DIGILINX™ Application Note

Troubleshooting Media Servers

Introduction

The integration of Media Servers with the _DigiLin_X system provides a compelling value proposition to your customers, thanks to TCP/IP networking. As with any technology that gives the installer new features and options it does add a layer of complexity to the installation process. Here are a few tips to help you install and troubleshoot _DigiLin_X media servers.

Installation

First verify that your Media Server is running the latest firmware that supports _DigiLin_X. This is critical, as _DigiLin_X cannot communicate with the server unless it is running firmware that allows us to interface with the server. Also verify that you are running the latest version of the _DigiLin_X Dealer Setup program and that your devices are running with the latest firmware. Also verify that your _DigiLin_X devices have all had their firmware updated.

When you first setup a Media Server it is necessary to assign it an IP address that works with your _DigiLin_X network. By default, _DigiLin_X will use AutoIP to assign addresses in the 10.15.x.x range and to use a Class A subnet (255.0.0.0). Be sure to confirm that DHCP has been disabled and you are using a STATIC IP address. If you have more than one media server they will all need to be assigned unique IP addresses.

NOTE: If you are changing the IP address range of your _DigiLin_X network, make sure that the IP address and the subnet mask of the Media Server matches the range and subnet you have chosen for your _DigiLin_X network. Also make sure that you have entered the correct Gateway and DNS server IP address into the media server.

Now add the Media Server to the project. Be sure to enter the correct IP address and the correct SERVER TYPE.

Figure 1

Once you have created the rest of your project verify that your Streams have all been assigned. You can do this in the Dealer Setup program by going back into your Media Server and click on the Streams tab.

Figure 2

A table will load and you should see the stream names and what *DigiLin*X device is managing that stream.

Figure 3

If you do not, then click the Auto Assign button to assign the streams.
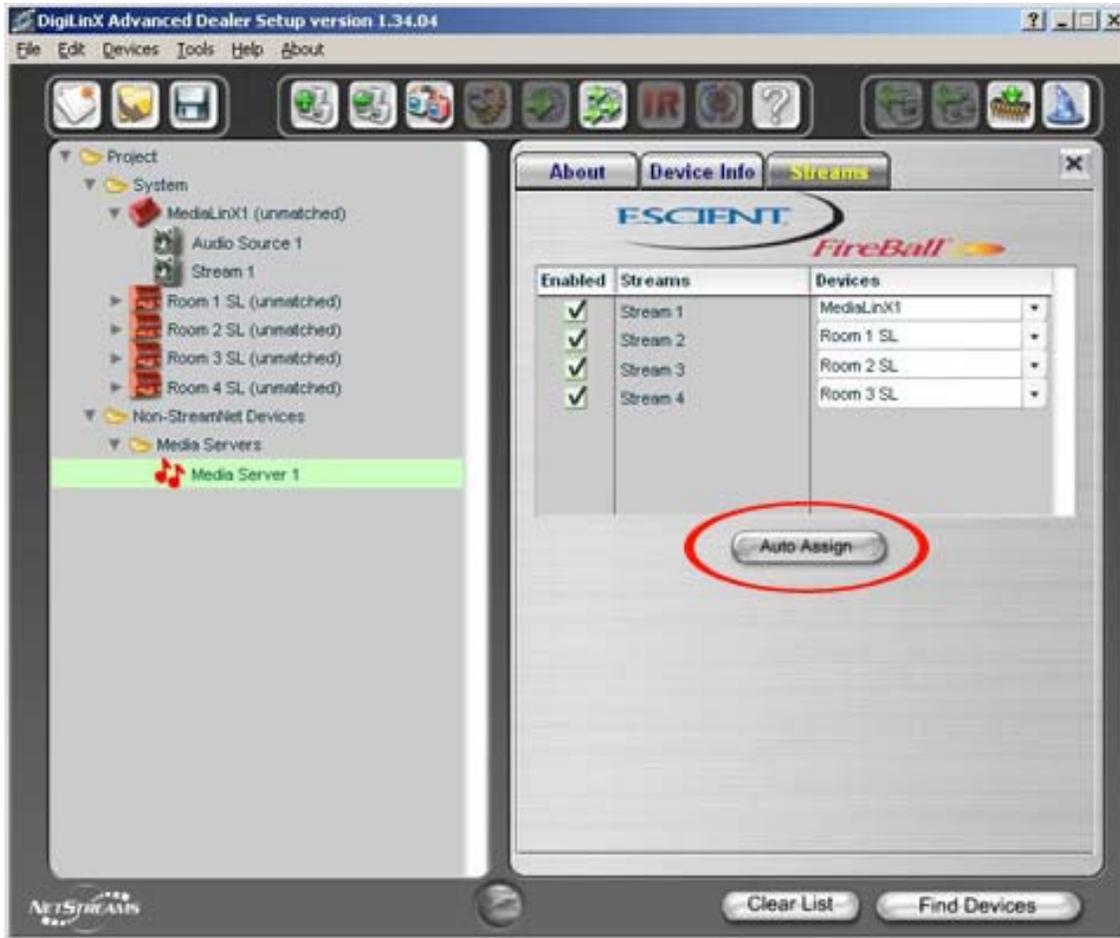
page 3

Figure 4

Finally send the configuration out to your system. The easiest way is to use the SEND CONFIGURATION TO

MULTIPLE DEVICES ( )button .

Choose SELECT ALL and OK and this will update your entire network.

Symptoms

When you connect to a stream you cannot see the song selection metadata (artist, album, genre, playlist).

This indicates that *DigiLinX* cannot connect to the Media Server. Check that the IP address and subnet of your server match the address that the media server is configured for in Dealer Setup, resend the configuration to all devices, and re-verify that the firmware is at the correct version level.
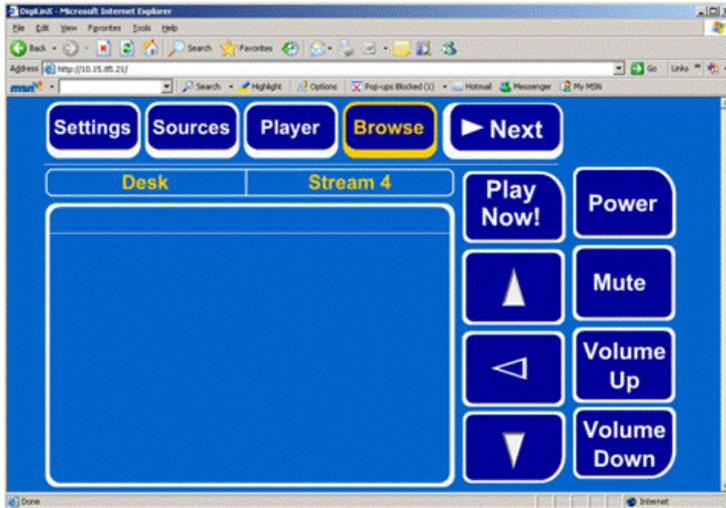
Figure 5

The media server can support more streams than the *DigiLin*X will allow

*DigiLin*X hosts one stream per *SpeakerLin*X or *MediaLin*X. This means if you only have 1 *SpeakerLin*X and 1 *MediaLin*X on your network then you can only support two streams.

How does DigiLinX handle Streams?

*DigiLin*X is a decentralized system. This means that the different processes are distributed amongst the various devices in the network. It is necessary for a *SpeakerLin*X or a *MediaLin*X to manage or host a stream. A device can host only one stream. So for every audio stream you will need a *SpeakerLin*X or a *MediaLin*X to be present on the system. In the *DigiLin*X' Dealer Setup program you can see these assignments listed under the *SpeakerLin*X or the *MediaLin*X (see Figure 6).

Figure 6

NOTE: If you set the local audio port to streaming, this will also require a *SpeakerLin*X or a *MediaLin*X to host that stream.

For example, a media server is delivering three streams and two local audio ports are set to streaming. This will require at the *DigiLin*X system to have a combination of at least five *SpeakerLin*X and *MediaLin*X to successfully manage five streams of audio.