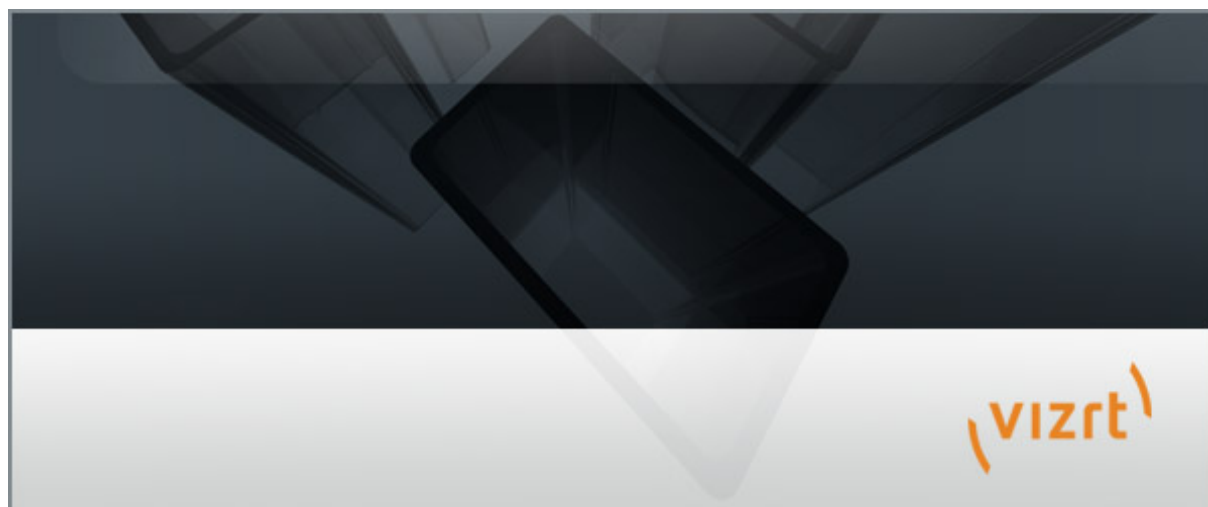




Vizrt iNEWS Command Plugin
Administrator's Guide
2.0







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1 Introduction

Avid has provided a Graphic Device Service plugin SDK for their iNEWS Command system, which Vizrt has used to create a plugin for basic playout of Viz Content Pilot graphics.

This guide will help you integrate the Vizrt iNEWS Command Plugin with Avid's iNEWS Command workstation. In addition it will describe how to use iNEWS Command to achieve a basic Vizrt graphics workflow.

This section contains information on the following topics:

- [Document Structure](#)
- [Related Documents](#)
- [Customer Feedback and Suggestions](#)
- [Customer Support Requests](#)

1.1 Document Structure

The [Introduction](#), introduces the plugin, related documents and provides a guide to contacting Vizrt for support.

[Installation and Configuration](#) contains all the information needed in order to successfully install and configure the plugin.

[Getting Started](#) contains information about general usage.

[Features](#) contains information about various features relevant for the Vizrt iNEWS Command Plugin workflow.

[Playout of Vizrt Graphics](#) contains information on how to operate a basic playlist containing Vizrt graphic elements.

[Troubleshooting](#) contains basic troubleshooting information and known limitations.

1.2 Related Documents

For complementary information, see the following documents:

- [Viz Content Pilot User's Guide](#): How to install, configure and use the Newsroom Component, and configure the output channels.
- [Viz Engine Administrator's Guide](#): How to setup a Viz Engine as an output channel.
- [Viz Template Wizard User's Guide](#): How to create templates, assign template variants to categories, and categories to channels for multiple output channel playout.

- [Avid iNEWS Command Installation and Configuration Guide](#): How to install and configure the iNEWS Command workstation.

1.3 Customer Feedback and Suggestions

We encourage suggestions and feedback about our products and documentation.

To give feedback and, or suggestions, please identify your local Vizrt customer support team at www.vizrt.com.

1. Click on **Contact** (top of page).
2. The Vizrt office which is nearest to your location will be shown, or select from the list of Vizrt offices.
3. Click on the Contact button for the office you want.
4. Complete the required details in the window that opens.

Note: If this message is for Customer Support, and there is a Support Contract in place, then click on the 'For support requests, please visit our support portal' link in the message window.

A Vizrt representative will contact you as soon as possible.

1.4 Customer Support Requests

Support Requests are supported by Vizrt if customers have a valid Service Agreement in operation. Customers who do not have a Service Agreement and would like to set up a Service Agreement should contact their regional sales representative (see [Customer Feedback and Suggestions](#)).

When submitting a Support Request, relevant and correct information should be given to Vizrt Support, to make sure that Vizrt Support can give the quickest and best solution to your Support Request.

This section contains information on the following topics:

- [Before Submitting a Support Request](#)
- [Submitting a Support Request](#)
- [Log Files](#)

1.4.1 Before Submitting a Support Request

Before a Support Request is submitted make sure that you:

Read:

- The relevant User Guide or Guides
- The release notes

**and Check:**

- That the system is configured correctly
- That you have the specified hardware, tested and recommended versions

Always refer to your Vizrt Service Level Agreement document.

1.4.2 Submitting a Support Request

When completing a Support Request, add as much information as possible.

Content of a Support Request

The report should contain information about these topics:

- **Problem description:** Include a good description of what the problem is and how to reproduce it. Specify your workflow. Remember to use simple English.
- **Screen shots and illustrations:** Use these to simplify the message. These are extremely useful for Vizrt Support.
- **Software configuration:** Add exact versions of software (-build) used. This is also extremely important information.
- **System locale:** Specify the Region and Language settings of the system.
- **System log files:** Send the system log files (see [Log Files](#)).
- **Crash log files:** Send the error report and crash log files from the crash (e.g. Viz Content Pilot program folder <viz install directory>).

Note: Check: If the operating system is Windows 7 and up, dump files can be stored at: <userdir>\AppData\Local\VirtualStore\<viz install directory> (check user rights).

- **System Config file:** Send the system config file(s) (e.g. VCP Initialization files, Viz Engine config file, and default.xml for the Media Sequencer).
- **Hardware configuration:** Add exact versions of hardware used, especially for Viz Engine.

Optional:

- **System setup:** Describe differences in the installation, if any, from the recommended setup.
- **System Network:** Add a description of how the network, bandwidth, routers, and switches are configured.

Always refer to your Vizrt Service Level Agreement document.

To submit the Support Request:

1. On the www.vizrt.com page, click on Support.
2. Click on **Report a case**.

3. Click on **LOG IN** to login to the Customer and Partner portal.
4. At the top of the Case Management page, click on **Report a Case**.
5. In the online form complete the required minimum information (shown by a red asterisk) and click **SAVE**.
6. In the saved Support Case that opens, complete the various text boxes and upload any required documents, files, etc. (see [Content of a Support Request](#)).

To **track the status** of open support tickets, login to the Customer and Partner portal. Add information or communicate about the cases directly with the support team.

1.4.3 Log Files

Viz Log Files

Useful log files include the Media Sequencer logs, the Viz Engine logs, and the Graphic Device Service logs.

Avid Graphic Device Service Logs

To acquire the Avid Graphic Device service logs:

1. Start Avid Diagnostics.
2. Click the 'wand' icon. A dialog named "Package Remote" will open.
3. Package the log files for the Avid Graphic Device Service in question.



2 Installation and Configuration

This section describes the basic steps you need to perform in order to successfully integrate your Vizrt graphics workflow with Avid's iNEWS newsroom system.

The following sections describe how to install and configure Vizrt's iNEWS Command Plugin and the Viz Content Pilot Newsroom Component with Avid iNEWS Command. In addition this section describes how to configure Viz Content Pilot in order to operate multiple output channels.

This section contains information on the following topics:

- [Requirements](#)
- [Licensing Information](#)
- [Installation](#)
- [Configuration](#)
- [Output Configuration](#)

2.1 Requirements

The following requirements must be met in order to successfully install, configure and use the plugin.

Software	Avid iNEWS Command version 2.10.3.2 and later 2.x versions Media Sequencer version 1.23 or higher Vizrt Pilot Data Server 1.2.0 or higher Vizrt Viz Content Pilot Newsroom Component 5.6.2 or higher Vizrt Preview Server 1.0.0 or higher
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This version of the Vizrt iNEWS Command Plugin (version 2.0) has been tested with Windows 7 64-bit and Viz Engine version 3.5.3.

See Also

- *Viz Content Pilot User's Guide*
- *Viz Engine Administrator's Guide*

2.2 Licensing Information

License information for third-party software used by the Vizrt iNEWS Command Plugin becomes available when clicking the *Licensing information* button on the *Vizrt Plug-in Settings* tab in the Avid Service Configuration.

2.3 Installation

This section describes how to successfully install the software necessary to integrate your Vizrt graphics workflow with Avid's iNEWS Command:

- [Prerequisites](#)
- [Installation of the Vizrt iNEWS Command Plugin](#)

2.3.1 Prerequisites

The Vizrt Avid iNEWS Command plugin requires the following server and client side installation:

- Avid Command server installation with Avid Service Framework
- Avid iNEWS Command client with an Avid Graphic Device Service 01

Make sure that the client installation of Avid iNEWS Command is completed on the machine.

If you are running a firewall you should open it and allow the *Avid Graphic Device Service 01* to be allowed for all networks.

The Graphic Device Service (GDS) should not run on the same machine as the Avid Command Server. This setup can lead to problems with redundancy because the GDS is not a redundant service, and would fail if the Command Server failed.

A recommended option is to install the GDS on the same machine as the Media Sequencer, in which case failover functionality is maintained.

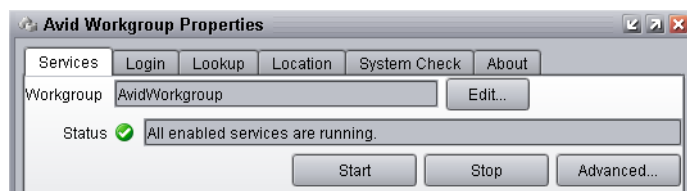
2.3.2 Installation of the Vizrt iNEWS Command Plugin

To install the Vizrt iNEWS Command Plugin

- Run the *Vizrt iNEWS Command Plugin <version number>.msi* file.

To Re-start all Services

- Open the [Avid Workgroup Properties](#) application and click Stop, and then Start.



2.4 Configuration

This section describes how to successfully configure the integration to achieve your Vizrt graphics workflow with Avid's iNEWS Command:

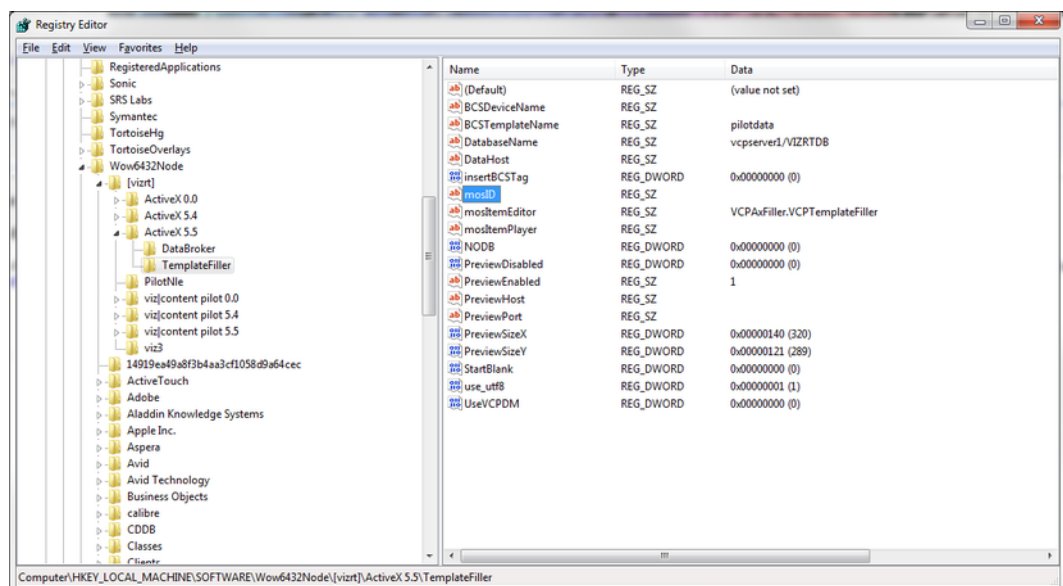
- [Configuration in Avid iNEWS](#)
- [Configuration of the playout profile in Viz Content Pilot](#)
- [Configuration of the Vizrt iNEWS Command Plugin](#)
- [Specifying the Media Sequencer and the Profile](#)
- [Configuration of Avid Command](#)

2.4.1 Configuration in Avid iNEWS

The configuration in iNEWS explained here is common for both **cg* and *MOS* type elements. The same installation can use both [Star CG Syntax](#) elements and elements dragged from Viz Content Pilot's Newsroom Component ([MOS Syntax](#) elements).

SYSTEM/MOS-MAP

In the SYSTEM/MOS-MAP file in iNews, the MOS ID used must be mapped. The MOS ID used is configured in registry (see illustration below). If no MOS ID is specified (as in the picture), it defaults to *PILOT*.



The illustration below shows a SYSTEM\MOS-MAP that maps the MOS ID *PILOT* to *pilotmos*.

FORMS	SLUG	CREATED	MODIFIED	BY
FTS	MOS-MAP	20.09.2001 17:23:44	13.12.2011 11:54:58	avstar
GROUPS	TABLE-START DeviceTable			
INDEX	SONY sonyem			
KEYBOARDS	SONY2 sonyem2			
MAIL	SONY3 sonyem3			
MAP	THUNDER thun			
MESSAGE	PILOT pilotmos			
MOS-MAP	BKJ bkj			
POST-TO-WEB	DEKO cg			
REMOTE-SEARCH	OBE obemos			
RESOURCE	MOB heicg			
SEARCHTAPE	: nextline for Omnibus configured for			
SEEK	: multiple columbus engine playout. This			
SERVICE	: requires 1.41 client or higher			
SHREDDER	: MOSID MOSGWHOSTNAME CH1 CH2 CH3			
SPELL	: MOSGATE qamosqw cbs1 cbs2 cbs3			
STYLES	TABLE-END			
TITLE-ENTRY				
TRANSFER				
UNKNOWN				
WEBFORMS				
WIRES				

SYSTEM/MAP

In the illustration below we see that for rundown *show.rd.cfl.rundown* the cg named *pilotmos* is configured, using the default channel for cg elements.

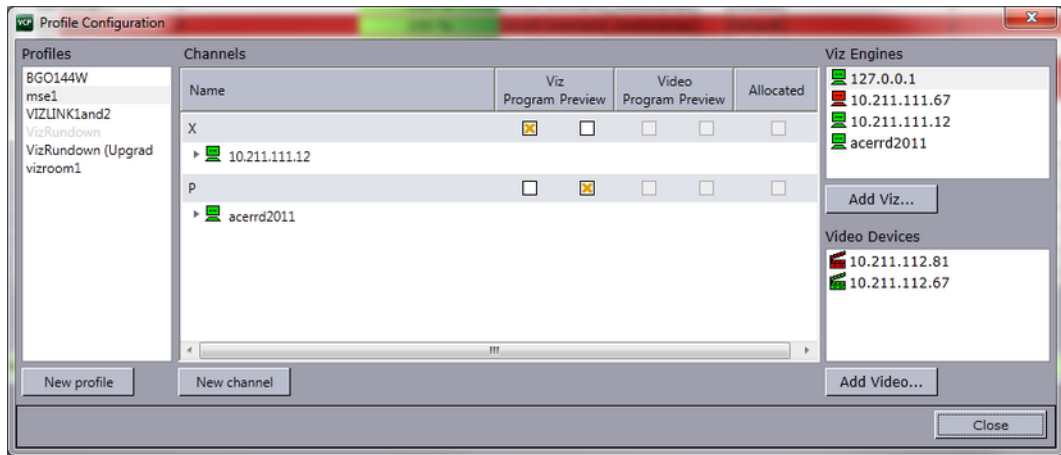
OTTRADESHOWS	SLUG	CREATED	MODIFIED	BY
SYSTEM	Map	06.10.2010 14:24:48	14.12.2011 14:25:36	avstar
HELP	show.rd.cfl.rundown show.rd.cfl show.rd.cfl.composite monitor 2359			
ACCOUNT	:mossvr inewsgw - -			
AVID	: mos pilotmos - -			
CAPTURE	wnasvr avidcommand - command-master			
CLIENT	video VideoGroup - VideoEmuChannel ;			
COLORS	cg pilotmos - G VCP ;			
CONFIGURE				
DBLINES				
DIALOGS				
EXTRAS				
FORMS				
FTS				
GROUPS				
INDEX				
KEYBOARDS				
MAIL				
MAP				
MESSAGE				

2.4.2 Configuration of the playout profile in Viz Content Pilot

The playout profile you want to use for the Vizrt iNEWS Command Plugin must be configured in Viz Content Pilot. In the illustration below a profile named *mse1* is configured with channel *X* for program and channel *P* for preview.



It is possible to configure the system for multichannel payout, see [Avid Command Channel Switching and Payout](#).

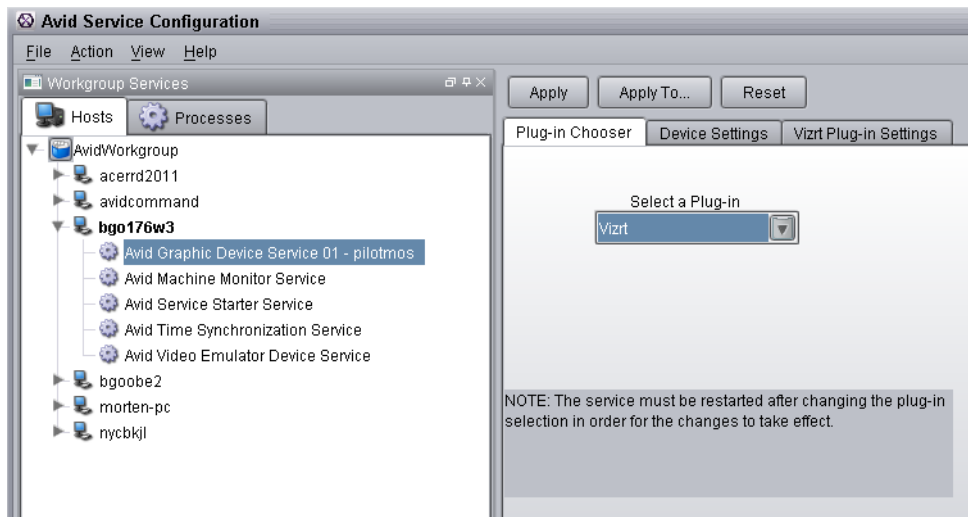


2.4.3 Configuration of the Vizrt iNEWS Command Plugin

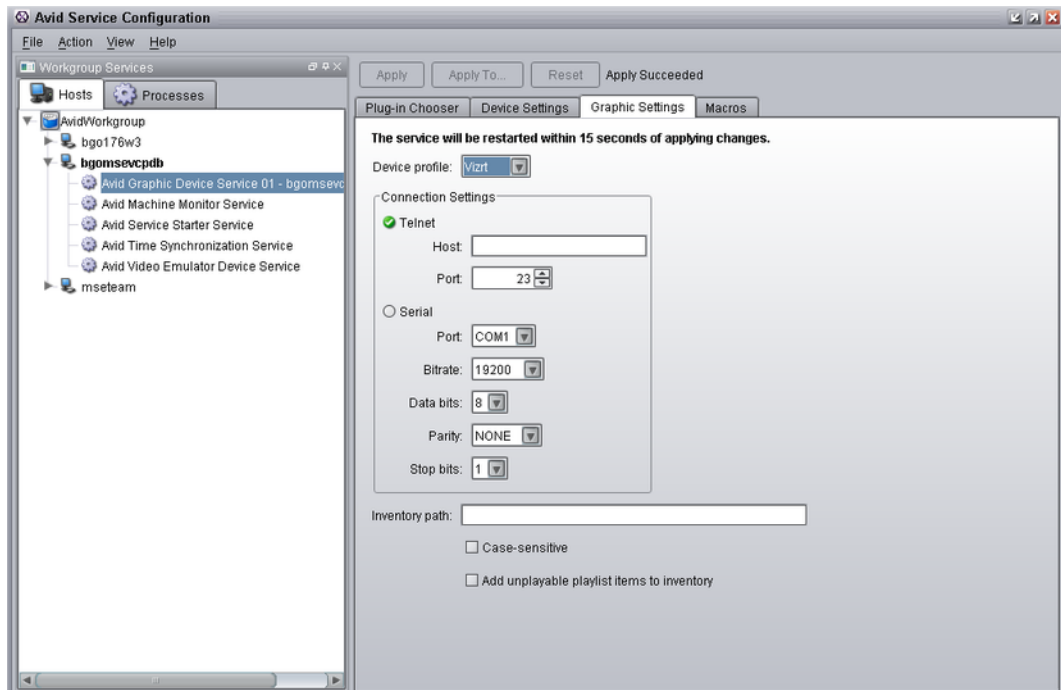
The Vizrt iNEWS Command Plugin can be configured using the [Avid Service Configuration](#) application.

Open Avid Service Configuration > MACHINE NAME with the graphic service > graphic device service.

On the *Plug-In Chooser* page, make sure the plugin-in selected is set to *Vizrt*.



On the *Graphic Settings* page, choose device profile *Vizrt* (note that this tab is only available when the graphic device service has been recently installed).



Click *Apply*. The service/plugin will now restart for the changes to take effect.

Note: If the service does not restart automatically (usually within 15 seconds), open the [Avid Workgroup Properties](#) application and restart all services by clicking *Stop*, and then *Start*.

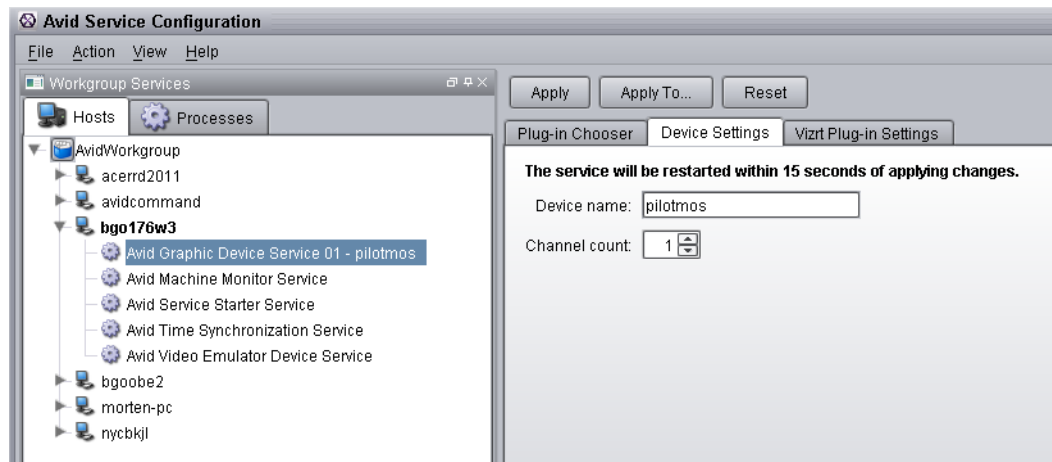
Setting the Device Name and Channel Count

Open the plugin configuration again (Open Avid Service Configuration > MACHINE NAME with the graphic service > graphic device service). This time select the *Device Settings* tab.

Specify the Device Name. The device name is the value we specified in SYSTEM.MOS_MAP. In this example \qpilotmos\q. In Avid Service Configuration the selected graphics device service is also post-fixed with the device name (in this example *Avid Graphic Device Service 01 - pilotmos*).

Specify the number of channels. This number is the number of *program channels*.

Click *Apply*. The service/plugin will now restart for the changes to take effect.



2.4.4 Specifying the Media Sequencer and the Profile

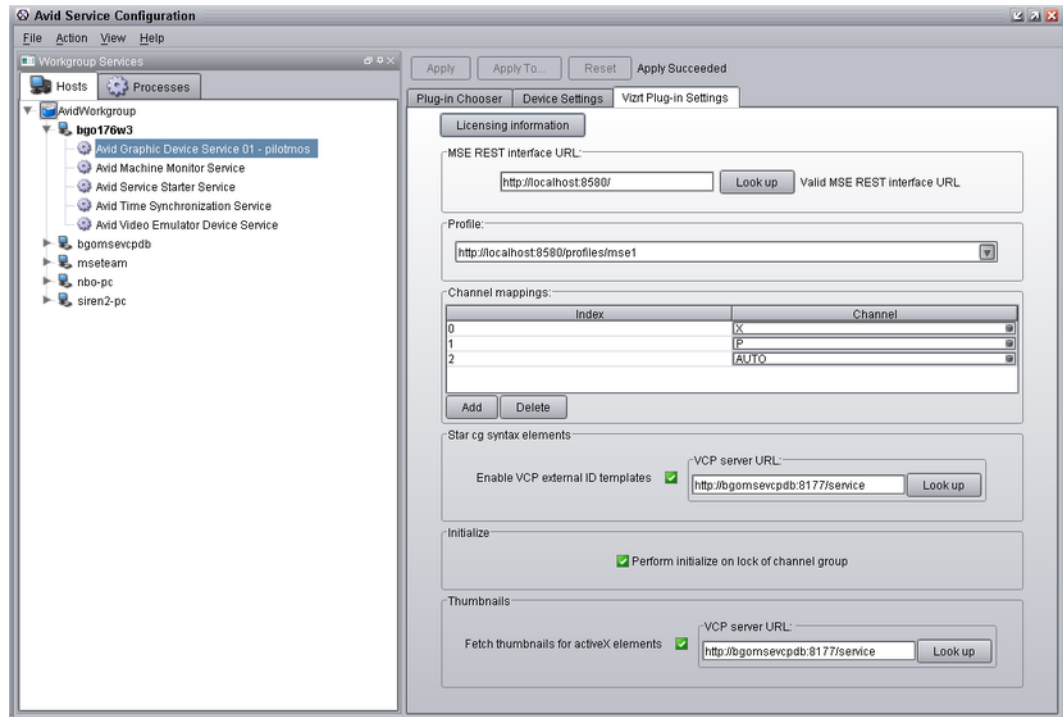
Open the plugin configuration again (Open Avid Service Configuration > MACHINE NAME with the graphic service > graphic device service.). This time select the *Vizrt Plug-in Settings* tab.

Specify the URL to the atom service doc of the Media Sequencer REST interface. This URL is *http://HOSTNAME:port/* where port is 8580 unless the Media Sequencer has been set up using a port other than the default. Press the *Look up* button.

Select the profile from the Profile drop-down.

Map the channel indexes to the correct channel name. The indexing begins on 0. In this example we specified 1 and only one channel will be available - the channel with index 0. We select X for this channel.

Click *Apply*.



Note that the number of channels in the *Channel mappings* list must equal the *Channel count* number specified on the *Device Settings* tab.

2.4.5 Configuration of Avid Command

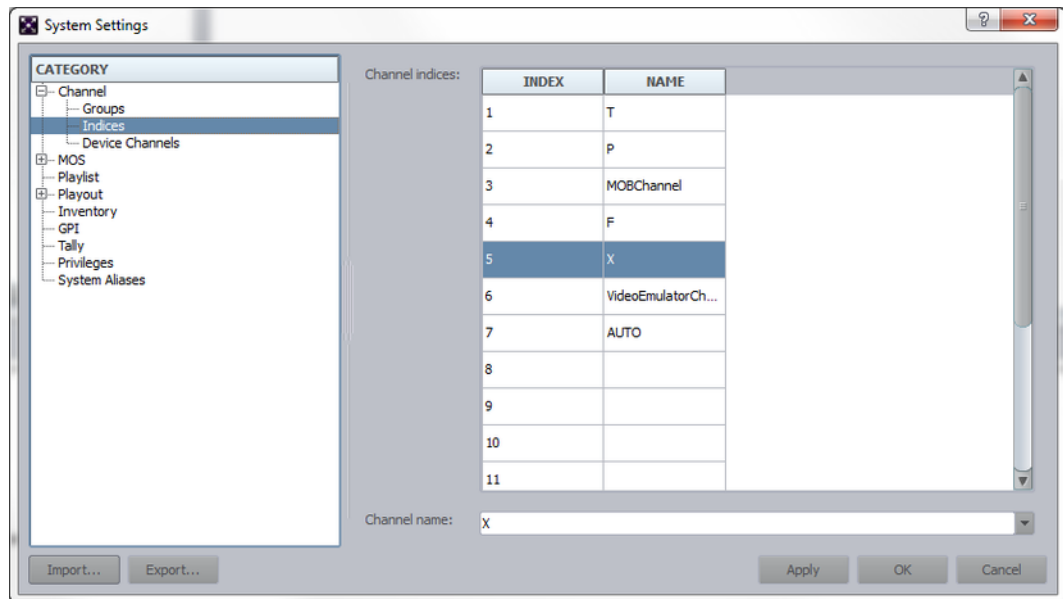
Avid Command must be set up with correct settings.

Configuring playout channel

Select *Tools > System Settings > Channel > Indices*. Add one or more playout channels to this list.

In the illustration below the playout channel X has got the index 5.

Click *Apply*.



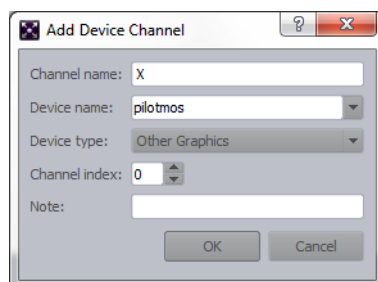
Configuring device channel

Open Avid Command. Select *Tools > System Settings > Channel > Device Channels*.

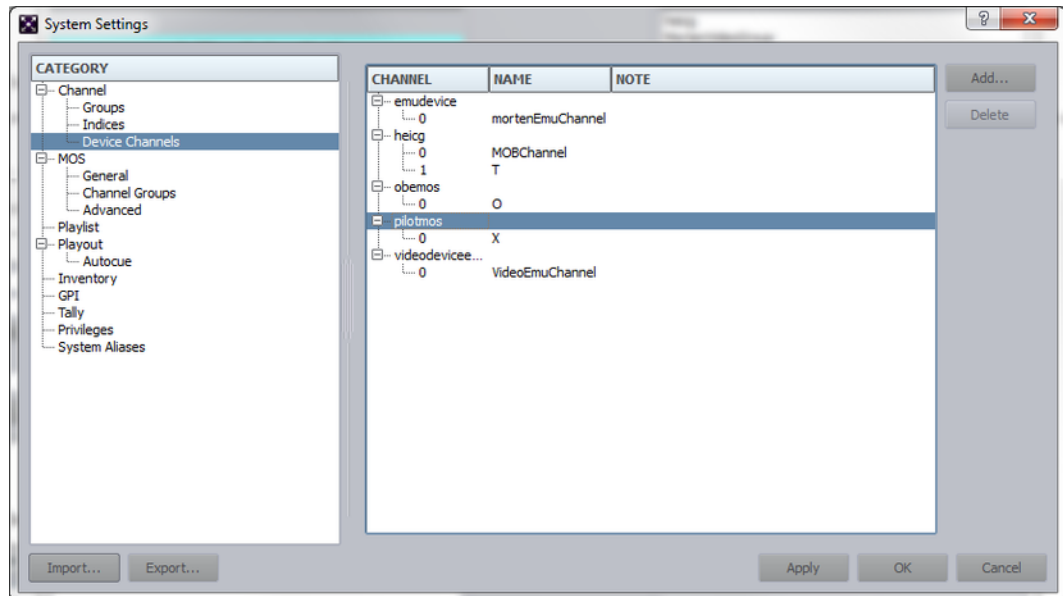
Click the *Add* button and add the playout channel to the device name. Remember that the device name is the name of the Graphic Device Service (in our example the device name is *pilotmos*). Enter the device name (you can write into the drop-down component). The channel we want to add is *X*. Use *Other Graphics* as Device type.

Click *OK*. Click *Apply*.

If you want to add more channels to the device name, the channel index must be incremented.

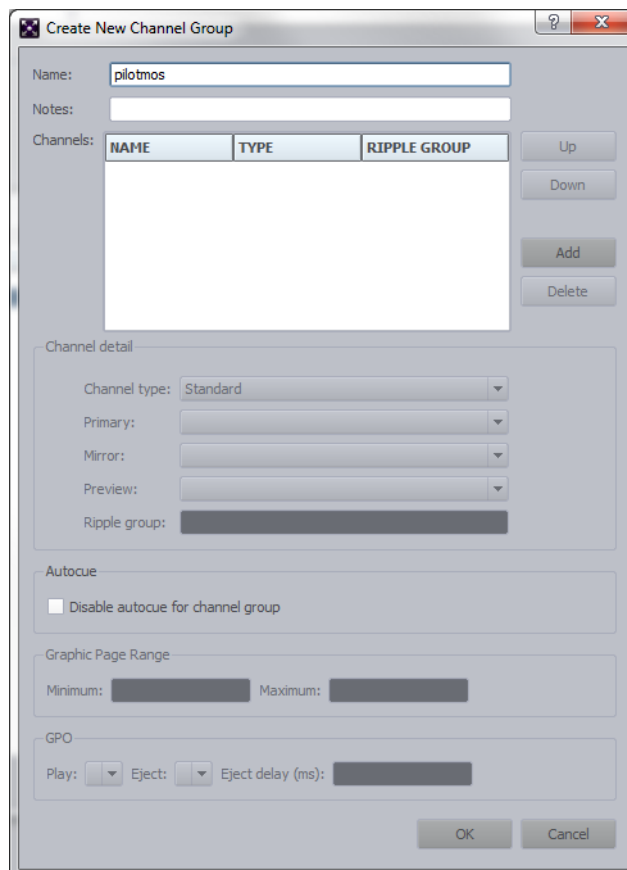


The illustration below shows the playout channel *X* added to device *pilotmos* on index *0*.

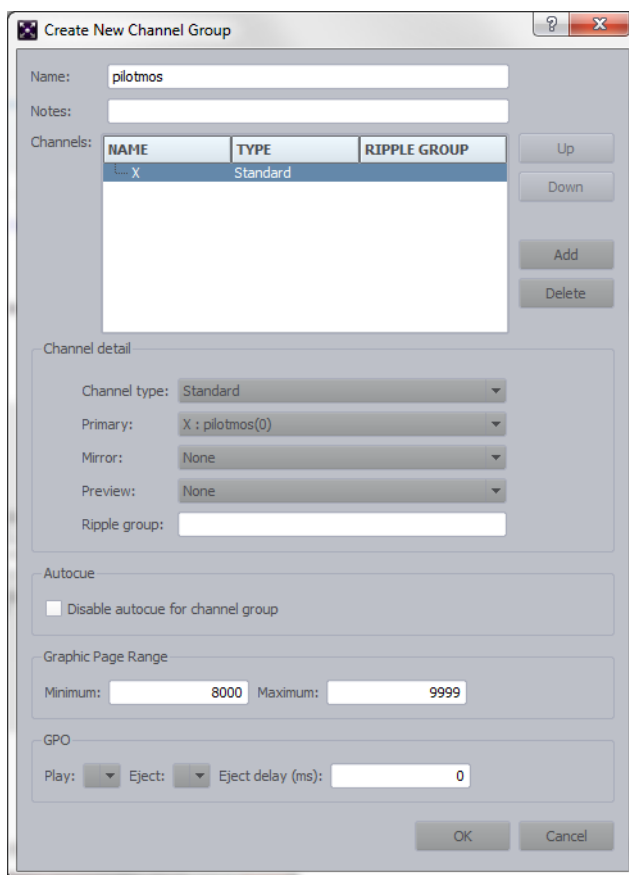


Configuring Channel Group

Open Avid Command. Select *System Settings > Channel > Groups*, and click the *Add* button. Provide a name for the channel group.



Click the *Add* button for adding a playout channel to the channel group. In the illustration below the channel *X* (on device *pilotmos* - using index *0*) is selected.



Create New Channel Group

Name:

Notes:

Channels:

NAME	TYPE	RIPPLE GROUP
X	Standard	

Up
Down
Add
Delete

Channel detail

Channel type:

Primary:

Mirror:

Preview:

Ripple group:

Autocue

☐ Disable autocue for channel group

Graphic Page Range

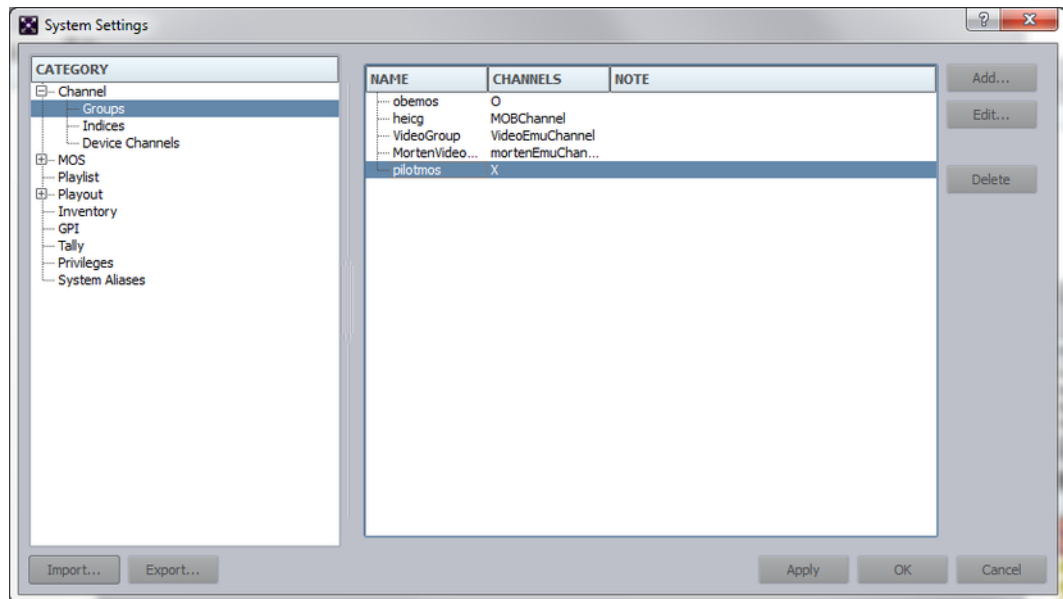
Minimum: Maximum:

GPO

Play: Eject: Eject delay (ms):

OK Cancel

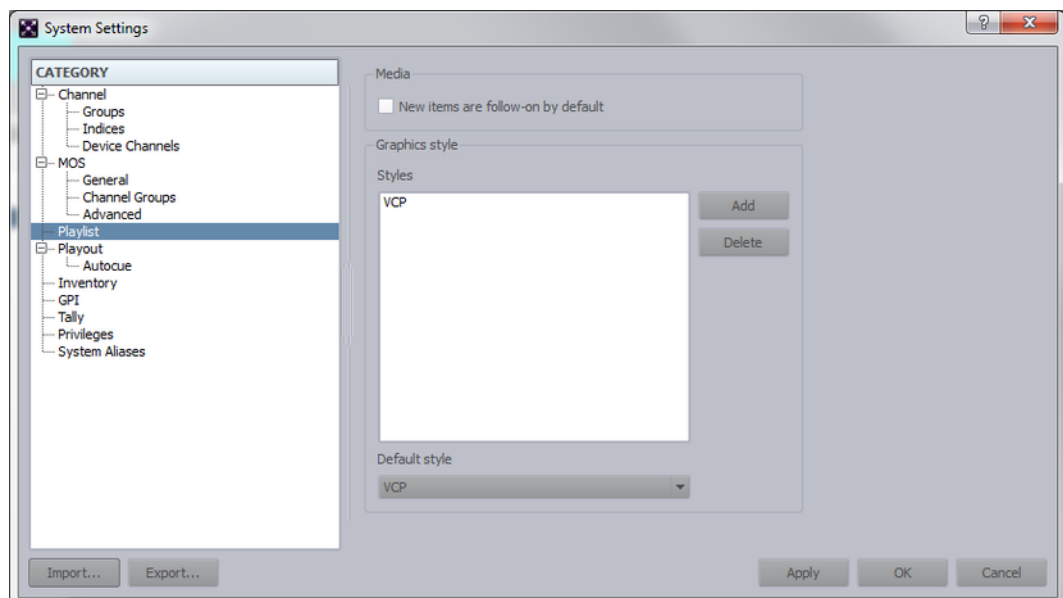
Click *OK*. Then click the *Apply* button in the System Settings window. The illustration below shows that the group *pilotmos* is added and has one channel named *X*.



Configuring Style

The style *VCP* must be added: Avid Command > Tools > System Settings > Playlist.

The playlist in Avid Command will only accept elements from iNews having this style. Our iNews configuration is configured to use the style *VCP*.



2.5 Output Configuration

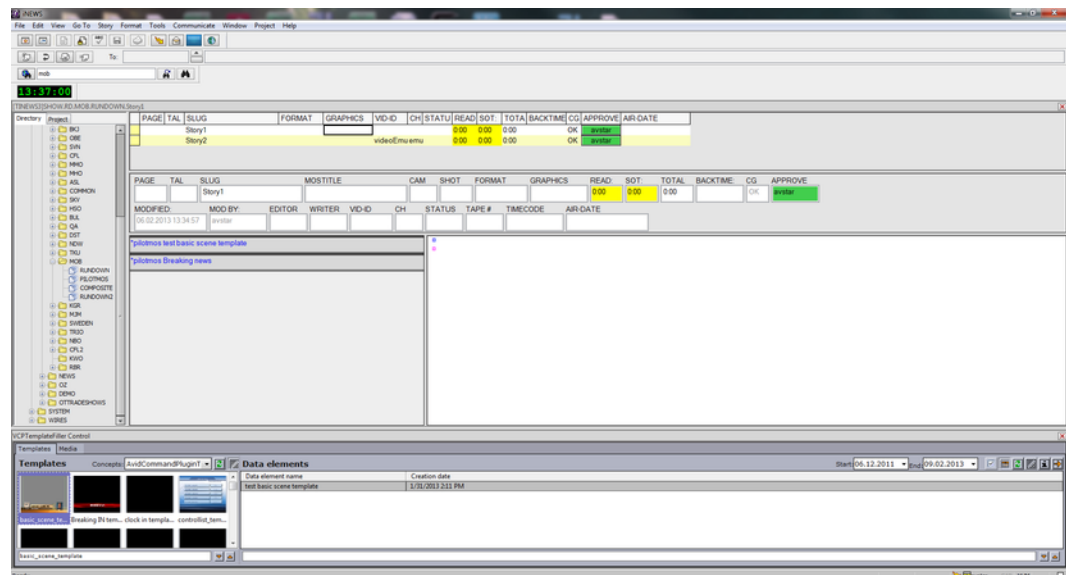
In order to play out Vizrt graphics you need one or several Viz Engines depending on your use case.

This section describes how to best configure your Viz Engine(s) in order to play out graphics from the Avid iNEWS Command workstation.

This section contains information on the following topics:

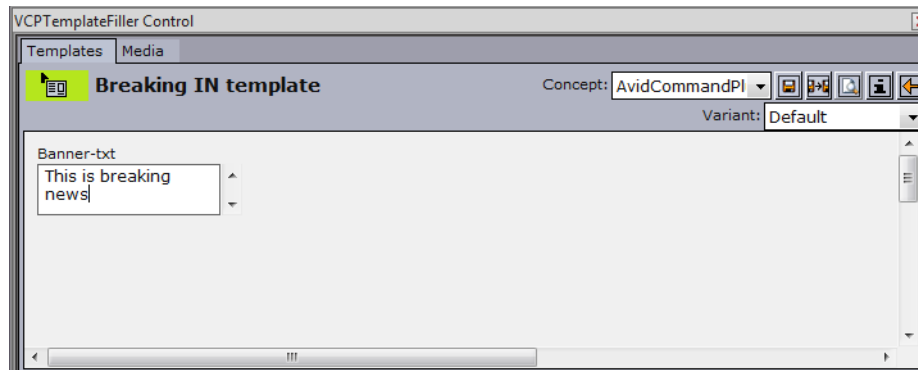
- [To create an iNEWS playlist containing Vizrt graphics](#)
- [To configure an output channel](#)
- [To configure multiple output channels](#)

To create an iNEWS playlist containing Vizrt graphics

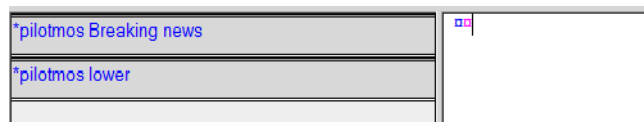


1. Create and configure a new playlist in iNEWS.
2. Add your stories to the new playlist.
3. Open a story for editing.
4. Start the Newsroom Component (Tools > Plugins > VCPTemplateFiller Control).

- This will start Viz Content Pilot's Newsroom Component.



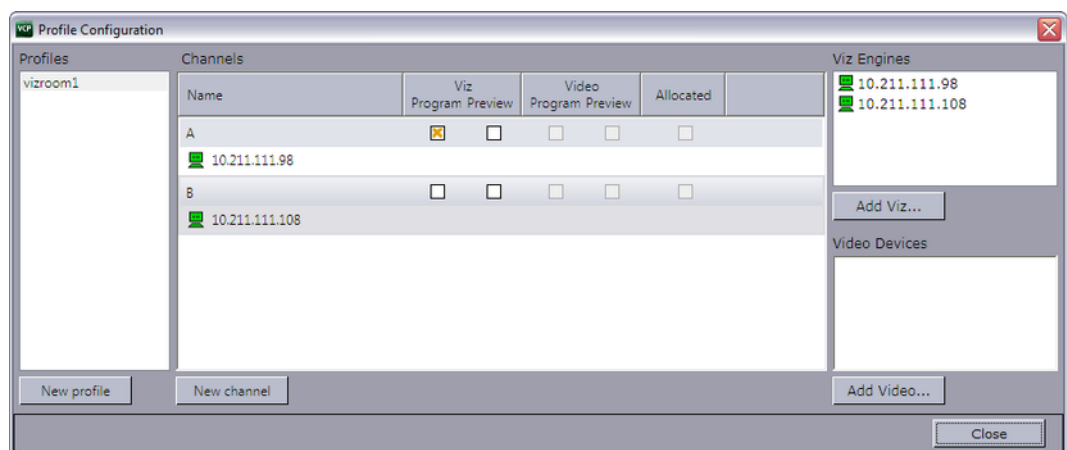
5. Open a template, make the necessary changes and save it as a new data element.



6. Drag and drop the element into your story.
 - Data elements can be added from the Template editor and data element list.
7. Monitor and load the playlist to see it in iNEWS Command.

To configure an output channel

1. Start the Media Sequencer you have configured for Avid iNEWS Command.
2. Start the Viz Engine(s) you will use as your output channel(s).
3. Start Viz Content Pilot (VCP).
4. From VCP's Tools menu, select Profile Configuration... (CTRL+M).



5. Add a new profile.
6. Add a new channel (for example A).
7. Add the Viz Engine you will use as your output channel.



8. Drag the newly added Viz Engine onto the newly created channel.

MSE REST interface url:

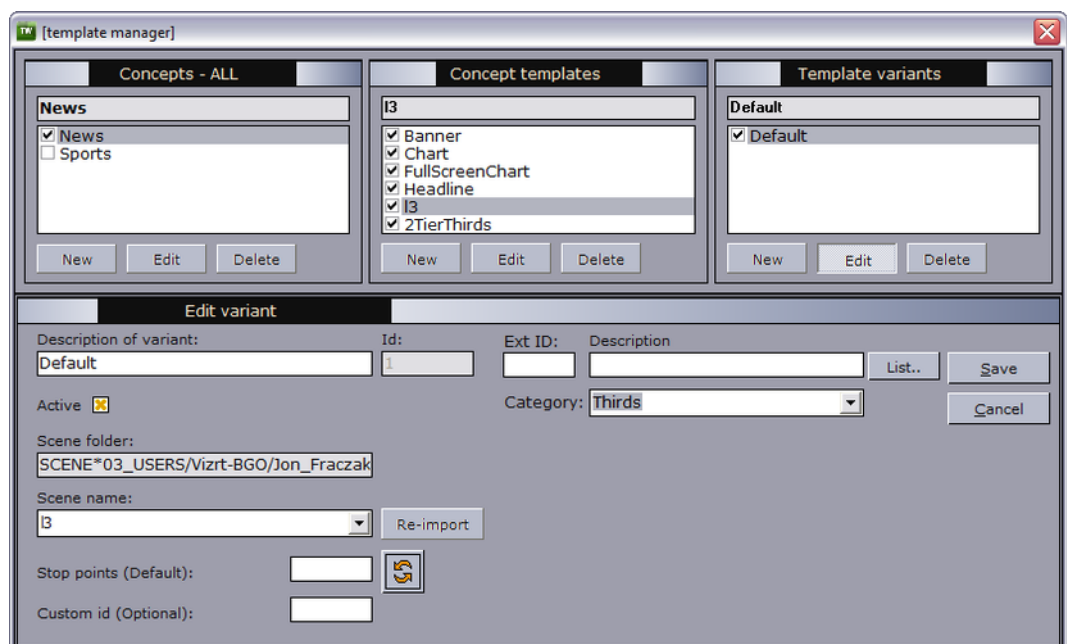
Choose profile:

9. Start the Avid Service Configuration tool installed on the Media Sequencer machine.
10. Select the graphic device and under the **Vizrt Plug-in Settings**, click the Look up button.
11. Select the profile you just created, and click Apply.

To configure multiple output channels

Note: This procedure only applies to [Auto Channel](#) configurations.

1. Start Viz Template Wizard.
2. From the Tools menu, select **Categories and Channels**.
3. In the Categories and Channels dialog box do the following:
 - Define the categories (for example FullScreen and Thirds).
 - Define the channels (for example A and B).
 - Define the custom channels by assigning a channel to the newly created categories.



4. From the Tools menu, select **Template Manager** (requires a running Viz Engine).
5. Select and edit a template variant and set a category for it.
6. Click Save.
7. Start Viz Content Pilot.

8. Repeat the procedure above ([To configure an output channel](#)); however, this time add two channels with the channel names defined in Viz Template Wizard (for example A and B).

See Also

- [Avid Command Channel Switching and Playout](#)
- *Viz Content Pilot User's Guide*
- *Viz Template Wizard User's Guide*



3 Getting Started

Plugin Usage

After having installed and configured the Vizrt iNEWS Command Plugin, see [Installation and Configuration](#), the plugin is ready to be used.

The playlist can either be created in iNEWS by dragging elements from Viz Content Pilot's Newsroom Component (see [MOS Syntax](#)), or by entering elements directly with the *cg method (see [Star CG Syntax](#)). When you start the monitor on the playlist, it will become visible in Avid Command.

When the user locks the channel group, the plugin, if configured, sends an initialize command to the Media Sequencer server (the playlist is ready for playout - the elements are added to the Media Sequencer playlist).

On cue of an element, the read operation is sent to the Media Sequencer. This will cause a preview to be made of that element on the preview channel that has been configured (if any).

On play of an element, the take operation is sent to the server. This will cause the element to be played on the program channel.

If the user clicks on graphic device channel group in the inventory, the available external IDs that can be added using the *cg syntax in iNEWS are displayed prefixed with a "v" (items that can be added without dragging them from Viz Content Pilot's Newsroom Component).

If you enable the PAGE column in Avid Command, the loaded status of the element will be displayed (in percentage of completion). Example: 0000 means unloaded, 0100 means loaded.

See Also

- [Troubleshooting](#)



4 Features

This section contains information on the following topics:

- [Star CG Syntax](#)
- [MOS Syntax](#)
- [Thumbnails](#)
- [Avid Command Channel Switching and Playout](#)
- [Stop-point Count-down](#)
- [Timed Playout](#)
- [Polling](#)
- [Preview](#)

4.1 Star CG Syntax

In this version of the Vizrt iNEWS Command Plugin (version 2.0), elements are either added as *cg elements, or they are added from Viz Content Pilot's Newsroom Component (explained in [MOS Syntax](#)).

This section describes how to use *cg syntax in the Vizrt iNEWS Command Plugin.

The *cg syntax makes it possible to map a *cg code to an external template ID.

This section contains information on the following topics:

- [Configuration](#)
- [Inventory](#)
- [Providing an External ID for a Template](#)
- [Add Star CG Element to Story in iNEWS](#)
- [Star CG and Combo Templates](#)
- [Known Restrictions](#)
- [Video or Image in Graphics Element not Supported](#)
- [Default Template Values not Supported for Star CG Elements](#)
- [Technical Limitations](#)

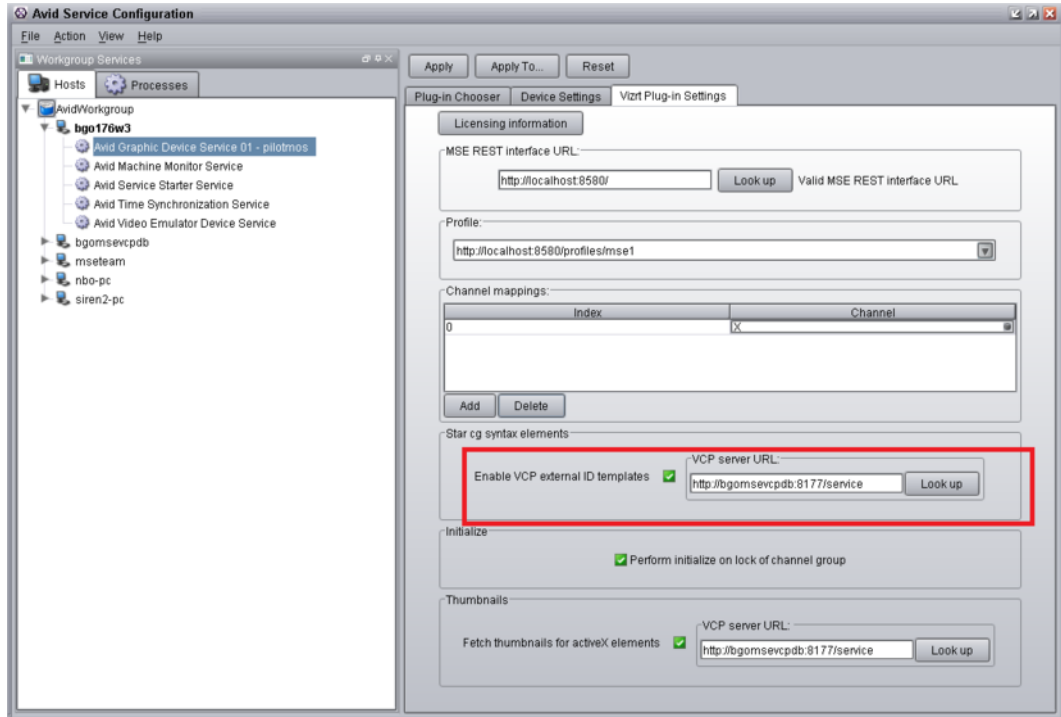
4.1.1 Configuration

Setup in iNEWS

The setup in iNEWS SYSTEM-MAP is the same as when using MOS elements (with the pilot template filler in iNEWS), but the user does not use the template filler, instead he writes the *cg syntax directly into the rundown.

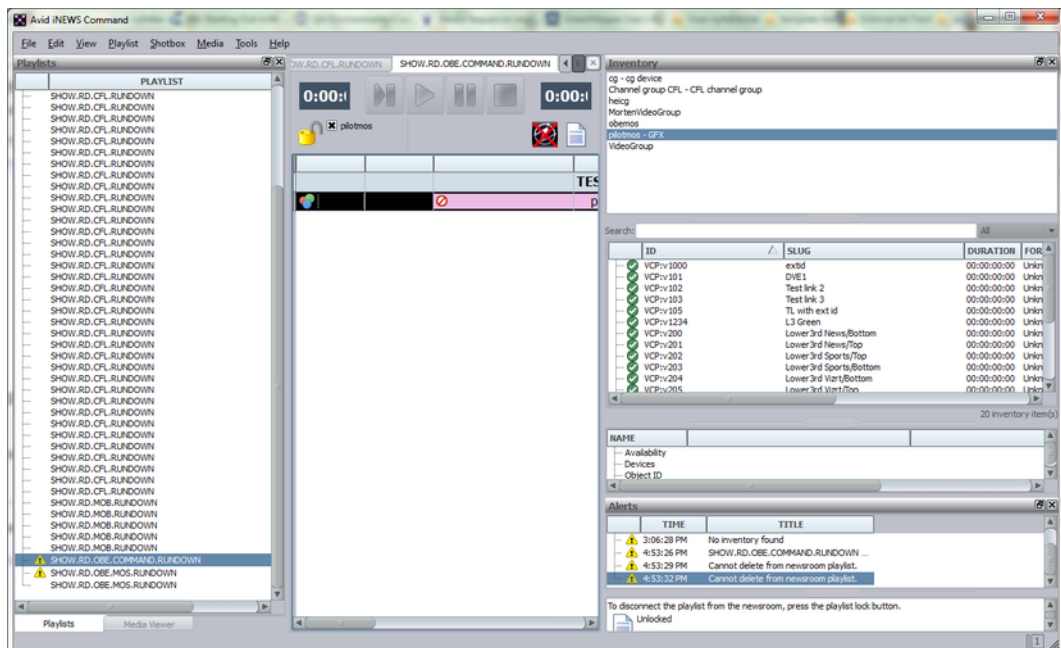
Plugin Configuration

In the Avid Service Configuration application you must set the URL for the REST service doc of the Viz Content Pilot REST server. Example:



4.1.2 Inventory

You should be able to see all the external IDs in the inventory in Avid Command:

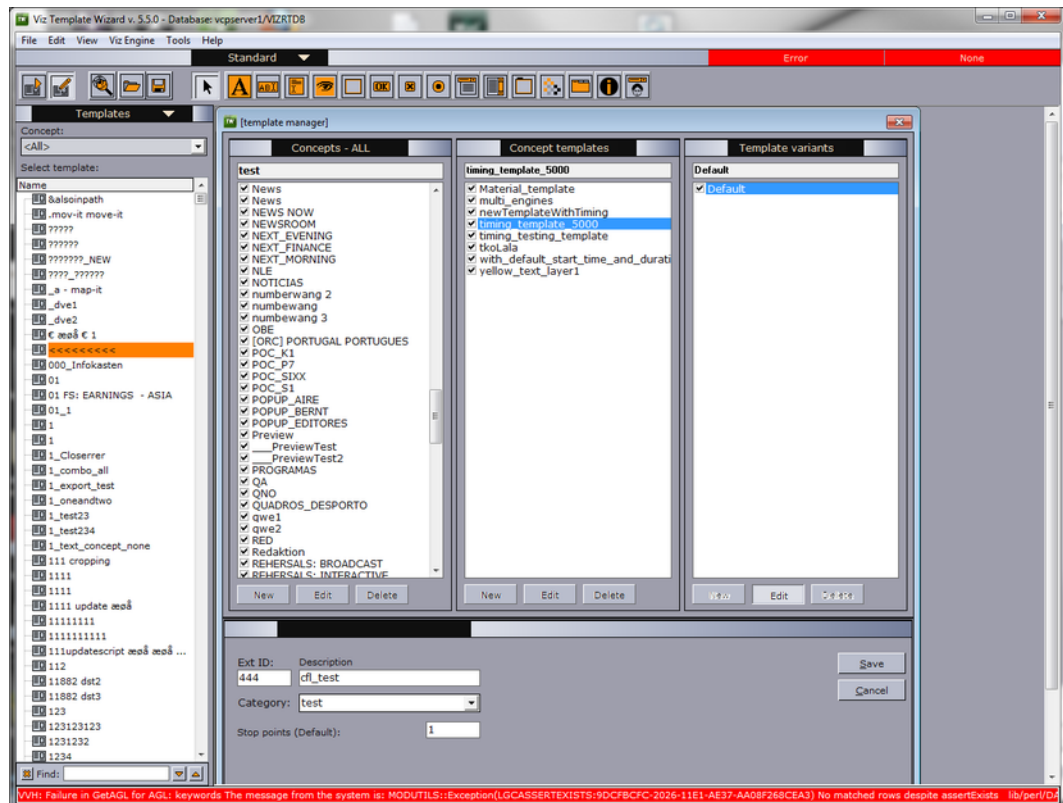




The ID shown in the inventory is the external ID prefixed with VCP:v. The prefix is added because Avid Command requires the ID to be alphanumeric (it has to contain at least one letter) if the user should be able to add data.

4.1.3 Providing an External ID for a Template

A Viz Content Pilot template can be given an external ID using Viz Template Manager (open Viz Template Wizard and select Tools > Manager). Note that the template must also be given a description. Example:



After saving the template, it will be listed in the external ID atom feed: http://<pilot data server host>:8177/external_ids.

The Vizrt iNEWS Command Plugin reads this feed at startup.

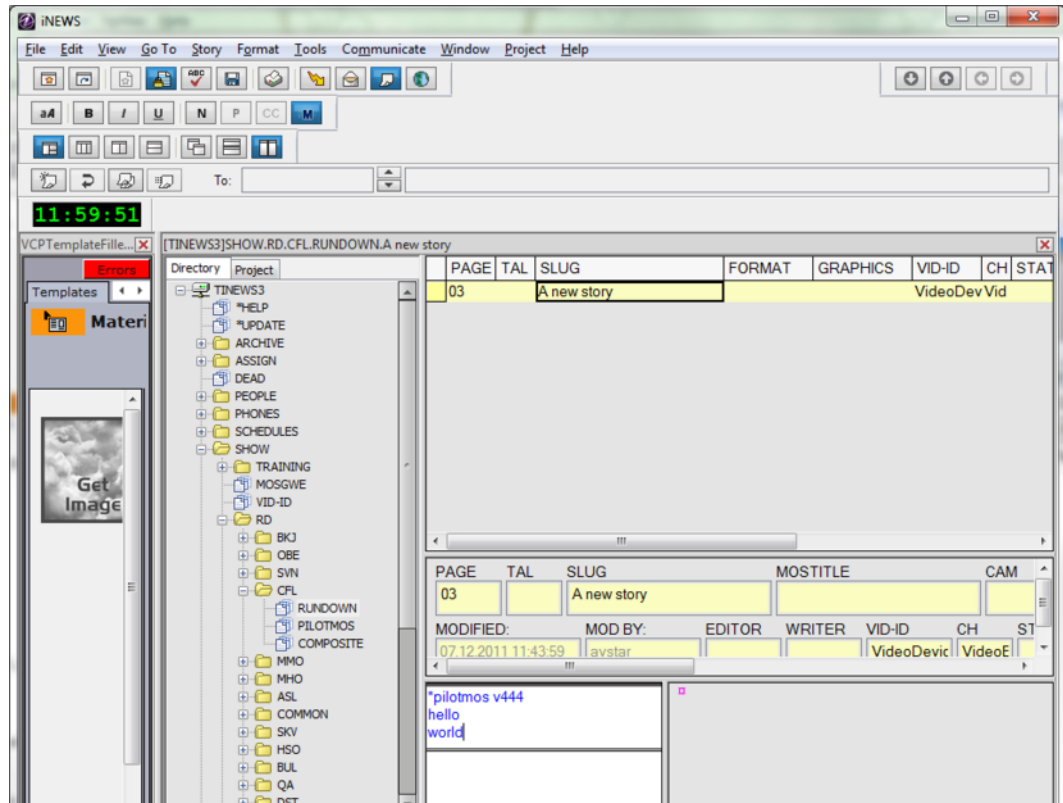
4.1.4 Add Star CG Element to Story in iNEWS

To add a *cg element to a story in iNEWS, right-click the story and select *Insert production cue* (or alternatively click ALT + INSERT).

Then insert the element on the format (example element has two values):

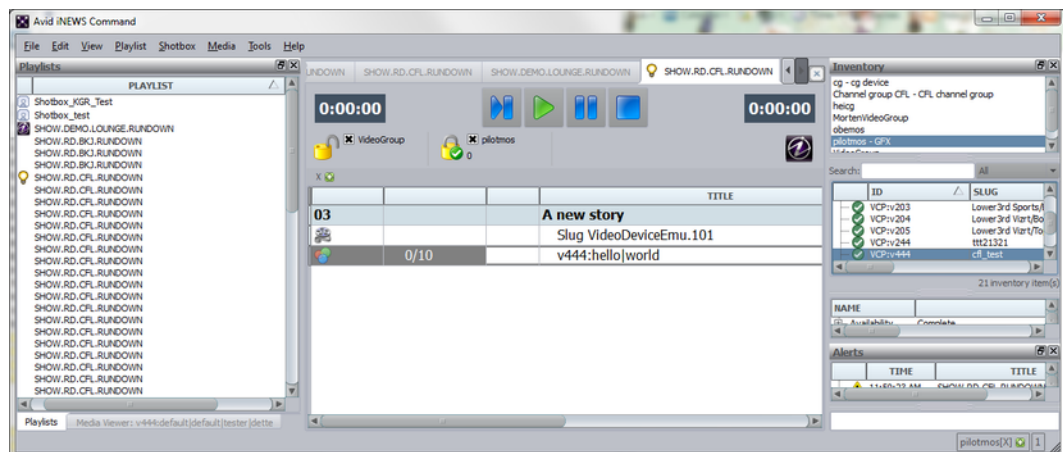
```
*DEVICENAME ID
value1
value2
```

The example below is using devicename *pilotmos* where ID is *v<external ID>*:



Use *Tools > Monitor* to monitor the playlist.

The playlist will look like this in Avid Command:



4.1.5 Star CG and Combo Templates

About Combo Templates

Using Viz Template Wizard the user can create a template that controls several layers (e.g. \qbanner\q and \qlower\q). This is known as a Combo Template.

There can be several \qstates\q per layer, which can be selected when creating a data element. However, as the user of iNews does not have the necessary information to make this selection, the command plugin selects automatically according to the following rules.

State selection for combo templates using Star CG

Per layer:

- If the layer has more than one choice that is non-empty, ignore the layer (select empty).
- If the layer has only one choice which is non-empty, select this one.

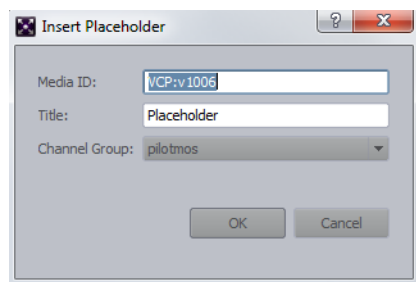
Note: Viz Content Pilot uses the same selection algorithm.

4.1.6 Known Restrictions

Cannot Insert Data to Star CG Element Created Using Avid Command

In Avid Command the user can press ALT+ INSERT (or right-click the playlist and then select *Insert > New item*).

A pop-up window appears where the user can add a *cg element. Example:



Currently it is not supported that the user modifies editable fields for the new data item.

4.1.7 Video or Image in Graphics Element not Supported

If Viz One is configured for Viz Content Pilot's Newsroom Component in iNEWS, the user is not able to add such elements to the rundown using *cg syntax.

4.1.8 Default Template Values not Supported for Star CG Elements

If the user provides no data for a *cg syntax element (where the template has data fields), then the fields will be empty.

4.1.9 Technical Limitations

Currently there are some technical limitations when updating replacement data.

Updating an item that is in the program channel will remove it from the program channel in Avid Command GUI (it will not be possible for the operator to take the element out after it is ejected in the Command UI).

Example:

- Add two *cg items to a story in iNEWS, example:

```
*pilotmos v444  
example1  
*pilotmos v123  
example2
```

- Monitor the story (it should show up in the Avid Command playlist).
- Lock the channel group.
- Play the first item. After playout, the GUI shows that the item is in state *Done*.
- Update the replacement data for the played element in iNEWS and save it.
- Play the next item. The item that was updated has lost its *Done* state.

4.2 MOS Syntax

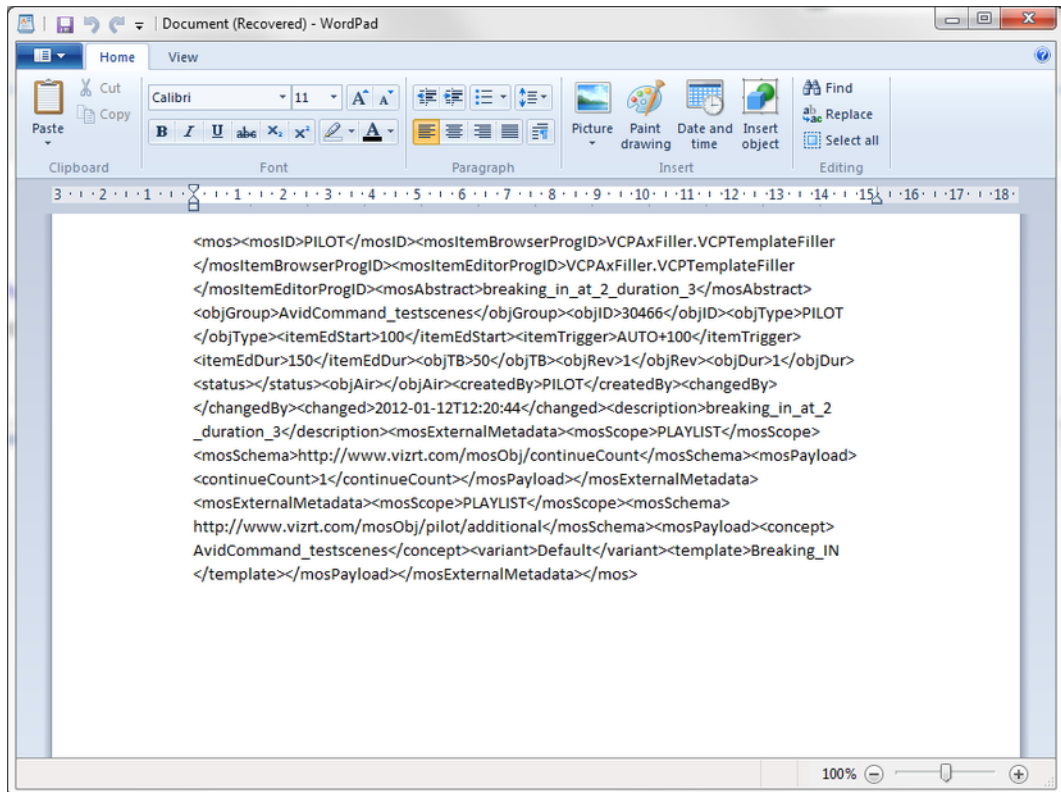
In this version of the Vizrt iNEWS Command Plugin, elements are either added as [Star CG Syntax](#) elements, or they are added from Viz Content Pilot's Newsroom Component (explained in this section).

Note: Previous versions of the Vizrt iNEWS Command Plugin also supported the Broadcast Control Solution (BCS) mode, however this mode is no longer needed.

This workflow type is called MOS elements because when the user drags an element from the Newsroom Component to iNEWS, the data transfer is in form of MOS-XML.



You can test this by dragging an item from the Newsroom Component to for example WordPad. It is also possible to drag XML from WordPad to iNEWS.



This section contains information on the following topics:

- [Configuration](#)
- [Example Element](#)

4.2.1 Configuration

For the MOS type elements to work, the following configuration must be set up:

- [Database Settings](#)
- [VCP Newsroom Component Registry Settings](#)

Database Settings

For the Vizrt iNEWS Command Plugin, the following settings must be set in the VCP database:

VCP database settings

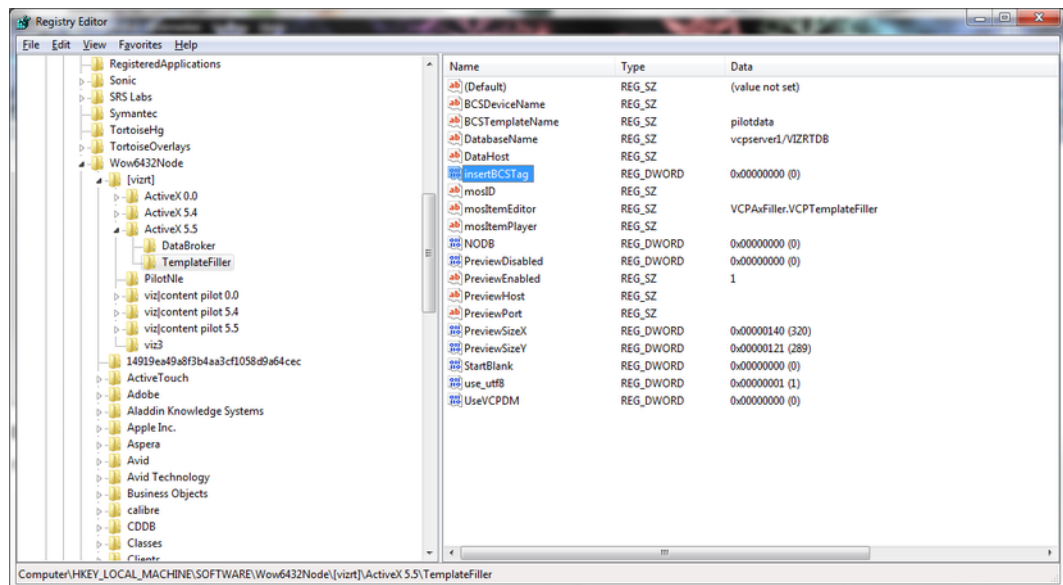
Name	Value	Note
ax_use_avid_timing	n	Timing information in the MOS XML will be given in frames.
ax_remove_objSlug	y	The slug must be removed in order for Avid Command to read the ID. The mosAbstract is now the title of an element.

The VCP settings can be accessed from <http://DATABASESERVER:8177/settings> or in Viz Content Pilot (*Options > Preferences > Advanced*).

VCP Newsroom Component Registry Settings

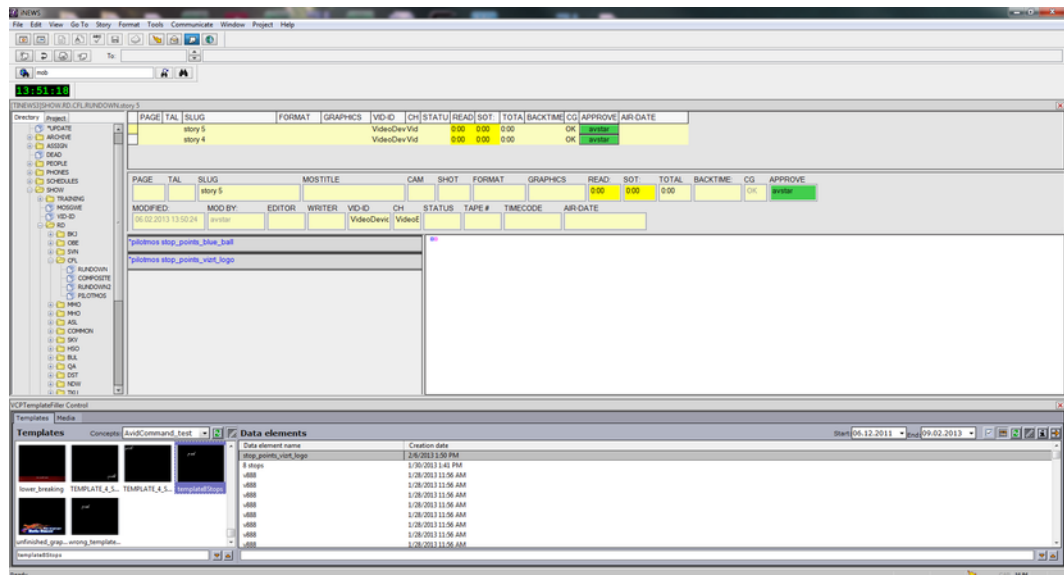
The *insertBCSTag* must be set to 0 (see illustration below).

The *UseVCPDM* setting must also be set to 0.



4.2.2 Example Element

The following illustration shows a screen shot of iNEWS when the two elements named *stop_points_blue_ball* and *stop_points_vizrt_logo* are added to a story.



4.3 Thumbnails

The Vizrt iNEWS Command Plugin can be used together with the PreviewServer to provide thumbnails for both *cg and MOS type elements (elements dragged to the iNEWS rundown from Viz Content Pilot's Newsroom Component).

This section contains information on the following topics:

- [Installation and Configuration of the Preview Server](#)
- [Setting up Command for Thumbnails](#)
- [Enable Thumbnails, Plugin Configuration](#)
- [Restriction: No Thumbnail Update for Edited Elements](#)
- [Missing Icon Image](#)
- [Troubleshooting](#)

4.3.1 Installation and Configuration of the Preview Server

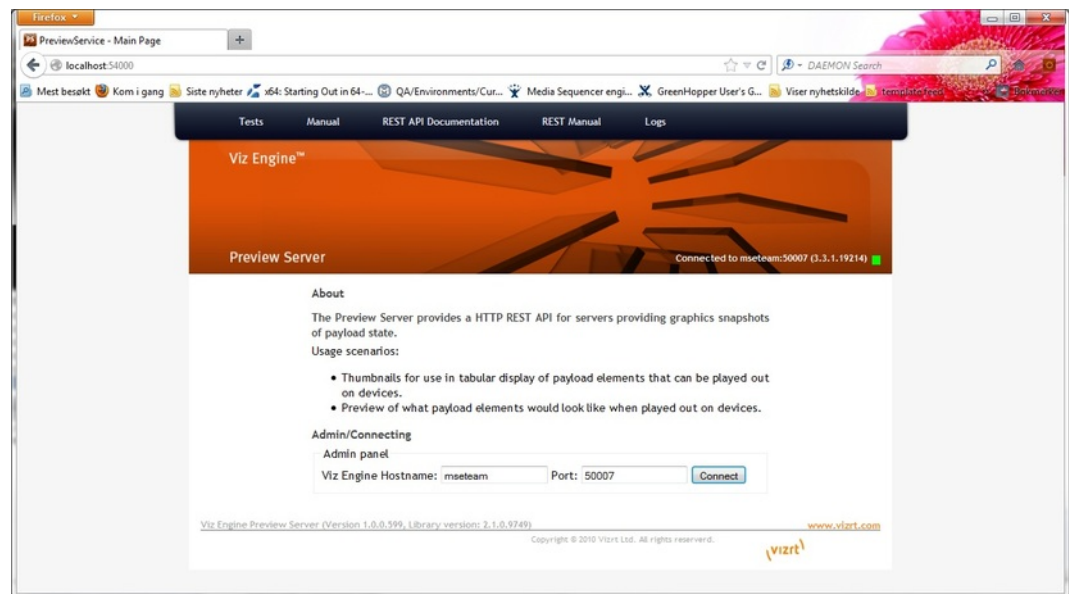
1. Install the Preview Server.
2. Start the Preview Server: Start > Vizrt > Preview Server > right-click and select *Run as administrator*.

The Preview Server will have its own *homepage* with address *http://HOSTNAME:54000/* (where HOSTNAME is the host where the Preview Server is running).

On the homepage you can specify the host and port of the Viz Engine for which the Preview Server should connect to (see the illustration below).

Tip: You can also provide the Viz Engine and port as startup options for the preview server. This is explained in <http://HOSTNAME:54000/doc/manual>.

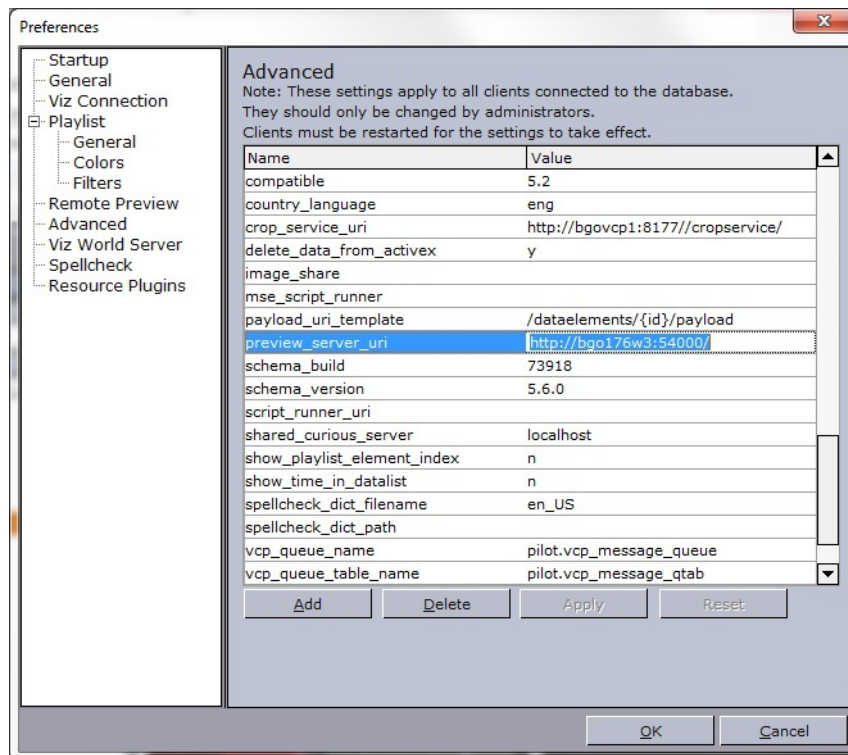
Note: You may have to open Windows Firewall for inbound connections, port 54000.



Note: Use Google Chrome or Firefox to view this page. Using Internet Explorer is not recommended.

3. Configure the Viz Content Pilot settings to use the installed preview server:
 - Start Viz Content Pilot and select *Options > Preferences > Advanced*.

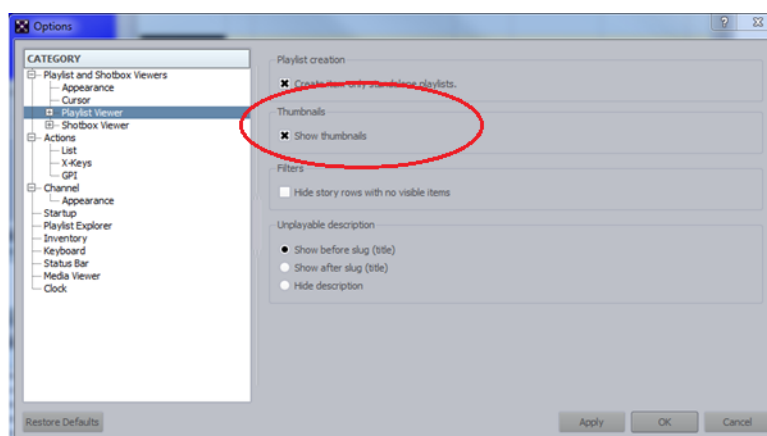
- For the *preview_server_uri* setting, provide the URL to the preview server, for example *http://HOSTNAME: 54000/* (see illustration below).



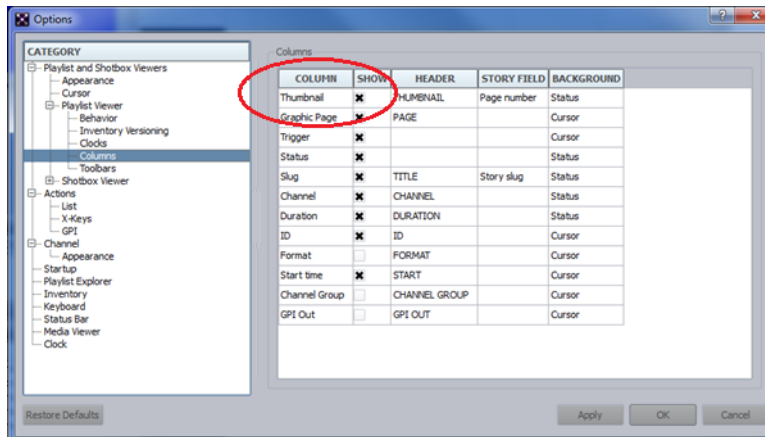
4. After applying this URL, restart the Viz Content Pilot REST server (The Viz Content Pilot REST server will provide this URL in its atom service document after restart).

4.3.2 Setting up Command for Thumbnails

To be able to view thumbnails, you must select the *Show thumbnails* check box in *Tools > Options > Playlist and Shotbox Viewers > Playlist Viewer* as seen in the illustration below:

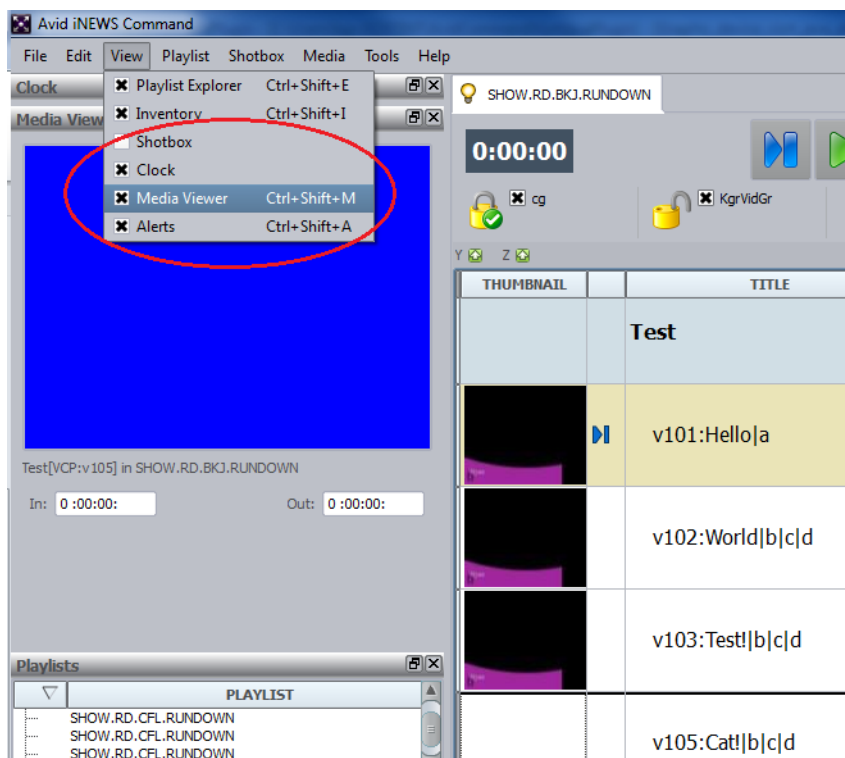


You must also select this option in the *Playlist Viewer > Columns* settings as seen in the illustration below:



It is possible to rename the column in these settings too. Now you should be able to view the thumbnails in the column. If they do not appear for some reason, try to resize the column by expanding the header.

You can also view the thumbnails in the Media Viewer frame:

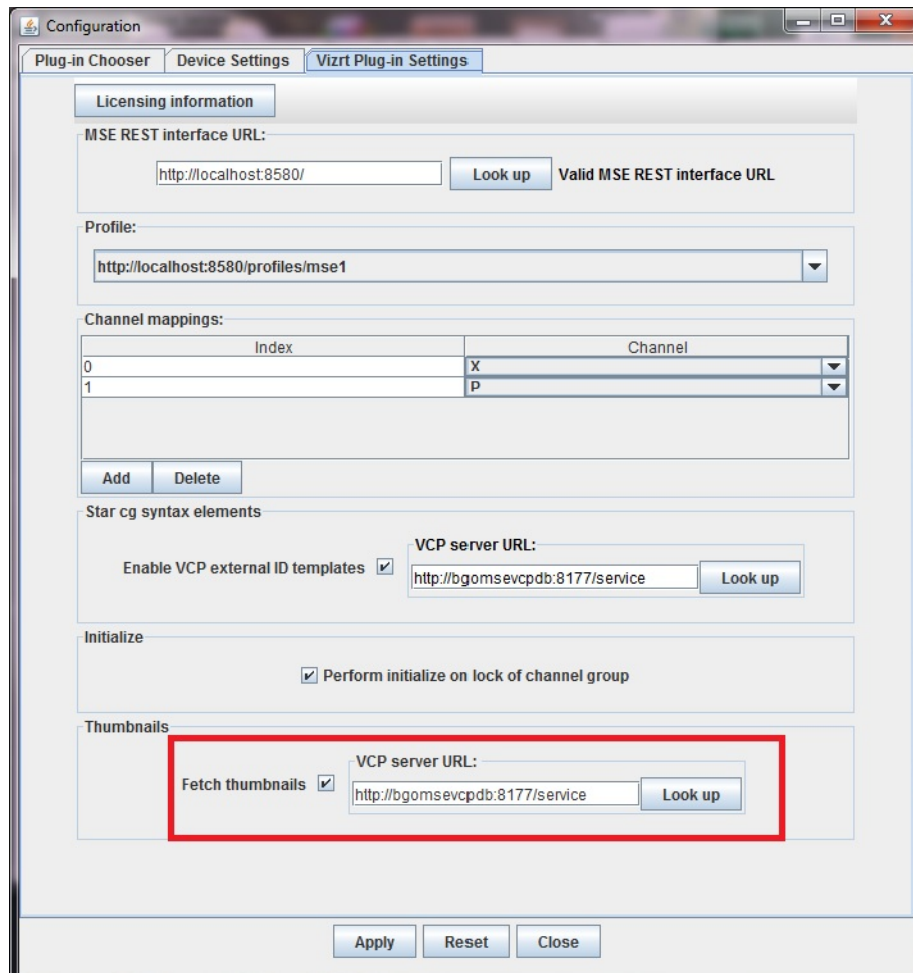


4.3.3 Enable Thumbnails, Plugin Configuration

In order for the Vizrt iNEWS Command Plugin to fetch thumbnails from the Preview Server, the following steps must be performed:

1. Open the *Avid Service Configuration*.

2. Select the graphic service.
3. Select the *Vizrt Plug-in Settings* tab.
4. Select the *Fetch thumbnails* check box, and enter the URL of the VCP REST atom service document in the text box, see illustration below:



Configuration

Plug-in Chooser Device Settings **Vizrt Plug-in Settings**

Licensing information

MSE REST interface URL:

Valid MSE REST interface URL

Profile:

Channel mappings:

Index	Channel
0	X
1	P

Star cg syntax elements

Enable VCP external ID templates ☒

VCP server URL:

Initialize

☒ Perform initialize on lock of channel group

Thumbnails

Fetch thumbnails ☒

VCP server URL:

4.3.4 Restriction: No Thumbnail Update for Edited Elements

If the user of Viz Content Pilot's Newsroom Component edits and saves a data element (overwrites the old one) that already has a thumbnail in the Avid Command playlist, then no new thumbnail will be created.

This is because the Command Server caches thumbnails, and the plugin gets no new call to create a thumbnail.

To circumvent this problem the user of the Newsroom Component can be prohibited from altering an existing data element:

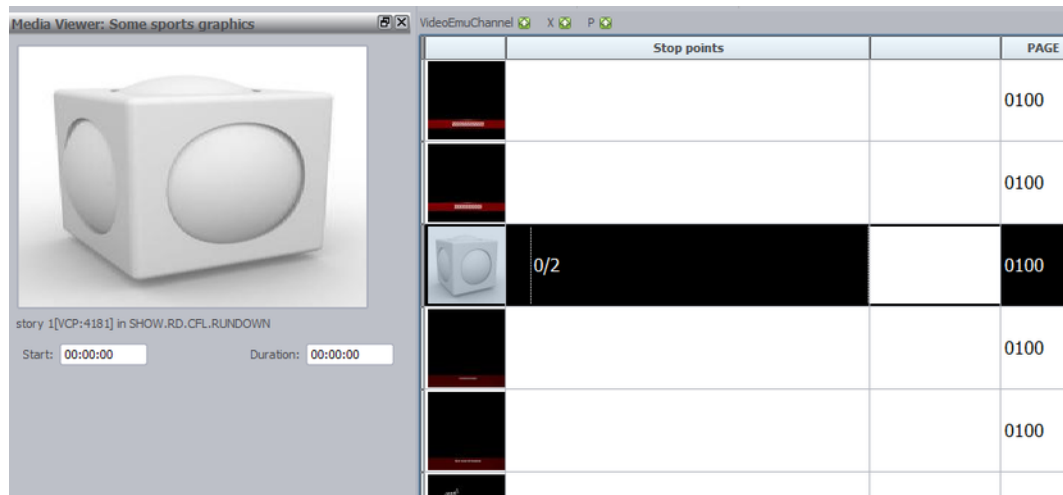
Recommended Setting, Viz Content Pilot Database

1. Open Viz Content Pilot.
2. Select *Options > Preferences > Advanced*.

- Set the value for setting `ax_disable_data_overwrite` to `y`.

4.3.5 Missing Icon Image

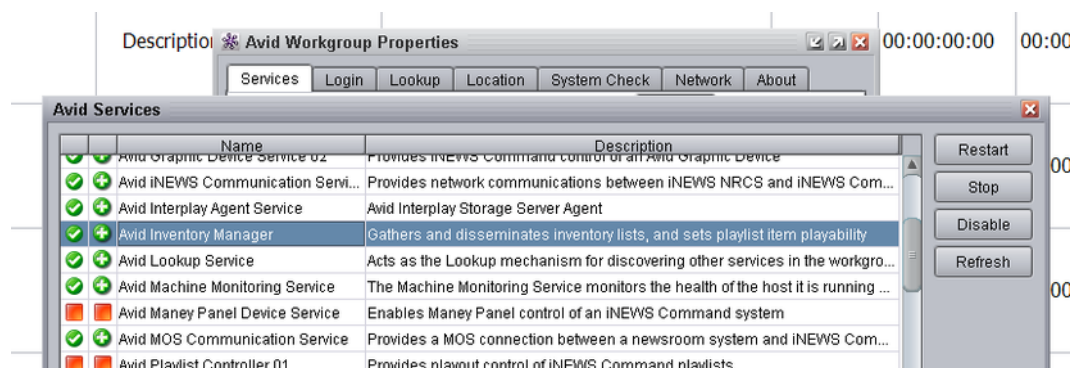
If for some reason the creation of a thumbnail fails (for example if the Preview Server is not running), then a *missing icon* image is shown.



4.3.6 Troubleshooting

If you want to clear old thumbnails, you can clear the cache with the following steps on the server:

- Close the playlist in Command Workstation.
- Stop the Inventory Manager with Avid Workgroup Properties (see the following illustration).



- Delete the thumbnail cache folder (`<Program Files>\Avid\iNEWS Command\inventorymanager\state\thumbnailcache`).
- Restart the Inventory Manager.
- After the alert shows in Command Workstation that the Inventory Manager is available again, re-open the playlist.

4.4 Avid Command Channel Switching and Playout

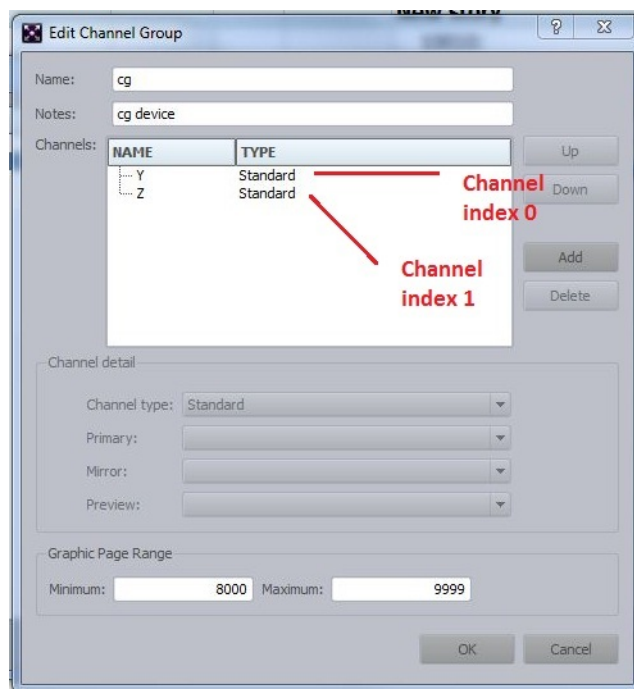
This section contains information on the following topics:

- [Setting up Avid Command for Channel Switching](#)
- [Assign Channel in iNEWS \(to MOS Type Element\)](#)
- [Default Channel for Star CG Elements](#)
- [Default Channel for MOS Elements](#)
- [Troubleshooting](#)
- [Categories and Channels](#)
- [Channel Playout Example](#)
- [Auto Channel](#)

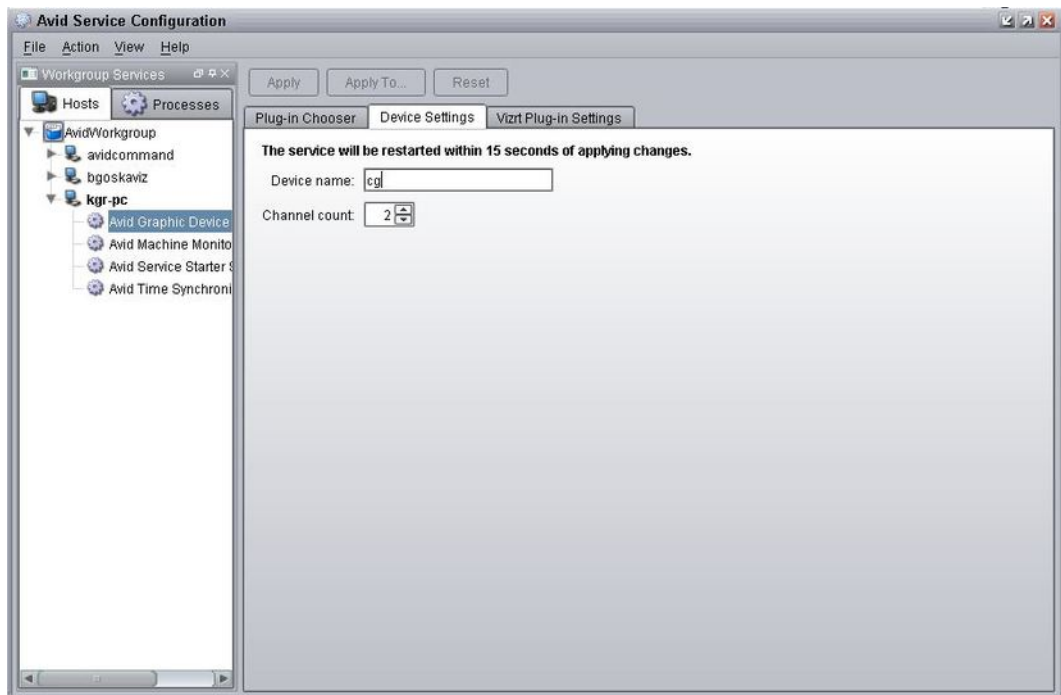
4.4.1 Setting up Avid Command for Channel Switching

In Avid Command, create all necessary channels: *System Settings > Channel > Groups > Edit > Add*.

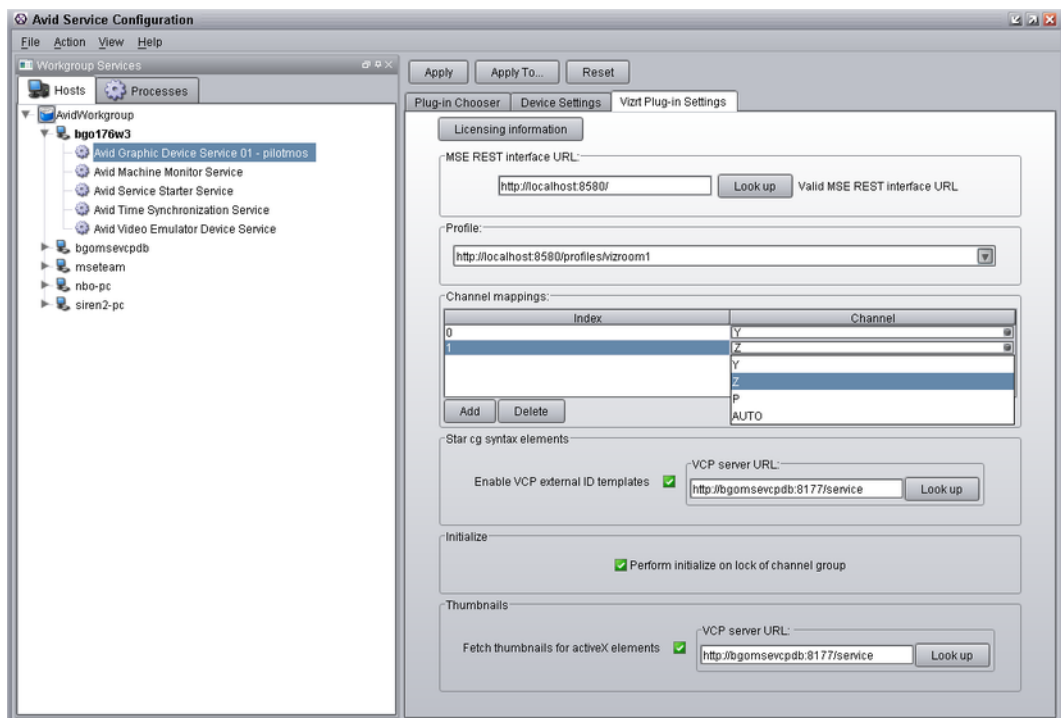
In the illustration below, two channels have been added (notice the index numbers, we will get back to them later):



In the Avid Service Configuration's *Device Settings* panel, set the channel count to the number of channels that you would like to use (see the illustration below):



In the Avid Service Configuration's *Vizrt Plug-in Settings* panel, the index numbers for the channels become relevant:

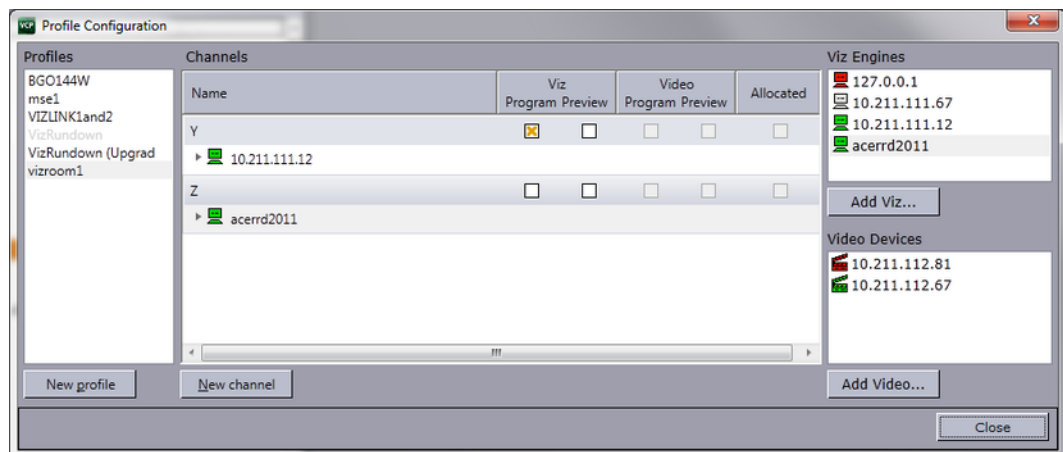




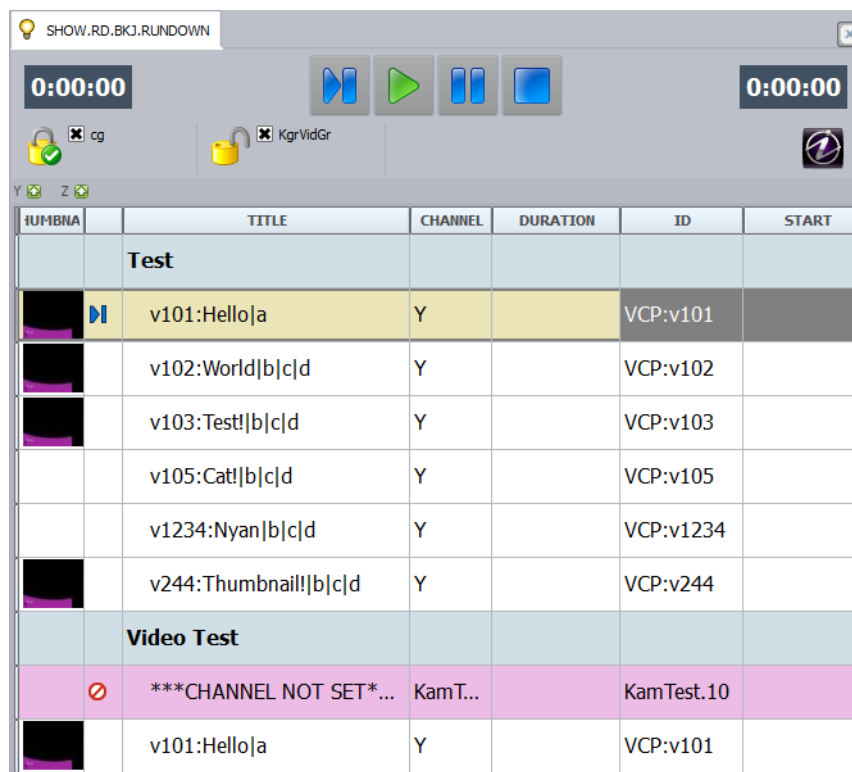
Avid Command does not have a simple way to let the user map from the external channels fetched from the profile and the list of channels in its system settings. We have solved this by letting the user select which channel should be associated with the index numbers from the drop-down list. The number of rows in the table equals the number of channels in the profile, as it is assumed that the user will not require duplicates.

When the channels have been selected from the drop-down list, click the *Apply* button to save.

Remember to provide the channels playout machines. This is done in the profile configuration in Viz Content Pilot.



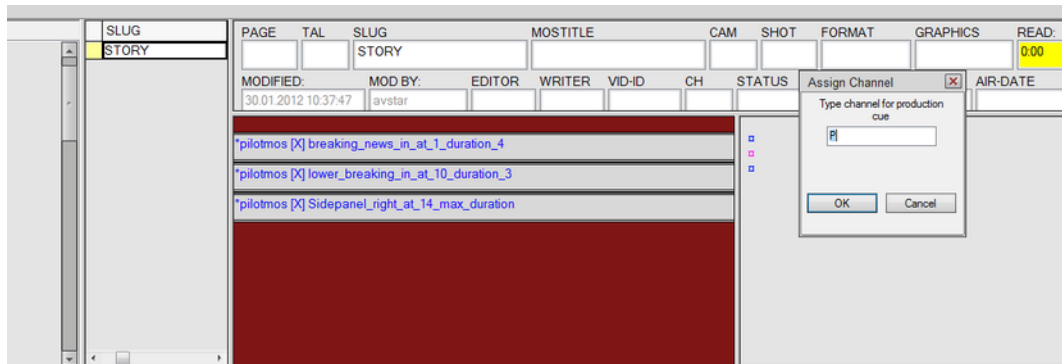
The channel can now be changed in Avid Command:



Click the channel-column for an element, and select the desired channel from the drop-down list. The element will be updated in the REST interface so that multi-channel playout is possible.

4.4.2 Assign Channel in iNEWS (to MOS Type Element)

It is possible to assign a channel for a MOS story item using iNEWS (right-click an element and select *Assign channel*).



Channel assigning in iNEWS will set the `<itemChannel>` mos-tag. Example of XML with `itemChannel` set to `U`:

```
<mos><mosID>PILOT</mosID><mosItemBrowserProgID>VCPaxFiller.VCPTemplateFiller</mosItemBrowserProgID>
<mosItemEditorProgID>VCPaxFiller.VCPTemplateFiller</mosItemEditorProgID>
<mosAbstract>Sidepanel_right_at_14_max_duration</mosAbstract><itemChannel>U</itemChannel>
<objGroup>AvidCommand_testscenes</objGroup><objID>30471</objID><objType>PILOT</objType><objTB>0</objTB><objRev>1</objRev>
<objDur>1</objDur><status></status><objAir></objAir><createdBy>PILOT</createdBy><changedBy></changedBy>
<changed>2012-01-31T10:35:13</changed><description>Sidepanel_right_at_14_max_duration</description><mosExternalMetadata>
<mosScope>PLAYLIST</mosScope><mosSchema>http://www.vizrt.com/mosObj/continueCount</mosSchema><mosPayload>
<continueCount>1</continueCount></mosPayload></mosExternalMetadata><mosScope>PLAYLIST</mosScope>
<mosSchema>http://www.vizrt.com/mosObj/pilot/additional</mosSchema><mosPayload><concept>AvidCommand_testscenes</concept>
<variant>Default</variant><template>Sidepanel_right</template></mosPayload></mosExternalMetadata></mos>
```

4.4.3 Default Channel for Star CG Elements

The default channel for a `*cg` type element is set in iNEWS in the `SYSTEM/MAP` file. In the example illustration below the default channel is set to `P`:

```
;using monitor 290
show.rd.cfl.rundown2      -      -      monitor 2359
wnasvr      mseteam      -      command-master
video      VideoGro      -      VideoEmuChannel
cg      pilotmos      -      P      VCP;
```

4.4.4 Default Channel for MOS Elements

The default channel for MOS type elements is the channel assigned to index 0.

4.4.5 Troubleshooting

If you experience any problems with channel switching, check *Avid Diagnostics* for errors.



4.4.6 Categories and Channels

Note that setting a default channel using the *Categories and Channels* in Template Manager does not directly apply for the Vizrt iNEWS Command Plugin.

Reason

The *Categories and Channels* will set the `<channel>`/`</channel>` tag in *mosExternalMetadata*, which is not used by the plugin. The Avid Command SDK interprets the `<itemChannel>` tag. If no *itemChannel* is set, the channel defaults to the channel on index 0.

Example of XML with `<channel>` (not supported):

```
<mos><mosID>PILOT</mosID><mosItemBrowserProgID>VCPAxFiller.VCPTemplateFiller</mosItemBrowserProgID>
<mosItemEditorProgID>VCPAxFiller.VCPTemplateFiller</mosItemEditorProgID><mosAbstract>gotochan2</mosAbstract>
<objGroup>ciao</objGroup><objID>28</objID><objType>PILOT</objType><objTB>50</objTB><objRev>1</objRev><objDur>
<status></status><objAir></objAir><createdBy>PILOT</createdBy><changedBy></changedBy><changed>2012-01-29T19:04:46</changed>
<description>gotochan2</description><mosExternalMetadata><mosScope>PLAYLIST</mosScope><mosSchema>http://www.vizrt.com/mosObj
/continueCount</mosSchema><mosPayload><continueCount>-1</continueCount></mosPayload></mosExternalMetadata>
<mosExternalMetadata><mosScope>PLAYLIST</mosScope><mosSchema>http://www.vizrt.com/mosObj/pilot/additional</mosSchema>
<mosPayload><concept>ciao</concept><variant>Default</variant><template>quicktimeclip</template><channel>ch2</channel>
<category>tonichan2</category></mosPayload></mosExternalMetadata></mos>
```

Note: To use *Categories and Channels* it is necessary to assign to a channel the name *AUTO*, see [Auto Channel](#).

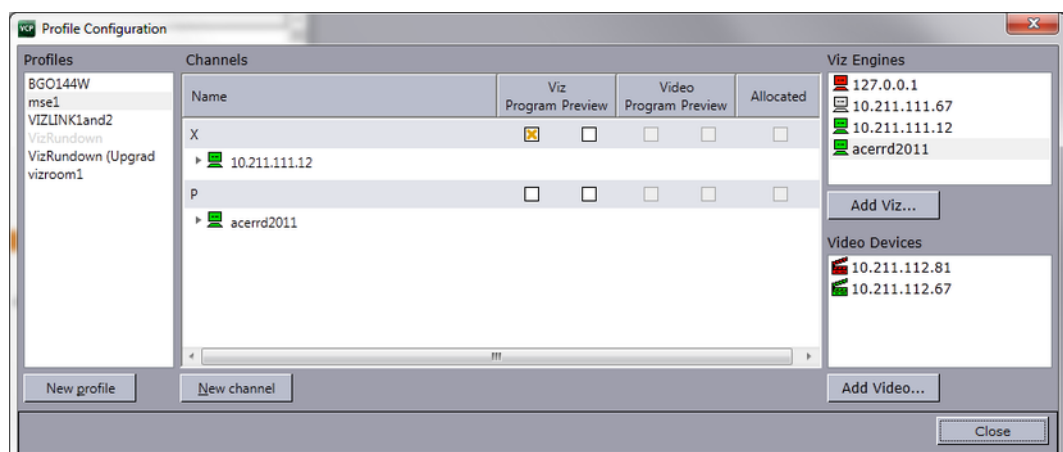
4.4.7 Channel Playout Example

This section gives an example of multi-channel playout.

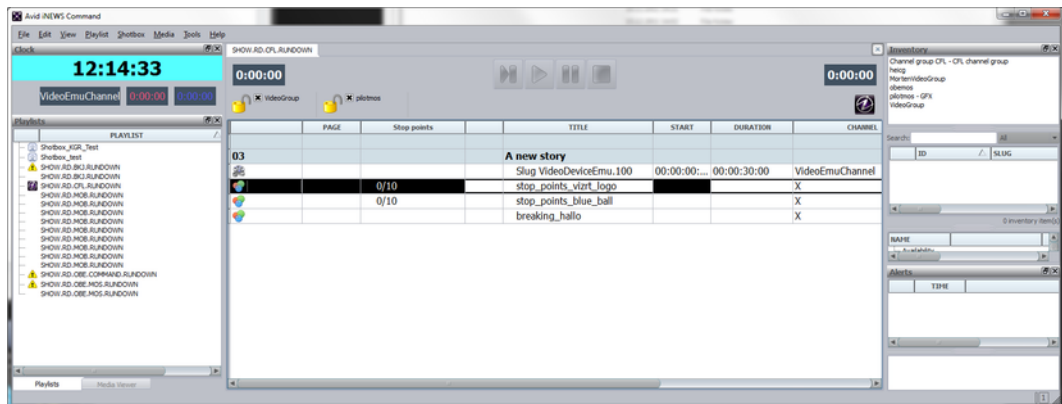
In the following example, two channels are configured:

- Channel X
- Channel Y

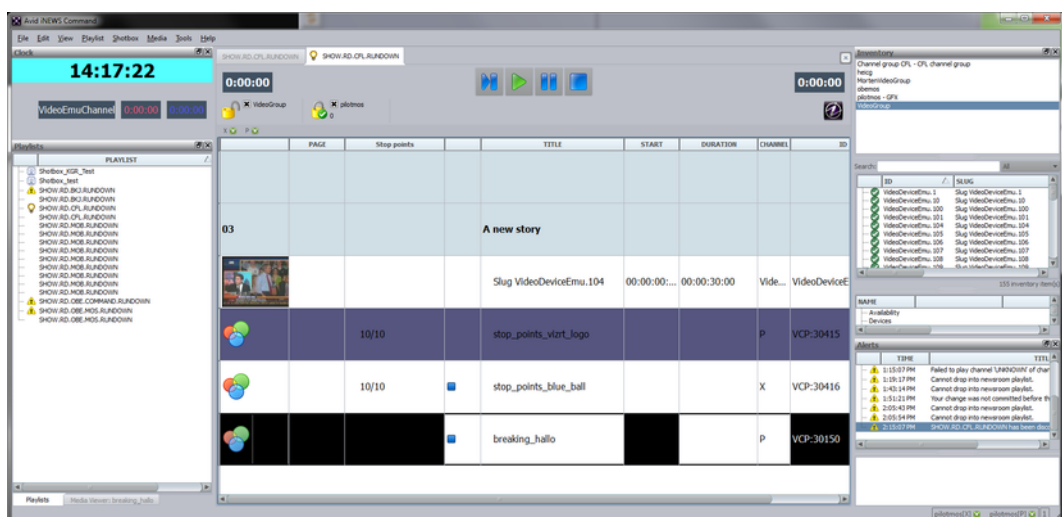
No preview is configured in this example.



When loading elements from iNEWS to Avid Command, the elements are by default assigned to the channel with index mapping 0 (see [Avid Command Channel Switching and Playout](#)). In this example all items gets the channel X.



It is possible to alter the channel for an item (selecting from the drop-down menu in the channel column) both before and after locking the playlist.



4.4.8 Auto Channel

As [Categories and Channels](#) are not directly supported by the Vizrt iNEWS Command Plugin, the plugin does special handling for a channel named *AUTO*. The *AUTO* channel can be used with *Categories and Channels*.

If you configure a channel in Avid Command to have the name *AUTO*, then the Vizrt iNEWS Command Plugin will not set any Media Sequencer channel on such an element, and the element will be played out on its default channel.

This section contains information on the following topics:

- [Configuring the Vizrt iNEWS Command Plugin](#)
- [Configuring Avid Command](#)
- [Example using Categories and Channels](#)

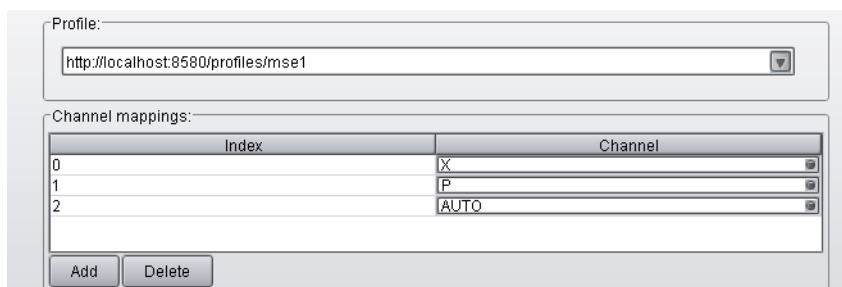
- [Story in iNEWS](#)

See Also

- [To configure multiple output channels](#)

Configuring the Vizrt iNEWS Command Plugin

Add a channel *AUTO* on the configuration page for the Vizrt iNEWS Command Plugin using the Avid Service Configuration. Remember to set the correct number of channels on the *Channel count* setting on the *Device Settings* tab (see illustrations below).

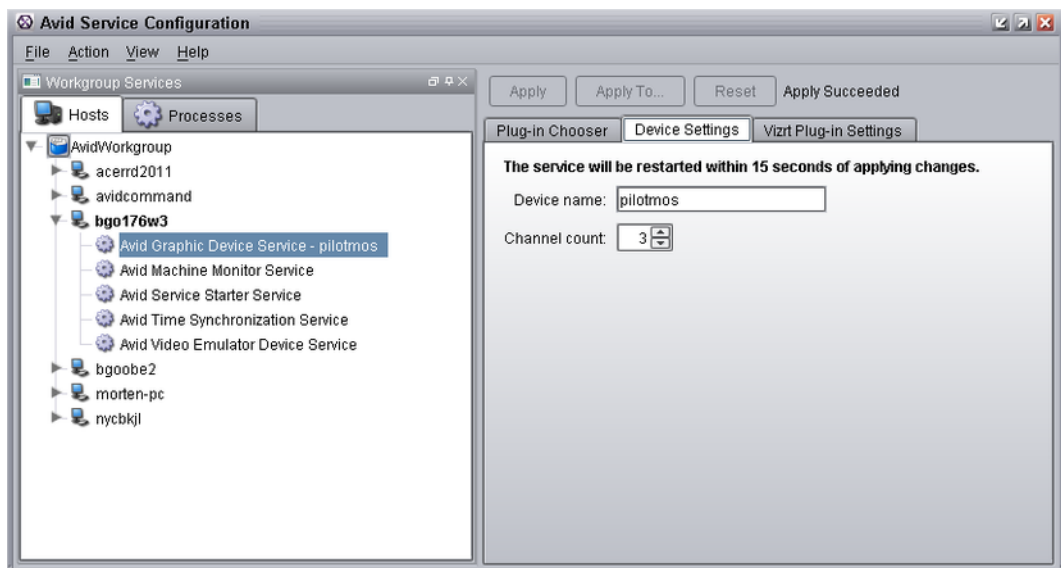


Profile:

Channel mappings:

Index	Channel
0	X
1	P
2	AUTO

Add Delete



Avid Service Configuration

File Action View Help

Workgroup Services

Hosts Processes

AvidWorkgroup

acernd2011

avidcommand

bgo176w3

Avid Graphic Device Service - pilotmos

Avid Machine Monitor Service

Avid Service Starter Service

Avid Time Synchronization Service

Avid Video Emulator Device Service

bgoobe2

morten-pc

nycbkjl

Apply Apply To... Reset Apply Succeeded

Plug-in Chooser Device Settings Vizrt Plug-in Settings

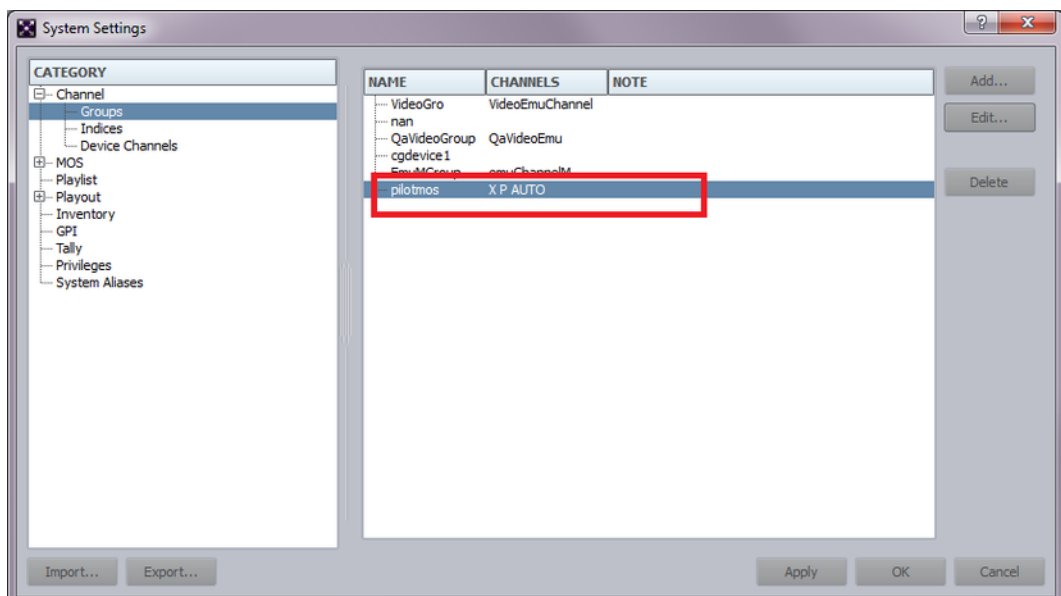
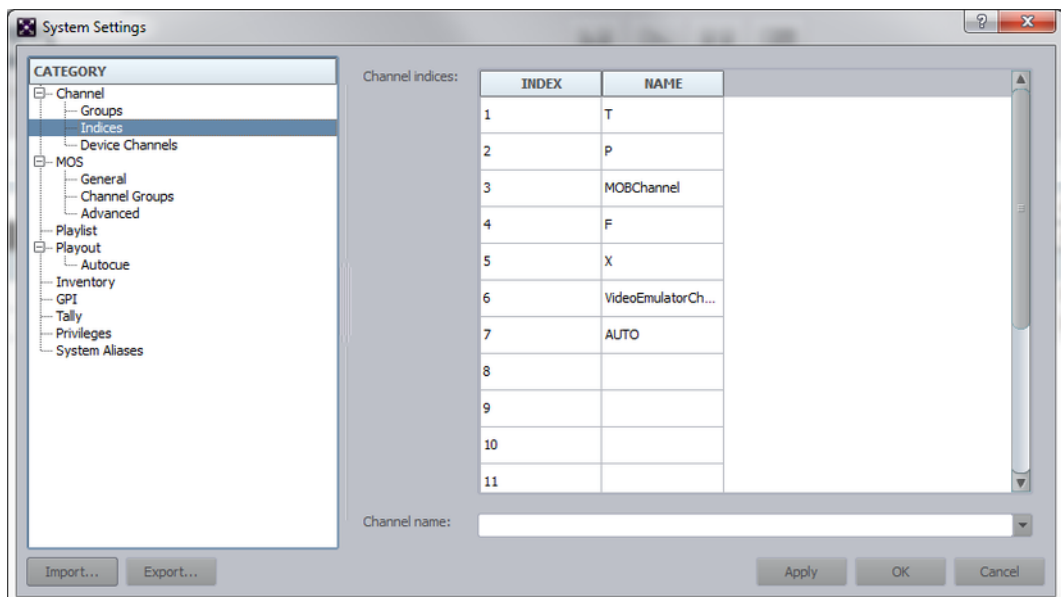
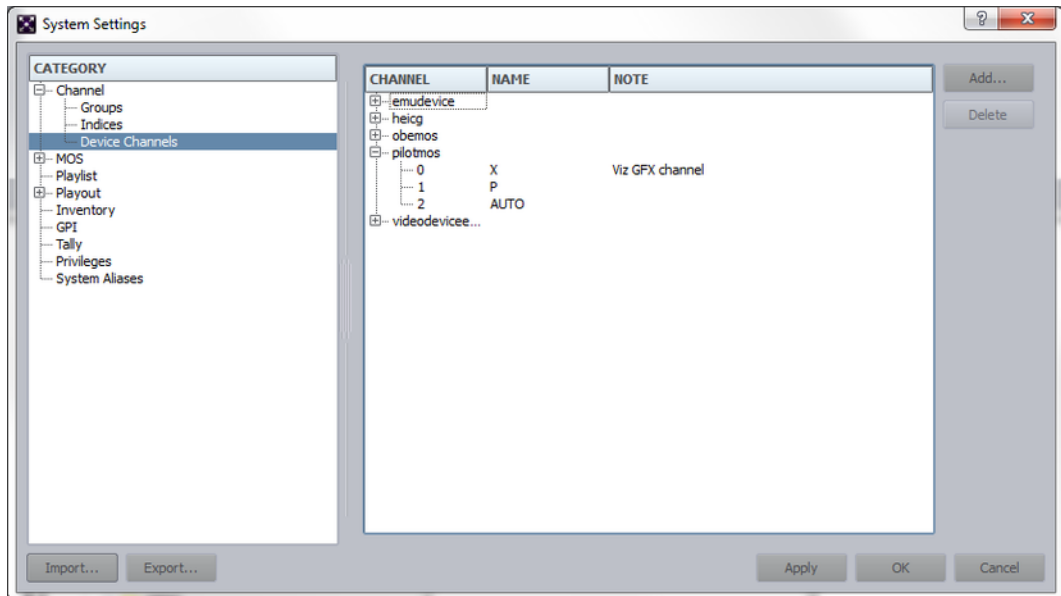
The service will be restarted within 15 seconds of applying changes.

Device name:

Channel count:

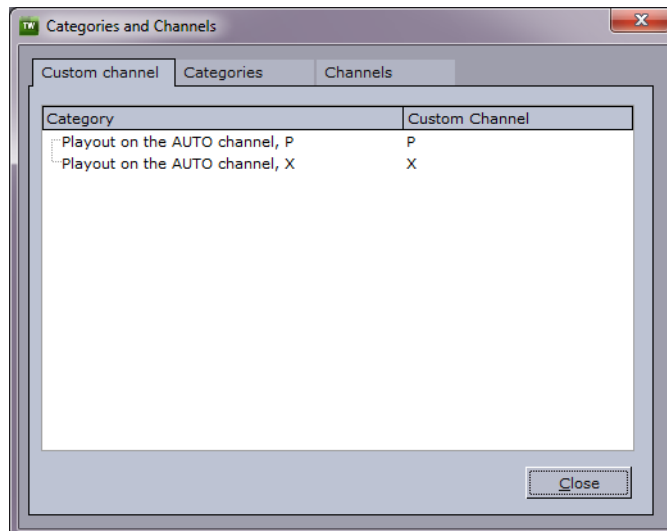
Configuring Avid Command

Configure the Avid Command channel settings to have the *AUTO* channel (see the illustrations below).

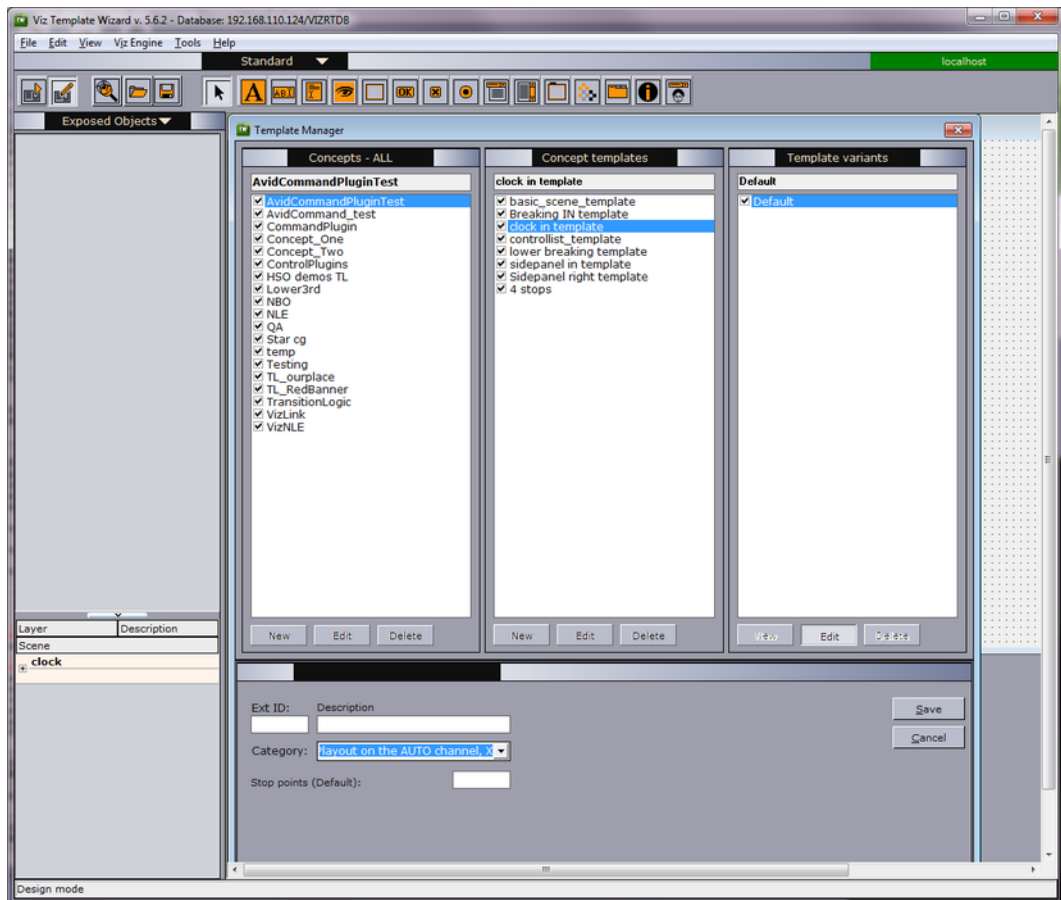


Example using Categories and Channels

In this example the [Categories and Channels](#) has been configured (using Viz Template Wizard > tools > Categories & Channels) to have a category for the X channel and one for the Y channel.

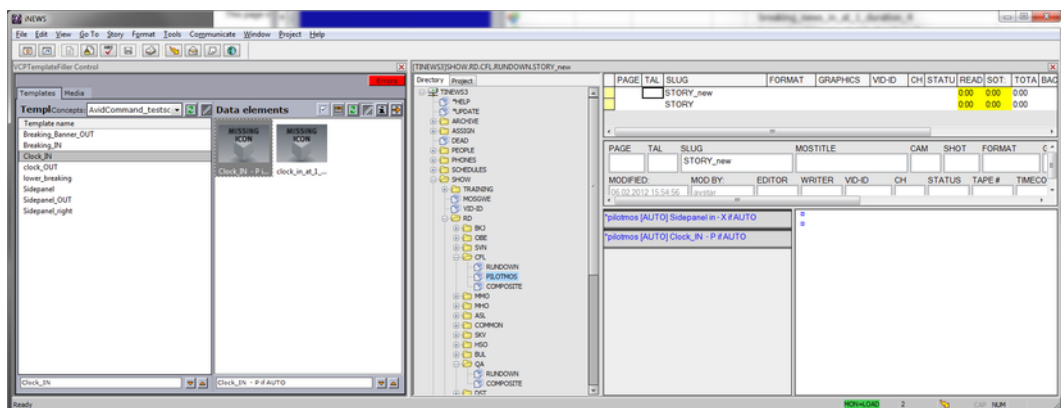


The template *Clock IN* has been put into the category that plays out on channel X (using Template Manager, see illustration below). The *Sidepanel* template has been put into the category that plays out on channel Y.



Story in iNEWS

A story was created in iNEWS and two elements were added (created from the mentioned templates). Note that both elements were manually assigned the channel *AUTO* in iNEWS. If you want to have the *AUTO* as default, you can configure the *AUTO* channel on index 0 in the Vizrt iNEWS Command Plugin configuration.



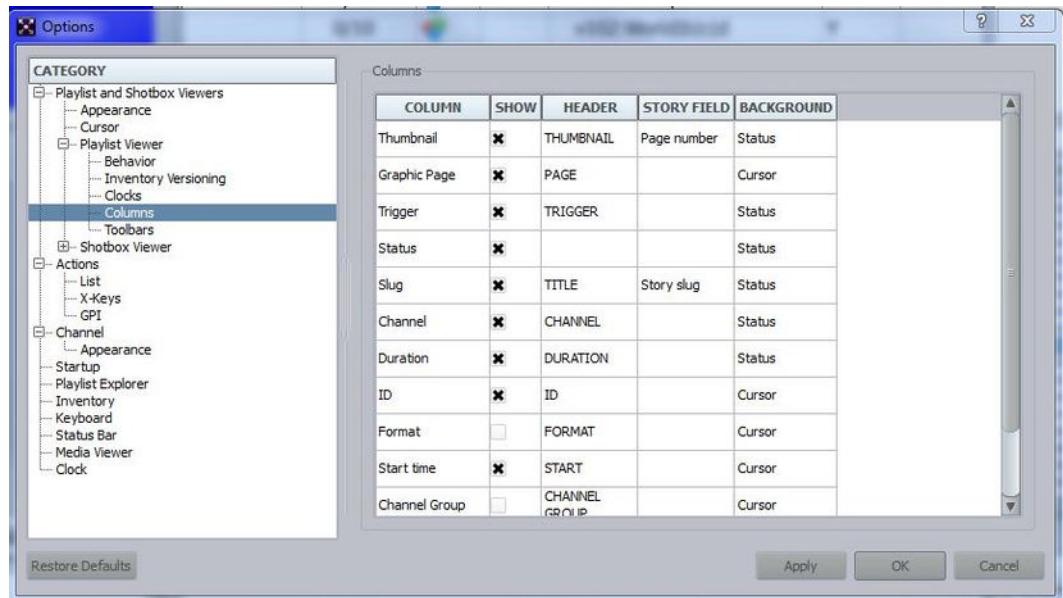
The screenshot displays the Avid News Command interface, which is used for managing video rundowns. The top section shows the current time as 14:59:28 and the video channel as 'VideoChannel' with a duration of 0:00:00. A 'PLAYLIST' sidebar on the left lists various items, including 'SHOW INC. RUNDOWN' and 'SHOW RD. CPL. RUNDOWN'. The main area is a table with columns: TITLE, CHANNEL, DURATION, Stop points, PAGE, START, ID, and CHANNEL CL. The table contains three rows: 'story 5', 'Sidepanel IN - X if AUTO', and 'Clock IN - P if AUTO'. The 'Sidepanel IN' row has a yellow background and a black 'M' icon. The 'Clock IN' row has a black background. The bottom status bar shows 'VideoChannel', 'pilotos', and 'pilotos'.

TITLE	CHANNEL	DURATION	Stop points	PAGE	START	ID	CHANNEL CL
story 5							
Sidepanel IN - X if AUTO	AUTO		0100	M		VCP-11723	pilotos
Clock IN - P if AUTO	AUTO		0100			VCP-11724	pilotos

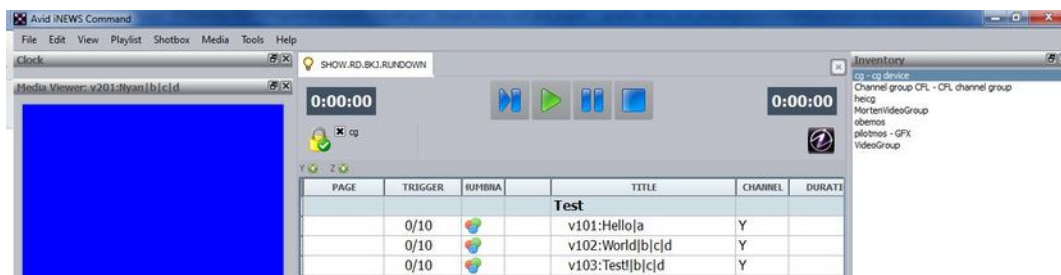
This section contains information on the following topics:

- Graphic trigger counts was implemented in Avid Command version 2.10. If this version has been installed, the trigger counts should already be displayed in one of the columns in Avid Command. Simply move the bottom scroll-bar to the left or right to see if it is moved outside the view. You can change the

header of this column by entering *Tools > Options > Playlist and Shotbox Viewers > Playlist Viewer > Columns*:



It should now be displayed like this:



4.5.2 Troubleshooting

Enable *Avid Diagnostics* to check if any errors occur during runtime.

4.5.3 Count-down Example

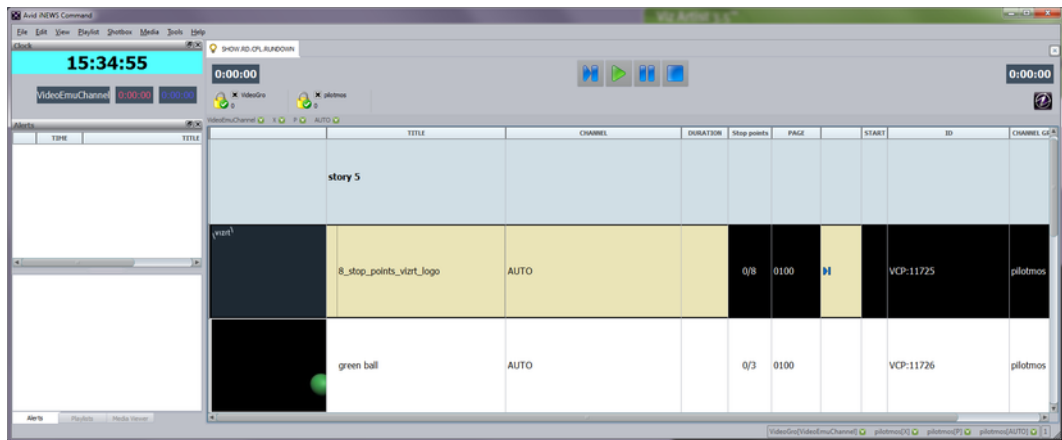
This section explains how to playout elements with count-down (stop-points).

Note: In this example, the *autocue* functionality for AvidC ommand is enabled.

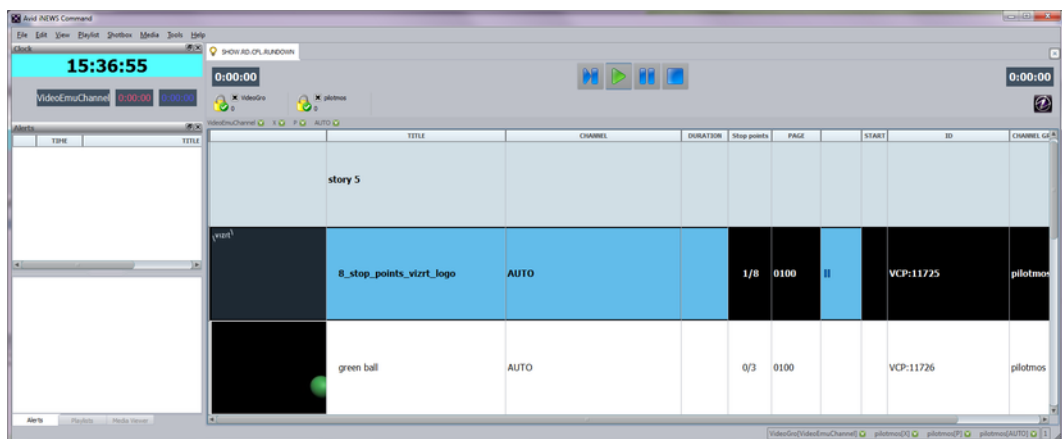
Manual Playout



In this example, manual payout of an element with continue count is shown (see the illustration below). When locking the graphics channel group, the first element in the playlist is cued (read) on the preview channel.

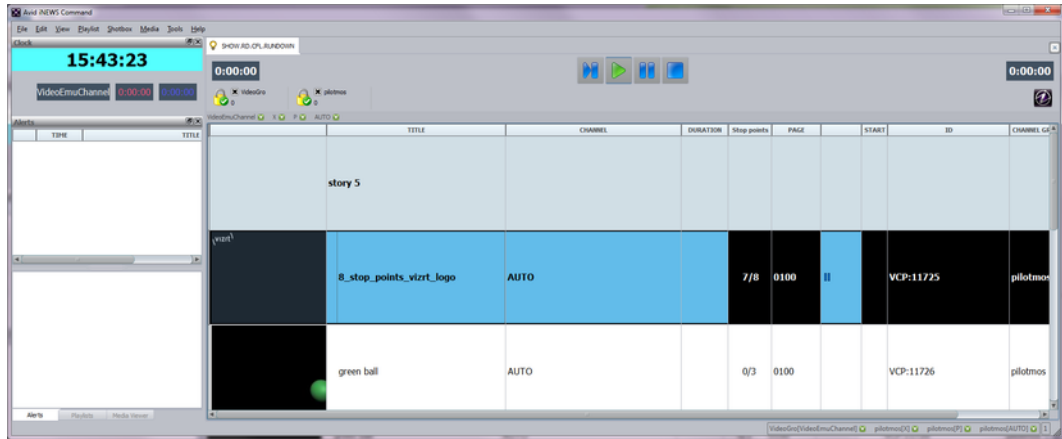


Clicking the play button will make the Vizrt logo appear on the program channel (a play/take operation is issued). The continue count goes to 1.



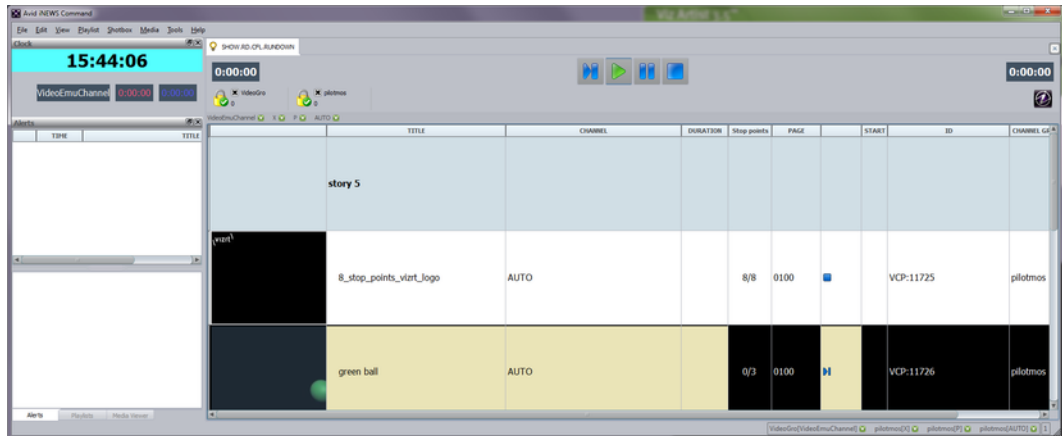
The graphic item has more continue points and the item is in *paused* state. For the next six times the user clicks the play button, there will be sent a continue command to the program channel for the relevant item.

Note: The user must make sure the animation between the continue points is finished before pressing a new *play*. Otherwise the animation progress and continue-count in Avid Command gets out of sync.



Clicking the play button for this item the last time will initiate two procedures:

- Continue will be sent to the program channel and the animation will go to its 8th stop point, and
- if configured, the next graphic item in the playlist will be cued (read) on the preview channel.



Note: [Timed Playout](#) does not support trigger count.

4.6 Timed Playout

This section explains the playout of graphics timed relative to a video. For testing timed playout, an [Avid Command Video Emulator](#) is needed. See how to set up a video emulator device in AvidCommand on the page [AvidCommandVideoEmulator](#).

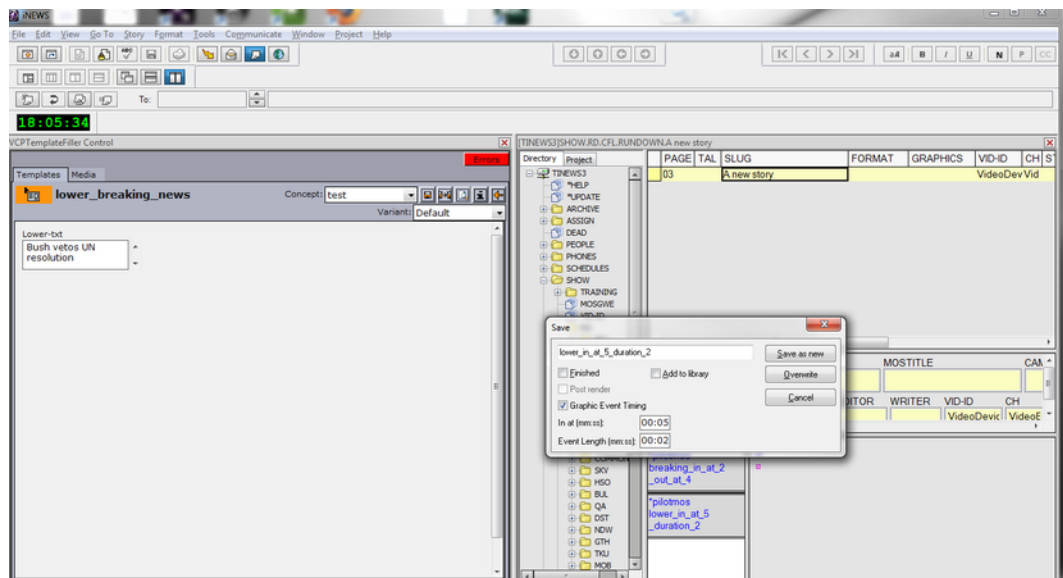
Note that timing relative to a video is possible for mos elements. There is no support for adding timing information to star cg syntax elements.

This section contains information on the following topics:

- [Add Element with Timing Information Using the Newsroom Component](#)
- [Template Settings](#)
- [VCP DB Configuration](#)
- [Avid Command Video Emulator](#)
- [Known Restrictions](#)

4.6.1 Add Element with Timing Information Using the Newsroom Component

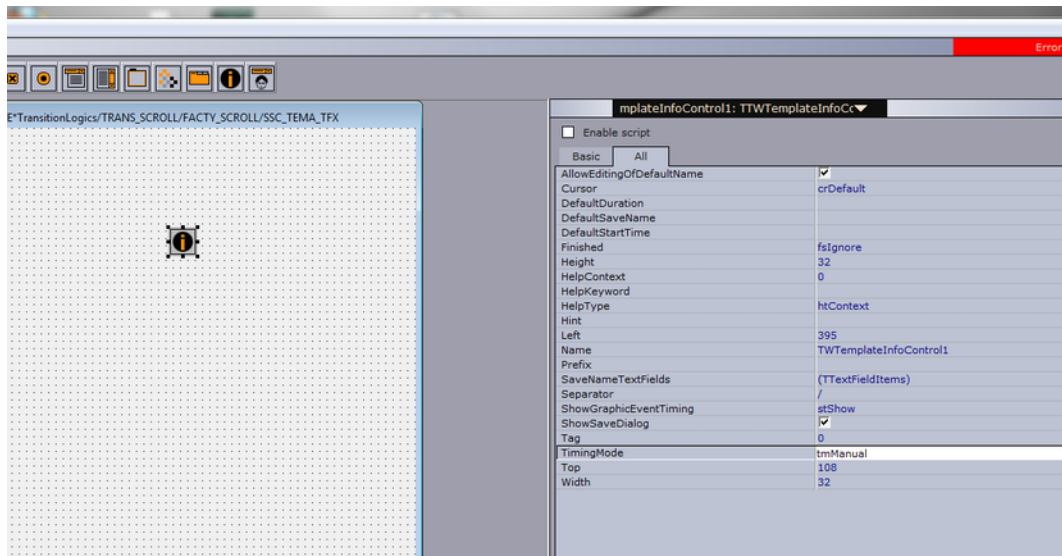
An element in Viz Content Pilot's Newsroom Component can be saved with start time (relative to the start of the video) and duration, see the illustration below.



4.6.2 Template Settings

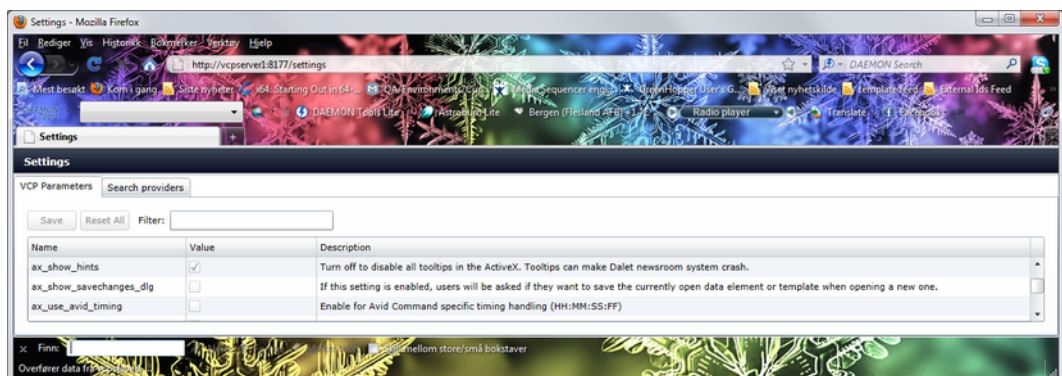
For the timing information to be present for a template in Viz Content Pilot's Newsroom Component, the template must have the *information* component (TTWTemplateInfoComponent) added to it. In the information component, the setting *ShowGraphicEventTiming* must be set to *stShow*, see the illustration

below. Use Viz Template Wizard to add this component to templates you want to have timing information for.



4.6.3 VCP DB Configuration

The setting in the VCP database *ax_use_avid_timing* is disabled. This means that the timing is given in fields per second in the MOS XML.



4.6.4 Avid Command Video Emulator

The Avid Video Emulator (or a “real” video device) is needed if we want to test the timing of graphics (in Avid Command). The graphic timing is relative to the start of the previous video in the same story. Graphic timing is ignored if there is no video.

4.6.5 Known Restrictions

Timed playout does not support trigger count.

4.7 Polling

In the Avid Command GUI, you can enable a column called *Graphic Page*. We use this to give an indication of the loaded status of the graphics element.

To enable this, go to *Tools > Options > Playlist and Shotbox Viewers > Playlist Viewer > Columns*, and select the check box for *Graphic Page*.

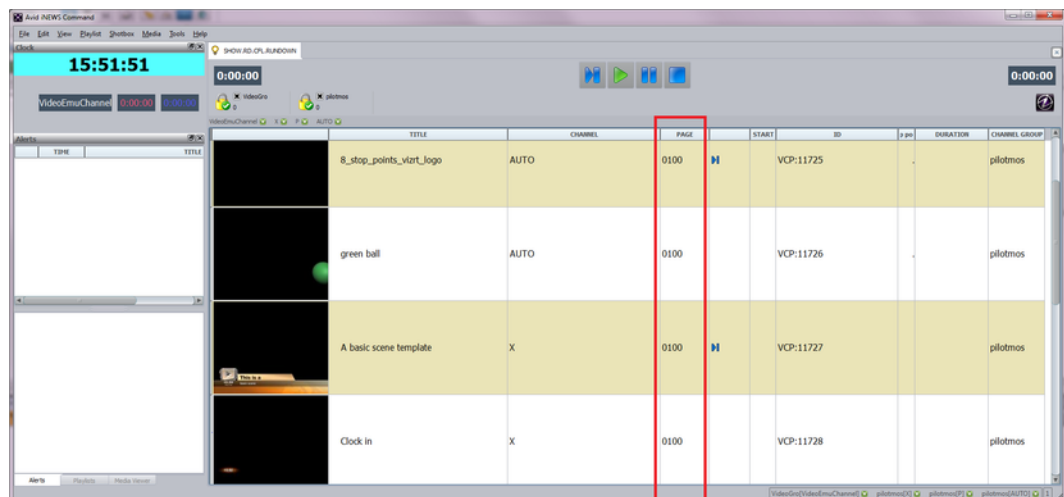
In this column, the status of the loaded items will be shown.

If it is 0000, it means that the item is not loaded yet, or it is at 0 %. All numbers from 0001-0100 means percentage of loaded status. If there is a number 9999, it means there was some error while polling for the status, and you should check the log.

The loaded status is shown when the channel group is locked.

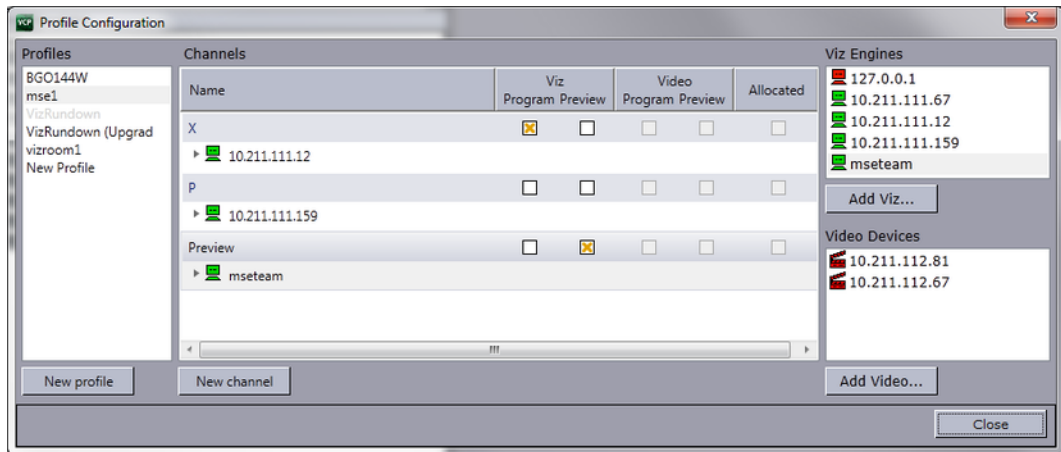
Initializing

When the channel group is locked, the playlist on the Media Sequencer is activated and initialized on the profile.



4.8 Preview

A preview Viz Engine can be configured in the Viz Content Pilot profile configuration (*Tools > Profile Configuration*).



Only one external preview can be configured per profile.

If autocue is enabled in Avid Command (*Avid Command > Tools > System Settings > Playout > Autocue*) then the Avid system will automatically queue the next item in the playlist.

If autocue is not enabled, the user of Avid Command is manually cuing items, and one preview channel is enough even though multiple playout channels are available.

5 Playout of Vizrt Graphics





This section describes how to successfully play out Vizrt graphics from Avid iNEWS Command.

Controls

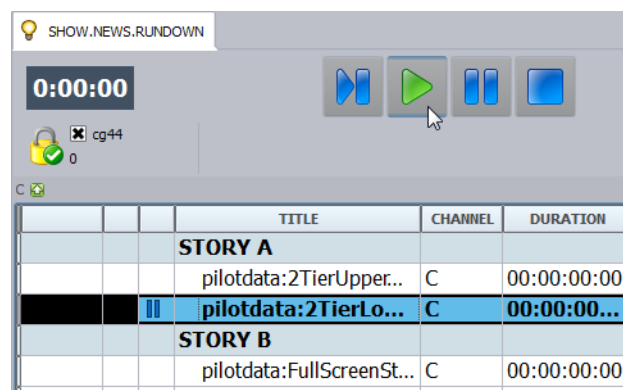
The system plugin keeps track of which element is currently "running" (paused, in Avid-terms). If you click Play on the current element it will result in a CONTINUE, while a play on all other elements will result in a TAKE on the corresponding element (see [To play out from Avid iNEWS Command](#)).

The Avid iNEWS Command controls map to the following behavior when triggering Vizrt graphics:

Control buttons on playout toolbar

Icon	Action
	Cue manually cues the item. If autocue is on, the next graphics element will be cued automatically on TAKE.
	Play will do a TAKE if the element you click Play on is not already taken. Clicking Play will immediately result in a "pause"-icon for the current element to allow a CONTINUE on consecutive actions for the same graphics element.
	Pause has no function.
	Stop will result in a TAKE OUT.

To play out from Avid iNEWS Command



1. Start Avid iNEWS Command workstation.

2. Open the playlist you loaded in iNEWS.
3. Click the lock to operate the playlist.
 - Clicking the lock will send the playlist information to the Media Sequencer.
4. Click the Play button to load and play out the graphics.
 - If the scene use Continue points, click the Play button to continue the animation.
 - If the scene should be played again, click the Stop button and then the Play button.
 - If the scene should be taken off air (hard cut), click the Stop button.



6 Troubleshooting

The following section is a troubleshooting section for the Vizrt integration with Avid iNEWS Command. The information is based on experience gained by Vizrt during development and testing.

This section contains information on the following topics:

- [Known Limitations](#)
- [Usage Related Troubleshooting](#)
- [Avid Troubleshooting Tools](#)
- [Verification of the Configuration](#)
- [Known Issues](#)

6.1 Known Limitations

The following are the known limitations of the Vizrt iNEWS Command Plugin. The limitations are based on functionality most users expect from a Vizrt graphics workflow; hence, the basic playout and control of Vizrt graphics, when compared to Vizrt's control applications, is a bit different.

- **When using *cg syntax:**
 - No default values are present for *cg elements with no input data. Example: External template *v1003* has two input text fields where default values have been set in Viz Content Pilot, then the following syntax will give a data element with empty values:

`*cg v1003`
- **Thumbnails:**
 - An existing thumbnail will not be updated if the data element is modified (as there is no request for this from the graphic device service). It is thereby recommended to set the Viz Content Pilot database setting `\qax_disable_data_overwrite\q` to `\qy\q`.
- **Standalone playlists and shotbox:**
 - Standalone playlists and shotbox functionality is not supported in this version.
 - Timed graphics being played out relative to a video, does not have support for continue count.
 - No support for video elements
 - If a playlist created by the plugin is deleted in Viz Content Pilot, the Avid Graphic Device Service must be restarted.
 - If the Media Sequencer is restarted, the Avid Graphic Device Service must be restarted.

See Also

- *Vizrt iNEWS Command Plugin 2.0 Release Notes*

6.2 Usage Related Troubleshooting

- If there are errors in the channel configuration, the item in the playlist will be displayed in red and labelled with *CHANNEL DOWN*.
- If there are errors in fetching the loaded status, the PAGE column will display 9999.

6.3 Avid Troubleshooting Tools

Before you start troubleshooting you should familiarize yourself with the following Avid tools:

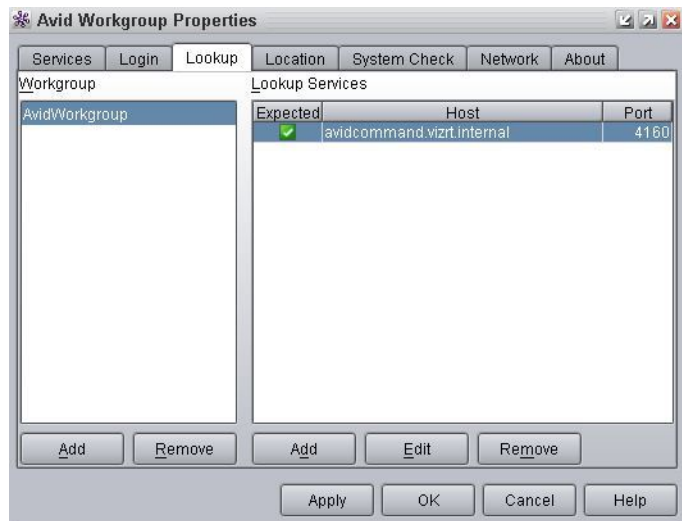
- [Avid Workgroup Properties](#)
- [Avid Diagnostics](#)
- [Avid Service Configuration](#)
- [Avid Health Monitor](#)

All these Avid tools use magic auto-discovery, so your plugin/device should show up in all of them if configured correctly, and started.

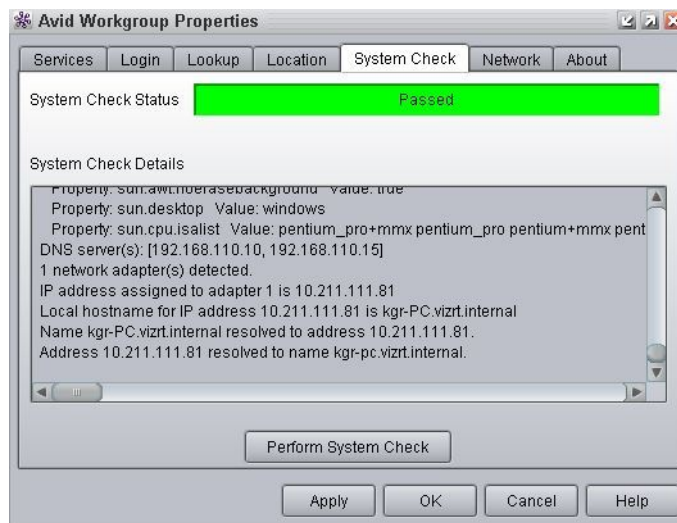
Avid Workgroup Properties

With Avid Workgroup Properties you can, amongst other things, start and stop services.

Initially, it is important that the Lookup service has been defined (correctly) in the Avid Workgroup Properties, like this:

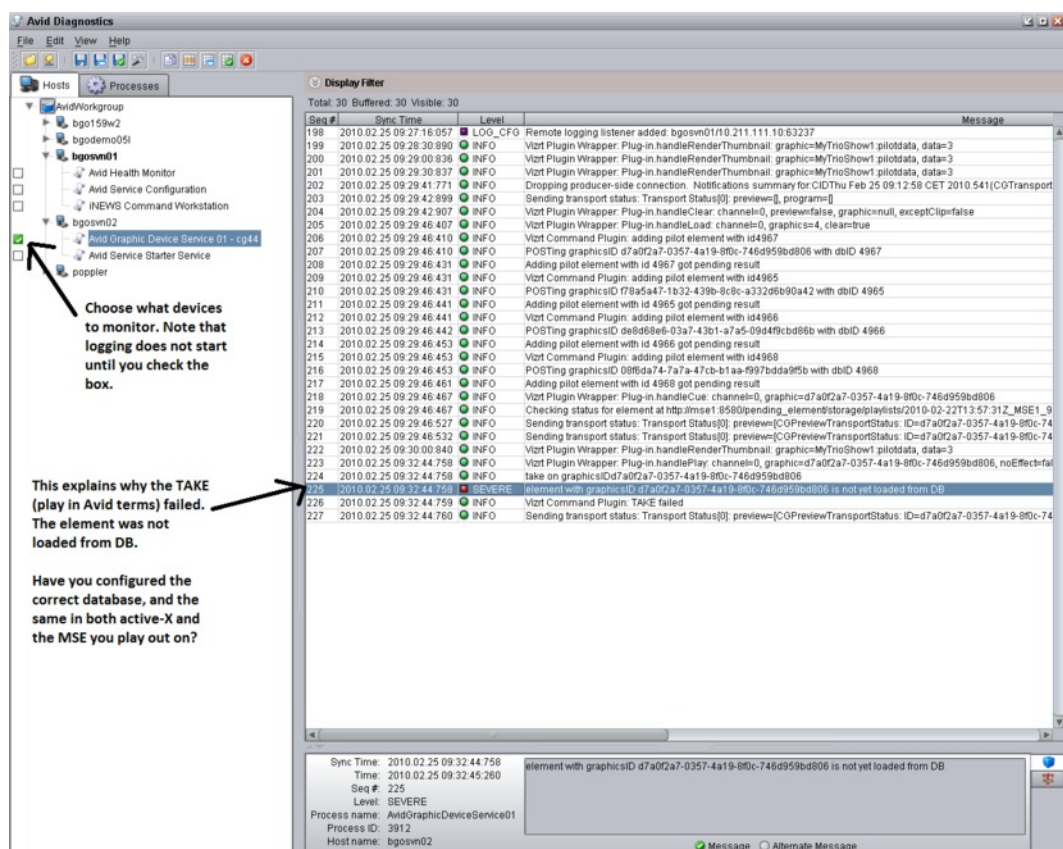


If you have problems with Avid Command, you can use the System Check tab to see if there are any problems:



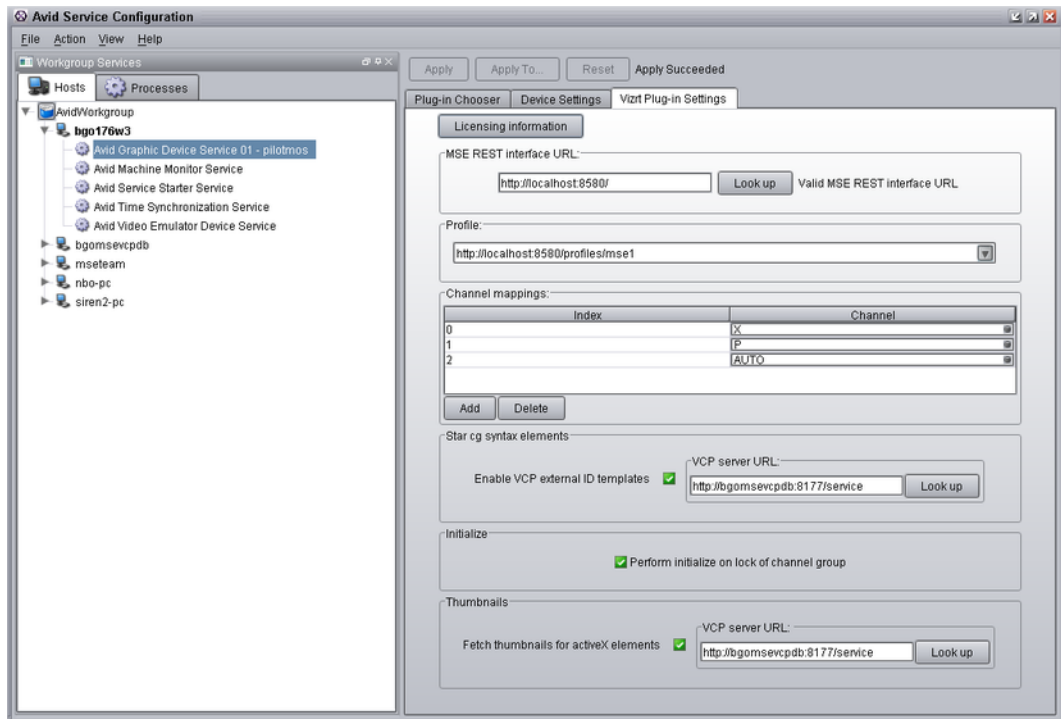
Avid Diagnostics

Avid Diagnostics is a logging framework that enables you to view logs of different Avid products across the network. Your Vizrt device should show up there as an *Avid Graphics Device Service*.



Avid Service Configuration

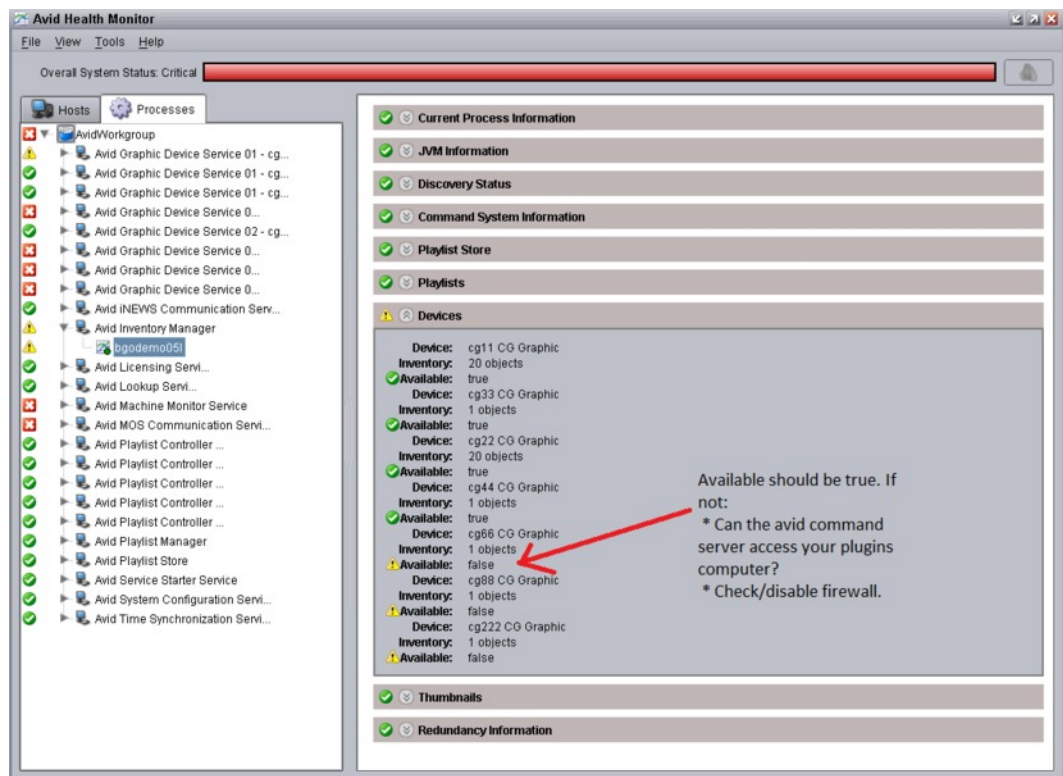
With Avid Service Configuration you can configure the different services, like the Vizrt iNEWS Command Plugin, across the network.



Avid Health Monitor



Use the Avid Health Monitor to view different "health" statuses related to the services.



6.4 Verification of the Configuration

- [Configuration is OK](#)
- [Configuration is not OK](#)

6.4.1 Configuration is OK

The following tells you that the configuration is OK:

- You create a rundown in Avid iNEWS, with elements corresponding with your Vizrt device (for example *cg44*).
- You monitor the device, and it shows up in the Avid iNEWS Command workstation.
- You open the rundown, click the lock, and the rundown is visible.
- The load status is between 0000 and 0100 (9999 reflects an error).
- Thumbnails are showing and trigger counts are working properly.
- You select and click Play for one of the elements, and the graphic is played out on air.

6.4.2 Configuration is not OK

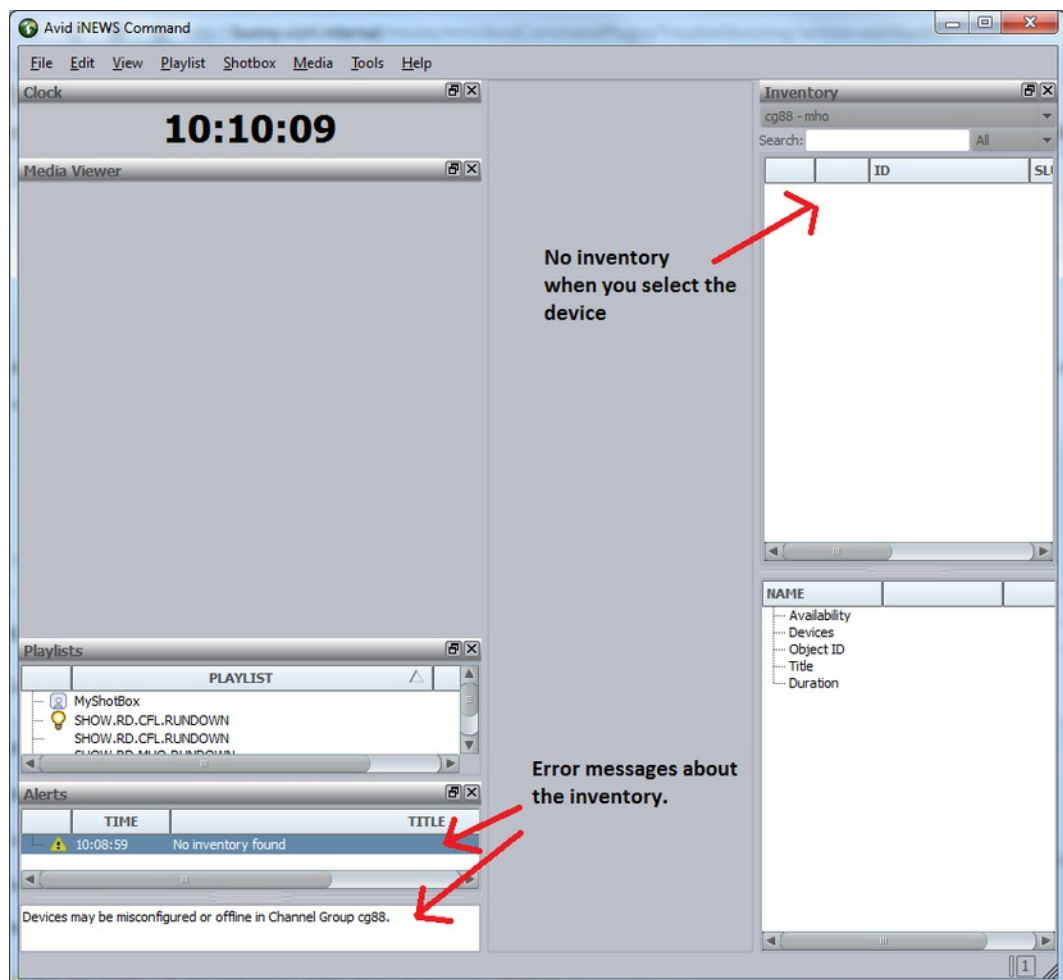
The following tells you that the configuration is not OK:

The device is installed but it doesn't appear in any Avid tools

- Check the firewall on the computer you installed it on.
- Does it show up using any of the Avid tools on the local computer (the same as you installed it on).
- If you are running Windows Vista or 7 (or anything newer than XP) you should probably set service to run in Compatibility mode (see [Installation and Configuration](#)).
 - Right-click *AvidGraphicsDeviceService01.exe*, and select properties.
 - Click the pane for *Compatibility*.
 - At the bottom, click the button to set for all users.
 - Check the box *Run this program in compatibility mode for: Windows XP (Service pack 3)*.

Device not usable in Avid iNEWS Command workstation and displays Alert

A typical scenario, when you select the device in the Command Workstation, you get no Inventory, and an error-message saying "No inventory found".

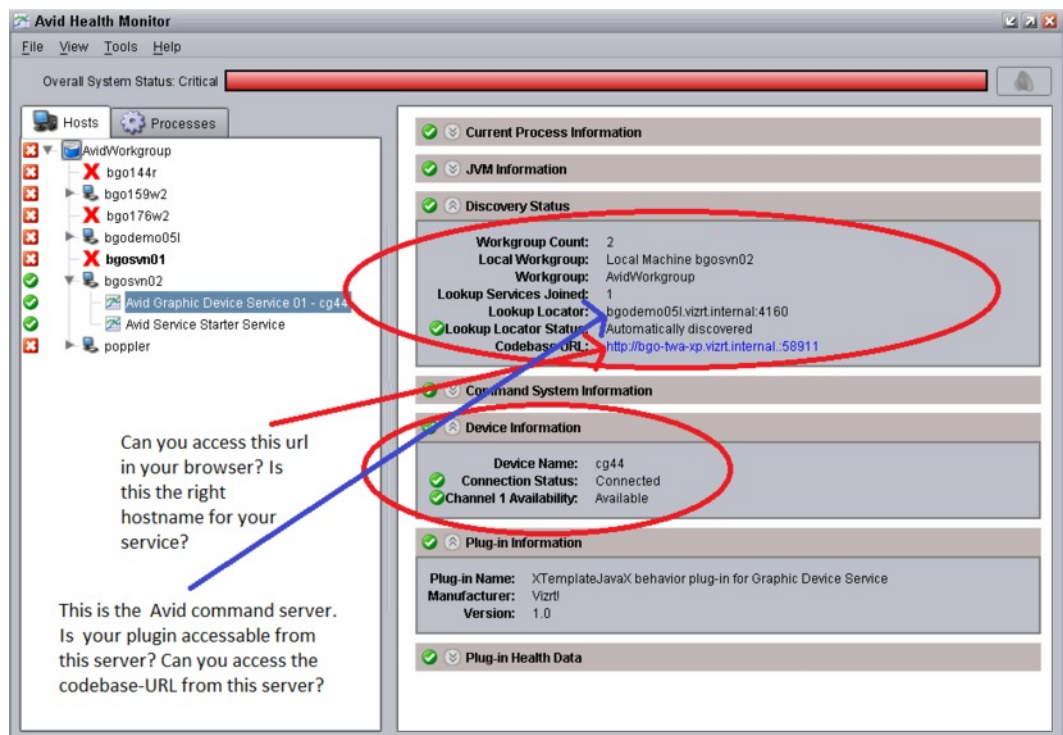
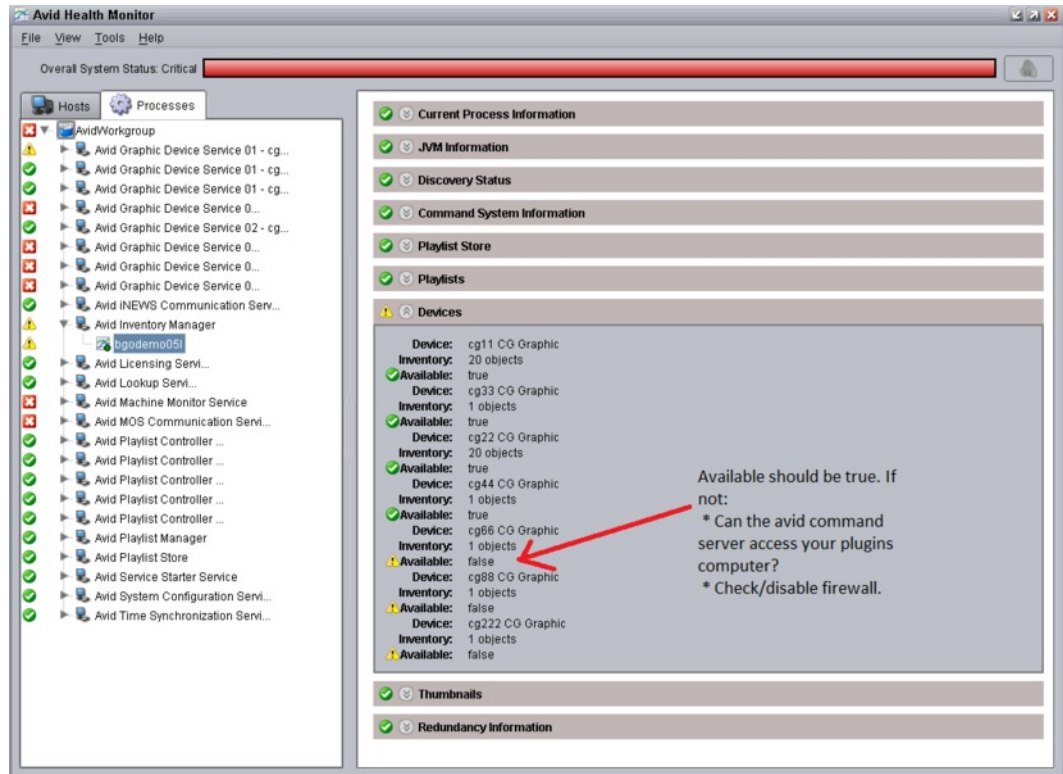


- Check to see that the device is running.



- Does it show up in any of the Avid tools? If not, see point 1.
- Have you configured the device in the [Avid Service Configuration](#) tool to use the **Vizrt** plugin, and not the default **None** plugin (see Plug-in Chooser tab)?

The [Avid Health Monitor](#) can give some additional information:

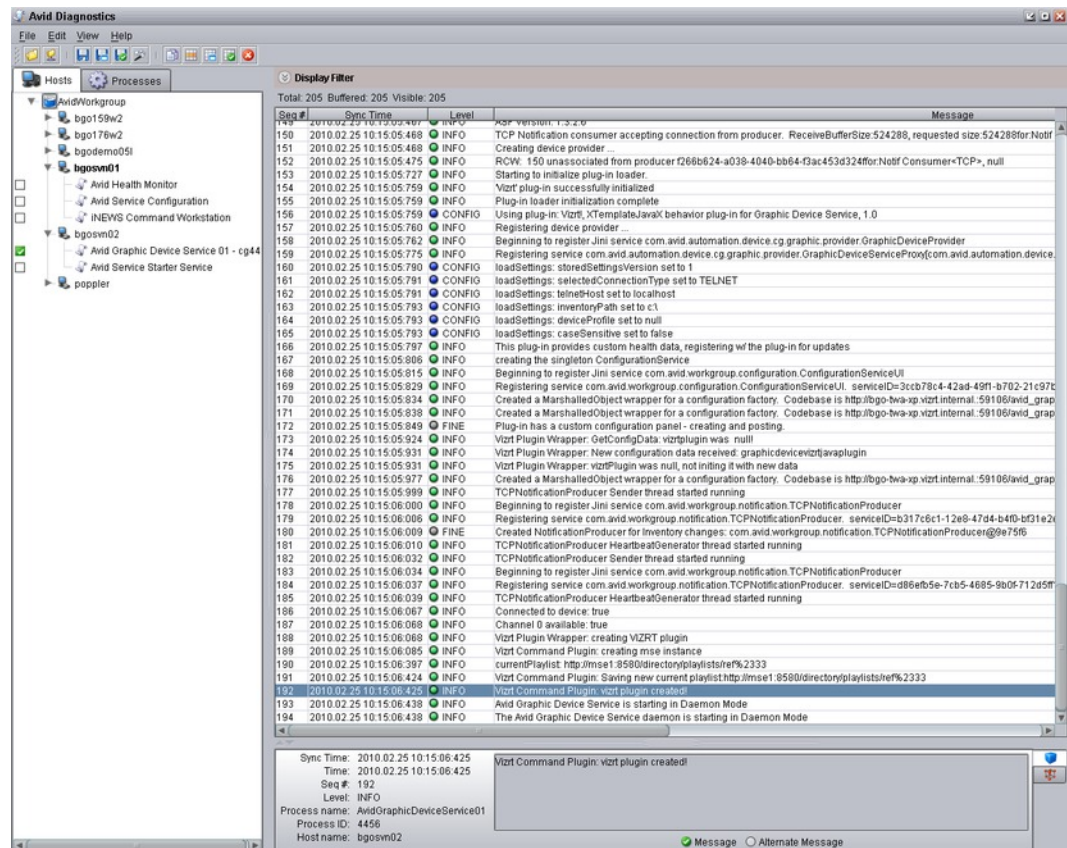


- The Available status should be true and not false (see illustration above). If this is not the case you should check whether the Avid iNEWS Command server can access your Avid iNEWS Command workstation where you installed the plugin. Also disable firewalls to check for potential port connection issues.

INFO	vizrt Command Plugin: Saving new current playlist:http://VIZ-MSE-SRV:8580/direct
INFO	vizrt Command Plugin: vizrt plugin created!
INFO	Avid Graphic Device Service is starting in Daemon Mode
INFO	The Avid Graphic Device Service daemon is starting in Daemon Mode
INFO	Connection to Media Sequencer Engine (http://VIZ-MSE-SRV:8580/) ok

- Check the [Avid Diagnostics](#) tool and look at the log-messages from the device.
 - Select the device and enable logging for it.
 - Restart the service using [Avid Workgroup Properties](#).
 - It should log a lot of messages, look out for anyone containing Vizrt.
 - Check for **SEVERE** errors.

It should look somewhat like this:



Playlist in Avid iNEWS Command workstation is empty

I have inventory, but my playlist is empty in the Avid iNEWS Command workstation

- Check that the device name (for example *pilotmos*) configured in [Avid Service Configuration](#) matches the device name configured in iNEWS. If the



latter is correctly configured the device name in iNEWS should match the inventory name seen in iNEWS Command.

A typical iNews rundown might look something like this in System > Map:

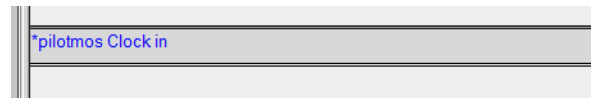
```

:
;using monitor 275
show.rd.cfl.rundown      show.rd.cfl      show.rd.cfl.composite  monitor  2359
wnasvr      mseteam      -      command-master
              video      VideoGro      -      VideoEmuChannel;
              cg      pilotmos      -      AUTO VCP;

```

- `cg44` should match your device name.
- VCP is the style being used.

One of your elements in the rundown might look like this (MOS type element):

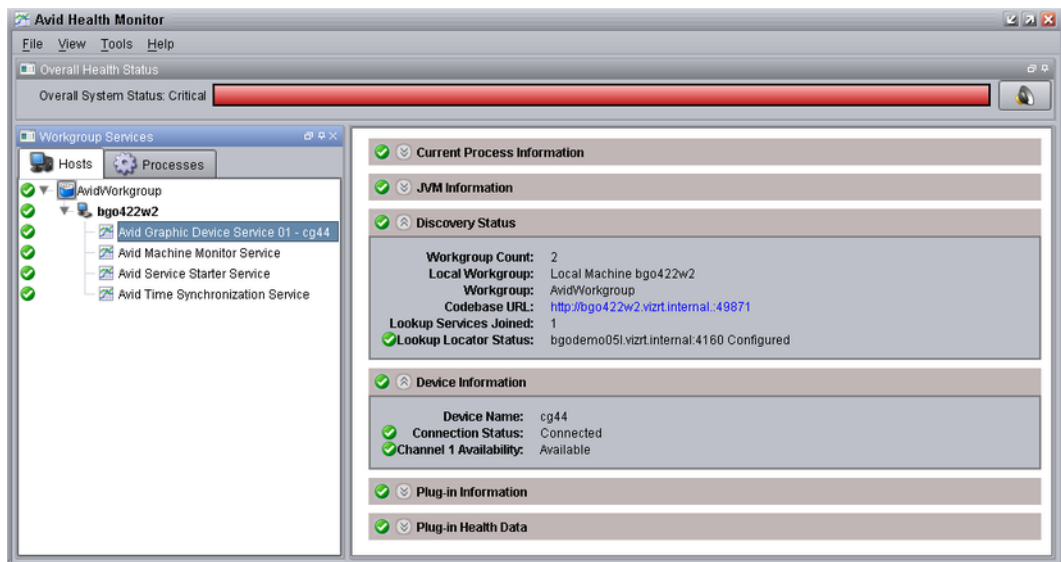


Changes in iNEWS are not affecting the playlist in iNEWS Command

- Try Monitor > OFF and Monitor > Load again, and turn on and off the lock in Avid iNEWS Command a few times.

Cannot configure the device using the Avid Service Configuration tool

- If the device shows up, but you get an error message when trying to click it and open the GUI, see the next point on DNS related issues.



Service doesn't show up with Inventory in iNEWS or can't open configuration panel

You have installed the service, configured it to run in compatibility mode, started it, but it does not show up correctly with Inventory in Avid iNEWS Command workstation, and you get errors when trying to open the configuration panel.

- This may be caused by wrong reverse lookup in DNS.

- Use the [Avid Health Monitor](#) and check the following:
 - Try to access the Codebase URL, and check that it is the right hostname for your service.
 - Try to access the Codebase URL from the Avid iNEWS Command server (ref. Lookup Locator).

Cannot see the playlist in the VCP client

Your playlist in iNEWS Command displays all elements that were added in iNEWS, but you cannot see the playlist in the VCP client.

- If you have deleted the playlist in VCP you must restart the Avid Graphic Device Service XX.

6.5 Known Issues

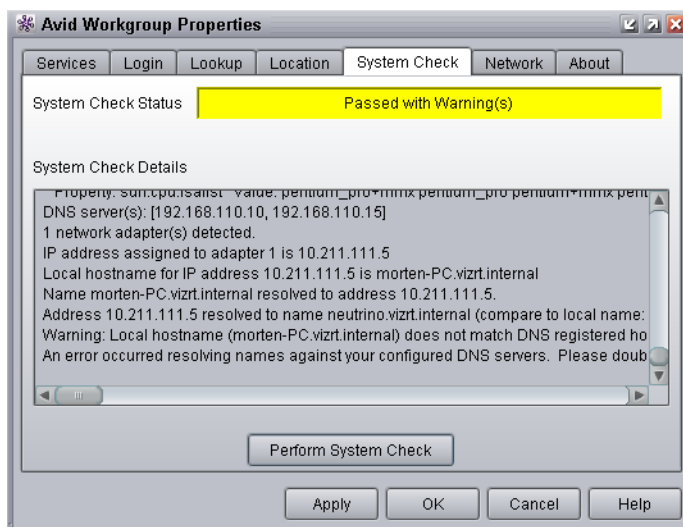
This section describes various known issues:

- [DNS Trouble](#)
- [The Thumbnail is not Displayed in the Column in Avid Command](#)
- [The List Containing all the Playlists is Getting too Large](#)
- [Cannot Lock the Playlist](#)
- [Playlist Controller Disconnects](#)
- [System Check has Warnings for VM-ware Adapters](#)

DNS Trouble

You have installed the service, configured it to run in compatibility mode, started it, but it does not show up correctly with Inventory in Command Workstation, and you get errors when trying to open the config-panel.

Look in Avid Workgroup Properties under System Check whether you have something similar to this:



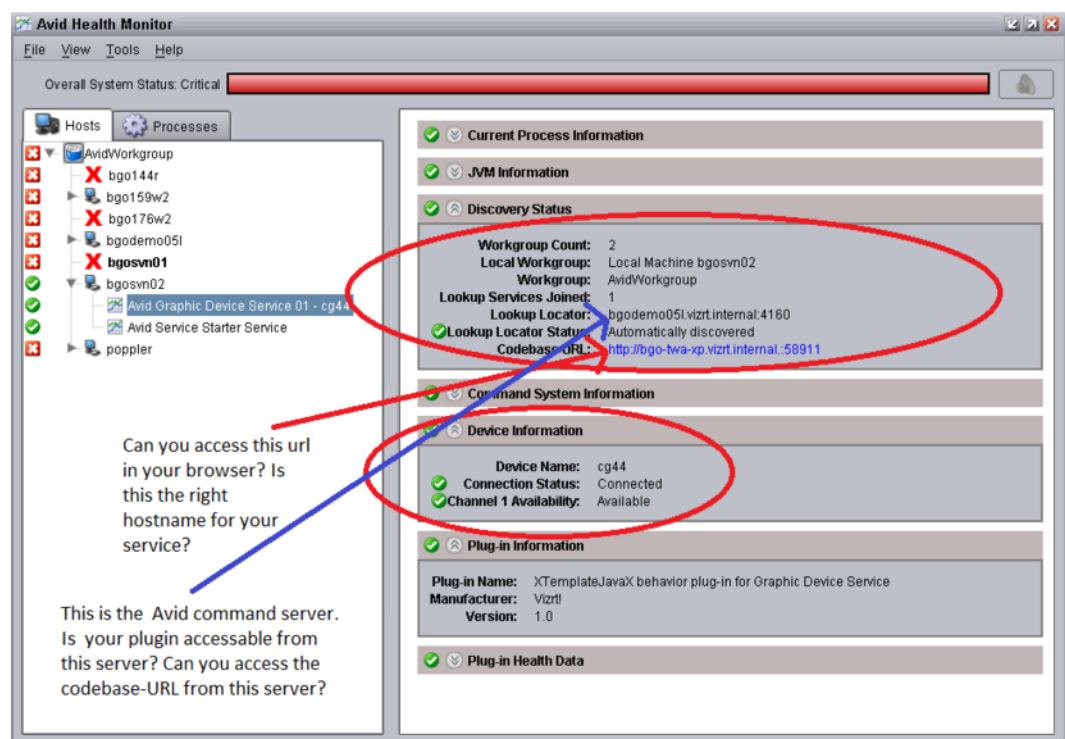
This is likely caused by a wrong reverse lookup in DNS.

- You install on a computer called avidcommandplugin
- The plugin seems to ask the DNS for its hostname, based on IP (like nslookup).
- The DNS/whomever replies with a different/wrong hostname, e.g. vizrtvizlink1
- The plug-in will broadcast to the Avid Services that "Hey, you can contact me at vizrtvizlink1"
- The services tries this, and fails.

It seems that this can be discovered using the Health Status tool:

Navigate to your plug-in, and look at the Codebase URL. As you see in the screenshot below, the codebase URL does not match the hostname.

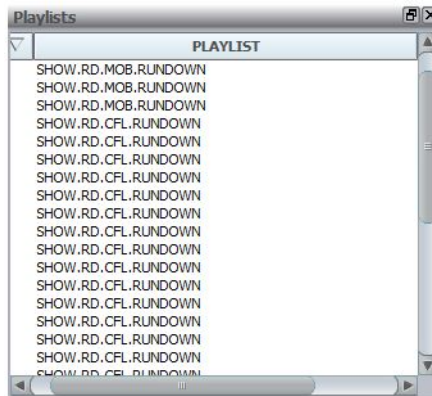
(By accident or luck, the hostname in the Codebase URL reported in this example resolves to the correct IP of the computer, so it happens to work.)



The Thumbnail is not Displayed in the Column in Avid Command

Simply resize the header to make it appear. Normally this fixes the issue.

The List Containing all the Playlists is Getting too Large



This should not affect how the program works. Still, you can remove the playlists by simply right-clicking them and selecting "delete". If this does not work, you can delete them manually by following these steps:

1. Monitor off your rundown.
2. Stop all services on the Command server.
3. On the Command server, navigate to C:\Program Files\Avid\iNEWS Command\playliststore\state\playlists, select all the files and delete them.
4. Start all the services on the Command server.

Duplicate playlist generation can be avoided by always unlocking the playlist before loading it again from iNews.

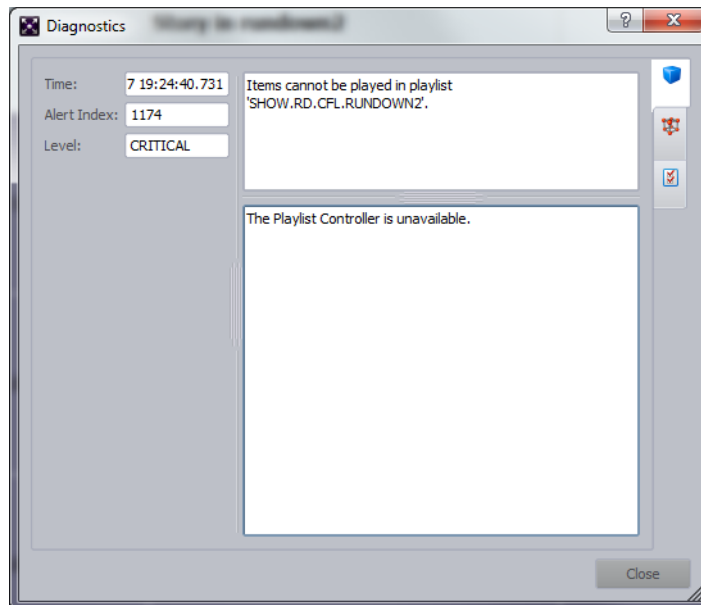
Cannot Lock the Playlist

If you suddenly cannot lock the playlist, try to unlock another playlist and then lock your playlist again.

Playlist Controller Disconnects

Symptom:

The Playlist Controller is unavailable' alert in the alert list in Avid Command.



What to check:

- Lookup settings: Check that the lookup tab in Avid Workgroup contains the machine that runs the lookup service. Do not add machines here that do not run a lookup service! Usually the lookup service runs at the machine with the command server install. This means all the workstations must have this machine (with fully qualified name) added to the lookup list on the lookup tab. The \qllookup\q tab setting on the service machine itself must also have this setting set.
- Server sleep mode: it seemed turning off sleep mode for the server machine helped.

System Check has Warnings for VM-ware Adapters

Problem: System check has warnings for vm-ware adapters.

Solution: If the VMware adapters need to be active, do the following, which should remedy the problem.

1. Control Panel, Network, Change adapter settings (for W7).
2. Press the Alt key to get the menu bar.
3. Click Advanced, Advanced Settings.
4. Move the real NIC to the top of the binding order.
5. Restart services (via workgroup properties) and the Command workstation.