

# Troubleshoot fixing guide

## **PlugnCast G3**

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Version 001B

# 1 Table des matières

<b>1</b>	<b>Introduction</b>	<b>4</b>
<b>2</b>	<b>Prerequisite</b>	<b>4</b>
<b>3</b>	<b>Command line</b>	<b>4</b>
<b>4</b>	<b>Troubleshooting</b>	<b>4</b>
<b>4.1</b>	<b>Precaution when migrating from lower MS-Windows to MS-Windows10</b>	<b>4</b>
<b>4.2</b>	<b>Web browser</b>	<b>4</b>
4.2.1	Google Chrome or Mozilla Firefox	4
4.2.2	Zoom 100%	5
4.2.3	Password saved by the Web browser	5
4.2.4	Computer display resolution	5
4.2.5	Values in combo box are empty sometimes	5
4.2.6	Not able to connect anymore to PlugnCast with Google Chrome	5
<b>4.3</b>	<b>PlugnCast UI</b>	<b>6</b>
4.3.1	Library: swf Model preview issue (when cross domain is not implemented)	6
4.3.2	Library: meetingRoom preview is not supported	6
4.3.3	Library: slideshow mode or interactive mode with MS-PowerPoint (or PDF) medias	6
4.3.4	Library: facing issue to open video media after a while with Firefox (rare)	6
4.3.5	Library: full screen preview issue	6
4.3.6	Library: maff/swf media edition issue	7
4.3.7	Library: indexation issue when importing medias on Ubuntu server	7
4.3.8	Library: size limitation of external resource imported when saving a model form	7
4.3.9	Playout: default media for a layout region	8
4.3.10	Playout: manifest red stamp for a media MS-PowerPoint (or PDF) due to (missing) font required	8
4.3.11	Playout: clean calendar event in the past to increase efficiency	8
4.3.12	Targets: player not on time (in https)	9
4.3.13	Targets: group by variable cannot be edited when a variable is erased	9
4.3.14	Settings/frontal: player not detected in PlugnCast with PlugnCast in https	9
4.3.15	Settings: external frontal with poor connection could affect publication time	10
4.3.16	Settings: configuration script	10
4.3.17	Settings: alarm sending by email (SMTP)	10
<b>4.4</b>	<b>PlugnCast server</b>	<b>10</b>
4.4.1	Work with other ports	10
4.4.2	List WebDAV directories	11
4.4.3	Export a playout	11
4.4.4	Connection increase with number of fonts	11
4.4.5	Issue to connect to PlugnCast in https even after having completely restart your Web browser	11
4.4.6	Character fonts cannot be fetched	12
<b>4.5</b>	<b>Player not detected in PlugnCast UI with PlugnCast in https</b>	<b>12</b>
4.5.1	Certificate missing	12
4.5.2	Player not on time	12

<b>5</b>	<b><i>Major fix to be applied once in some conditions</i></b>	<b>13</b>
5.1	Activate software download by Plugncast G3 when passing to Gekkota 3.12.22	13
5.2	Repair datadase	13

# 1 Introduction

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

## 2 Prerequisite

- PlugnCast Version 3.10.32

## 3 Command line

Requirement	Troubleshoot & Fix
It is possible to erase all existing super administrator accounts users and restore default super administrator account (login: <i>*superadmin*</i> , password: <i>*superadmin*</i> )	<code>plugncast.exe -k resetsuperadmins</code>  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
It is possible to renew the SSL certificate of your PlugnCast server (when used in HTTPS)	<code>plugncast.exe -k resetssl</code>

## 4 Troubleshooting

### 4.1 Precaution when migrating from lower MS-Windows to MS-Windows10

Requirement	Troubleshoot & Fix
<b>PlugnCast can support</b> <ul style="list-style-type: none"> <li>- Windows7,</li> <li>- Windows 8.1,</li> <li>- Windows 10,</li> <li>- Windows server 2008,</li> <li>- Windows server 2012</li> </ul>	<b>IMPORTANT:</b> In case migration from MS Windows 8.X to MS Windows 10 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``)

### 4.2 Web browser

#### 4.2.1 Google Chrome or Mozilla Firefox

Requirement	Troubleshoot & Fix
<b>PlugnCast UI is more efficient with latest version of Web browser (Google Chrome and Firefox)</b>	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

#### 4.2.2 Zoom 100%

Requirement	Troubleshoot & Fix
<b>PlugnCast UI is designed to work with zoom 100%</b>	<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>

#### 4.2.3 Password saved by the Web browser

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

#### 4.2.4 Computer display resolution

Requirement	Troubleshoot & Fix
<b>PlugnCast UI is designed for Screen resolution upper than 1366x603</b>	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)

#### 4.2.5 Values in combo box are empty sometimes

Requirement	Troubleshoot & Fix
<b>Combo box should always contain a value</b>	<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>

#### 4.2.6 Not able to connect anymore to PlugnCast with Google Chrome

Requirement	Troubleshoot & Fix
<b>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)</b>	To solve the issue close Google Chrome web browser and open it again

## 4.3 PlugnCast UI

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

Requirement	Troubleshoot & Fix
<b>PlugnCast Model RSS should be able to preview RSS stream</b>	<p>swf models preview in PlugnCast G3 is supported only when cross domain is implemented on RSS Web site (For example, preview of Flash model <b>Free Feeds Sytadin</b> <a href="http://www.sytadin.fr">www.sytadin.fr</a>)</p> <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 <b>Fil d'actualités 16-9</b> (1.10.11) and maff RSS <b>Fil d'actualités – bandeau horizontal</b> (1.10.13) are already available</i></p>

### 4.3.2 Library: meetingRoom preview is not supported

Requirement	Troubleshoot & Fix
<b>PlugnCast should be able to preview Meeting Room model instance</b>	<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>

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

Requirement	Troubleshoot & Fix
<b>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)</b>	<p>Default behaviour for PDF/MS-PowerPoint/maff/swf media is 1X. Ensure that these medias used in playout contain a <b>duration by page</b> 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>

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

Requirement	Troubleshoot & Fix
<b>The video and audio formats supported in PlugnCast preview are the Web formats supported by the used Web browser</b>	<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>

### 4.3.5 Library: full screen preview issue

Requirement	Troubleshoot & Fix
<b>It is possible to preview some media in full screen</b>	<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>

	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
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#### 4.3.6 Library: maff/swf media edition issue

Requirement	Troubleshoot & Fix
<b>All maff/swf medias created with PlugnCast can be modified</b>	<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,</p> <ul style="list-style-type: none"> <li>- either the model can be realized again easily: <ul style="list-style-type: none"> <li>- create new model with the same configuration and delete the old one which cannot be editable</li> </ul> </li> <li>- either the model is long and complex to be realized: <ul style="list-style-type: none"> <li>- send a request for support to <a href="mailto:support@innes.pro">support@innes.pro</a></li> </ul> </li> </ul>

#### 4.3.7 Library: indexation issue when importing medias on Ubuntu server

Requirement	Troubleshoot & Fix
<b>It is possible to import any file (in case the type is supported and file size is under the limit)</b>	<p>Ubuntu/SAAS: In some case, the importation of file seems to be done properly but the indexation for these files fails making that the user needs to wait for the timeout expires (4/5 minutes) before having again the hand on PlugnCast. Moreover, the metadata of the files whose indexation has failed are unusable. To work around, it is advised to stop and restart PlugnCast server.</p> <p><i>Note: contrary to Windows servers, SAAS system do not reboot every night like Windows servers. Innes is working to fix this issue in a next PlugnCast version</i></p>

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

Requirement	Troubleshoot & Fix
<b>Model form has to support importation of some external medias.</b>	<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>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</p>

	<p>form is saved. This last size will be taken into account for the limitation explained above.</p> <p>This default limitation can be changed by modifying a PlugnCast user preference (by example 16MB):</p> <ul style="list-style-type: none"> <li>- Stop the server</li> <li>- In prefs.js (default directory <code>C:\Users\Public\Documents\Innes Plugncast Server\profile</code>), add the line  <pre>user_pref("innes.webserver.httppd.max-request-size", 16000000);</pre></li> <li>- Start the server</li> </ul> <p>This limitation should be solved in a next version of PlugnCast G3 (version number not communicated).</p> <p><i>Note: in the example, 16000000 is chosen instead default value 4194304 stored in httpd-common-prefs.js (default directory: C:\Program Files (x86)\Innes Plugncast Server\defaults\preferences</i></p>
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#### 4.3.9 Playout: default media for a layout region

Requirement	Troubleshoot & Fix
<b>In playout view, it is possible to affect a default media for a region</b>	<p>Create a new region in a grid. Before to save the grid, select <i>*insertion des medias dans*</i> <b>habillage</b> instead of <i>*insertion des medias dans*</i> <b>le calendrier</b></p> <p>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 <i>*insertion des medias dans*</i> <b>le calendrier</b></p>

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

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

#### 4.3.11 Playout: clean calendar event in the past to increase efficiency

Requirement	Troubleshoot & Fix
<b>PlugnCast can erase all event in the past for a playout</b>	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)
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#### 4.3.12 Targets: player not on time (in https)

Requirement	Troubleshoot & Fix
<b>PlugnCast is able to update time&amp;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&amp;date</b>	To solve the issue, please see above "Player not detected in PlugnCast UI with PlugnCast in https"

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

Requirement	Troubleshoot & Fix
<b>PlugnCast can create/modify/delete group of player by "variable"</b>	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 <i>*group can not be edited because it has dependencies with variables which don't exist anymore*</i> . To solve the issue delete the group and create it again

#### 4.3.14 Settings/frontal: player not detected in PlugnCast with PlugnCast in https

Requirement	Troubleshoot & Fix
<b>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</b>	Export the PlugnCast certificate (associated to the domain) with a Web browser (Mozilla Firefox, Google Chrome)  Open Gekkota WebUI and go to maintenance menu - In certificate menu, add the PlugnCast certificate (exported just above) and reboot the player  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 ( <i>``Extension &gt; Nom &gt; valeur``</i> ). 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) Ensure also that - 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

#### 4.3.15 Settings: external frontal with poor connection could affect publication time

Requirement	Troubleshoot & Fix
<b>PlugnCast supports external frontal</b>	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

#### 4.3.16 Settings: configuration script

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

#### 4.3.17 Settings: alarm sending by email (SMTP)

Requirement	Troubleshoot & Fix
<b>Alarm sending by email</b>	Alarm with email sending is not implemented

### 4.4 PlugnCast server

#### 4.4.1 Work with other ports

Requirement	Troubleshoot & Fix
<p><b>IMPORTANT</b></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>	<p>Step1: create an empty preferences text file <b>all.js</b>, copy/paste in it these 2 lines below (in the example, new port for HTTP and HTTPS) and save</p> <ul style="list-style-type: none"> <li>- <code>pref("innes.webserver.providers.http.port", 8080);</code></li> <li>- <code>pref("innes.webserver.providers.https.port", 8443);</code></li> </ul> <p>Step2: stop PlugnCast G3 server by clicking <b>**Stop**</b> desktop icon</p> <p>Step3: copy the file <b>all.js</b> in PlugnCast G3 user profile (default directory is C:\Users\Public\Documents\Innes Plugncast Server\.profile\preferences)</p> <p>Step4: in Windows firewall, add a new inbound rule to allow traffic on the new ports</p>

	<p>Step5: start PlugnCast G3 server by clicking <b>**Start**</b> desktop icon</p> <p>Step6: in Web browser, type  <a href="https://&lt;server_PlugnCast_IP_addr&gt;:&lt;new_port&gt;">https://&lt;server_PlugnCast_IP_addr&gt;:&lt;new_port&gt;</a>  example: <a href="https://myServerPlugnCast.com:8443">https://myServerPlugnCast.com:8443</a></p>
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#### 4.4.2 List WebDAV directories

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

#### 4.4.3 Export a playout

Requirement	Troubleshoot & Fix
<b>It is possible to export a playout as tar.gz with your Web browser (by example for debug issue)</b>	<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"> <li>- limitation: the medias whose relative path is more than 100 characters are not exported in tar.gz</li> <li>- type this URL in your Web browser  <a href="https://&lt;your_server_IP&gt;/.frontals/.webdav/&lt;your_domain&gt;/">https://&lt;your_server_IP&gt;/.frontals/.webdav/&lt;your_domain&gt;/</a> <ul style="list-style-type: none"> <li>- The playout is downloaded by default in this directory as an archive tar.gz  C:\Users\&lt;user_name&gt;\Downloads as</li> </ul> </li> </ul> <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"> <li>- WinRar V5.40 beta1 (or above)</li> <li>- 7Zip V9.5 (or above)</li> </ul>

#### 4.4.4 Connection increase with number of fonts

Requirement	Troubleshoot & Fix
<b>A lot of fonts can be imported in library. Consequently the connection duration to the PlugnCast's domain could be increased</b>	<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>

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

Requirement	Troubleshoot & Fix
<b>PlugnCast in https</b>	<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> <pre>plugncast.exe -k resetssl</pre>

	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
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#### 4.4.6 Character fonts cannot be fetched

Requirement	Troubleshoot & Fix
<b>Message « character fonts can not be fetched » (or in french « les polices de caractères ne peuvent être récupérées »)</b>	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 database

### 4.5 Player not detected in PlugnCast UI with PlugnCast in https

#### 4.5.1 Certificate missing

Requirement	Troubleshoot & Fix
<b>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</b>	<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  - In certificate menu, add the PlugnCast certificate (exported just above) and reboot the player</p> <p>In case the player is still not detected by PlugnCast, ensure in PlugnCast that the server certificate exported (in menu *certificate SSL*) is containing the right domain name (``Extension &gt; Nom &gt; 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>

#### 4.5.2 Player not on time

Requirement	Troubleshoot & Fix
<b>PlugnCast is able to update time&amp;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&amp;date</b>	<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 Activate software download by Plugncast G3 when passing to Gekkota 3.12.22

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

### 5.2 Repair datadase

Requirement	Troubleshoot & Fix
<p><b>This fix is permitting to repair the corrupted databases (calendar, library &amp; frontal databases).</b></p> <p><b>This command line need to be launched once for all customer having installed a PlugnCast version below 3.12.21 and passing to 3.12.21 or above</b></p>	<pre>plugncast.exe -k repairedbs -domain &lt;plugncast_customer_domain&gt;</pre> <ul style="list-style-type: none"> <li>- 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 <ul style="list-style-type: none"> <li>- Go on plugncast workstation, and open command line prompt</li> <li>- Go in PlugnCast installation directory <ul style="list-style-type: none"> <li>- By default: <code>C:\Program File (x86)\Innes Plugncast Server</code></li> </ul> </li> <li>- Launch this command line <code>plugncast.exe -k repairedbs -domain &lt;plugncast_customer_domain&gt;</code>:</li> <li>- 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&amp;date suffix, and new one are created (see time&amp;date of the new files). <ul style="list-style-type: none"> <li>- Default database directory for a domain: <ul style="list-style-type: none"> <li>- <code>C:\Users\Public\Documents\Innes Plugncast Server\domains\&lt;plugncast_customer_domain1&gt;\.db\cmsdb</code> (for calendar database)</li> <li>- <code>C:\Users\Public\Documents\Innes Plugncast Server\domains\&lt;plugncast_customer_domain1&gt;\.db\frontalsdb</code> (for frontal database)</li> <li>- <code>C:\Users\Public\Documents\Innes Plugncast Server\domains\&lt;plugncast_customer_domain1&gt;\.db\metadatadb</code> (for library database)</li> </ul> </li> </ul> </li> <li>- In case one of the three databases is not repaired, <ul style="list-style-type: none"> <li>- Stop server (stop icon)</li> <li>- Try once again the command line</li> <li>- Start server (start icon)</li> <li>- Check again</li> </ul> </li> <li>- In case one of the three databases is still not repaired, <ul style="list-style-type: none"> <li>- please contact <a href="mailto:support@innes.pro">support@innes.pro</a></li> </ul> </li> </ul> </li> </ul>

- Note: these are some examples of unexpected behaviour when the database corruption brings some problems:
  - 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)