



Cisco Digital Media Encoder 1000 and 2000

Revised: October 2006

Contents

This troubleshooting guide covers the following topics:

- [Overview, page 1](#)
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Overview

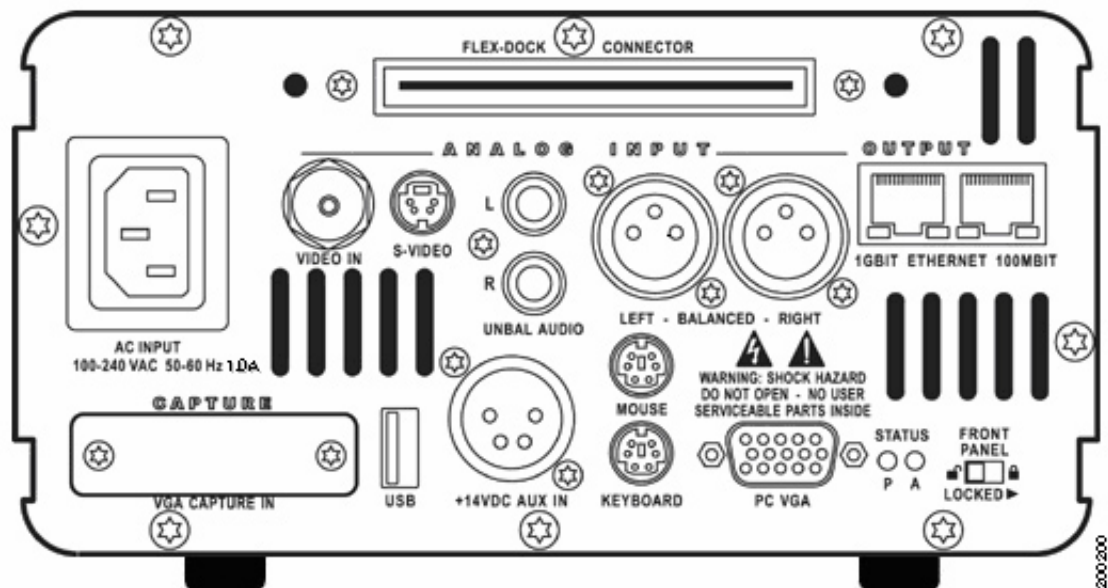
This document provides information on how to resolve some of the common problems that you might encounter with the Cisco Digital Media Encoder 1000 and Cisco Digital Media Encoder 2000. You may want to have the *Cisco Digital Media Encoder User Guide* on hand as many of the procedures in this document refer to that guide.

Troubleshooting Tips

Problem: My encoder will not power on and none of the front panel buttons work.

Resolution: Verify the panel lock switch on the back of the encoder at the lower right side of the unit is in the unlocked position.

Rear Panel



Problem: I changed the settings for my encoder through the web page but the settings I changed are lost.

Resolution: Be sure to hit the **Submit** button at the bottom on the encoder Setup web page in order to store changes. Do not use the **Back** button in your web browser because it returns you to the previous screen with out saving your changes.

Source: Osprey-230 Video Device 1.5 Input: SVideo Signal: NTSC_M Porportion: Standard Size: FULL 640x480

Source: Osprey-230 Audio Device 1 Input: Unbalanced

None

Streaming Properties

Windows Media Capture Profiles:

Windows Media Video 8 for Dial-up Modems (56 Kbps)

34 of 40 Use when streaming from a Web server using HTTP protocol. Encodes a single video bit rate.

☒ Enable Pull

Pull from Port: 7007

☐ Enable Push

Push to Port: 8080

Server :

Alias:

User Name:

Password:

Streaming to a File

☐ Output to file ☒ Index the file default folder

☐ Enabled

DRM Settings (Windows Media only)

Profile: None

Description: None

Key: N/A

Note: Changing the capture profile may change the current video height/width settings as well as the audio/video input capture selection.

[All Encoders](#) [Delete Encoder](#) **Submit**

200201

Problem: When I turn on my encoder, the LCD display shows "Booting...." but it does not boot.

Resolution: This is usually caused by incorrectly or incompletely shutting down the unit, either by forcing the power off using the front panel power button which is completed by pressing the power button for approximately 1 second, or by power interruption from a power outage prior to powering up the encoder. Leave the system on and wait 15 minutes. The system may eventually boot and will at that point work correctly again. If the LCD display has not been updated after 15 minutes, perform one of the following tasks to diagnose the problem:

Option A

- Remotely login to the encoder through the SCX web interface as shown in the *Cisco Digital Media Encoder User Guide*.
 - If the login is successful and the encoder is controllable and functional through the SCX web interface, you can continue to use the encoder. At some time, you should contact the Cisco Technical Assistance Center and request an RMA to fix a potential hardware problem with the LCD display.
 - If the login is unsuccessful and the encoder does not respond to remote access, you should contact the Cisco Technical Assistance Center and request an RMA.

Option B

- Power off the encoder.
- Connect an external monitor to the VGA port on the back of the unit and a keyboard and mouse.
- Power on the encoder.
 - If the encoder boots up and you can operate the encoder through the mouse, keyboard, and monitor, you can continue to use the encoder. At some time, you should contact the Cisco Technical Assistance Center and request an RMA to fix a potential hardware problem with the LCD display.
 - If the encoder does not boot up you should contact the Cisco Technical Assistance Center and request an RMA.

Problem: I am not receiving any audio.

Resolution: Make sure that you have selected the correct audio input source (balanced or unbalanced) when configuring the encoder settings. For more information on selecting the correct audio input source and which option to choose, see the *Cisco Digital Media Encoder User Guide*.

The screenshot displays the 'Encoder Properties' configuration page for a GoStream encoder. The page is divided into several sections:

- Header:** 'GoStream' logo and 'ViewCast CORPORATION'.
- Navigation:** Home, Encoders, Configuration, Status, Log Out.
- Encoder Properties:**
 - Name: CIF_W_768K
 - Status: Stopped
 - Windows Media Encoder icon
- Video Settings:**
 - Source: Osprey-230 Video Device 1.5
 - Input: SVideo
 - Signal: NTSC_M
 - Portion: Standard
 - Size: FULL 640x480
- Audio Settings:**
 - Source: Osprey-230 Audio Device 1
 - Input: Unbalanced (selected from a dropdown menu showing Unbalanced and XLR Balanced)
- Preset:** None
- Streaming Properties:**
 - Windows Media Capture Profiles: Windows Media Video 8 for Dial-up Modems (56 Kbps)
 - 34 of 40 Use when streaming from a Web server using HTTP protocol. Encodes a single video bit rate.
 - Enable Pull: ☒ Pull from Port: 7007
 - Enable Push: ☐ Push to Port: 8080
 - Server:
- Streaming to a File:**
 - Output to file: ☐
 - Index the file: ☒ default folder
- DRM Settings (Windows Media only):**
 - Enabled: ☐
 - Profile: None
 - Description: None
 - Key: N/A
- Note:** Changing the capture profile may change the current video height/width settings as well as the audio/video input capture
- Footer:** 2001 99

Problem: I am not receiving any video.

Resolution: Verify you have selected the correct video input source when configuring the encoder settings. For more information on selecting the correct audio input source and which option to choose, see the *Cisco Digital Media Encoder User Guide*.

GoStream ViewCast CORPORATION

Home Encoders Configuration Status Log Out

Encoder Properties

Name: Stopped Windows Media Encoder

Video Settings	Audio Settings	Preset
☒ Source: Osprey-230 Video Device 1.5 Input: SVideo Signal: Composite SVideo Portion: Standard Size: FULL 640x480	☒ Source: Osprey-230 Audio Device 1 Input: Unbalanced	None

Streaming Properties

Windows Media Capture Profiles:

34 of 40 Use when streaming from a Web server using HTTP protocol. Encodes a single video bit rate.

☒ Enable Pull
 Pull from Port:

☐ Enable Push
 Push to Port:
 Server :

☐ Output to file ☒ Index the file default folder

☐ Enabled **DRM Settings (Windows Media only)**
 Profile:
 Description: None
 Key: N/A

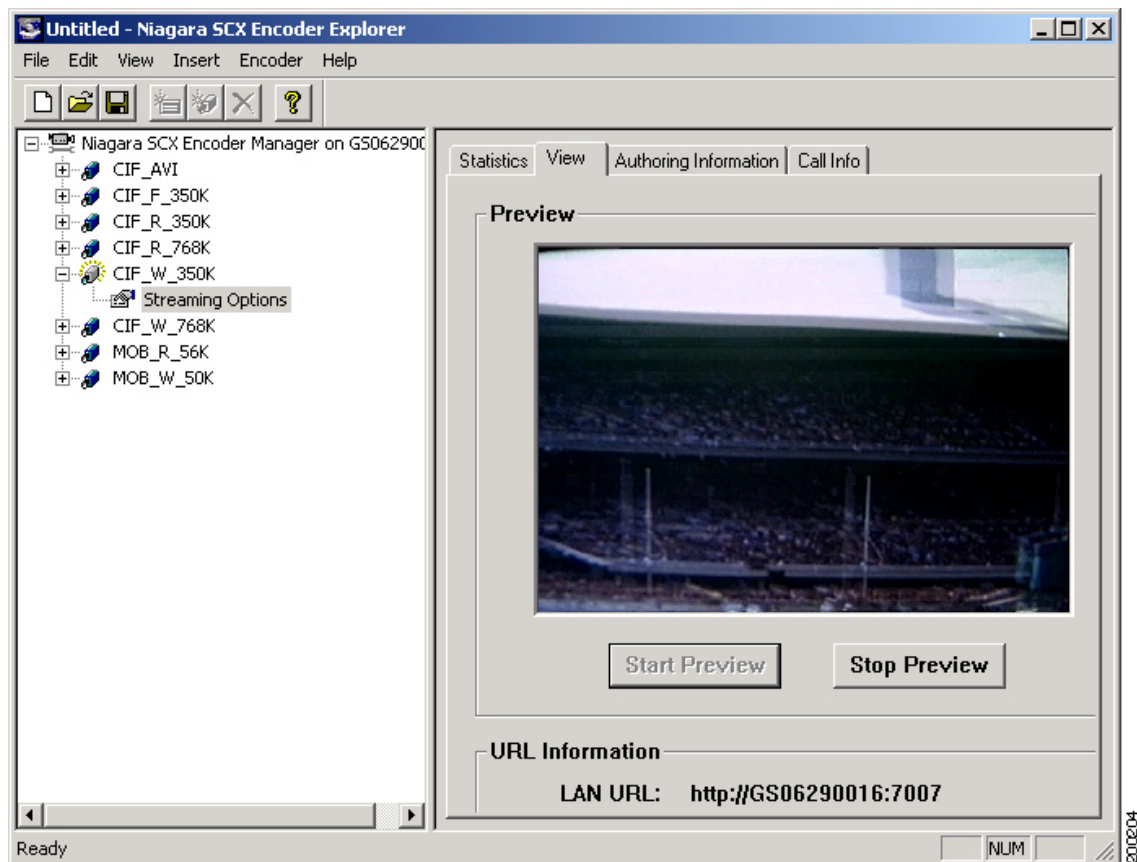
Note: Changing the capture profile may change the current video height/width settings as well as the audio/video input capture

2002/2003

Problem: I do not see any video playing through the monitor on the front of the encoder.

Resolution:

1. Verify you have selected the correct video input source when configuring the encoder settings.
2. Start encoding and look at the preview through the SCX software.
3. After verifying you have selected the correct video input, if you can view the video through the preview function of the SCX software and are still having a problem viewing any video, contact the Cisco Technical Assistance Center to report a possible hardware failure. Prior to contacting Cisco verify your video source is operational connecting the video source to another viewing source such as an external monitor that is plug-compatible with your video source.



Problem: The audio is out of synch with the video when using a DVD as the source for an encoder operation.

Resolution: Using copy-righted material such as DVDs for high bit-rate encoding may result in the audio being out of synch with the video. Choose a lower bit-rate setting in the encoder properties. You may want to check a non-copy-righted DVD to see if you have the same problem.

Problem: I have pressed one of the **A**, **B**, or **C** buttons and then the **Stream** buttons on the front of my encoder but nothing is being encoded.

Resolution: By default these buttons are not assigned to an encoder format and must be configured to use. Login to the encoder through the Niagara SCX web interface and ensure that an encoder format has been selected for the **A**, **B**, and **C** buttons.

ViewCast Niagara GoStream

Home Encoders Configuration Status Log Out

Encoders

This page allows you to perform encoder setup and removal.

☐ Auto refresh page [Add Encoder](#)

GoStream Encoders | Total records : 8

Name	Description	Last Status	Streaming	Preset
Edit Del CIF_AVI	AVI Encoder Driver	OK	Stopped	
Edit Del CIF_F_350K	Flash Encoder	OK	Stopped	B
Edit Del CIF_R_350K	Helix Producer Encoder	OK	Stopped	
Edit Del CIF_R_768K	Helix Producer Encoder	OK	Stopped	
Edit Del CIF_W_350K	Windows Media Encoder	Stopped	Stopped	A
Edit Del CIF_W_768K	Windows Media Encoder	OK	Stopped	
Edit Del MOB_R_56K	Helix Producer Encoder	OK	Stopped	
Edit Del MOB_W_50K	Windows Media Encoder	OK	Stopped	C

Problem: I have started a live stream encoding process but I am not able to view it from my PC.

Resolution: To ensure that the encoder is creating a live stream perform the following steps:

1. Connect a PC to the same local network to which the encoder is directly connected.
2. Open the decoder software that corresponds to your encoder format, such as Windows Media Player.
3. Access the stream from the encoder through `http://<encoder IP address or DNS name>:<port #>`.

The port number in the access URL must correspond to the encoder setting you have setup on the encoder. If you can successfully view the encoded stream, then you may have a downstream networking or streaming server problem. If you cannot view the encoded stream, check your encoder settings to make sure that you have selected the right video and audio source and the port number is correct.

Problem: I connected an XLR microphone to one of the balanced audio inputs on my encoder but no audio is being received.

Resolution: A microphone preamplifier needs to be installed between a microphone and the encoder. Microphone preamplifiers are widely available from audio/video resellers.

Problem: The video being encoded by the encoder is very choppy and the audio quality is bad.

Resolution: Check the CPU utilization on the encoder LCD display. If the utilization is > 75%, do one of the following:

- Lower the bit-rate setting of the encoder format by selecting a different encoder format. Information on this operation is available in the *Cisco Digital Media Encoder User Guide*. This function decreases the amount of information needed to be encoded thus lowering the CPU utilization.
- Reduce the window size of the encoder format. This function also decreases the amount of information needed to be encoded thus lowering the CPU utilization.

Either of the above selections lower the encoder CPU utilization but also lower the overall quality of the encoded stream.

Problem: Where do I view the encoder Activity Log and any Error Alerts?

Resolution: Login to the Niagara SCX web software on the encoder. Two different web pages are available through the top level menu that depicts the encoder Activity Log and Alerts. More information on these menu choices can be found in the *Cisco Digital Media Encoder User Guide*.

ViewCast Niagara GoStream

Home Encoders Configuration Status Log Out

Activity Log

View Activity Types:

Activity Log | Total records : 11

Created	Type	Description
10/14/2006 6:11:11 AM	General	CIF_W_350K Stopped
10/14/2006 6:10:38 AM	General	CIF_W_350K Started
10/14/2006 6:10:36 AM	General	CIF_W_350K Starting
10/14/2006 6:08:51 AM	General	CIF_W_350K Stopped
10/14/2006 6:06:32 AM	General	CIF_W_350K Started
10/14/2006 6:06:19 AM	General	CIF_W_350K Started
10/14/2006 6:05:57 AM	General	GoStream connected from Machine GS06290016
10/14/2006 5:58:42 AM	Warning	Opened Alarm Relay Contact
10/14/2006 5:53:11 AM	Warning	Opened Alarm Relay Contact
10/14/2006 5:53:10 AM	General	Initializing GoStream Success
10/14/2006 5:53:07 AM	General	Starting GoStream

Clear Activity Log