

CHAPTER A

Troubleshooting

This chapter provides solutions to the problems that you may encounter while working with the Smart+Connected Digital Signage application.

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Error Messages

Problem 1

Message: Add an Incident Message.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you add an emergency notification without entering the Incident Message.

Problem 2

Message: Some messages are not deleted as they are attached to some incidents.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when you try to delete a message which is attached to other incidents. Messages attached to other incidents cannot be deleted.

Problem 3

Message: Same location selected for some other message.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to associate multiple emergency incident messages to the same location.

Problem 4

Message: You cannot edit an active incident.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Editing is possible for a disabled incident only.

Problem 5

Message: You cannot delete an active incident.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab. Deletion is possible for a disabled incident only.

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Problem 6

Message: You do not have enough permission to delete some/all of these items.

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Incident Status tab when the user with inappropriate permissions tries to delete the messages.

Problem 7

Message: There is some Emergency Display in some of the selected locations. Do you want to override them?

Solution Displayed in the Cisco Smart+Connected Emergency Notification > Emergency Incident tab when you try to send multiple messages to a selected location.

Warning Messages

Problem 1

Message: Please enter the File Name.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you leave the File Name field empty. Enter the file name and other required data in all the fields and click **Save**.

Problem 2

Message: You must enter the story or select an image to be displayed.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save**, leaving the Story and Title fields empty.

Problem 3

Message: Please select location for the News.

Solution Displayed while adding the News Content in the Cisco Smart+Connected Information Signage > News Contents tab if you click **Save** without selecting a location after entering the data in all the fields.

Problem 4

Message: Please complete Content Type fields.

Solution Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter data in all other fields, but leave the Content Type field blank, and click **Save**.

Problem 5

Message: Please enter valid duration for the content link.

Solution Displayed while adding Content Link Details in the Cisco Smart+Connected Information Signage > Content Links tab when you enter "0" in the Refresh Rate (Secs) field and click **Save**.

Problem 6

Message: You are about to delete the selected Content Links, do you want to continue?

Displayed while deleting a content link in the Cisco Smart+Connected Information Signage > Content Links tab when you check the relevant content link(s), and click **Delete**.