time slot preview (version 3.10.37 and above)	<ol style="list-style-type: none"> 1) Due to security reasons implemented in some Web site, most of Web page cannot be previewed inside PlugnCast domain because framing is not supported. Instead a blank page is displayed while the media duration (when the URI of Web page is played inside the main zone, a hyperlink is suggested at the bottom of the screen to preview it) 2) An URI Web page whose scheme is http can only be previewed inside PlugnCast domain http (although it is not recommended to use PlugnCast in http). If not, an error message is raised : *This web page cannot be previewed by you browser. You are trying to preview a not secure http web page but your PlugnCast connection is https* 3) The flash model instance cannot be previewed on Google Chrome Web browser

4.4.21 Targets: player not on time (in https)

Requirement	Troubleshoot & Fix
PlugnCast is able to update time&date of the player when time shift is more than 24 hours. In https, a PlugnCast domain certificate is required in the player. This certificate has an expiration date (ex min_date: 15/11/2015 - max_date: 15/11/2020). In case the player is not on time at all (below certificate min_date or above certificate max_date), the player can not communicate with the PlugnCast server domain anymore. And PlugnCast can not update the player time&date	To solve the issue, please see above "Player not detected in PlugnCast UI with PlugnCast in https"

4.4.22 Targets: group by variable cannot be edited when a variable is erased


Requirement	Troubleshoot & Fix
PlugnCast can create/modify/delete group of player by "variable"	<p>In case a variable used by a group is deleted, the group is not modified according to and cannot be modified anymore by user. In that case this error message is raised *group can not be edited because it has dependencies with variables which don't exist anymore*.</p> <p>To solve the issue delete the group and create it again</p>

4.4.23 Targets: publication error

Requirement	Troubleshoot & Fix
Target path is undefined	<p>In some rare case, this publication error message could be raised when by example your URI is not valid [domain-repository]http://www.google.com</p> <p>Indeed the scheme can [domain-repository] can not be paste close to the scheme [http]. To work around the issue, edit your URI and remove one of the 2 schemes.</p>
Playfolder or URI containing not-existing variable name	Playfolder or URI containing not-existing variable name may lead to publication issue (in this case the variable is shown in orange)

	in the URI. To solve the issue, create again the variable and affect this variable value to the player. Or update the playfolder (or the URI) by removing or updating the obsolete variable
The playlist does not exist	In some case, publication error can be raised displaying error message: "the playlist does not exist" after having recently registered an old device (unregistered previously). The message is not consistent because the playlist exists really. To solve the issue press F5 and publish again

4.4.24 Targets: delay to declare that a device is not alive

Requirement	Troubleshoot & Fix
Default duration to declare that a device is not "alive" (does not send its device status in the elapsed time)	<p>The default time windows to declare that a device is not alive is 10 minutes. That's means that if the device status.xml has not been sent on the PlugnCast server by the device in the elapsed time, PlugnCast is raising a warning  (net connection refused for download request) in tab Target > Publication > Device.</p> <p>Either your device is not able to send its device status.xml (for any reason), or your device is not configured properly to sent the device status.xml in the default PlugnCast time windows. In this last case, you have to adjust the PlugnCast time windows according to your chosen device heart beat</p> <ul style="list-style-type: none"> - Either do configure the heartbeat of your status server with duration below 10 minutes - Or increase the default PlugnCast timeout to a value upper than your device heartbeat (ex: 20 min or 1200 seconds). <ul style="list-style-type: none"> o Stop PlugnCast server o Edit the file <code>prefs.js</code> (default directory <code>C:\Users\Public\Documents\Innes Plugncast Server\.profile</code>) o Add the preference (default: 600 seconds) according to your need (ex: <code>user_pref("innes.plugncast.cms.targets.digitalsignage.device-out-of-date", 1500);</code>

4.4.25 Targets: download error (progress 0%)

Requirement	Troubleshoot & Fix
Download 0%	<p>In some rare case, "Téléchargement"/"Etat" (in target/publication screen) could be stuck to 0% because the file variables-<mac>.xml has not been found.</p> <p>To solve the issue, publish again the same playlist</p>

4.4.26 Settings/frontal: player not detected in PlugnCast with PlugnCast in https

Requirement	Troubleshoot & Fix
When PlugnCast domain's frontal is hosted on **HTTPS**, the player (Gekkota) needs the PlugnCast domain's certificate to be allowed connect to the server	<p>Export the PlugnCast certificate (associated to the domain) with a Web browser (Mozilla Firefox, Google Chrome)</p> <p>Open Gekkota WebUI and go to maintenance menu</p> <ul style="list-style-type: none"> - In certificate menu, add the PlugnCast certificate (exported just above) and reboot the player <p>In case the player is still not detected by PlugnCast, ensure in PlugnCast that the server certificate exported (in menu <i>*certificate SSL*</i>) is containing the right domain name ("`Extension > Nom > valeur`"). If not, auto-generate again a server certificate with the current domain and export again (in case server certificate auto-generation, apply the same procedure for all your players)</p> <p>Ensure also that</p> <ul style="list-style-type: none"> - Player is on time (activate if possible NTP) - Firewall incoming port 80, 443 (others port if some of them is used in your PlugnCast) are opened

4.4.27 Settings: external frontal with poor connection could affect publication time

Requirement	Troubleshoot & Fix
PlugnCast supports external frontal	PlugnCast is managing globally the publication on build-in frontal and external frontal. In case the communication with external is very slow, the publication efficiency on frontal build-in will be also globally slowed

4.4.28 Settings: configuration script

Requirement	Troubleshoot & Fix
PlugnCast is supporting configuration script	<p>These configuration script name formats are supported:</p> <ul style="list-style-type: none"> - <code><MAC>.configuration.js</code> (lower case as well upper case for <code><MAC></code>) <ul style="list-style-type: none"> - ex: <code>*00-1c-e6-02-fc-01.configuration.js*</code> - <code><hostname>.configuration.js</code> (lower case as well upper case for <code><hostname></code>) - <code><UUID>.configuration.js</code> (lower case as well upper case for <code><UUID></code>) - <code>configuration.js</code> <ul style="list-style-type: none"> - note: in this case, PlugnCast is splitting configuration.js into proper not existing <code><uuid>.configuration.js</code>, <code><hostname>.configuration.js</code>, or <code><mac>.configuration.js</code> depending on player identification method

4.4.29 Settings: alarm sending by email (SMTP)

Requirement	Troubleshoot & Fix
Alarm sending by email	Alarm with email sending is not implemented

4.5 PlugnCast server

4.5.1 Work with other ports

Requirement	Troubleshoot & Fix
<p>IMPORTANT</p> <p>Innes recommend to allocate an entire computer machine to warranty efficiency of PlugnCast G3 server. Innes does not warranty the proper working of PlugnCast G3 server in case other applications or services are launched on this PC server. PlugnCast G3 server is working on default ports 80 (HTTP) and 443 (HTTPS)</p> <p>However It is possible to make work the server on some other ports</p>	<ul style="list-style-type: none"> Step1: create an empty preferences text file all.js, copy/paste in it these 2 lines below (in the example, new port for HTTP and HTTPS) and save <ul style="list-style-type: none"> - <code>pref("innes.webserver.providers.http.port", 8080);</code> - <code>pref("innes.webserver.providers.https.port", 8443);</code> Step2: stop PlugnCast G3 server by clicking **Stop** desktop icon Step3: copy the file all.js in PlugnCast G3 user profile (default directory is C:\Users\Public\Documents\Innes Plugncast Server\.profile\preferences) Step4: in Windows firewall, add a new inbound rule to allow traffic on the new ports Step5: start PlugnCast G3 server by clicking **Start** desktop icon Step6: in Web browser, type https://<server_PlugnCast_IP_addr>:<new_port> example: https://myServerPlugnCast.com:8443

4.5.2 List WebDAV directories

Requirement	Troubleshoot & Fix
It is possible to list the PlugnCast server WebDAV directories	The WebDAV directories can be listed with the URL https://<your_server_IP>/.frontals/.webdav/<your_domain>/?list_directory

4.5.3 Export a playout

Requirement	Troubleshoot & Fix
It is possible to export a playout as tar.gz with your Web browser (by example for debug issue)	<p>Playout can be exported as tar.gz from the PlugnCast server to your PC with a Web browser</p> <ul style="list-style-type: none"> - limitation: the medias whose relative path is more than 100 characters are not exported in tar.gz - type this URL in your Web browser https://<your_server_IP>/.frontals/.webdav/<your_domain>/ - The playout is downloaded by default in this directory as an archive tar.gz C:\Users\<user_name>\Downloads <p>Compatibility: to be able to inflate properly the archive, the software has to support UTF8 (supported only on these very latest version of WinZip or 7Zip)</p> <ul style="list-style-type: none"> - WinRar V5.40 beta1 (or above) - 7Zip V9.5 (or above)

4.5.4 Connection increase with number of fonts

Requirement	Troubleshoot & Fix
A lot of fonts can be imported in library. Consequently the connection duration to the PlugnCast's domain could be increased	<p>Connexion time to PlugnCast is increasing with the amount of fonts loaded in library (roughly 20 seconds more for 200MB of fonts file)</p> <p>To reduce connexion duration remove not useful fonts</p>

4.5.5 Issue to connect to PlugnCast in https even after having completely restart your Web browser

Requirement	Troubleshoot & Fix
PlugnCast in https	<p>In some very rare case, after the installation of a new PlugnCast version, it could be possible to not be able to connect to PlugnCast due to wrong management of certificate whereas no problem was never faced before. The only way to solve the issue is to renew the certificate</p> <p><code>plugncast.exe -k resetssl</code></p> <p>This issue is very rare: think to restart all your Web browser and check again before doing this command. Because this new certificate should be deployed on all your player</p>

4.5.6 Character fonts cannot be fetched

Requirement	Troubleshoot & Fix
Message « character fonts can not be fetched » (or in french « les polices de caractères ne peuvent être récupérées »)	<p>In case facing, immediately after login, the message * character fonts can not be fetched* (or in french *les polices de caractères ne peuvent être récupérées*), please repair the databases as described in chapter Fix / Repair datadase</p>

4.6 Player not detected in PlugnCast UI with PlugnCast in https

4.6.1 Certificate missing

Requirement	Troubleshoot & Fix
When PlugnCast domain's frontal is hosted on **HTTPS**, the player (Gekkota) needs the PlugnCast domain's certificate to be allowed connect to the server	<p>Export the PlugnCast certificate (associated to the domain) with a Web browser (Mozilla Firefox, Google Chrome)</p> <p>Open Gekkota WebUI and go to maintenance menu</p> <ul style="list-style-type: none"> - In certificate menu, add the PlugnCast certificate (exported just above) and reboot the player <p>In case the player is still not detected by PlugnCast, ensure in PlugnCast that the server certificate exported (in menu <i>*certificate SSL*</i>) is containing the right domain name (``Extension > Nom > valeur``). If not, auto-generate again a server certificate with the current domain and export again (in case server certificate auto-generation, apply the same procedure for all your players)</p>

4.6.2 Player not on time

Requirement	Troubleshoot & Fix
PlugnCast is able to update time&date of the player when time shift is more than 24 hours. In https, a PlugnCast domain certificate is required in the player. This certificate has an expiration date (ex min_date: 15/11/2015 - max_date: 15/11/2020). In case the player is not on time at all (below certificat min_date or above certificat max_date), the player can not communicate with the PlugnCast server domain anymore. And PlugnCast can not update the player time&date	<p>To solve the issue, please see above “Player not detected in PlugnCast UI with PlugnCast in https”</p> <p>Note: Innes recommends also to use NTP server (in player WebUI) so that the player is always on time</p>

5 Major fix to be applied once in some conditions

5.1 Playout: localized folder with non ASCII characters in variable value may prevent PlugnCast to start properly (Version 3.10.33)

Requirement	Troubleshoot & Fix
special characters in variable value of localized folder	<p>PlugnCast may not start properly with the version 3.10.33 in case localized folder had been created with version 3.10.31 or 3.10.32</p> <ul style="list-style-type: none"> - In case your domain-repository was containing localized folder based on variable value containing non ASCII character (ex: accentuated character), it could prevent PlugnCast to start properly. To solve the issue, - Stop PlugnCast - Edit the file variable-folders.js of PlugnCast file system (default C:\Users\Public\Documents\Innes Plugncast Server\.profile\preferences), - Convert it into UTF-8 format (ex: with Notepad++, Encodage > Convertir en UTF-8 (Sans BOM)) - Save the file. - Restart PlugnCast

5.2 Activate software download by Plugncast G3 when passing to Gekkota 3.12.22

Requirement	Troubleshoot & Fix
This fix is dedicated to activate HTTP software download on player so that they can support software download and configuration script management in PlugnCast G3 environment	<ul style="list-style-type: none"> - In order to activate software upgrade with PlugnCast G3, <ul style="list-style-type: none"> - download this migration script ``enable-g3-addon-manager-http-downloader.js`` [download](plugncast-g3/enable-g3-addon-manager-http-downloader.js){.auth-downloads} - insert it in PlugnCast library and - drop it in your playout *playout/property* tab) then - publish the playout in the target players - Preconditions <ul style="list-style-type: none"> - Ensure that player Gekkota_os version is 3.12.20 (or above) - Ensure that player Gekkota_rt version is 3.12.22 (or above)

5.3 Repair datadase

Requirement	Troubleshoot & Fix
<p>This fix is permitting to repair the corrupted databases (calendar, library & frontal databases).</p> <p>This command line need to be launched once for all customer having installed a PlugnCast version 3.12.20 (or below) and passing to 3.12.21 (or above)</p>	<p>plugncast.exe -k repairedbs -domain <plugncast_customer_domain></p> <ul style="list-style-type: none"> - Until version 3.10.20, PlugnCast databases has an issue that can corrupt itself (anyway in most of the cases probably no problem has been faced yet). It is highly recommended to repair the corrupted databases of your domains with this command line - Go on plugncast workstation, and open command line prompt - Go in PlugnCast installation directory <ul style="list-style-type: none"> - By default: C:\Program File (x86)\Innes Plugncast Server - Launch this command line plugncast.exe -k repairedbs -domain <plugncast_customer_domain>: - Result: few seconds after command launch, in case a database repairing is successful (few seconds), the corrupted database is copied and saved back in the same directory with time&date suffix,

	<p>and new one are created (see time&date of the new files).</p> <ul style="list-style-type: none"> - Default database directory for a domain: <ul style="list-style-type: none"> - C:\Users\Public\Documents\Innes Plugncast Server\domains\<plugncast_customer_domain1>\.db\cmsdb (for calendar database) - C:\Users\Public\Documents\Innes Plugncast Server\domains\<plugncast_customer_domain1>\.db\frontalsdb (for frontal database) - C:\Users\Public\Documents\Innes Plugncast Server\domains\<plugncast_customer_domain1>\.db\metadatadb (for library database) - In case one of the three databases is not repaired, <ul style="list-style-type: none"> - Stop server (stop icon) - Try once again the command line - Start server (start icon) - Check again - In case one of the three databases is still not repaired, <ul style="list-style-type: none"> - please contact support@innes.pro - Note: these are some examples of unexpected behaviour when the database corruption brings some problems: <ul style="list-style-type: none"> - An error message is raised immediately after login: *fonts can not be fetched*. Consequently, the fonts are not available anymore in library - The models are not visible when opening models library - It is not possible to edit form of existing model instance - Modification of playout or calendar can not be saved (saving reply an error message with HTTP error 400)
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