

## Playlist – Blank line in playlist

### Symptoms:

There is a blank line in the On Air playlist. This happens during a hard disc automation hour and the scheduled hour includes music that has been categorized.

### Solutions:

This could be caused by one of two things:

Option 1: A music category is scheduled in the scheduler screen, but music has not been assigned to that category yet. For example, a SONG 1 category song was scheduled in the Scheduler screen, but there are no songs categorized as a SONG 1 yet. To correct this issue:

- 1) go to the **Library** screen
- 2) select a file that you want to categorize
- 3) click on the **Song card** box
- 4) in the **Selected** box, type in the category numbers/letters desired for the song's category
- 5) click on **Assign**
- 6) click on **Save**
- 7) repeat steps 2 – 6 until music is categorized for all scheduled music categories

Option 2: An invalid character in the file name of an audio file may cause the Library to improperly count the files in the Library folder. To correct this issue:

- 1) go to **MENU**
- 2) go to **SETUP**
- 3) click on **Music**
- 4) click on **View Categories**
- 5) check through these counts and make sure that all scheduled music categories have songs assigned to them. If one of the categories reflect a 0 count and you have verified that that specific categories does in fact have songs assigned to it in the Library screen, then continue to the next steps
- 6) open the **C:** drive
- 7) open the **Arrakis** folder
- 8) open the **Xtreme** folder
- 9) open the **DigilinkSetup** folder
- 10) inside this folder is a **Audio Library.txt** file. Email this file to [support@arrakis-systems.com](mailto:support@arrakis-systems.com) and explain the situation. We will search through this file to find an invalid character in the file name