



Intevi Digital Television

Troubleshooting Guide
Intevi Digital Television



1. Picture Breakup at endpoints

Possible Causes:

- Gateway Channels “Bad input signal or Weather conditions”
- Gateway Channels DVB-T needs retuning due to Local Transmitter changes.
- Channel using duplicate multicast address and port number.
- IGMP not configured correctly causing Multicast traffic to flood the network.

Possible Resolutions:

- Check signal strength/quality of Aerial and Satellite feeds
- Check connections from Gateway Tuners to Aerial/SAT MultiSwitch
- Ensure that the IDT Gateway is connected to the Network at 1GbE
- Try tuning the channel using another tuner on the gateway
- Hard Power Cycle the IDT Gateway
- Disable channel to see if multicast address and port number is in use by another channel
- Ensure that IGMP Snooping and Querier are enabled and configured on the Switch
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

2. Endpoints not able to connect to the IDT server

Possible Causes:

- Incorrect IDT Server IP-Address entered
- IDT Server not connected or IDT service not Started
- Network Firewalls blocking port 80 traffic
- Routing not enabled if issue across multiple subnets/VLANs

Possible Resolutions:

- Make sure the IDT Server is assigned a Static IP-Address
- Check the InteviIDT service start up is set to Automatic and is Running
- Ensure that the IDT server is connected to the Network at 1GbE
- Ping IP-Address of the IDT-Server to ensure the Network route
- Disable Firewall, If Endpoint connects then Firewall Blocking required IDT Ports
- Ensure that IGMP Snooping and Querier are enabled and configured on the Switch
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

3. Endpoints connect to the IDT server but no video is displayed

Possible Causes:

- Channel not enabled or transmitting
- Multicasting not enabled on the network
- Multicast routing not enabled if issue across multiple subnets/VLANs
- PIM or IGMP Querier not configured
- TTL set too low for the network
- Network Firewalls blocking multicast traffic
- Multicast address not permitted in Network Access configuration

Possible Resolutions:

- Make sure the Channel is Transmitting
- Refresh Endpoint to ensure it is using the current channel list
- If issue with all Channels check that network supports multicast
- If issue with all Channels set the TTL to a greater number
- If issue with all Channels check if Network is using Access Lists
- If issue with Channels to Endpoints on different Subnet/VLAN check that network supports multicast routing and that its enabled on that Subnet/VLAN
- Disable Network Firewall, If Endpoint plays channel then Firewall Blocking Multicasts
- Ensure that IGMP Snooping and Querier are enabled and configured on the Network
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

4. Endpoints connect to the IDT server but Channel change takes over 60 seconds

Possible Causes:

- Multicasting not enabled on the network
- Multicast routing PIM or RP not enabled if issue across multiple subnets/VLANs
- IGMP not configured correctly causing Multicast traffic to flood the network.
- PIM or IGMP Querier not configured

Possible Resolutions:

- Make sure the Channel is Transmitting
- Refresh Endpoint to ensure it is using the current channel list
- Ensure that IGMP Snooping and Querier are enabled and configured on the Network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

5. Endpoints connect to the IDT server but unable to control via the Admin UI

Possible Causes:

- Multicasting not enabled on the network
- Multicast routing not enabled if issue across multiple subnets/VLANs
- IGMP not configured correctly causing Multicast traffic to flood the network.
- PIM or IGMP Querier not configured
- Network Firewalls blocking multicast traffic
- IDT Control Multicast address not permitted in Network configuration
- Endpoints connected to network before IGMP was enabled (require reboot)

Possible Resolutions:

- Ensure that the IDT server is connected to the Network at 1GbE
- If issue with all Endpoints check that network supports IGMP multicast
- If IGMP multicast is enabled on the Network Reboot all endpoints to Join IGMP
- Disable Firewall, If Endpoint control works then Firewall Blocking required IDT Ports
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

6. Endpoints and Devices keep showing as offline in the Admin UI

Possible Causes:

- IGMP not configured correctly causing Multicast traffic to flood the network.
- PIM or IGMP Querier not configured
- Traffic threshold exceeded on Network Backbone or Switch Ports
- Network Firewalls blocking traffic
- IDT Control addresses/ports not permitted in Network/Firewall configuration
- Endpoints connected to network before IGMP was enabled (require reboot)
- Network Port Blocking due to Traffic

Possible Resolutions:

- Ensure that the IDT server is connected to the Network at 1GbE
- Check network port is not being flooded and exceeding any set threshold
- If IGMP multicast is enabled on the Network, Reboot all endpoints to send Join IGMP
- Disable Firewall, If Endpoint/Devices show as Online then Firewall Blocking traffic
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

7. Endpoints unresponsive and unable to control via the Admin UI

Possible Causes:

- NTP time and Date out of sync with IDT server (Reboot endpoints)
- Multicasting not enabled on the network
- Multicast routing not enabled if issue across multiple subnets/VLANs
- IGMP not configured correctly causing Multicast traffic to flood the network.
- PIM or IGMP Querier not configured
- Network Firewalls blocking multicast traffic
- IDT Control Multicast address not permitted in Network configuration
- Endpoints connected to network before IGMP was enabled (Require Reboot)

Possible Resolutions:

- Ensure that the IDT server is connected to the Network and W32Time service is running
- If issue with all Endpoints check that network supports IGMP multicast
- If IGMP multicast is enabled on the Network Reboot all endpoints to Join IGMP
- Disable Firewall, If Endpoint then gets NTP time then Firewall Blocking NTP 123 Port
- Disable Firewall, If Endpoint control works then Firewall Blocking traffic
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

8. Encoder stops broadcasting or only displays black screen

Possible Causes:

- Input Disconnected
- Input resolution not compatible
- Input device was rebooted requires encoder to be restarted
- Input device not HDCP compliant
- TTL set too Low

Possible Resolutions:

- Power cycle the Encoder
- Check Input device is running and outputting a compatible resolution
- Apply all settings and then Restart the Encoder
- Refresh Endpoints to ensure they are using current channel list
- Check HDCP requirements on the Input device
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

9. Endpoints stop playing channel momentarily when another Endpoint changes channel

Possible Causes:

- Multicasting “Fast Leave” not Disabled
- IGMP not configured correctly
- PIM or IGMP Querier not configured
- Multiple IGMP Querier enabled on the same Subnet/VLAN
- Edge Switch does not Support IGMP

Possible Resolutions:

- Make sure IGMP Snooping Fast leave is disabled on the Network
- Ensure that all connected switches support IGMP v2
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

10. Multicast Floods to all Switch Ports

Possible Causes:

- Network Switches do not Support IGMP/Multicasting
- Multicasting not Enabled on the network
- IGMP not set to Version2
- IGMP Snooping not Enabled
- PIM or IGMP Querier not configured

Possible Resolutions:

- Make sure Network supports IGMP Multicasting
- Ensure that all connected switches support IGMP v2
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- If using PIM-sparse mode ensure RP(rendezvous-points) are configured
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

11. IDT Server does not Start

Possible Causes:

- Network not connected
- Duplicate IP-Address assigned on the Network
- Default Gateway(Router) missing
- IDT Service Disabled
- Invalid IDT License Key
- Out of Disk Space, (Min 20GB Free required)
- MS Update failing, Hide failing update.
- If Dual NIC Server incorrect NIC connected to Network.

Possible Resolutions:

- Ensure that the IDT server is connected to the Network at 1GbE
- Ensure that the IDT server is assigned a Static IP-Address
- Check the default Gateway/Router is running
- Check Admin UI does not show IDT license key Error code
- Check InteviIDT service is set to start up type automatic and is running
- Check available Disk space, check wwwroot\logs for oversized files
- MS update may fail on Win7 IDT server. Hide update and Reboot server
- If using the Dual NIC server make sure that both NIC's are connected to the correct Switches
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

12. IDT Server Data Feeds Not Working

Possible Causes:

- No Internet Access
- Default Gateway(Router) missing
- DNS missing
- HTTP/HTTPS Proxy Server running on Network
- Firewall Blocking Traffic
- Data Feeds not Enabled or Started
- Bad URL Entry

Possible Resolutions:

- Ensure that the IDT server is connected to the Network at 1GbE
- Ensure that Date feeds are Enabled and Started
- On the IDT server make sure you can access the Internet (Browse to www.google.co.uk)
- If you see the error "problem with website security certificate" then they are using a proxy server and will require the required data feed URL's added to the permit list
- Disable Firewall, If Data feeds then work Firewall Blocking required traffic
- Test Data Feed URL's if they fail try using IP-address. If IP-address works then DNS issue
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

13. IDT Gateway/HDHomerun Channel Transmission Issues

Possible Causes:

- Channels “Bad signal or Weather conditions”
- DVB-T Channels on one MUX are now showing Black screen
- DVB-T Channels on one MUXs display “not transmitting”
- DVB-S Channel on one tuner now showing “not transmitting” or Black screen
- Channel using duplicate multicast address and port number.
- IGMP not configured correctly causing Multicast traffic to flood the network.

Possible Resolutions:

- Check signal strength/quality of Aerial and Satellite feeds
- Check connections from Gateway Tuners to Aerial/SAT MultiSwitch
- If DVB-S Channel and a new install check that the LNB/Multiswitch supports H/V polarisation both High and Low
- Ensure that the IDT Gateway is connected to the Network at 1GbE
- Check DVB coverage for that area using “<http://www.digitaluk.co.uk/coveragechecker/main/index/dummy/NA/yes>”
- Try tuning the channel using another tuner on the gateway
- If DVB-S channel check to see if settings are correct using “<https://en.kingofsat.net/>” or “<https://www.lyngsat.com/>”
- Hard Power Cycle the IDT Gateway
- DVB-T needs retuning due to Local Transmitter changes
- Disable channel to see if multicast address and port number is in use by another channel
- Ensure that IGMP Snooping and Querier are enabled and configured on the Switch
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

14. Unable to add New ENC-001 Encoder to IDT System

Possible Causes:

- Incorrect IP address for network
- Incorrect firmware
- Not connected to the same Subnet/VLAN as IDT Server
- Duplicate IP address
- “Incorrect User Name and Password”

Possible Resolutions:

- Check IP address assigned to the encoder
- Check installed firmware is correct for IDT
- Check that the encoder is connected to the same Subnet/VLAN as the IDT server
- If Encoder is attached to a different Subnet/VLAN make sure you can access the IDT server using Ping or the Admin UI to confirm route access
- Check Encoder Login Policy and set to default Authentication Type “Basic”
- Ensure that IGMP Snooping and Querier are enabled and configured on the network
- Ensure that the Network meets all the requirements in the IDT-Network-Considerations

Get In Touch

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