

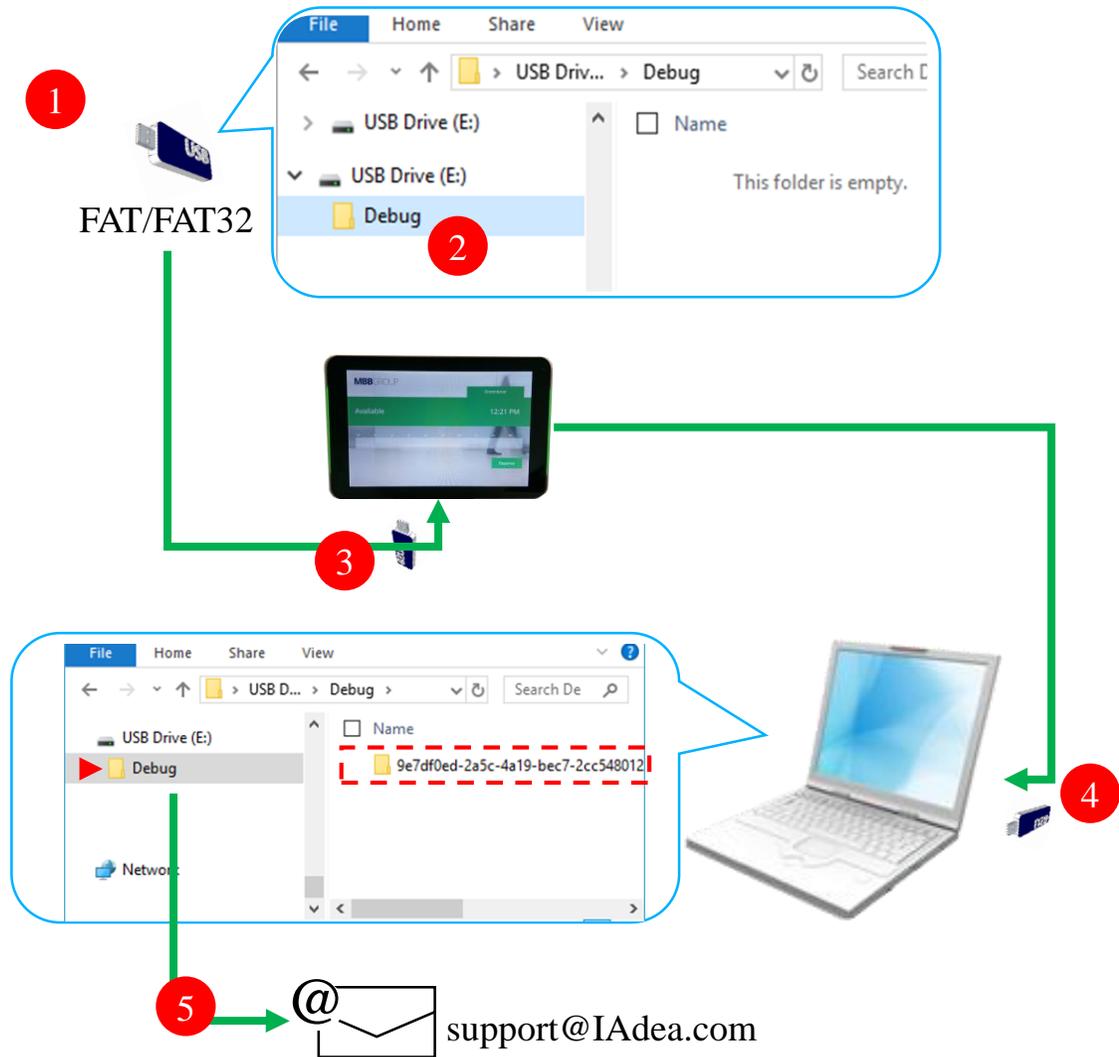
# IAdea Troubleshooting Guide

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# Troubleshooting Methods

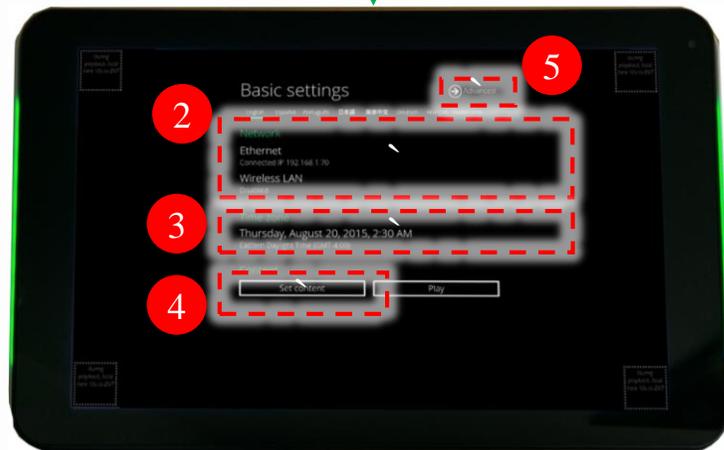
- Local troubleshooting
  - Collect debug log through USB drive
  - Use touch panel, USB mouse or USB with configuration file to change device settings
  - Reset device
- Remote troubleshooting
  - Issue troubleshooting ticket through IAdeaCare
  - Configure player through IAdeaCare
  - Clear device cache through IAdeaCare

# Local Troubleshooting – Collect Logs



- <https://support.iadea.com/hc/en-us/articles/213088926-Player-is-behaving-irregularly-how-do-I-provide-a-DEBUG-log-to-your-support-team->
  - 1 Prepare a blank USB stick in **FAT-32** format.
  - 2 Create a folder named "**DEBUG**" (case insensitive) in the **root DIR** of USB stick
  - 3 Insert USB stick into player and wait for **30 sec.** (Note, if device is not powered on, boot up the device and wait until it is operating before proceed to next step)
  - 4 Check the content within **DEBUG** folder on PC and you should see a **folder's name consists of a string of numbers.** If you see all zero's as the folder name then it means you removed USB stick from player too early. Please repeat step 1-4 again.
  - 5 Zip up the entire **DEBUG** folder and send to IAdea Support Team at support@IAdea.com

# Local Troubleshooting – Configuration



- 1 Long press any of 4 corners to get into basic configuration menu
- 2 Network configuration
  - When there shows no IP or does not move forward to playback
    - Configure Ethernet / WiFi
- 3 Time zone configuration
  - When time is incorrect
- 4 Set content
  - When displays nothing or stays at basic configuration menu
- 5 Advanced
  - Firmware update, proxy configuration, etc

# Local Troubleshooting – Reset Device

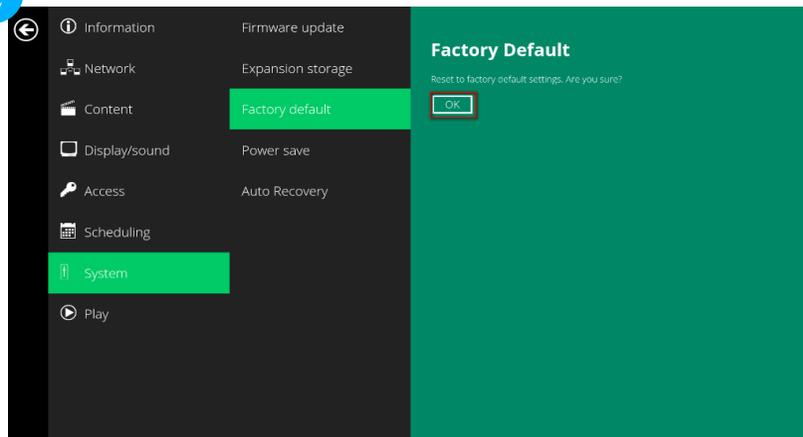
1



## 1 Reset direct on device

- When device cannot boot up or constantly reboot
  - Disconnect all power
  - Press-and-hold "Reset" button on the back of device
  - Power on device and keep holding Reset. When the Status light is blinking orange, *then* release the button.
  - Player will restore to its original factory state and reboot

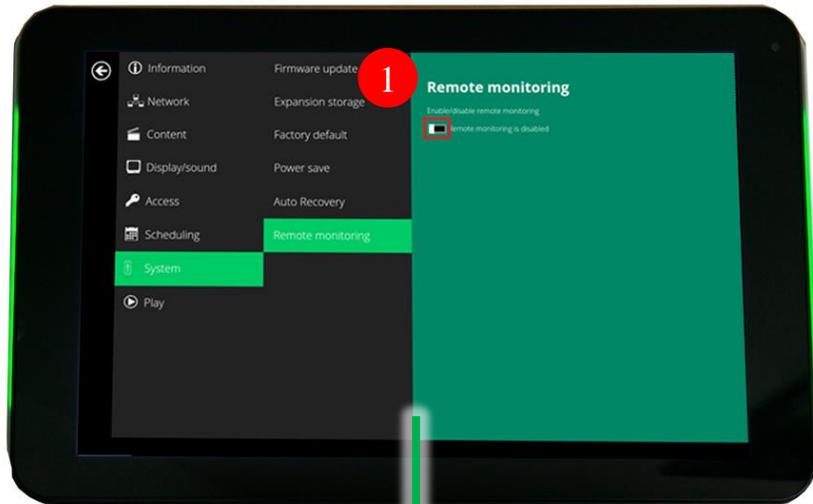
2



## 2 Reset from configuration menu

- Advanced -> System -> Factory default -> OK

# Enable Remote Monitoring

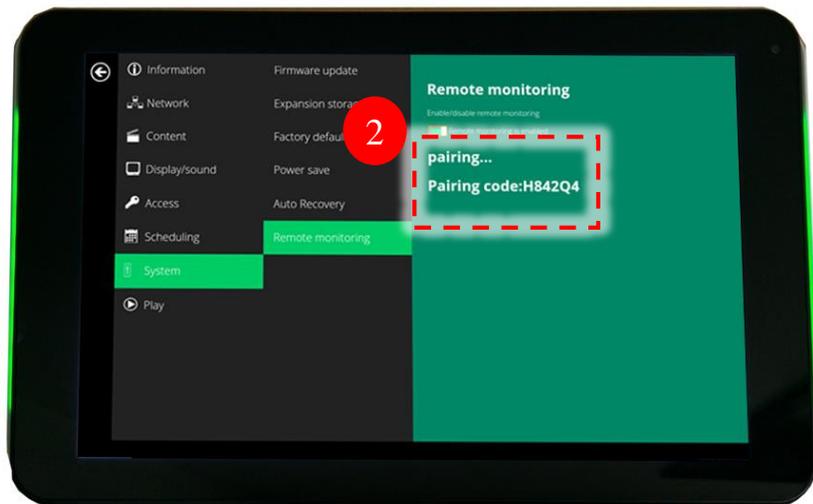


IAdea devices can be remotely monitored and configured through IAdeaCare service. For more information please refer to IAdea support web site at <https://support.IAdea.com>

1 From basic configuration page -> “Advanced” -> “System” -> “Remote monitoring” -> Enable remote monitoring

2 The status panel will show the connection status with IAdeaCare server

- Connected
- Paring code
  - This code will be used to pair the device to your IAdeaCare account
- Waiting for connection
  - Internet is not available or cannot connect to IAdeaCare service, please check device connection or network settings such as proxy or firewall
- Error message
  - Disable then enable remote monitoring service to see if it clears the error. If error status does not go away, please contact [support@IAdeaw.com](mailto:support@IAdeaw.com) for further troubleshooting



# Remote Troubleshooting – IAdeaCare

The screenshot displays the IAdeaCare web interface. On the left, a sidebar contains navigation icons for Home, Settings, Log, and Help. The main content area is divided into two sections: 'General' and 'Network'. The 'General' section shows device details for 'Irvine office (2cc548024213)', including model (XDS-1078), MAC address, firmware version (1.2.88.587), and remote monitoring APK version (1.0.83). The 'Network' section shows Wi-Fi connection details for SSID 'SixGoodGuys', IP address '192.168.11.115', gateway '192.168.11.1', netmask '255.255.255.0', and DNS '1: 192.168.11.1'. A 'Troubleshoot' modal window is open in the foreground, containing a 'Subject' field with 'Troubleshoot demo', an 'Issue Description' text area with 'Message delivers to IAdea support', 'Symptom' dropdown set to 'others', and 'Frequency' dropdown set to 'unknown'. The 'Monitor device(s)' field lists 'IAdeaDoor-A'. A red dashed box highlights the 'Troubleshoot' button in the sidebar (marked with a red '1') and the 'Next >' button in the modal window (marked with a red '2').

- 1 Login to IAdeaCare and click into the device you would like to troubleshoot
- 2 Brief us the problem then hit “Next”
- 3 IAdea support will receive a support ticket and we will reply with solution



# Remote Troubleshooting – Changing Config

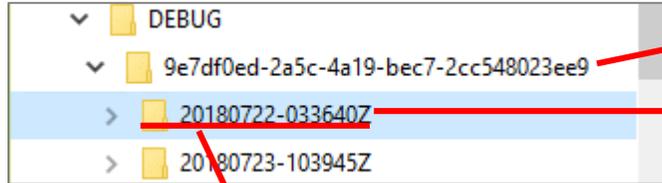
The screenshot displays the IAdeaCare web interface. On the left, a sidebar contains navigation icons for Home, Settings, Log, and Help. The main area shows a device status card for 'EMS' with a 'Reserve' button. Below this is a 'Last screen capture time' section. A red dashed box highlights the 'Basic configuration' button, with a red circle containing the number '1' next to it. To the right, the 'General' and 'Network' sections provide device details. A second red dashed box highlights the 'Content URL' field in the 'Basic configuration' dialog, with a red circle containing the number '2' next to it. The dialog also shows fields for 'Player name', 'Time zone', 'Output resolution', 'Display orientation', 'USB debugging', 'TCP debugging', 'Enable daily reboot', and 'Daily reboot time'.

**1** Login to IAdeaCare and click into the device you would like to change configuration

**2** Click Basic configuration and modify content URL

- 1 Login to IAdeaCare and click into the device you would like to change configuration
- 2 Click Basic configuration and modify content URL

# Local Troubleshooting – Collect Logs



-Debug message will be separated into folders by device ID  
-Debug message will also be categorized by date  
-Tips: you can use single USB to collect multiple player's logs at once

Name	Size	Date modified	Type
active_smil.xml		8/1/2018 11:38 AM	XML File
df.info		8/1/2018 11:38 AM	INFO File
dmesg		8/1/2018 11:38 AM	File
event.xml		8/1/2018 11:38 AM	XML File
fs.info		8/1/2018 11:38 AM	INFO File
getprop.info		8/1/2018 11:38 AM	INFO File
if.info		8/1/2018 11:38 AM	INFO File
logcat		8/1/2018 11:38 AM	File
logcat_radio		8/1/2018 11:38 AM	File
memory.info		8/1/2018 11:38 AM	INFO File
part.info		8/1/2018 11:38 AM	INFO File
playlog.xml		8/1/2018 11:38 AM	XML File
ps.info		8/1/2018 11:38 AM	INFO File
stat_mnt_ext.info		8/1/2018 11:38 AM	INFO File

-Logs under this folder is mostly for IDea engineer to analyze

# Thank you

[Support@IAdea.com](mailto:Support@IAdea.com)