



AudioVAULT Troubleshooting

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THE INFORMATION IN THIS ARTICLE APPLIES TO:
Vault2/VaultXPRESS

SUMMARY

A guide line to help troubleshoot your AudioVAULT software or hardware related problems and to help provide the needed information for troubleshooting. This document is only a guide and Broadcast Electronics' service department may request additional information.

NEEDED INFORMATION FOR SERVICE:

For service to provide a prompt and accurate solution please provide the following information.

History / Configuration:

- Call letters:
- Suite Version of AudioVAULT software :
- Local audio and or local sound cards?
- Hardware type providing manufacturer and model:
- If Vault2, digital or analog sound cards?
- Symptoms of problem, more detail the better:
- What was happening at the time of the crash, Windows crash or AudioVAULT crash?
- Did the application freeze, if frozen did the application eventually recover or did you have to reboot the machine to recover?
- Have there been any hardware changes lately?
- Have there been any software (AV as well as non-AV, anti-virus) lately?
- When did the problem start occurring?
- What happened between the time when the system was working and when it began failing?

WHAT SERVICE WILL NEED TO GATHER FROM YOU:

For service to provide a prompt and accurate solution please provide the following information.
All service requests should include the audiovau.ini and av2k.ini and log files pertaining to your issue.

AudioVAULT

- Audiovau.ini – c:\windows\audiovau.ini
- Av2k.ini – c:\windows\av2k.ini
- As run logs

- AVAIR Log Location – c:\audiovau\avair\log\061008.ltx
- AVAIR Schedule Location - c:\audiovau\avair\log\061008.evt
- AVSAT and AVNET – c:\audiovau\log\\JUN10-01.log
- Trace logs
 - AVSAT or AVNET – c:\audiovau\log\080610T.log
 - AVAIR – c:\audiovau\avair\log\080610AT.log
 - path defined in audiovau.ini in AUDIOVAULT or AVAIR section
- AVConsole Logs
 - 8.42 or below – c:\audiovau\\080610C.log
 - 9.0 or higher – c:\audiovau\log\\080610dgb.log
- NFServer logs – c:\audiovau\log\080610N.log
- AudioVAULT License logs
 - License Manager machine only – c:\audiovau\log\AudioVAULT_LM.log
 - Flex log – c:\audiovau\log\081006flex.log
- AVFTPServer logs – c:\audiovau\log\Ftp061008.log
- AVExplorer Logs – c:\audiovau\log\061008AVExplorer.log

Windows

- Event Viewer logs
 - Click Start | Run | Type "eventvwr" | Ok | Right Click Save AS for Application and System
- Dr Watson logs, verify that the crash in question actually appears in the Dr. Watson log.
 - C:\Documents and Settings\All Users\Application Data\Microsoft\Dr Watson
 - If not in that path then Click Start | Run | Type "drwtsn32" | Ok | Verify Log File Path
- Windows' Error messages
 - Take screen shots, Alt+Print Screen then paste them in Paint and save them as .jpeg

For additional information on this topic, please contact Broadcast Electronics Studio Technical Services at 217.224.4700. You can also email specific questions to service@bdcast.com.