Troubleshooting Event Operations in Cisco Vision Director

Troubleshooting Event Operations

Table 4 on page 247 provides a summary of useful tasks when there is a problem while running an event in Cisco Vision Director.

Table 4   Troubleshooting Event Operations

Task	For more information see:
Replace a Failed DMP	Replacing a Failed Media Player While an Event Script is Running, page 271
Replace Content	Replacing Content in a Playlist During an Event, page 180
Stream video as multicast URL to a media player with content problem	Tuning Selected Media Players to a Multicast URL, page 122
Clear a blocked script	Troubleshooting Event Scripts, page 230

Troubleshooting Error Messages

Use the information in this section to troubleshoot error messages that occur when operating Cisco Vision Director.

Action consistency problem between actionRegions and regionCount

Description There is an internal error in the database due to the Actions having a region Count > 0 but no information about the regions.

Workaround If a state is reported in the message, then you can recreate the affected state. Otherwise, recreate the script to remove the error condition. Ignoring this error can result in unpredictable script behavior.

Device(s) appear multiple times in zone/group mapping

Description The same device appears multiple times in the same state.

Workaround Either remove the devices in question from groups, remove groups from zones, or remove actions from zones and groups.

Device(s) have duplicate host(s)

Description Two different devices (or the same device) appear multiple times with the same IP address.

Workaround Either remove the device(s) in question from groups, remove groups from zones, remove actions from zones / groups, or change the IP addresses of the device(s).

Group for groupinstance is not set

Description The groupinstance object is missing a link to which group it refers to.

Workaround If a state is reported in the message, then you can recreate the affected state. Otherwise, recreate the script to remove the error condition. Ignoring this error can result in unpredictable script behavior.

Missing regionMap in an action that needs one

Description The regionMap is not set on an actioninstance but should be.

Workaround Add a region.

No action set for actioninstance

Description Actioninstance is not associated with an action, which is not a valid configuration. Actioninstances without actions can cause conflicts when Cisco Vision Director is determining which digital media players have actions assigned to them.

Workaround Add an action to the zone or group.

No actioninstances for group

Description Actioninstance is not associated on the groupinstance.

Workaround Add an action to the groupinstance.

No actioninstances for zone

Description Actioninstances are not on the zone (there should be because not all sub-groups of this zone have actions on it).

Workaround Add an action to the zoneinstance.

No states in script

Description There are no states in this event script.

Workaround Add states to the event script.

Null state in script

Description There is a state entry which has a null pointer in it. This null state will be ignored, but represents a corrupted database.

Workaround Delete the entire script and recreate it.

Region id is null in ActionRegion—database corrupt

Description The ActionRegion is not linked to the region ID.

Workaround If a state is reported in the message, then you can recreate the affected state. Otherwise, recreate the script to remove the error condition. Ignoring this error can result in unpredictable script behavior.

Region " + i + " content has incompatible region type with the action .

Description The contentType of the playlists does not match the contentType of the template.

Workaround Put different playlists into the region, change the type of the region (from video to non-video or vice versa), or change the contentType of the playlists.

Region " + i + " does not have a contentType

Description Unable to compute the contentType for the region as there were no associated playlists or the playlists were missing a contentType.

Workaround Add a contentType to the playlist or add a playlist to the action.

Region lacks a playlist

Description A region should have a playlist associated with it, but it does not. As a result content will not be shown in that region.

Workaround Add a playlist to the appropriate action in the event script.

State has no zoneInstance(s)

Description A state exists but it doesn't have a zoneinstance (actions on zones).

Workaround Add actions to zones or groups.

Warning empty playlist in region

Description There is a playlist in the region, but it does not contain content.

Workaround Add content to the playlist.

Null Zone In zoneinstance

Description The event script has an action on a zoneinstance which is missing the Zone. This happens when the user deletes a Zone but does not delete the actions from that Zone or a group under that Zone before deleting the Zone. After deleting the Zone, the actions become irrelevant, but the script can still contain the action. The UI no longer shows the actions, so they can't be deleted.

Workaround If a state is reported in the message, then you can recreate the affected state. Otherwise, recreate the script to remove the error condition. Ignoring this error can result in unpredictable script behavior.

Content not ready for playlist

Description If the content is not ready for the playlist, this is set. Possible reasons include content not uploaded via Kore integration or the CMS is unreachable.

Workaround User should fix reason for content to be invalid for playback.

Action removed from actioninstance

Description Error message occurs if an action is deleted from the database, possibly by a system upgrade.

Workaround User should remove those actioninstances from the script by deleting the state or all actions on a zone or group in the state.

Empty playlist(s) in region

Description There is no content in at least one playlist in this region, as a result the playlist is ignored.

Workaround Add content to the playlist or remove the playlist from the event script.

Device(s) have missing host(s)

Description The device has a missing or empty host (IP address).

Workaround Set the device(s) hosts to a valid IP address.

Device(s) have mismatched site

Description The script site / venue is not equal to the site / venue of the device.

Workaround Set the site of the script and or devices to match.

Video Region Count Exceeded

Description The number of video regions in the template exceed the number of valid video regions for the digital media player.

Workaround Change the template to reduce the number of video regions or assign these actions to different digital media players (by modifying zone/group structure or putting actions on different zone / group).

Warning Mixed DMP Type

Description Different types of digital media players are assigned to the same group or zone.

Workaround Change the script so that only one media player type is assigned to the same group or zone.

Synchronization Zone Group Conflict

Description A digital media player from a zone-based video wall has actions assigned from a different zone or group causing conflicts and disabling synchronization.

Workaround Change the script so that all actions are assigned to the digital media players from the video wall zone.

Synchronization Template Mismatch

Description Multiple groups within a synchronization-enabled zone have mismatched templates or playlists. Templates must be the same and each playlist must have the same number of items of the same type and the same duration. If not, synchronization will be disabled.

Workaround Change the state to enable all groups within the video wall zone to use the same template.

Multiple Templates Assigned

Description Multiple actions that assign a template have been assigned in the same state resulting in unpredictable behavior.

Workaround Remove all but one of the actions that assigns a template to the zone / group within that state.

Synchronization Multiple Templates Assigned

Description Multiple actions that assign a template have been assigned in the same state resulting in unpredictable behavior and disabling synchronization.

Workaround Remove all but one of the actions that assigns a template to the zone / group within that state.

Troubleshooting the Network Time Service

After a server power outage, sometimes the network time service does not recover.

A possible symptom of a network time service problem during an event is DMPs not changing state.

To troubleshoot the network time service:

1. If there was a power outage, restart the Cisco Vision Director server.

2. Look at the output from the console log to verify the system status.

3. Verify that the ntpd service is running.

TIP: A quick way to determine if there is a problem with the network time service is to verify the system time reported on the **Script Management** screen against the actual time.
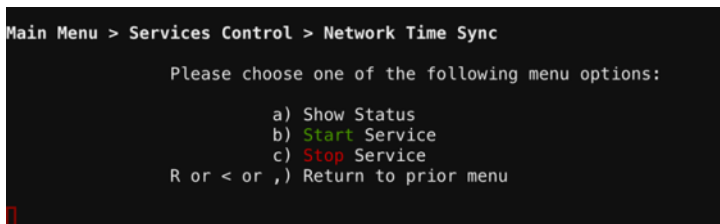
4. Log into the TUI.

5. From the Main Menu, go to **Services Control > Network Time Sync** (Figure 46 on page 251).

Figure 46   TUI Services Control Menu–Network Time Sync Option
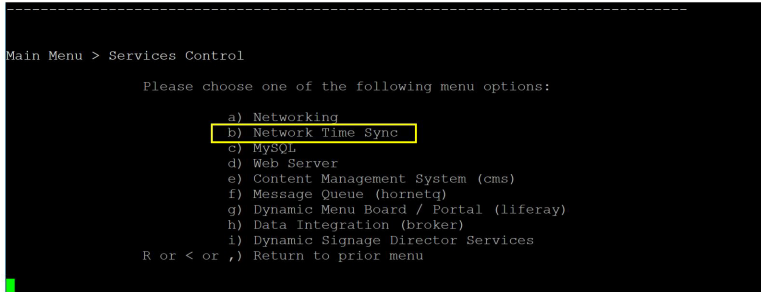
6. (Optional) To verify the ntpd service, select Show Status (Figure 47 on page 251).

Figure 47   TUI Network Time Sync Menu

7. If the ntpd service is not running, click **Start Service**.