

Digilink-Xtreme Troubleshooting Guide

Computer – Computer Crash

Symptoms:

The PC has crashed / shutoff and comes back with the message saying that the system has auto-started the automation after the PC was improperly shut down.

Solutions:

This message occurs when the PC or software has been improperly shutdown while the automation was playing audio from the playlist. This is not an error caused by the Xtreme software.



It is important to identify if the problem is caused by a power outage to the PC, or if the PC has crashed the software.

If you suspect that the software has crashed, then it may be necessary to configure the PC to run optimally.

1) PC Requirements / Recommendations

For the Digilink-Xtreme to run optimally, certain specifications are required for the PC. If you chose to not meet these specifications, you will likely have problems. These requirements are: (A) Windows 7 Professional

(B) RS232 port (it is an option to use an RS232 to USB adapter if necessary, but we recommend having an RS232 port built in to the computer if possible)

(C) At least 2GB of RAM (more RAM the better)

(D) At least 80GB of Hard drive space (250GB will be more than enough for most stations)

2) DO NOT INSTALL SOFTWARE ONTO THE ON AIR COMPUTER

It is very common for users to install various types of software onto the On Air computer. It is a fact, the more software installed onto a computer, the more problems will occur. Do NOT install software onto the On Air computer without explicit permission from the instruction manual or Arrakis customer support personnel.

Programs will often run in the background, even if you think that only the Digilink-Xtreme software is running. To illustrate how much is really running in the background:

- press Ctrl, Alt and Del on your keyboard at the same time. Select Start Task Manager. This will bring up the Task Manager
- 2) select the **Performance** tab and click on the **Resource Monitor** button
- on the Resource Monitor screen there is the Processes screen. This screen will display all the actual programs and operations that are running in the background. The number of processes running should be around

Nesource Monitor										×
File Monitor Help										
Overview CPU Memory	Disk Netw	ork								
Processes 5	9% Used Physi	cal Memo	ry		_	\odot	^		iews 🔶	ŀ
🔲 Image	PID H	ard F	Commi	Worki	Sharea	Private		Used Physical Memor	у 100% -	
firefox.exe	2136	0	135,544	146,600	23,536	123,064 🗉				
iexplore.exe	3172	0	135,104	104,600	22,300	82,300	11			
plugin-container.exe	3396	0	81,260	88,736	13,928	74,808				
svchost.exe (LocalSystemNet	544	0	79,352	77,368	7,084	70,284				
7-Digilink-Xtreme.exe	2156	0	75,328	90,944	23,804	67,140				
Canvas8.exe	2056	0	71,996	92,976	26,416	66,560				
MsMpEng.exe	884	0	159,404	56,300	10,888	45,412		60 Seconds	0% -	
🔲 audiodg.exe	676	0	30,156	30,252	6,340	23,912		Commit Charge	100%	
explorer.exe	1668	0	30,164	38,920	25,212	13,708				
	2100	•	14.000	35.460	10170	12,000				
Physical Memory	059 MB In Use			689 MB Ava	ilable					
						<u> </u>	1			E
						1				
Hardware In Us	e 📕 N	Andified	Sta	andby	Free				0%]	
Reserved 1059	мв 4	2 MB	67	4 MB	15 MB			Hard Faults/sec	100 T	
258 MB										
	Availa	ble 68	9 MR							
	Cache	d 71	6 MB							
	Total	179	0 MB							
	Install	ed 204	8 MB							
							-			
									0]	
										1

30, any more than this may mean that there are too many programs running for the automation run reliably. On the bottom is the **Physical Memory** screen. This will list the amount of **RAM** that is being used and how much is available still. You should have only **200** to **300MB** of RAM **In Use**. Any more than this range and you are at risk of audio skips or other serious problems.

Oftentimes, brand new computers will come with software already installed on it, and will conflict with the Digilink-Xtreme. For those situations, follow these steps:

- 1) check the number of processes and physical memory in the task manager. If the numbers are higher than recommended, you may need to uninstall software
- 2) click on the Windows icon and open Control Panel
- 3) in the Search box, type in Add or Remove Programs
- 4) open Add or Remove Programs
- 5) go through this list and find programs that you are certain you will not use. Do not delete programs unless you know exactly what it does and only if it is not critical to your computer

Another way to prevent programs from running in the background is to not let it startup when the computer is booted. To do this:

- 1) click on Windows icon
- 2) in the Search box, type in **msconfig.exe**
- 3) open msconfig.exe
- 4) click on the **Startup** tab
- 5) go through this list and make sure that no unnecessary programs are selected to startup. Typically programs

General Boot Se	rvices Startup T	pols			
Startup Item	Manufacturer	Command	Location	Date Disabled	
Hardware Di	PC-Doctor, Inc.	C:\Program Fil	HKLM\SOFTWARE\M		
Microsoft Se	Microsoft Corp	"c:\Program Fil	HKLM\SOFTWARE\M		
hpsysdrv Ap	Hewlett-Packard	c:\program file	HKLM\SOFTWARE\		
CPMonitor A	Unknown	"C:\Program Fil	HKLM\SOFTWARE\		=
🔽 Java(TM) Pl	Sun Microsyste	"C:\Program Fil	HKLM\SOFTWARE\		
Adobe Acrobat	Adobe System	"C: Program Fil	HKLM\SOFTWARE\		
Adobe Read	Adobe System	"C: Program Fil	HKLM\SOFTWARE\	10/12/2010 7:	
Adobe Acrobat	Adobe System	"C: Program Fil	HKLM\SOFTWARE\	10/12/2010 7:	
Nero Home	Nero AG	"C: Program Fil	HKCU\SOFTWARE\	9/15/2010 10:	
Roxio Burn	Unknown	"C: Program Fil	HKLM\SOFTWARE\	10/29/2010 7:	
HP Remote	Unknown	%ProgramFiles	HKLM\SOFTWARE\	8/5/2010 7:51:	
hpwuSchd A	Hewlett-Packard	c: Program File	HKLM\SOFTWARE\	8/5/2010 7:51:	
III UD Advisor	Hawlatt Dadrard	ColDengrom Eil		0/5/0010 7.51.	Ŧ
			Enable all	Disable all	
		ОК	Cancel	Apply He	lp

that are contained in the Windows folder are necessary, while programs contained in the Program Files folder are not necessary to have checked

3) Adjust for best performance

By doing this you will use less Ram for visual effects. The computer may not be as pretty but this will increase the performance of your computer's processing. To do this:

- 1) click on Windows icon
- 2) in the Search box type in View advanced system settings and select
- 3) under Performance click on the Settings button
- 4) then select Adjust for best performance

4) Turn off Automatic Updates

If you have Automatic Updates turned on, it will run in the background and may install the new updates while you are on the air, which may cause audio glitches. It is important to turn off Automatic Updates and to do the updates when it won't interrupt your On Air computer. It is recommended to check for

Windows Updates once a month and install them when the Xtreme isn't running on the air. To turn off Windows Automatic Updates you:

- 1) click on the Windows icon
- 2) in the search box type in **Turn** automatic updating on or off
- 3) under Important updates, select Check for updates but let me choose whether to download and install them. You may then chose a proper time to download and install updates to the PC at a time that the Xtreme can be turned off

5) Anti-Virus Software

Do NOT use any unapproved anti-virus software on the On Air computer. There is only one anti-virus program that we recommend using, called Microsoft Security

Cnoc	se now Windows can Install updates
When using t compu	your computer is online, Windows can automatically check for important updates and install them hese settings. When new updates are available, you can also install them before shutting down the ter.
How d	oes automatic updating help me?
Impor	tant updates
	Check for updates but let me choose whether to download and install them
	Install new updates: Every day v at 3:00 AM v
Recon	mended updates
	Give me recommended updates the same way I receive important updates
Who c	an install updates
	Allow all users to install updates on this computer
Micro	soft Update
	Give me updates for Microsoft products and check for new optional Microsoft software when I update Windows
Softwa	re notifications
	Show me detailed notifications when new Microsoft software is available
	Windows Update might update itself automatically first when checking for other updates. Read our
Note: \ privacy	statement online.

Essentials. This software can be found at this link: http://www.microsoft.com/security_essentials/ or by searching for Microsoft Security Essentials. Perform a scan on your computer once a week to once a month. Do these scans when you can take the On Air computer offline for 1-2 hours.

Some popular anti-virus software that will cause major problems, and should **NEVER be installed** is: -AVG antivirus -MacAfee -Symantic Norton -Avast -Bit Defender -Microsoft Defender -Panda Antivirus -Spybot Search & Destroy -CCleaner -Registry Cleaner

6) Remote Computer Access

Do NOT use any unapproved remote access software. We only recommend using GoToMyPC and can be found at <u>www.gotomypc.com</u> or Windows Remote Desktop

DO NOT USE the software LogMeIn. This software will cause your computer to crash. E-mail <u>support@arrakis-systems.com</u> for a current compliant list of remote access software.

7) High Windows Priority

You will want to make the Digilink-Xtreme high in Windows priority list. To do this:

- 1) go into the Digilink-Xtreme software
- 2) click on Menu and click on Setup
- 3) there is a check mark box in toward the middle of this screen that says **High Windows Priority**. Check mark this box

8) Sound Card Assignments

It is essential that the PC is assigned to ONLY use the PC sound cards, not the USB sound cards found on the bridge. You will experience problems if the PC steals the USB sound cards. To check and change these settings:

- 1) click on the **Windows** icon
- 2) in the search box, type in: Change sound card settings
- 3) select Sounds and Audio Devices
- 4) click on the **Playback tab**
- 5) select your PC sound card and click on the Set Default button. <u>Do NOT</u> select the USB Audio CODEC or 2-USB Audio CODEC. A green check mark should now be next to your PC sound card
- 6) plug in a dummy plug into the Line In input (blue input on back of PC). This may be any plug that has an 1/8" connection, such as headphones. This dummy plug is to never come out from the input
- click on the **Recording** tab, and now do the same thing as in step 5 for selecting your PC sound card for recording
- 8) once these are set, press the button **Apply** at the bottom right of this screen
- 9) check that both **Playback** and **Recording** are set to the PC sound card and then click **OK**

9) Power Options

It is imperative that your computer does not shut itself off or hibernate while on air. This may cause serious problems and must not be allowed to happen. To change the settings so it does not do this:

- 1) click on the **Windows** icon
- 2) search for: **Power** options
- 3) for the Power Schemes under Home/Office Desk, select Never for every option listed

10) Place Digilink-Xtreme in Startup

It is essential to setup the Xtreme to start every time the computer turns on. If for example the power goes out and comes back on, then the Xtreme will automatically load up and start the automation from where it should be according to the schedule. To set this up:

- 1) click on the **Windows** icon and highlight the All Programs option
- 2) then place your mouse cursor over **Startup**, right click on it and select **Open**. This will open the **Startup** folder
- 3) copy the **Xtreme shortcut** on the desktop and paste it in the **Startup** folder. This will cause the



Xtreme to start up every time the computer turns on. Make sure it is a shortcut, not the actual program

4) this will not work if the shortcut does not work, check that the shortcut on the desktop will start the program

11) FTP auto-update

The newest version of the Digilink-Xtreme 1.9.1 1-21-10, has the ability to automatically upload your latest unlock code from the internet. If you do not have internet connected to the computer or your internet connection is slow, then you will want to turn this option off. You can tell if your internet connection is too slow by an audio blip at :15, :30, :45 and :55 past the hour. To turn this off:

- 1) open the **Digilink-Xtreme** software
- 2) click on the Menu button
- 3) click on the **Setup** button
- 4) uncheck the **FTP auto-update** option. You will need to now get your codes manually