



# Troubleshooting Event Operations in Cisco Vision Director

## Troubleshooting Event Operations

Table 1 on page 251 provides a summary of useful tasks when there is a problem while running an event in Cisco Vision Director.

**Table 1 Troubleshooting Event Operations**

Task	For more information see:
Replace a Failed DMP	<a href="#">Replacing a Failed Media Player While an Event Script is Running, page 274</a>
Replace Content	<a href="#">Replacing Content in a Playlist During an Event, page 186</a>
Stream video as multicast URL to a media player with content problem	<a href="#">Tuning Selected Media Players to a Multicast URL, page 126</a>
Clear a blocked script	<a href="#">Troubleshooting Event Scripts, page 236</a>

## 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.

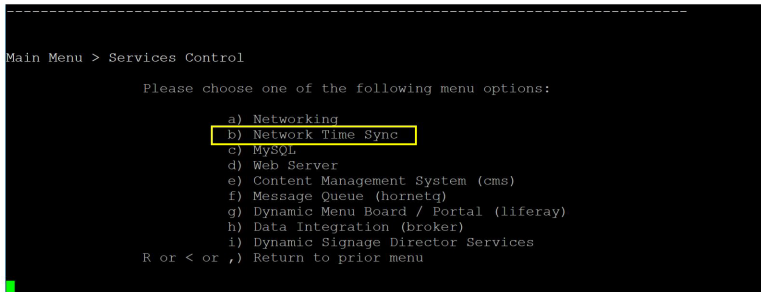
Troubleshooting the Network Time Service

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.

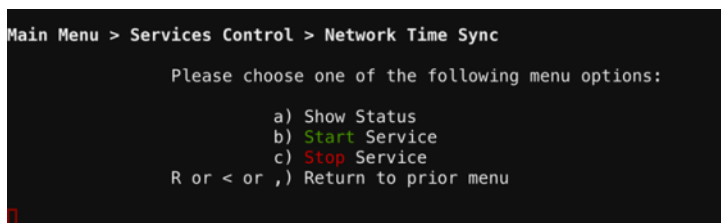
4. Log into the TUI.
5. From the Main Menu, go to **Services Control > Network Time Sync** (Figure 1 on page 255).

**Figure 1 TUI Services Control Menu–Network Time Sync Option**



6. (Optional) To verify the ntpd service, select Show Status (Figure 2 on page 255).

**Figure 2 TUI Network Time Sync Menu**



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

