

Troubleshooting

Here you can find the list of possible issues and their solutions.

Software Issues

Issue	Reason	Recommendation
Black flash frames at the SDI output of the Matrox DSX LE4 board.	The synchronization signal at the board REF-input is absent, although external synchronization is active.	Send a correct synchronization signal or switch the board to working with internal synchronization: Administrator Control Panel→Manage→Video IO Board→Matrox LE4→Genlock input→Freerun.
RSS-source data is not displayed in a graphic composition.	No access to RSS from the target machine.	Make sure that the RSS-source can be opened in the browser at the server.
	The HTTPS protocol is used	The SL NEO server supports loading RSS data only by the HTTP protocol.
	The data has already been loaded and displayed.	
A clip in the playlist is played correctly (Play status), is present in the database and displayed in AirManager through the File Monitor window, but the program channel outputs a black burst.	The source of playlist clips is not associated with a certain program channel.	Specify a clip source in program channel settings: Administrator Control Panel→Manage→Program Outputs→Program_N→Storages→Add.
The server forms several output Playout channels from one Program Channel. Additional SDI/IP outputs display flash frames.	A conflict of internal synchronization between several Playout services and one source.	Only one Playout service per a program channel can be synchronized (Master mode). Additional Playout outputs associated with this program channel must be switched to the FreeRun mode: Administrator Control Panel→Status→Playout_N→Sync Mode→FreeRun.

Issue	Reason	Recommendation
<p>Implemented settings are not saved. Software may not work properly. The "Could not save config" error occurs.</p>	<p>Software cannot save settings due to restrictions of rights.</p>	<p>Grant full access to the folder C:\Program Files (x86)\SL NEO Media Platform for the current user or launch the program as an administrator (right-click the icon→Launch as an administrator).</p>
<p>Playback of clips in the File Monitor window does not work. Clips can be viewed only in the frame-by-frame mode.</p>	<p>The computer lacks a sound card.</p>	<p>Install a sound card.</p>
<p>Phase adjustment of the server with Matrox DSX LE4 boards relative to the reference signal failed.</p>	<p>The logic of work with a REF signal is different for Matrox DSX LE4 boards: the shift is configured individually for every SDI output. Support of this function has been implemented in the 2.3.95 version.</p>	<p>Update the software to the 2.3.95 version or higher. Repeat the phasing procedure.</p>
<p>The Skylark server records/exports XDCAM HD422 (50Mbps, Full res) files with the MXF-OP1A container, but some systems and assembly stations (Dalet, Edius) fail to open it. Bit-rate drifting may occur. The file is opened correctly in Adobe Premiere and VLC-player.</p>	<p>By default, the Skylark server encodes XDCAM HD422 in the VBR mode, which may cause issues in reading the file by some systems.</p>	

Issue	Reason	Recommendation
<p>AirManager cannot connect to the program channel neither online nor locally. The option to manage the playlist is absent. Files in background and graphics layers are played normally. Reloading the server does not solve the issue. Loading the playlist from file increases Crash Count of the program channel.</p>	<p>Too big amount of files in the folder for an automatic load of playlists: Administrator Control Panel→Manage→ Program Outputs→Program_N→ Automation→Playlists→Playlist Watch Folder''. Clear the Playlist Watch Folder. ^ ^^ After the SL NEO software launch, processor resources are used for 100%. The ezcaster services are using more CPU resources. In some time the processor load returns to its normal value. Too big amount of files in the folder for an automatic load of playlists: Administrator Control Panel→Manage→ Program Outputs→Program_N→ Automation→Playlists→Playlist Watch Folder''.</p>	<p>Clear the Playlist Watch Folder.</p>

Hardware Issues

Issue	Reason	Recommendation
<p>With a certain periodicity an image strobe appears at the SDI output of the Matrox DSX board.</p>	<p>A board hardware failure.</p>	<p>Completely turn off the server power. In five minutes turn the server on.</p>
<p>Cold boot of the server with Matrox LE3 boards under Windows 10 stop the load. The screen displays a black burst.</p>	<p>Matrox DSX LE3 drivers are not always loaded correctly in Windows 10 via cold boot, if the hibernation mode is on.</p>	<p>Turn off the hibernation mode through the command line interpreter. Execute the powercfg.exe /h off'' command. Reload the server. ^ ^^ The board is not functioning properly on Windows 10 after reloading the server with Matrox LE4 boards and 9.8sp1 drivers. When launching Skylark software, the system may give the blue screen or stop responding. Matrox DSX LE4 drivers are not always loaded correctly in Windows 10 via cold boot, if the hibernation mode is on. Turn off the hibernation mode through the command line interpreter. Execute the powercfg.exe /h off'' command. Reload the server.</p>

Issue	Reason	Recommendation
The Adaptec controller gives a "One or more logical devices contain a bad stripe" error.	After replacing a faulty disc in the array and completing the rebuild, an error "One or more logical devices contain a bad stripe" occurs, while the array and its discs have the Optimal status. This means a fatal error of the mirrored RAID volume.	1. Save the important data and recreate the disk array. 2. You can try to define the corrupted files. To do so, create a Support.zip archive in the maxView Storage Manager console according to the following instruction: To create the archive file with maxView Storage Manager: Underneath Enterprise view, select the host machine, for example localhost.yourdomain.com Under 'System' click on the Archive Management icon. Then select 'Save' and save the file to your harddrive (More details). The archive must be sent to the Adaptec customer support.

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