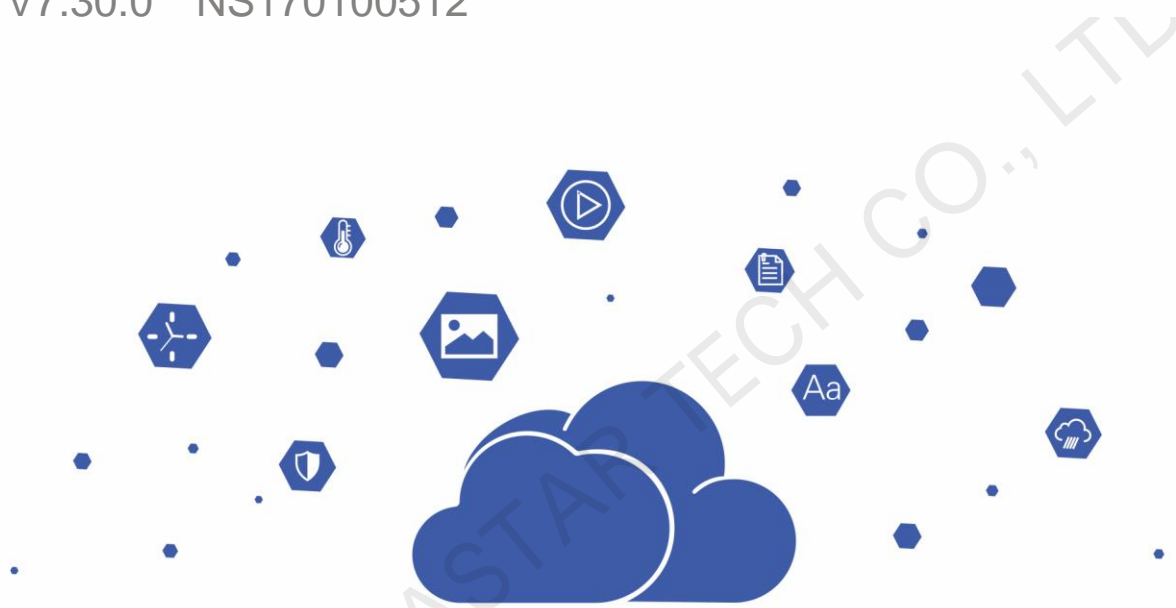


# VNNOX One-Stop Cloud Platform

V7.30.0 NS170100512



**VNNOX AD Common Problems & Remedies**

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# 1 Problems Relating to Player Binding

## 1.1 No Available Players

### Description

No available players are found when you enter authentication information into terminal players to get players.

### Causes

- No players are created on the VNNOX AD.
- Players have been bound to other terminal players.

### Remedies

Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.

Step 2 Choose  > **Players Management** > **Players**.

Step 3 Click **New**.

Step 4 Select synchronous player or asynchronous player and click **Next**.

- Synchronous player: Bound to VPlayer
- Asynchronous player: Bound to Taurus by ViPlex

Step 5 Enter a name for the player, associate a license with the player and set the distribution type, then click **OK**.

## 1.2 Wrong Authentication Information


### Description

A pop-up message prompts the authentication information is wrong when you enter authentication information into terminal players to get players.

### Causes

The authentication information is wrong.

## Remedies

- Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
- Step 2 Choose  > **Organization Management** > **System Management**.
- Step 3 Select the **Player Authentication** tab and view the correct authentication information.

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# 2 Problems Relating to Solutions

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## 2.1 Unable to Distribute Solutions

### Description

Solutions have been associated with players. But the VNNOX doesn't distribute the solutions.

### Causes

Solution distribution type is set to **Manual**.

### Remedies

Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.

Step 2 Choose  > **Players Management** > **Players**.

Step 3 Select the target player and click **Attribute**, or click the name of the target player to enter the attribute page of the player.

Step 4 Check to see if the distribution type is **Manual**.

- Yes. Return to the player list page and select the target player, then click **Update solution**.
- No. Please contact NovaStar.

## 2.2 Unable to Play Solutions After Distribution

### Description

Solutions can be distributed normally but cannot be played.

### Causes


- The time of the terminal player is incorrect.
- Terminal players haven't downloaded the solution.

- There are no relevant schedules in the solution when the solution is being played.
- There are no valid media items in the solution when the solution is being played.

## Remedies

Step 1 Check the time of the terminal player.


### Perform the following operations on VPlayer.

1. Check to see if the time of the PC where the VPlayer is installed is synchronized with Internet time.
  - Yes. Go to [Step 2](#).
  - No. Perform following steps to enable network time.
2. Start VPlayer.
3. Click  at the top right of the page and select **Setting**.
4. Select the **General** tab and then select **Enable network time** to synchronize the time of PC with Internet time.
5. Click **OK**. No further action is required.


### Perform the following operations on Taurus.

1. Start ViPlex Handy.
2. Log in to the Taurus.
3. Click screen name to enter **Screen management** page.
4. Select **Monitoring > Time Parameter** and check the Taurus to see if the time is correct.
  - Yes. Go to [Step 2](#).
  - No. Set rules for correcting time, and no further action is required.

Step 2 Check the update status of the solution.

1. Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
2. Choose  > **Players Management > Players**.
3. Check to see if the solution has been updated.
  - Yes. Go to [Step 3](#).
  - No. No further action is required.

Step 3 Check the schedules in the solution.

1. Choose  > **Media Management > Solution**.
2. Click the solution name to enter the attribute page.
3. Check to see if there are relevant schedules in the solution when the solution is being played.
  - Yes. Go to [Step 4](#).
  - No. No further action is required.

Step 4 Check the validity of all the media items in the solution.

1. Double click the schedule, and the **Edit** dialog box appears.

2. Select the **Playlist** tab and click a playlist name to enter the **Media Item** tab of the playlist attribute page.
3. View the **Detail** column and check to see if there are media items the play time of which is within the valid date range.
  - Yes. Please contact NovaStar.
  - No. Check the rest of the schedules in the solution. If there are no valid media items in the solution, no further action will be required.

## 2.3 Abnormal Display During Page Media Playing



### Description

During page media playing, the display is abnormal.

### Causes

The number of media is greater than or equal to 20.

### Remedies

- Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
- Step 2 Choose  > **Media Management** > **Media**.
- Step 3 Select the target page media and click **Page Edit**, or click  on the right of the target page media name, to go to the edit page of the page media.
- Step 4 In the page editing area, delete some media to ensure that the sum of remaining resources and widgets is less than 15.

## 2.4 Resource Thumbnail Not Displayed During Page Media Editing

### Description

The thumbnail of the newly added resource cannot be displayed.

### Causes

The current page media is not refreshed.

### Remedies

Save and manually refresh the page.

## 2.5 Resources or Effects not Displayed During Page Media Previewing

### Description

On the page media editing page, click **Preview**, and some resources or effects cannot be displayed.

### Causes

VNNOX does not support previewing audios, web pages, RSS and the following 19 effects of images for the moment.

- Zoom in
- Uncover from top
- Uncover from bottom
- Horizontal blinds
- Vertical blinds
- Split and expand from bottom
- Wheel
- Comb (vertical)
- Stack from left
- Stack from top
- Stack from right
- Stack from bottom
- Left laser
- Top laser
- Right laser
- Bottom laser
- Push from top
- Push from right
- Split (horizontal out)

### Remedies

No remedies for the moment

## 2.6 Solution Not Played from the First Media Item

### Description

After the player is associated to a new solution, the solution cannot be played from the first media item.




## Causes

After VPlayer is upgraded to version 1.5.1, the user can turn on or turn off the synchronous playing mode through VNNOX.

The synchronous playing mode can change the scheduling mechanism of VPlayer's playing time.

## Remedies

To turn off the synchronous playing mode and play the solution from the first media item, perform the following steps.

- Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
- Step 2 Choose  > **Players Management** > **Players**.
- Step 3 Select the target synchronous player and choose **Real-time control** > **Synchronous playback** > **Turn off sync play**.

# 3 Problems Relating to VPlayer

## 3.1 Time Jumping on PC

### Description

Time jumps on the PC installed with VINNOX player.

### Causes

The VINNOX player enables internet time synchronization.


### Remedies

Step 1 Open VPlayer.

Step 2 Click  on the upper right of the page and click **Setting**.

Step 3 Unselect Enable network time in the General tab.

Step 4 Set the time synchronization rule on VNNOX.

1. Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
2. Choose  > **Players Management** > **Time Synchronization**.
3. Click **New** in the page of time synchronization task.
4. Enter the time synchronization task name, select **NTP** as the type of the time synchronization task, and then click **Next**.
5. Select a NTP server, and click **OK**.
6. Click **Add** in the **Players** tab of the time synchronization task attribute page.
7. Select the target player, and click **OK**.
8. Click **Save** or **Save&Close**.

## 3.2 VPlayer Closes Abnormally

### Description

VPlayer is abnormally closed during operation.

## Causes

The Antivirus software is running.

## Remedies

Close or uninstall the antivirus software.

## 3.3 Solution Downloading Progress Is Abnormal

### Description

The solution downloading progress of VPlayer is abnormal.

### Causes

VPlayer is upgrading.

### Remedies

Don't update solutions related to the player before or during the upgrade of VPlayer.

## 3.4 Size of Player Window Is Incorrect


### Description

The player window's actual size is not the same as the set value in VPlayer.

### Causes

The layout size is different from the screen size set in the solution.

### Remedies

- Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
- Step 2 Choose  > **Media Management** > **Solution**.
- Step 3 Click the target solution name to enter the attribute page.
- Step 4 Choose the **Frame** tab.
- Step 5 Set the screen size as same as the layout size.

## 3.5 Unable to Play Flash in Web Page

### Description

The Flash in the web page cannot be played.

## Causes

VPlayer does not support it for the time being.

## Remedies

When adding a media, do not add a web page that contains Flash.

## 3.6 Layout Priority Disorder

### Description

When the solution has a layout overlay, the priority of the layout becomes disordered during playback.

### Causes

VPlayer does not support layout overlay.

### Remedies

When making a solution, make sure that the layout is not stacked.

## 3.7 The Player Indicates that the System Is Out of Memory

### Description

When the page media is playing, the player indicates that the system is out of memory.


### Causes

- There are more than 3 widgets.
- The Playing duration of a widget is less than 30 seconds.

### Remedies

Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.

Step 2 Choose  > **Media Management** > **Media**.

Step 3 Click the  on right side of the page media name to enter the editing page.

Step 4 At the editing interface of the page media, check whether the number of widgets is greater than 3.

- Yes. Delete some widgets so that the number of widgets is less than or equal to 3.
- No. Go to [Step 5](#).

Step 5 Click the widgets in turn and view the duration. Check to see if there are widgets that last for less than 30 seconds.

- Yes. Set the duration to greater than or equal to 30 seconds.
- No. Please contact NovaStar.

## 3.8 The Player Gets Stuck During Playing of Special Effects and Blackout Occurs During Switching


### Description

When images with special effects are played for a long period, the player gets stuck and blackout occurs during switching.

### Causes

Special effects consume intensive hardware resources.

### Remedies

- Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.
- Step 2 Choose  > **Media Management** > **Playlists**.
- Step 3 Click the list name to enter the **Media Item** tab in the attribute page of the playlist.
- Step 4 Click the image name.
- Step 5 Choose no special effect and set the duration of special effects to 0 in the pop-up dialog box.

## 3.9 Text Scrolling Gets Stuck in Page Media

### Description

During playing of page media, text with scrolling effects gets stuck.

### Causes

VPlayer only supports playing one text widget with scrolling effects.

### Remedies

In the solution, make sure there is only one text widget with scrolling effects.

## 3.10 An Exception Occurs When Multiple Streaming Media Are Played

### Description

When there are multiple streaming media in the solution, an exception occurs during playing.

## Causes

VPlayer supports playing only one streaming media.

## Remedies

In the solution, make sure there is only one streaming media.

## 3.11 Unable to Upgrade VPlayer

### Description

VPlayer cannot be upgraded successfully.

### Causes

The communications between VNNOX and VPlayer are abnormal.

### Remedies

Method 1:

Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and click **Windows Player Downloads** at the top of the page to download the latest VPlayer installation package.

Step 2 Install VPlayer on the PC according to the instructions.

Method 2:

Step 1 Visit [www.en.vnnox.com](http://www.en.vnnox.com) and log in to VNNOX AD.

Step 2 Choose  > **Players Management** > **Players**.

Step 3 On the player list page, select the target synchronous player and click **Attribute**.

Step 4 Click the **Status** tab.


Step 5 Click **Remove Binding** at the bottom.

Step 6 Click **OK**.

Step 7 Start VPlayer.

Step 8 Click **OK**.

Step 9 Click **OK** in the pop-up prompt box which reminds that the player is bound successfully.

The  **The server connection is successful** is displayed at the bottom left.

Step 10 On the player list page, perform one of the following operation to upgrade VPlayer.

- Select the target synchronous player, click **Upgrade** and select the target version.
- In the **Version** column, click the **Please upgrade** link corresponding to the target synchronous player.

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