

## Troubleshooting

### No Video Playback on the Web or Mobile Devices

**Note:** This assumes the same URL as AV Control/Viewer/SIM Client.

It may be necessary to restart the following publishing agents from the System Monitor (click the checkboxes and press **Restart**):

<input checked="" type="checkbox"/>	Video Publishing Agent	5.9.1411.1811	5.9.1411.1811	Running	Restart	Update	Errors
<input type="checkbox"/>	Video Streamer 3GP	5.9.1411.1811	5.9.1411.1811	Running	Restart	Update	Errors
<input type="checkbox"/>	Video Streamer	5.9.1411.1811	5.9.1411.1811	Running	Restart	Update	Errors

**Note:** During the restart, the service may go **Offline** briefly before the green **Running** status reappears.

If the video play back issue persists, please contact the EMS Client Support Department (1-877-EMS-5050, ext. 223).

### Viewing the Error Log

<input type="checkbox"/> EDU-ORIONIIS	IP Address: 172.16.15.2	Operating System: Windows Server 2008 R2 Standard Server 6.1.7601.65536 Bit64 - SP Service Pack	Status: Running	Errors
	CPU Usage: 31 (0 - 100) %	Free Space: C: (27.0 GB)	Memory Usage: 2.7 (2.5 - 3.8) GB	Restart Computer

Red flag icons indicate an error has occurred (appearing next to the **Status** legend); though they may be minor, all errors are recorded. The most important thing to notice is that the Status is shown as Running on each server/device or service.

**EDU-ORIONSQL** IP Address : 172.16.15.3    Operating System : Windows Server 2008 R2 Standard Server 6.1.7601.65536 Bit64 - SP Service Pack    Status : **Running**   

CPU Usage: 8 (0 - 66) %    Free Space: C: (75.0 GB)    Memory Usage : 3.0 (2.9 - 3.7) GB   

<input type="checkbox"/>	Software	Available Version	Installed Version	Status	Restart	Update	Errors
<input type="checkbox"/>	Scheduler	5.9.1411.1811	5.9.1411.1811	Running	<input type="button" value="Restart"/>	<input type="button" value="Update"/>	<input type="button" value="Errors"/>
<input type="checkbox"/>	Central Monitor	5.9.1411.1811	5.9.1411.1811	Running	<input type="button" value="Restart"/>	<input type="button" value="Update"/>	<input type="button" value="Errors"/>
<input type="checkbox"/>	Local Monitor	5.9.1411.1811	5.9.1411.1811	Running	<input type="button" value="Restart"/>	<input type="button" value="Update"/>	<input type="button" value="Errors"/>
<input type="checkbox"/>	SIM Server	5.9.1411.1811	5.9.1411.1811	Running	<input type="button" value="Restart"/>	<input type="button" value="Update"/>	<input type="button" value="Errors"/>
<input type="checkbox"/>	Agent	5.9.1411.1811	5.9.1411.1811	Running	<input type="button" value="Restart"/>	<input type="button" value="Update"/>	<input type="button" value="Errors"/>

Click the  button from the server/device or service associated with each device (as indicated above) to view an error log. The following view appears:

Control System

Computer:     Date From:

Application:     Date To:


Severity:     Keywords:    

**Error Messages**

<input type="button" value="Delete"/>	<input type="button" value="Refresh"/>	Computer	Application	Error Message	Error Time	Description
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_StsatusOfDevice, I	12/9/2014 2:32:23 PM	Received notification from . Function Id: Rec_StsatusOfDevice, Parameters: 28..
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_GetFirmwareVersi	12/9/2014 2:32:23 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Message: MT:Recoding status 4	12/9/2014 2:32:22 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Exception occurred: Failed to ping device 172.16.10.35	12/9/2014 2:32:22 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_StsatusOfDevice, I	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Failed to get configuration detail of device: Encoder not found.	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_GetFirmwareVersi	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_StsatusOfDevice, I	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_GetFirmwareVersi	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_StsatusOfDevice, I	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_GetFirmwareVersi	12/9/2014 2:32:20 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Exception occurred: Failed to ping device (Second attempt). 17	12/9/2014 2:32:18 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_StsatusOfDevice, I	12/9/2014 2:32:17 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Failed to get configuration detail of device: Encoder not found.	12/9/2014 2:32:17 PM	
<input type="button" value="X"/>	<input type="button" value="Refresh"/>	EDU-ORIONDVCs	Recorder	Received notification from . Function Id: Rec_GetFirmwareVersi	12/9/2014 2:32:17 PM	

**Diagnostic Message**

Enter search criteria, including **Computer**, **Application**, **Severity**, **Date From** and **Date To** (along with any searchable keywords), and press  to view filtered error messages.

If there is a problem with a server/device indicating “Offline,” click the  button from the System Monitor. If the problem persists, please call EMS Client Support.