



# Vizrt iNEWS Command Plug-in Administrator Guide

Version 3.0



## iNews Command Plugin





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# 1 Introduction

Avid has provided a Graphic Device Service plug-in SDK for their MediaCentral® | Command system, which Vizrt has used to create a plug-in for basic playout of Viz Pilot and Viz Trio graphics.

This guide describes integration of the Vizrt iNEWS Command Plug-in with Avid's MediaCentral® | Command workstation. In addition, it describes how to use MediaCentral® | Command to achieve a basic Vizrt graphics workflow.

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## 1.1 Related Documents

For complementary information, see the following documents:

- *Avid MediaCentral® | Command Installation and Configuration Guide*: How to install and configure the Avid MediaCentral® | Command workstation.
  - *Viz Engine Administrator Guide*: How to setup Viz Engine as an output channel.
  - *Viz Pilot User Guide*: How to install, configure and use Viz Pilot.
  - *Viz Template Wizard User Guide*: How to create templates, assign template variants to categories, and categories to channels for multiple output channel playout.
  - *Viz Trio User Guide*: How to install, configure and use Viz Trio.
- 

## 1.2 Feedback And Suggestions

We welcome your feedback and suggestions regarding Vizrt products and this documentation.

To give feedback and/or suggestions, please contact your local Vizrt customer support team at <http://www.vizrt.com>.

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## 1.3 Legal

### 1.3.1 Trademarks

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- Avid iNEWS® is a trademark or registered trademark of Avid Technology, Inc. or its subsidiaries in the United States and/or other countries.

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## 2 Installation And Configuration

This section describes the basic steps you need to perform in order to successfully integrate your Vizrt graphics workflow with Avid's MediaCentral® | Command and how to configure Viz Pilot in order to operate multiple output channels.

The following sections describe how to install and configure Vizrt's iNEWS Command Plug-in and Viz Pilot/Viz Trio with Avid MediaCentral® | Command.

This section contains information on the following topics:

- [Requirements](#)
  - [Licensing Information](#)
  - [Installation](#)
  - [Configuration](#)
  - [Output Configuration](#)
- 

### 2.1 Requirements

#### 2.1.1 Vizrt iNEWS Command Plug-in Version 3.0.2

The following software requirements must be met in order to successfully install, configure and use the Vizrt iNEWS Command Plug-in version 3.0.2:

- Avid MediaCentral® | Command version 2020.9.1 or later.
- Media Sequencer version 5.3.3 or later.
- Pilot Data Server 8.5.1 or later.
- Viz Artist 3.14 or later viz 3 version, or Viz Artist 4.2 or later viz 4 version.
- Viz Pilot 8.6.0 or later.
- Viz Preview Server 4.4 or later.
- Viz Trio 3.2.4 or later.

#### 2.1.2 Vizrt iNEWS Command Plug-in Version 3.0.1

The following software requirements must be met in order to successfully install, configure and use the Vizrt iNEWS Command Plug-in version 3.0.1:

- Avid iNEWS Command version 3.7.0.14 or later.
- Media Sequencer version 4.0 or later.
- Pilot Data Server 7.1 or later.
- Viz Artist 3.8.2 or later.
- Viz Pilot 7.1 or later.
- Viz Preview Server 3.0 or later.
- Viz Trio 3.1 or later.

### 2.1.3 Vizrt iNEWS Command Plug-in Version 3.0

The following software requirements must be met in order to successfully install, configure and use the Vizrt iNEWS Command Plug-in version 3.0.0:

- Avid iNEWS Command version 3.4.4.2 or later.
- Media Sequencer version 3.1.1 or later.
- Pilot Data Server 6.0 or later.
- Viz Artist 3.8.2 or later.
- Viz Pilot 6.1 or later.
- Viz Preview Server 3.0 or later.
- Viz Trio 3.1 or later.

**Note:** It is recommended to upgrade the plug-in to the latest released version and follow the requirements for this version.

---

## 2.2 Licensing Information

License information for third-party software used by the Vizrt iNEWS Command Plug-in becomes available when clicking the *Licensing information* button on the *Vizrt Plug-in Settings* tab in the Avid Service Configuration.

---

## 2.3 Installation

This section describes how to install the software necessary to integrate your Vizrt graphics workflow with Avid's MediaCentral® | Command:

- [Prerequisites](#)
- [Installation of the Vizrt iNEWS Command Plug-in](#)

### 2.3.1 Prerequisites

The Vizrt Avid iNEWS Command plugin requires the following server and client side installation:

- Avid MediaCentral® | Command server installation with Avid Service Framework.
- Avid MediaCentral® | Command client with an Avid Graphic Device Service 01.

Make sure that the client installation of Avid MediaCentral® | Command is completed on the machine.

If you are running a firewall, you should open it and allow the *Avid Graphic Device Service 01* to be allowed for all networks.

The Graphic Device Service (GDS) should not run on the same machine as the Avid MediaCentral® | Command Server. This setup can lead to problems with redundancy, because the GDS is not a redundant service, and would fail if the MediaCentral® | Command Server failed.



**Note:** A client version of Avid Service Framework is required for the Avid MediaCentral® | Command client install.

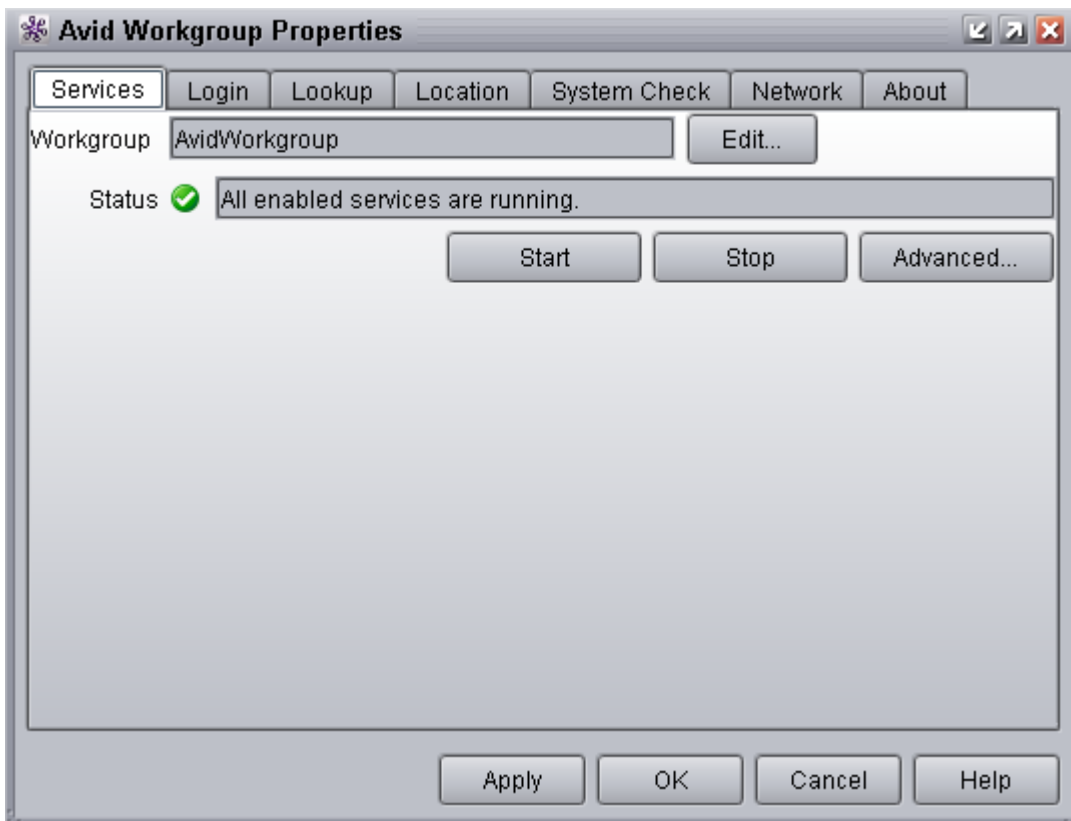
## 2.3.2 Installation of the Vizrt iNEWS Command Plug-in

### To Install the Vizrt iNEWS Command Plug-in

Run the *VizrtiNewsCommandPlugin-<major.minor>.msi* file.

### To Re-start All Services

1. Open the [Avid Workgroup Properties](#) application.
2. Click the **Stop** button.
3. Click the **Start** button.



## 2.4 Configuration

This section describes how to successfully configure the integration between your Vizrt graphics workflow and Avid MediaCentral® | Command:

- [Configuration for iNEWS® and Viz Pilot Plug-in](#)

- [Configuration of Viz Pilot Edge](#)
- [Configuration of the Playout Profile in Viz Pilot and Viz Trio](#)
- [Configuration of the Vizrt iNEWS Command Plug-in](#)
- [Configuration of Avid MediaCentral® | Command workstation](#)

## 2.4.1 Configuration for iNEWS® and Viz Pilot Plug-in

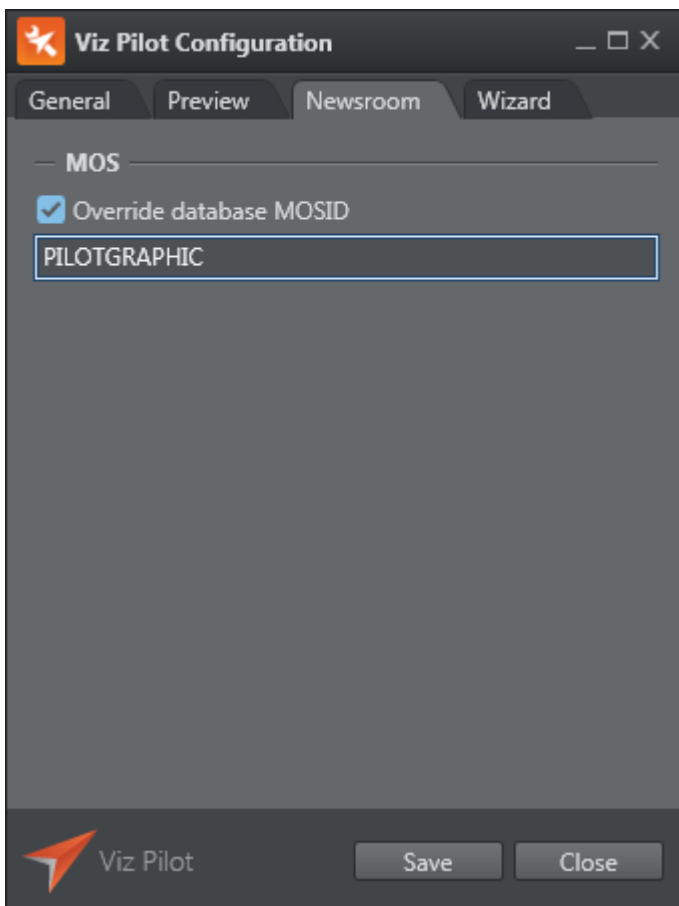
This chapter contains configuration for [Star CG Syntax](#) elements and elements dragged from Viz Pilot ([MOS Syntax](#) elements).

**Note:** The configuration for SYSTEM/MAP is common for both Star CG Syntax and elements dragged from VCPTemplateFiller.

### SYSTEM/MOS-MAP

Using Viz Pilot from iNews requires you to configure the device name the elements that are dragged and dropped from this control should be attached to.

Do this by mapping the MOS ID. The MOS ID used is configured using the Viz Pilot configuration. If no MOS ID is specified, it defaults to *PILOT*.



After setting the MOS ID the VCPTemplateFiller uses, mapping from MOS ID to device name is done in iNews SYSTEM/MOS-MAP. The illustration below shows a SYSTEM/MOS-MAP that maps the MOS ID *PILOTGRAPHIC* to *pilotdev*.

SLUG	CREATED	MODIFIED	BY	TIM
MOS-MAP	20.09.2001 17:23:44	20.05.2015 19:1	avid	0:

```

PILOT pilotmos
MOSART mosart
PILOTGRAPHIC pilotdev

```

## SYSTEM/MAP

Configuration in SYSTEM/MAP is required to use an iNews rundown with Avid MediaCentral® Command. In the illustration below we see that for rundown *show.cfl.rundown* the device named *pilotdev* is configured, using the default channel for *\*cg* elements.

```

; Show: cfl (using monitor number 303)
show.cfl.rundown show.cfl - monitor 2359
wnasvr mseteam - command-master
video VideoGroup - VideoEmuChannel ;
cg pilotdev - X VCP no;
;

```

The style in the example is set to *VCP*. This bases star *cg* elements entered into this rundown on the templates of the Pilot external ID feed.

To instead base the hand-entered elements of the rundown on templates from a Viz Trio show, set the path of the show, including the shown name.

The example shown below shows Viz Trio with the show *commandshow* in the folder */shows/moreShows/*. The style to set in iNews SYSTEM/MAP is then */shows/moreShows/commandshow*



In the illustration below we see that for rundown `show.cfl.rundown4` the above mentioned show is configured as the 'template pool' for star `cg` syntax elements.

```
; Show: cfl (using monitor number 337)
show.cfl.rundown4 show.cfl - monitor 2359
wnasvr command3server - command-master
video VideoGroup - VideoEmuChannel ;
cg pilotdev - X /shows/moreShows/commandshow no;
```

**Note:** 'No' denotes that style check is off. Please refer to the Configuring Style section for details on this setting.

## 2.4.2 Configuration of Viz Pilot Edge

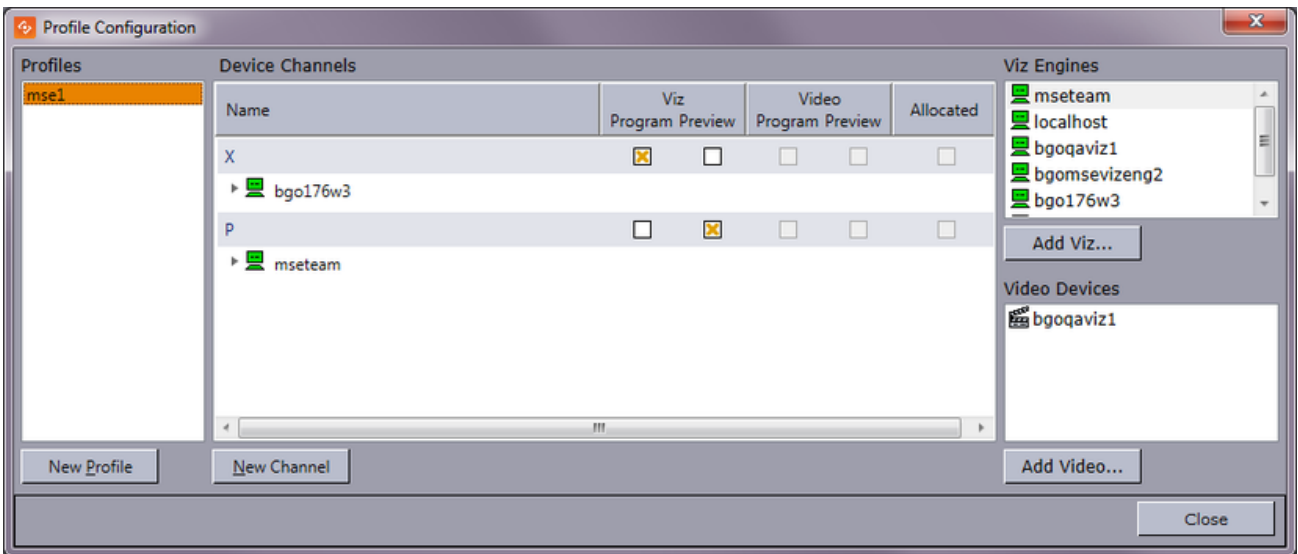
If Viz Pilot Edge is used as plug-in in the newsroom, then the MOS ID can be set as a query parameter to the URL. This URL is set when installing Show Edge. In the following example, *mosid* is set to *pilotgraphic*: <http://bgo-msecommanddev:8177/app/pilotedge/PilotEdge.html?mosid=pilotgraphic>

**Note:** The query parameter name *mosid* is case sensitive and must be written in lowercase letters.

## 2.4.3 Configuration of the Playout Profile in Viz Pilot and Viz Trio

The playout profile you want to use for the Vizrt iNEWS Command Plug-in must be configured in Viz Pilot or Viz Trio. In the illustration below, a profile named *mse1* is configured with channel *X* for program and channel *P* for preview.

It is possible to configure the system for MultiChannel playout, see [Avid MediaCentral® | Command Channel Switching and Playout](#).

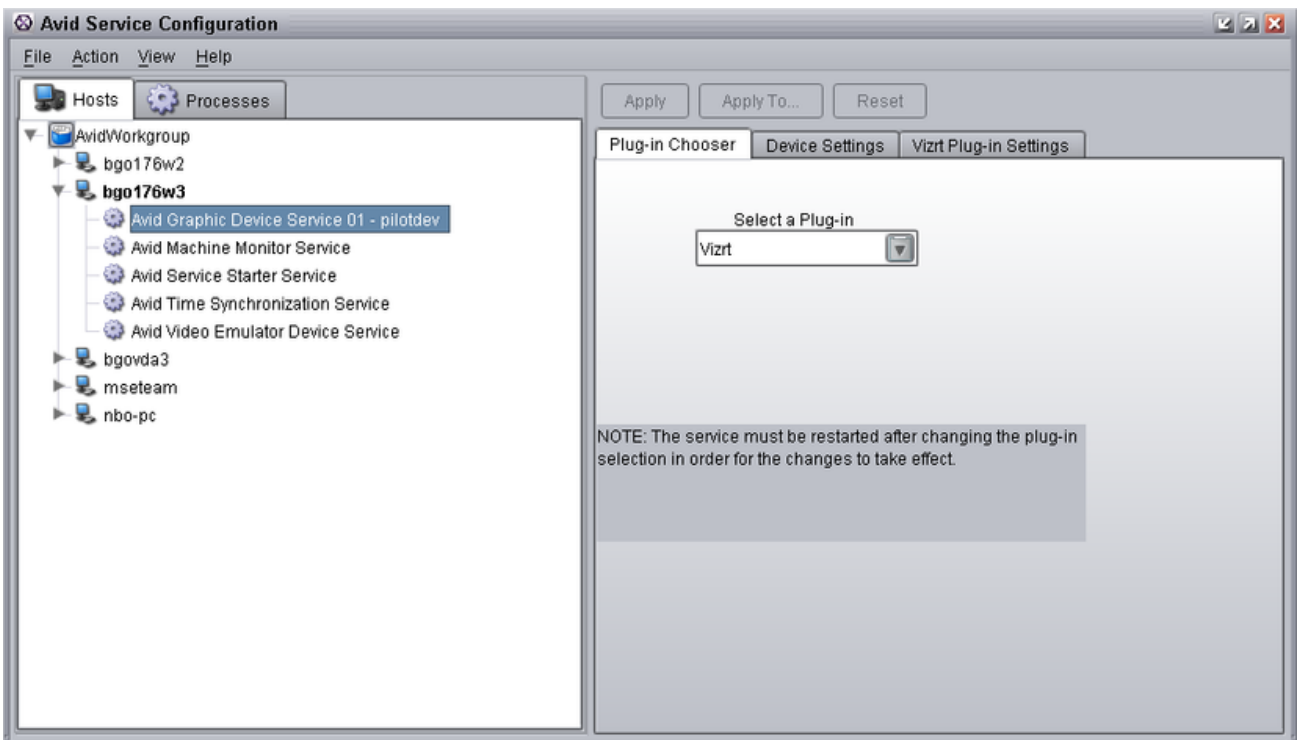


### 2.4.4 Configuration of the Vizrt iNEWS Command Plug-in

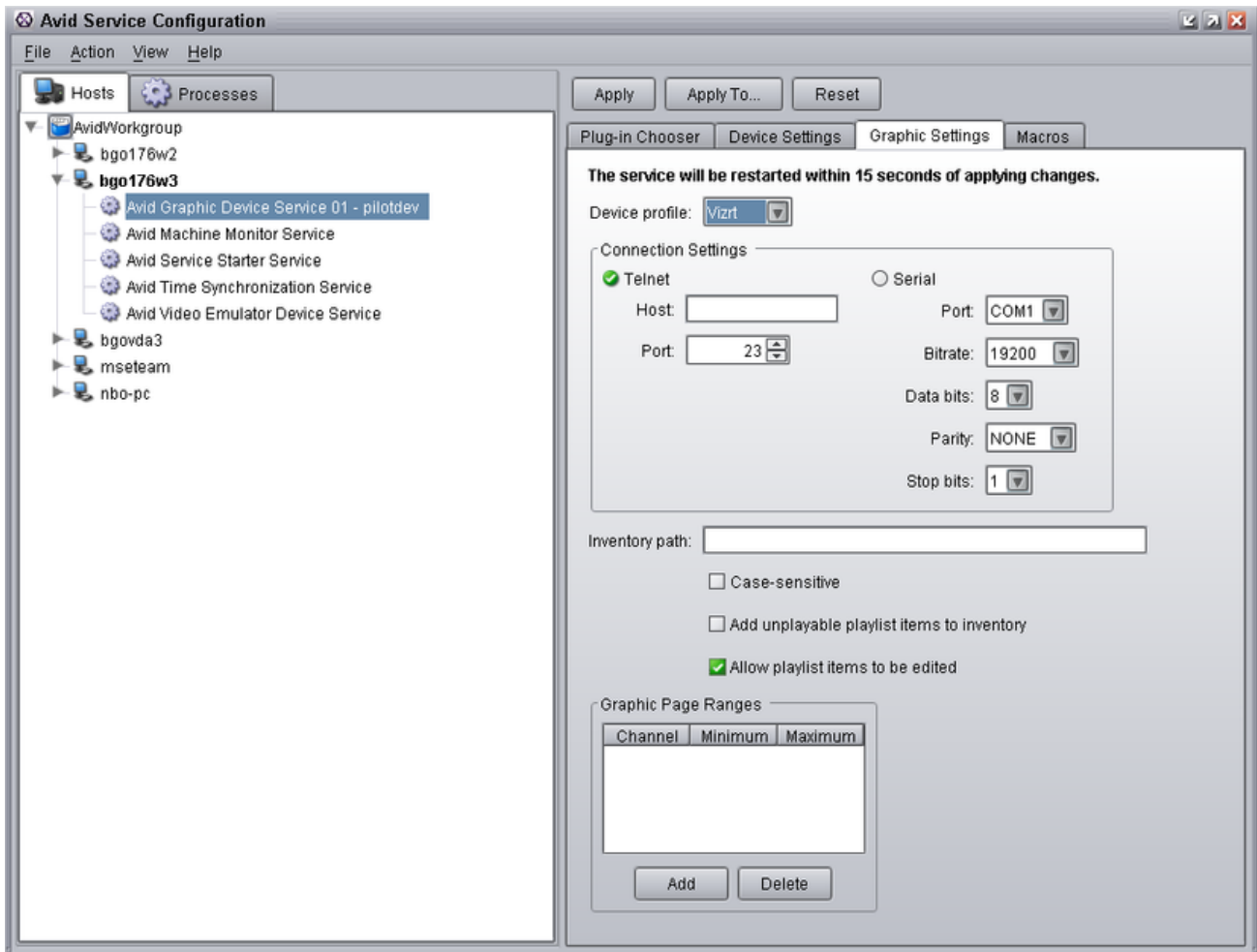
The Vizrt iNEWS Command Plug-in can be configured using the [Avid Service Configuration](#) application.

Open **Avid Service Configuration > MACHINE NAME** (with the graphic service) > **Graphic Device Service**.

On the *Plug-In Chooser* page, make sure the plug-in selected is set to *Vizrt*.



On the *Graphic Settings* page, choose device profile *Vizrt* (note that this tab is only available when the graphic device service has been recently installed).



Click **Apply**. The service/plug-in restarts for the changes to take effect.

**Note:** If the service does not restart automatically (usually within 15 seconds), open the [Avid Workgroup Properties](#) application and restart all services by clicking **Stop**, and then **Start**.

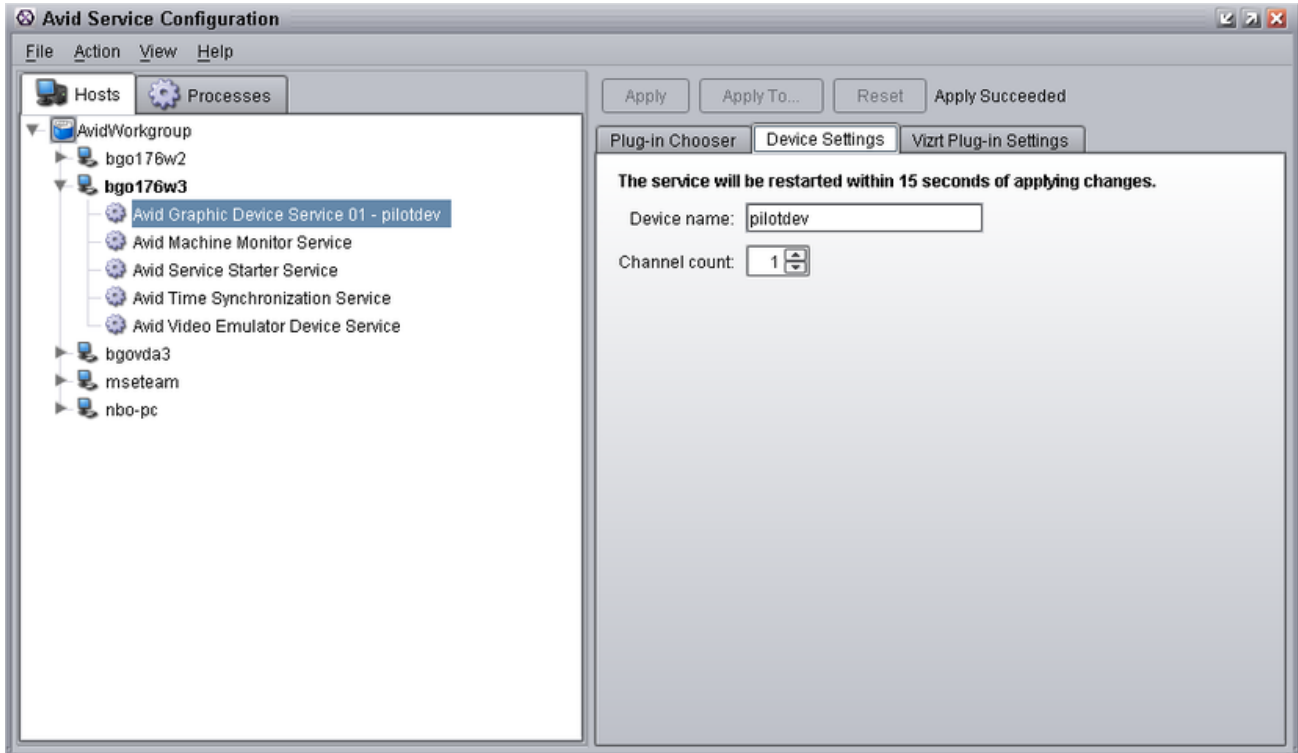
## Setting the Device Name and Channel Count

Open the plug-in configuration again (Open **Avid Service Configuration** > **MACHINE NAME** (with the graphic service) > **Graphic Device Service**). Select the *Device Settings* tab.

Specify the Device Name. The device name is the value we specified in SYSTEM/MOS-MAP and/or SYSTEM/MAP. In this example 'pilotdev'. In Avid Service Configuration the selected graphics device service is also post-fixed with the device name (in this example *Avid Graphic Device Service 01 - pilotdev*).

Specify the number of channels. This number is the number of *program channels*.

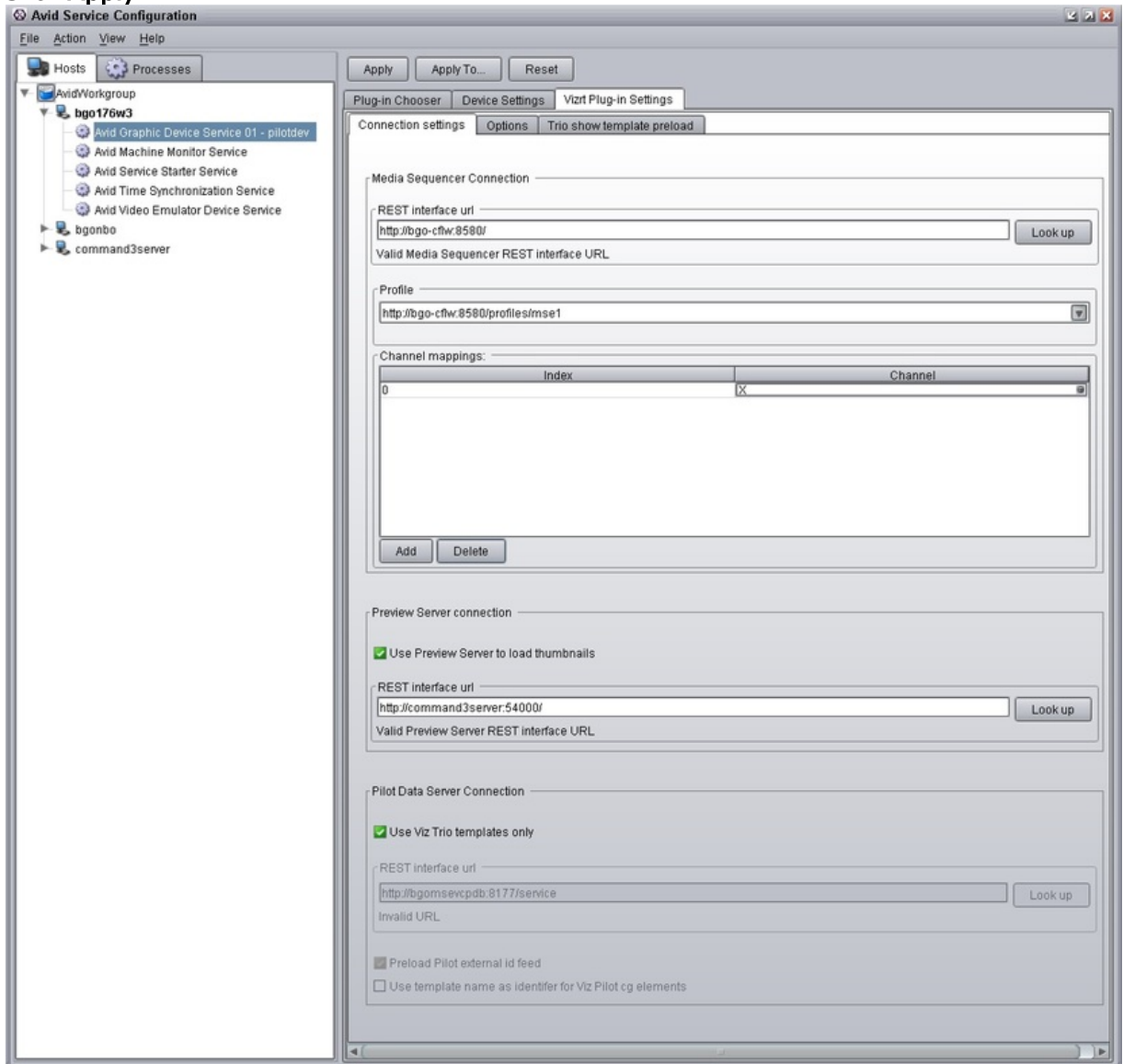
Click **Apply**. The service/plug-in restarts for the changes to take effect.



## Specifying the Media Sequencer and the Profile

1. Open the plug-in configuration again (Open **Avid Service Configuration > MACHINE NAME** (with the graphic service) > **Graphic Device Service**).
2. Select the **Vizrt Plug-in Settings > Connection Settings** tab.
3. Specify the URL to the Media Sequencer service document from the Media Sequencer REST interface. This URL is <http://HOSTNAME:port/> where the port is 8580 (unless the Media Sequencer has been set up using a port other than the default).
4. Click **Look up**.
5. Select the profile from the Profile drop-down.
6. Map the channel indices to the correct channel name. The indexing begins on 0. In this example, we specified 1 and only one channel will be available, the channel with index 0. Select X for this channel.

7. Click **Apply**.



**Note:** The number of channels in the *Channel mappings* list must equal the *Channel count* number specified on the *Device Settings* tab.

## 2.4.5 Configuration of Avid MediaCentral® | Command workstation

Avid MediaCentral®| Command must be set up with correct settings.

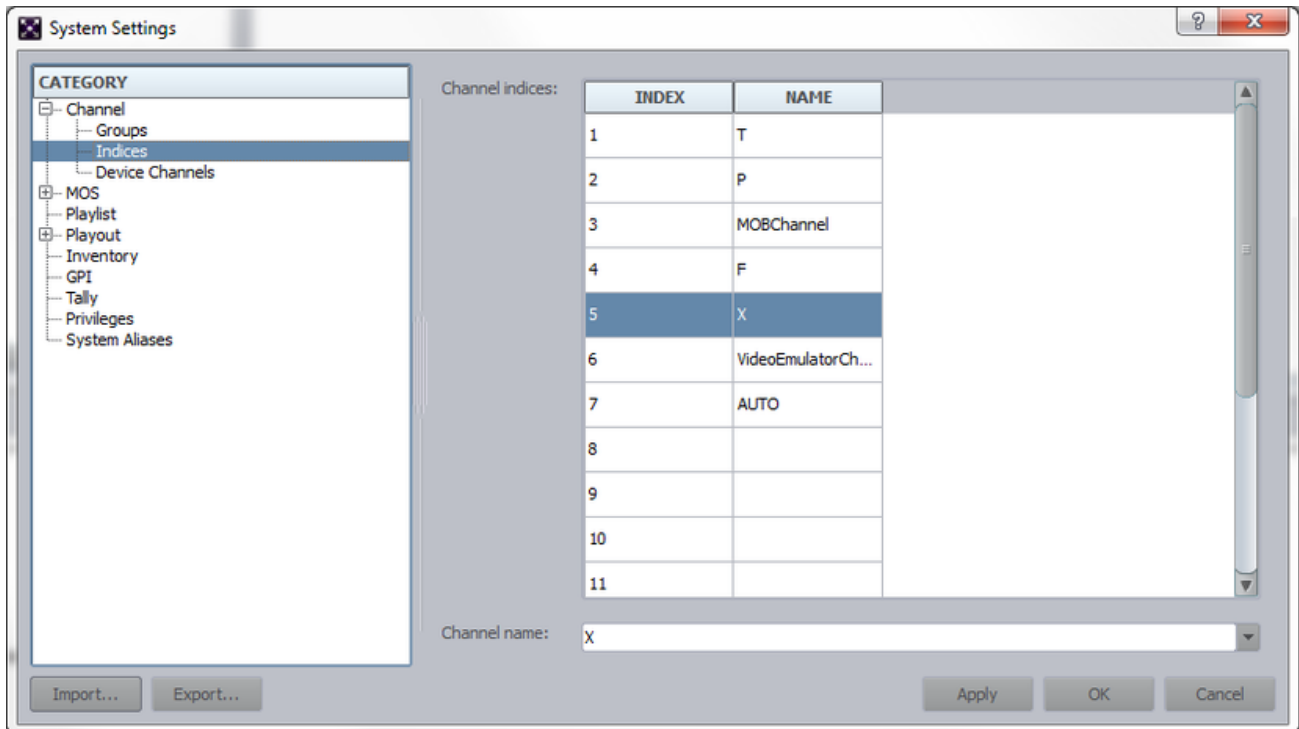
### Configuring Playout Channel

Select **Tools > System Settings > Channel > Indices**. Add one or more playout channels to this list.

In the illustration below, the playout channel X has the index 5.



Click **Apply**.



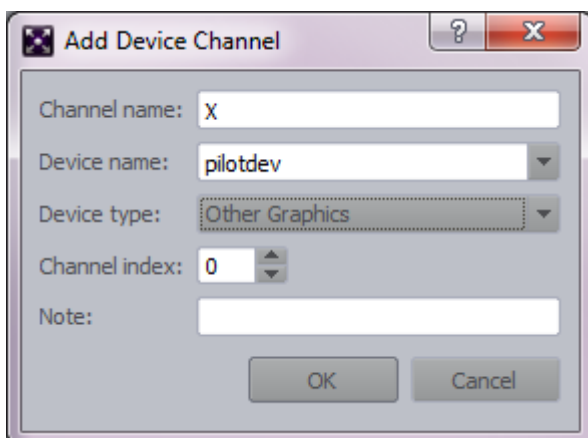
## Configuring Device Channel

Open Avid MediaCentral®| Command. Select **Tools > System Settings > Channel > Device Channels**.

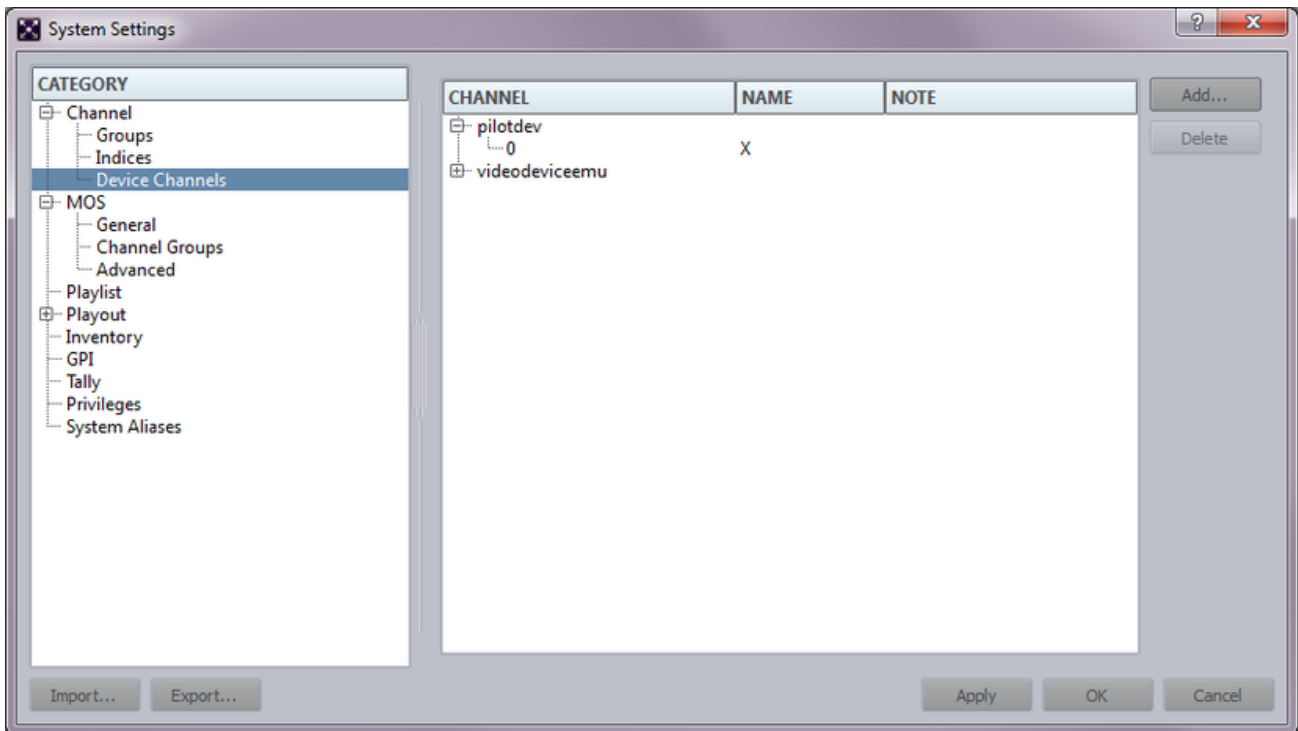
Click the **Add** button and add the playout channel to the device name. Remember that the device name is the name of the Graphic Device Service (in our example, the device name is *pilotdev*). Enter the device name (you can write into the drop-down component). The channel we want to add is *X*. Use *Other Graphics* as Device type.

Click **OK**. Click **Apply**.

If you want to add more channels to the device name, the channel index must be incremented.

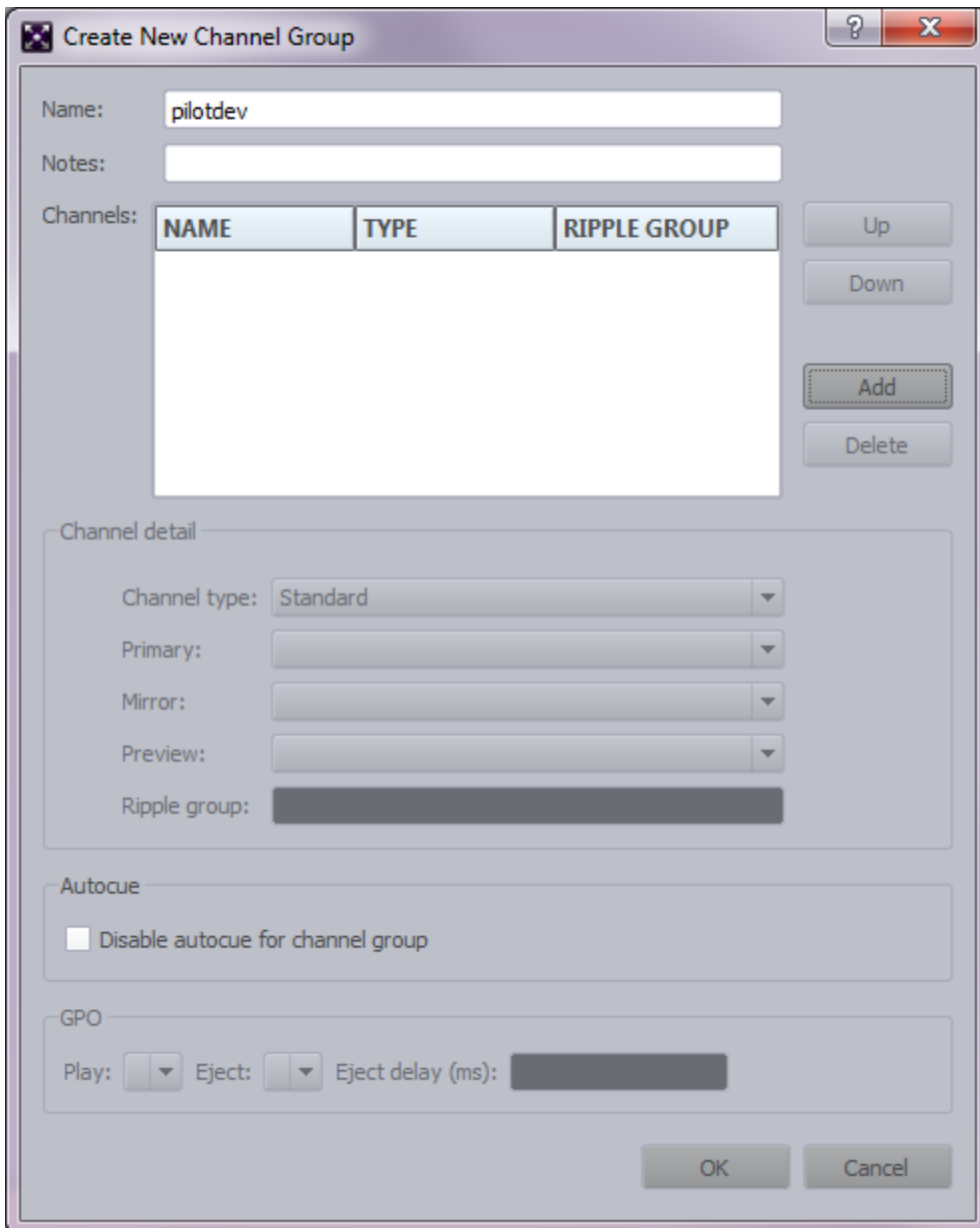


The illustration below shows the playout channel *X* added to device *pilotdev* on index *0*.

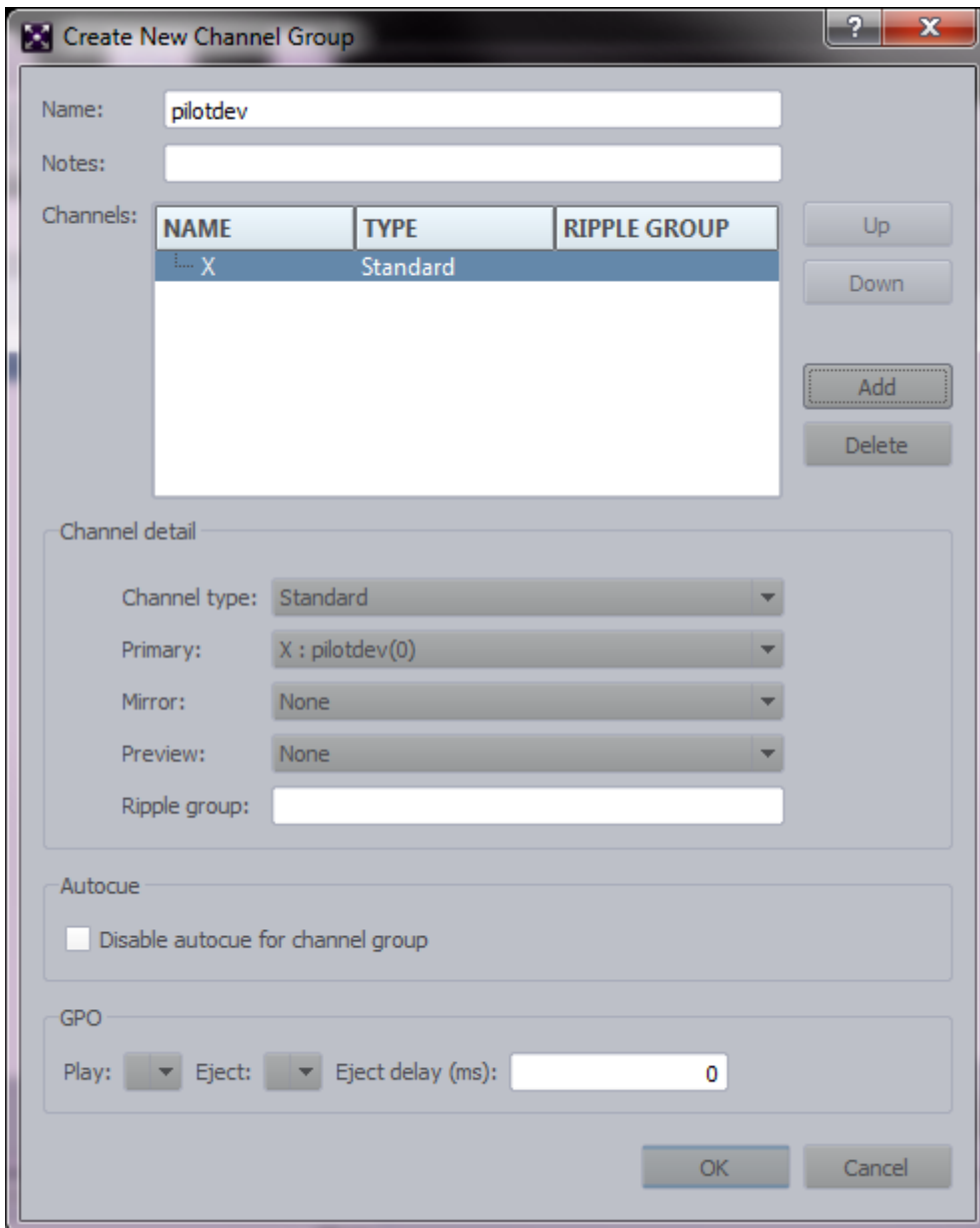


## Configuring Channel Group

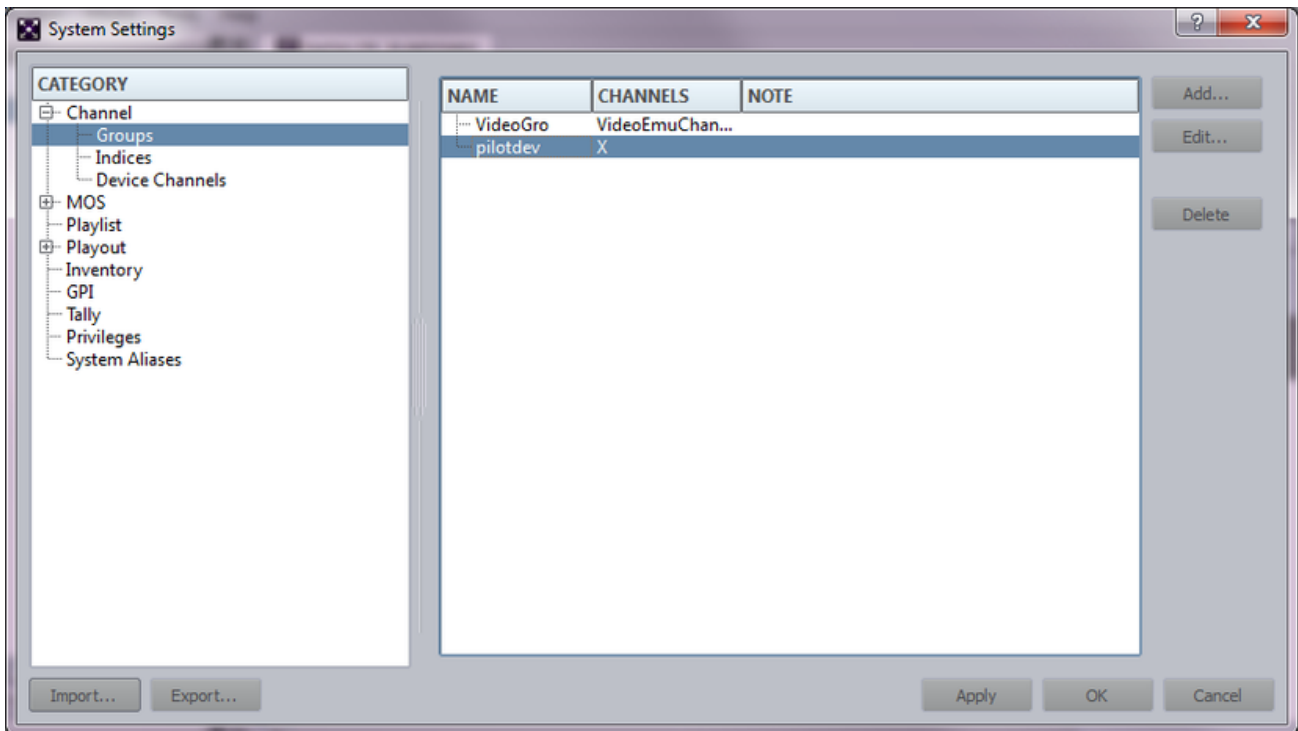
Open Avid MediaCentral®| Command. Select **System Settings > Channel > Groups**, and click the **Add** button. Provide a name for the channel group.



Click the **Add** button for adding a playout channel to the channel group. In the illustration below the channel X (on device *pilotdev*- using index 0) is selected.



Click **OK**. Then click the **Apply** button in the System Settings window. The illustration below shows that the group *pilotdev* is added and has one channel named *X*.



### See Also

- [Viz Pilot User Guide](#)
- [Viz Trio User Guide](#)

## 2.5 Output Configuration

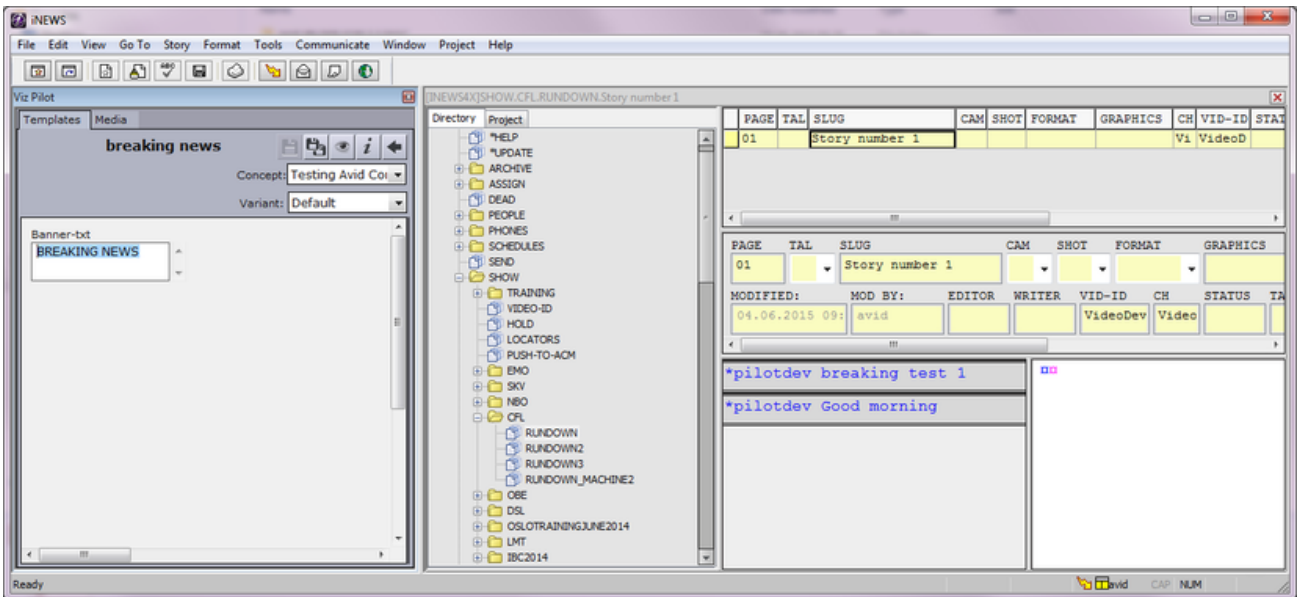
To play out Vizrt graphics you need one or several Viz Engines depending on your use case.

This section describes how to configure the output channel(s) in order to play out graphics from the Avid MediaCentral® | Command workstation.

This section contains information on the following topics:

- [To Create an iNEWS Playlist Containing Vizrt Graphics](#)
- [To Configure an Output Channel](#)
- [To Configure Multiple Output Channels](#)

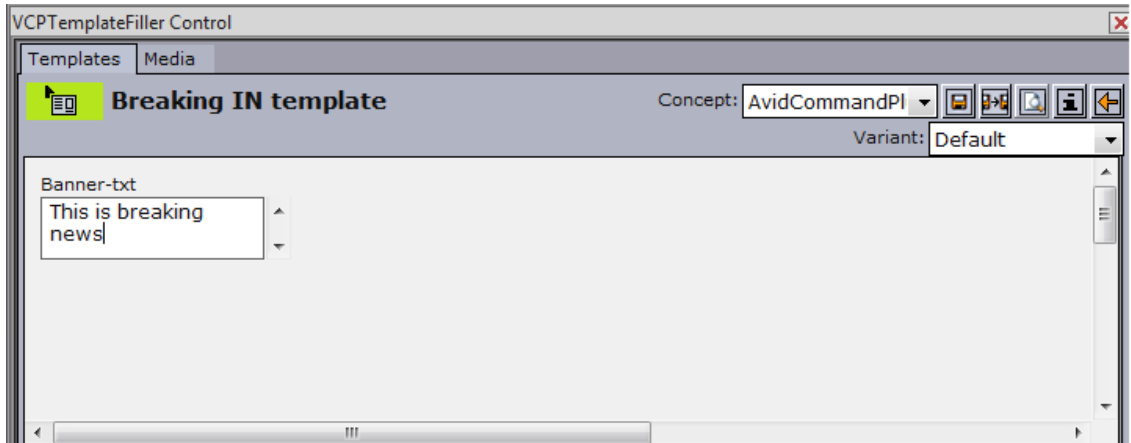
## 2.5.1 To Create an iNEWS Playlist Containing Vizrt Graphics



1. Create and configure a new playlist in iNEWS.
2. Add your stories to the new playlist.
3. Open a story for editing.
4. Start Viz Pilot Newsroom Component (**Tools > Plugins > VCPTemplateFiller Control**).

**Note:** VCPTemplateFiller Control is called Viz Pilot.

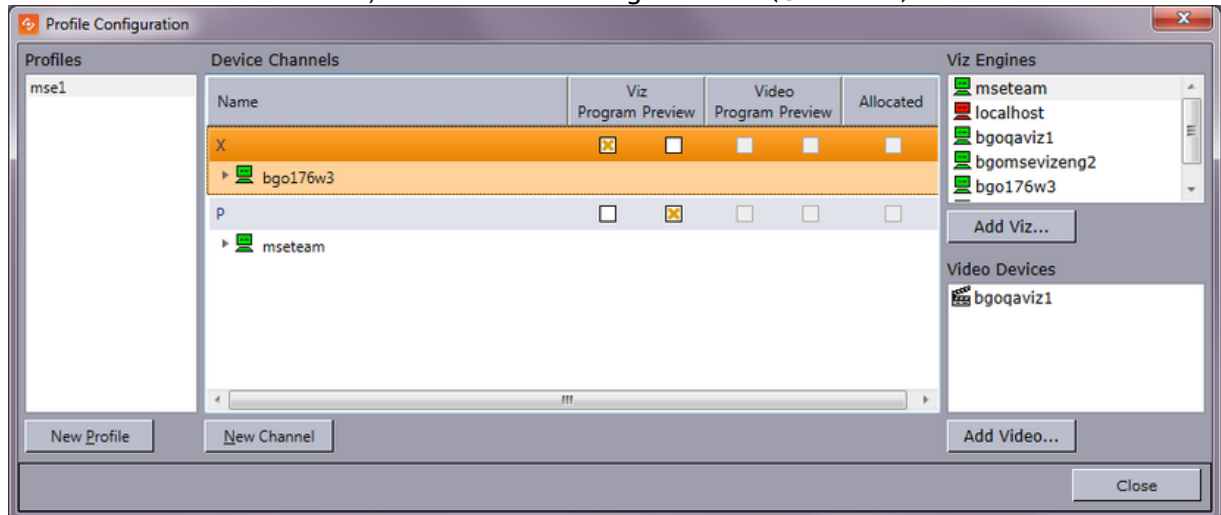
- This starts Viz Pilot.



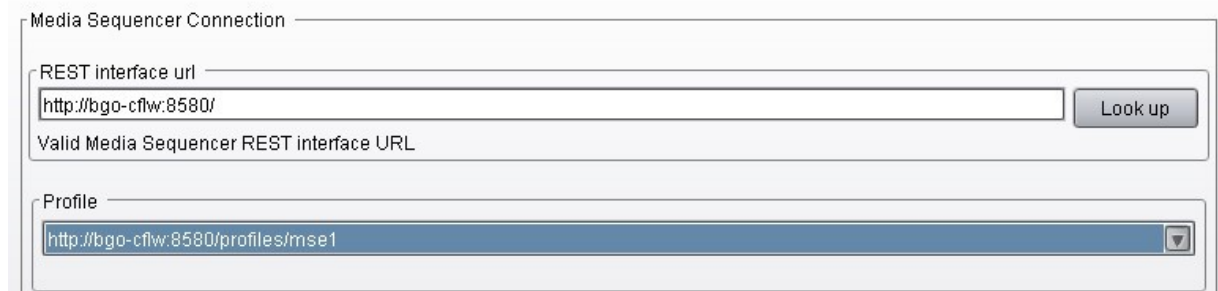
5. Open a template, make the necessary changes and save it as a new data element.
6. Drag and drop the element into your story. Data elements can be added from the Template editor and data element list.
7. Monitor and load the playlist to see it in Avid MediaCentral® | Command.

## 2.5.2 To Configure an Output Channel

1. Start the Media Sequencer you have configured for Avid MediaCentral® | Command.
2. Start the Viz Engine(s) you will use as your output channel(s).
3. Start Viz Pilot (or Viz Director from Viz Pilot 6.1 and onwards).
4. From Viz Pilot's Tools menu, select Profile Configuration... (**CTRL + M**).



5. Add a new profile.
6. Add a new channel (for example X).
7. Add the Viz Engine you will use as your output channel.
8. Drag the newly added Viz Engine onto the newly created channel.
9. Start the Avid Service Configuration tool installed on the Media Sequencer machine.
10. Select the graphic device and under the **Vizrt Plug-in Settings**, click the **Look up** button.



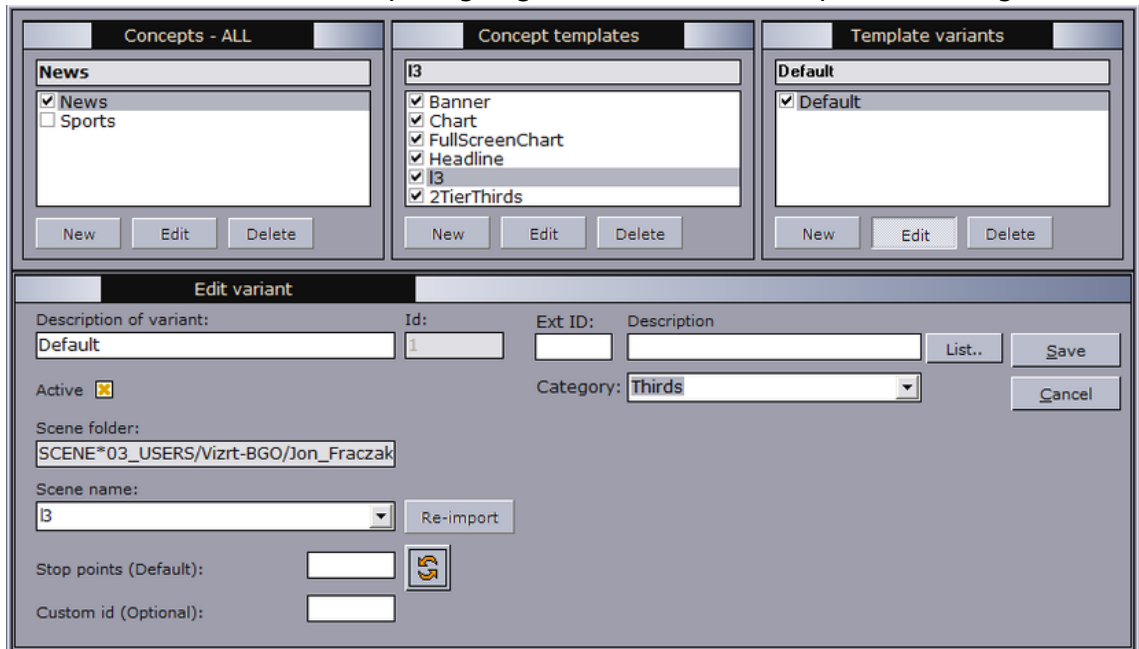
11. Select the profile you just created, and click **Apply**.

## 2.5.3 To Configure Multiple Output Channels

**Note:** This procedure only applies to [Auto Channel](#) configurations.

1. Start Viz Template Wizard.
2. From the Tools menu, select **Categories and Channels**.
3. In the Categories and Channels dialog box do the following:
  - Define the categories (for example FullScreen and Thirds).
  - Define the channels (for example X and P).

- Define the custom channels by assigning a channel to the newly created categories.



4. From the Tools menu, select **Template Manager** (requires a running Viz Engine).
5. Select and edit a template variant and set a category for it.
6. Click **Save**.
7. Start Viz Pilot.
8. Repeat the procedure above ([To Configure an Output Channel](#)); however, this time add two channels with the channel names defined in Viz Template Wizard (for example *X* and *P*).

**See Also**

- [Avid MediaCentral® | Command Channel Switching and Playout](#)
- [Viz Pilot User Guide](#)
- The **Template Wizard** section in the [Viz Pilot User Guide](#)



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## 3 Getting Started

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### 3.1 Plug-In Usage

After having installed and configured the Vizrt iNEWS Command Plug-in (see [Installation and Configuration](#)), the plug-in is ready to be used.

The playlist can either be created in iNEWS by dragging elements from Viz Pilot (see [MOS Syntax](#)), or by entering elements directly with the *\*cg* method (see [Star CG Syntax](#)). When you start the monitor on the playlist, it becomes visible in Avid MediaCentral® | Command.

When the user locks the channel group, the plug-in, if configured, sends an initialize command to the Media Sequencer.

On cue of an element, the read operation is sent to the Media Sequencer. This causes a preview to be made of that element on the preview channel that has been configured (if any).

On play of an element, the take operation is sent to the server. This causes the element to be played on the program channel.

#### See Also

- [Troubleshooting](#)

---

## 4 Features

This section contains information on the following topics:

- [Star CG Syntax](#)
- [MOS Syntax](#)
- [Thumbnails](#)
- [Avid MediaCentral® | Command Channel Switching and Playout](#)
- [Stop-point Count-down](#)
- [Timed Playout](#)
- [Initialize on Viz Engine](#)
- [Preview](#)

---

### 4.1 Star CG Syntax

In this version of the Vizrt iNEWS Command Plug-in, elements are either added as *\*cg* elements, or they are added from Viz Pilot (explained in [MOS Syntax](#)). This section describes how to use *\*cg* syntax in the Vizrt iNEWS Command Plug-in. The *\*cg* syntax makes it possible to map a *\*cg* code to an Viz Pilot external template ID or a Viz Trio show template.

This section contains information on the following topics:

- [Configuration](#)
- [Inventory](#)
- [Providing an External ID for a Template](#)
- [Add Star CG Element to Story in iNEWS](#)
- [Star CG and Combo Templates](#)
- [Edit CG Element Data Using Avid MediaCentral® | Command](#)
- [Known Limitations for CG Elements](#)

#### 4.1.1 Configuration

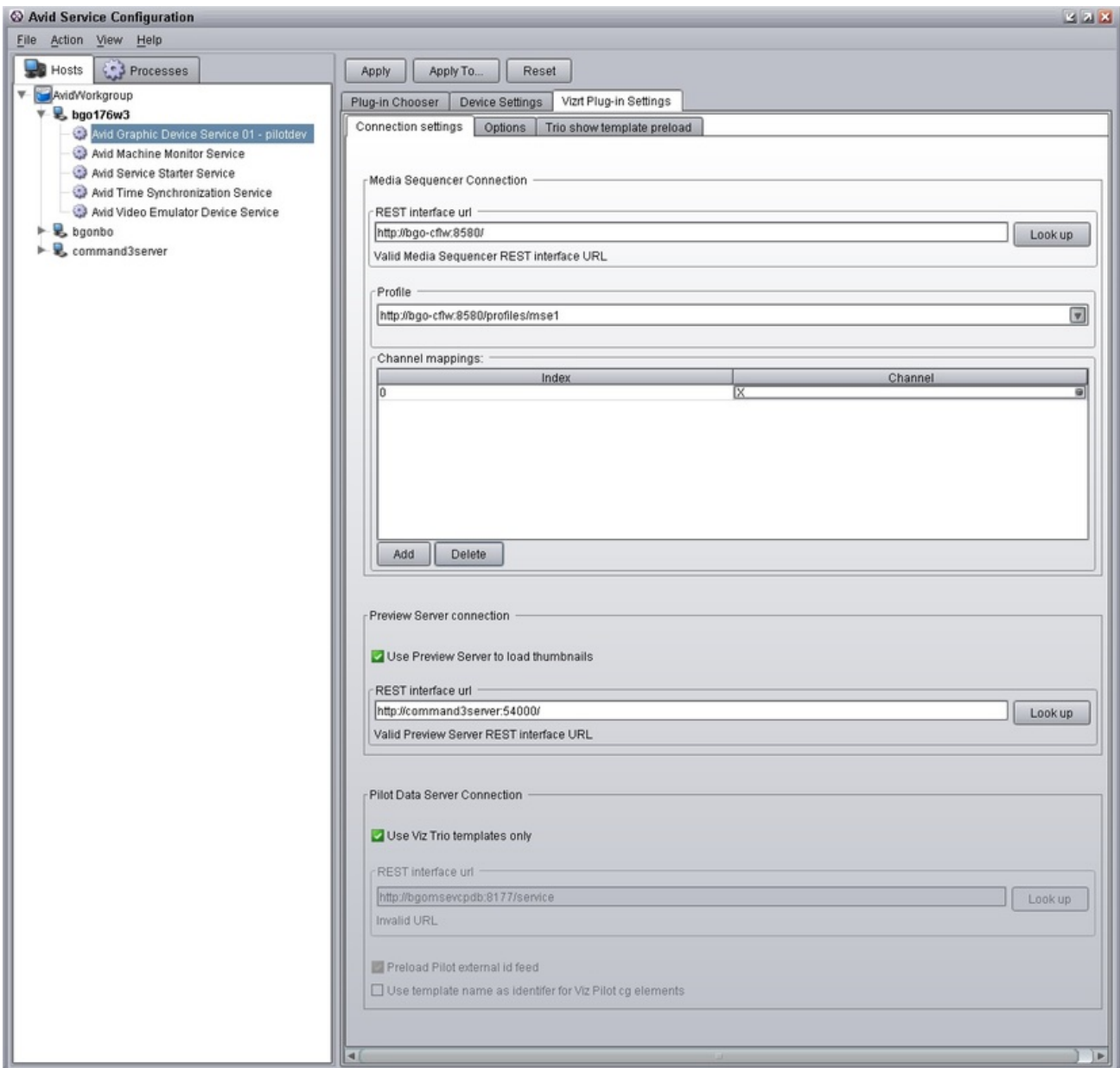
##### Setup in iNEWS

Each RUNDOWN in iNews can be configured to support set of templates for *star cg syntax*. The configuration for this in iNEWS SYSTEM/MAP is explained in [Configuration](#).

The additional setting for style check is explained in [Style Check and Preload](#).

##### Plug-in Configuration

If any of the rundowns are set to use the external ID templates, then the *Enable VCP external ID templates* check box must be enabled, and you must set the URL for the REST service document of the Viz Pilot Data Server. For example:

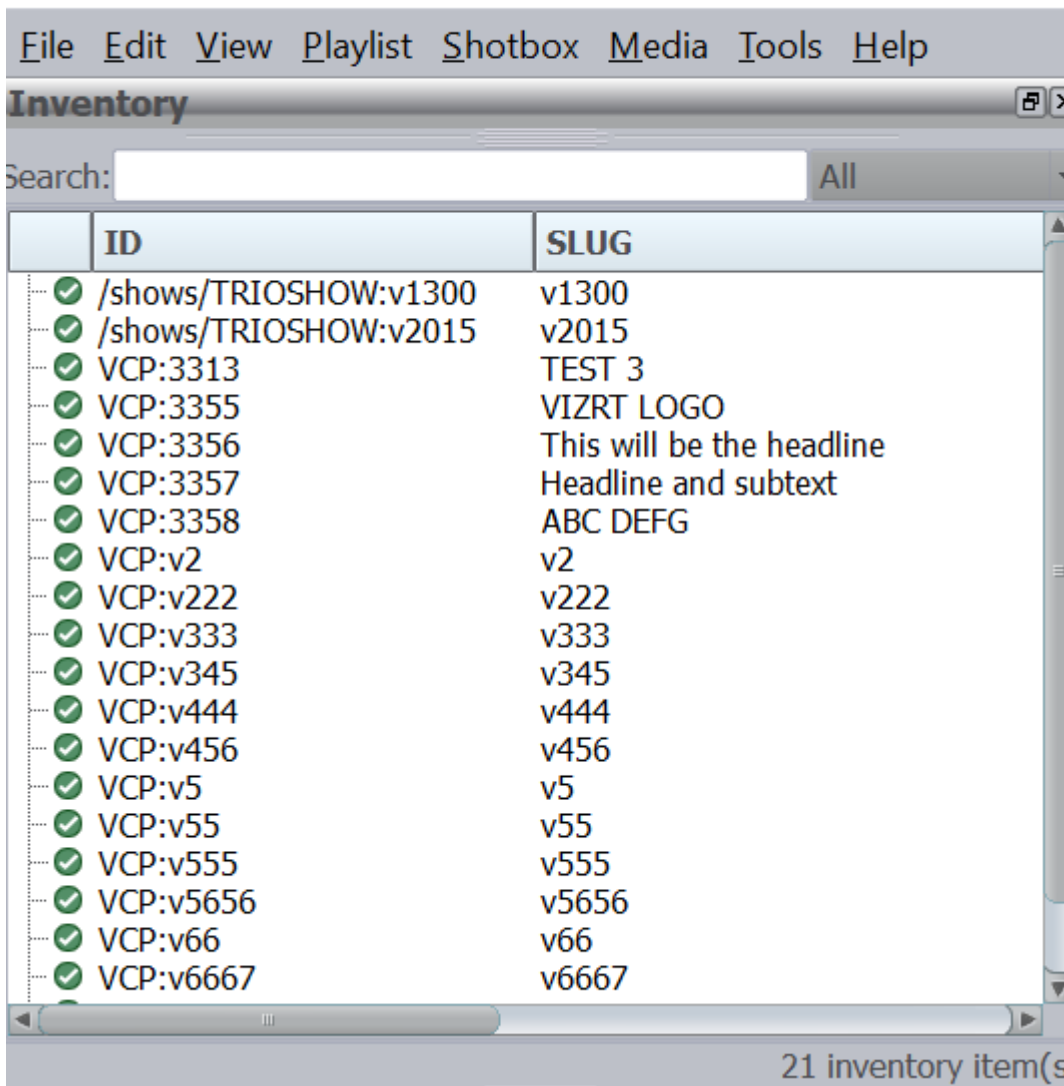


**Note:** Configuring this setting is not required if only Viz Trio CG elements are used. In which case select the option *Use Viz Trio templates only* and click **Apply**.

## 4.1.2 Inventory

You should be able to see templates for CG elements in the inventory in Avid MediaCentral® | Command. The templates, if any, appear when starting the plug-in or when a playlist is loaded into Avid MediaCentral® | Command (*monitor on* in iNews).

## Avid MediaCentral® | Command



For star CG elements based on templates from the Viz Pilot external templates feed, the ID shown in the inventory is the external ID prefixed with VCP:v. The prefix is added because Avid MediaCentral® | Command requires the ID to be alphanumeric (it has to contain at least one letter) if the user should be able to add data.

For star CG elements based on templates from a Trio show, the ID shown in inventory is the name of the template prefixed with show path. A v is added in front of the template name if the name is pure numeric, for the same reason as for VCP ext id templates.

### Style Check and Preload

Set style check to On or Off for a rundown in iNews SYSTEM/MAP.

The image below shows style check turned off, with *no* as a value (style check is on if no value is provided).

```

; Show: cfl (using monitor number 337)
show.cfl.rundown4 show.cfl - monitor 2359
wnasvr command3server - command-master
video VideoGroup - VideoEmuChannel ;
cg pilotdev - X /shows/moreShows/commandshow no;

```

If the iNews user writes a template name incorrectly (by referring to a template not in inventory) with style check set to on, the graphic element will not load into Avid MediaCentral® | Command on *monitor on*. An error appears in iNews, and the Avid MediaCentral® | Command user does not see the element.

If the iNews user writes a template name incorrectly with style check set to *Off*, the graphic element still loads into Avid MediaCentral® | Command. The element, however, appears with an error in Avid MediaCentral® | Command.

Preloading CG templates is required if style check is on:

### When Using CG Elements Based on Templates from the Pilot External Feed

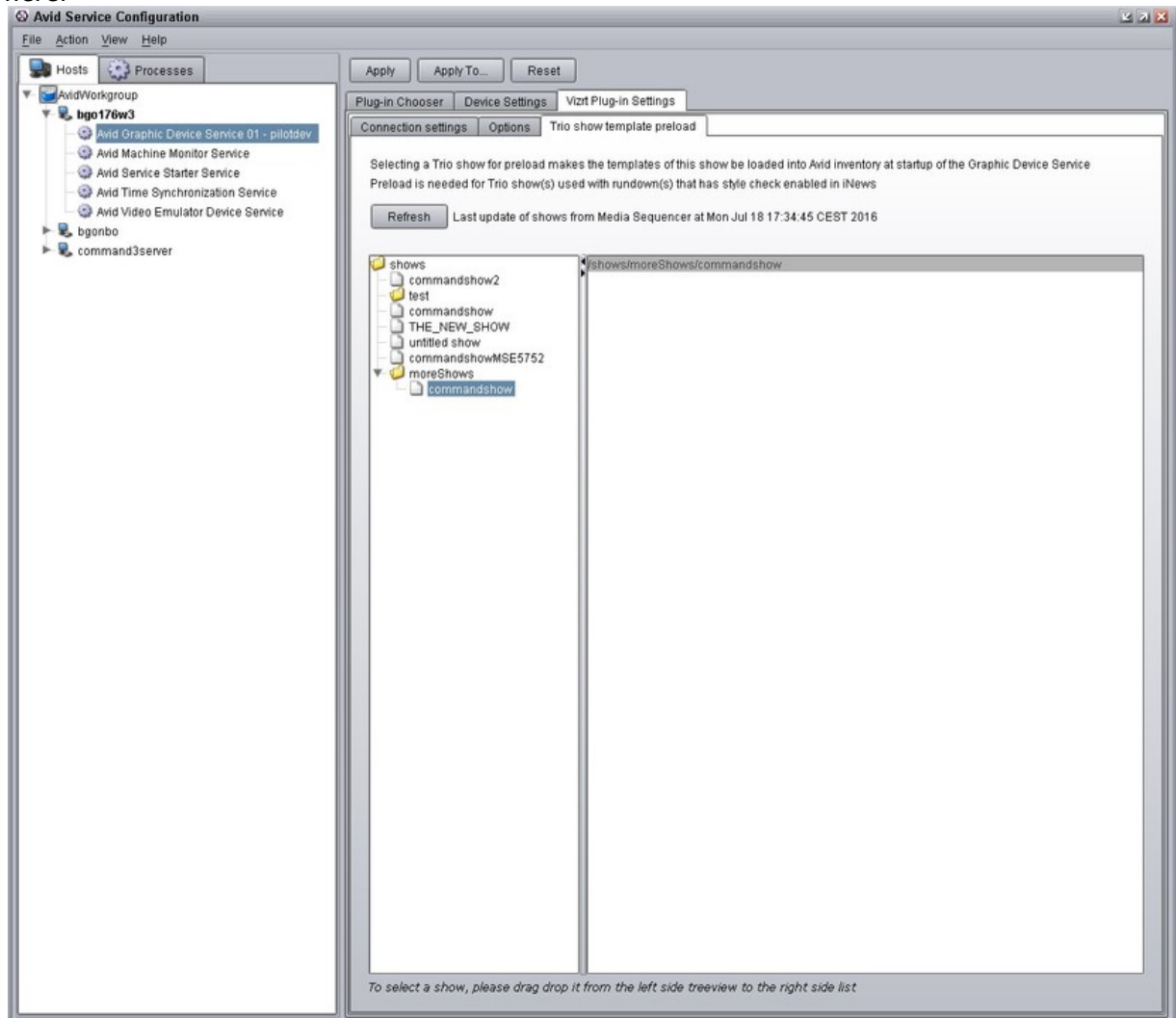
Select **Vizrt Plug-in Settings tab > Connection Settings tab > Pilot Data Server Connection > Preload Pilot external ID feed** and click **Apply**:

The screenshot shows the 'Pilot Data Server Connection' section of the 'Connection Settings' tab. It includes a checkbox for 'Use Viz Trio templates only', a text field for 'REST interface url' containing 'http://bgomsevcpdb:8177/service' with a 'Look up' button, and a label 'Valid Pilot Data Server REST interface URL'. Below this, the 'Preload Pilot external id feed' checkbox is checked and highlighted with a red box. At the bottom, there is another checkbox for 'Use template name as identifier for Viz Pilot cg elements'.

### When Using CG Elements Based on Template from a Trio Show, Ensure the Show is Found in the Preload List for Viz Trio Shows

1. Open the **Vizrt Plug-in Settings** tab.
2. Click the **Trio show template preload** tab.

3. Drag and drop the relevant show from the left side tree view to the right side list, as shown here:

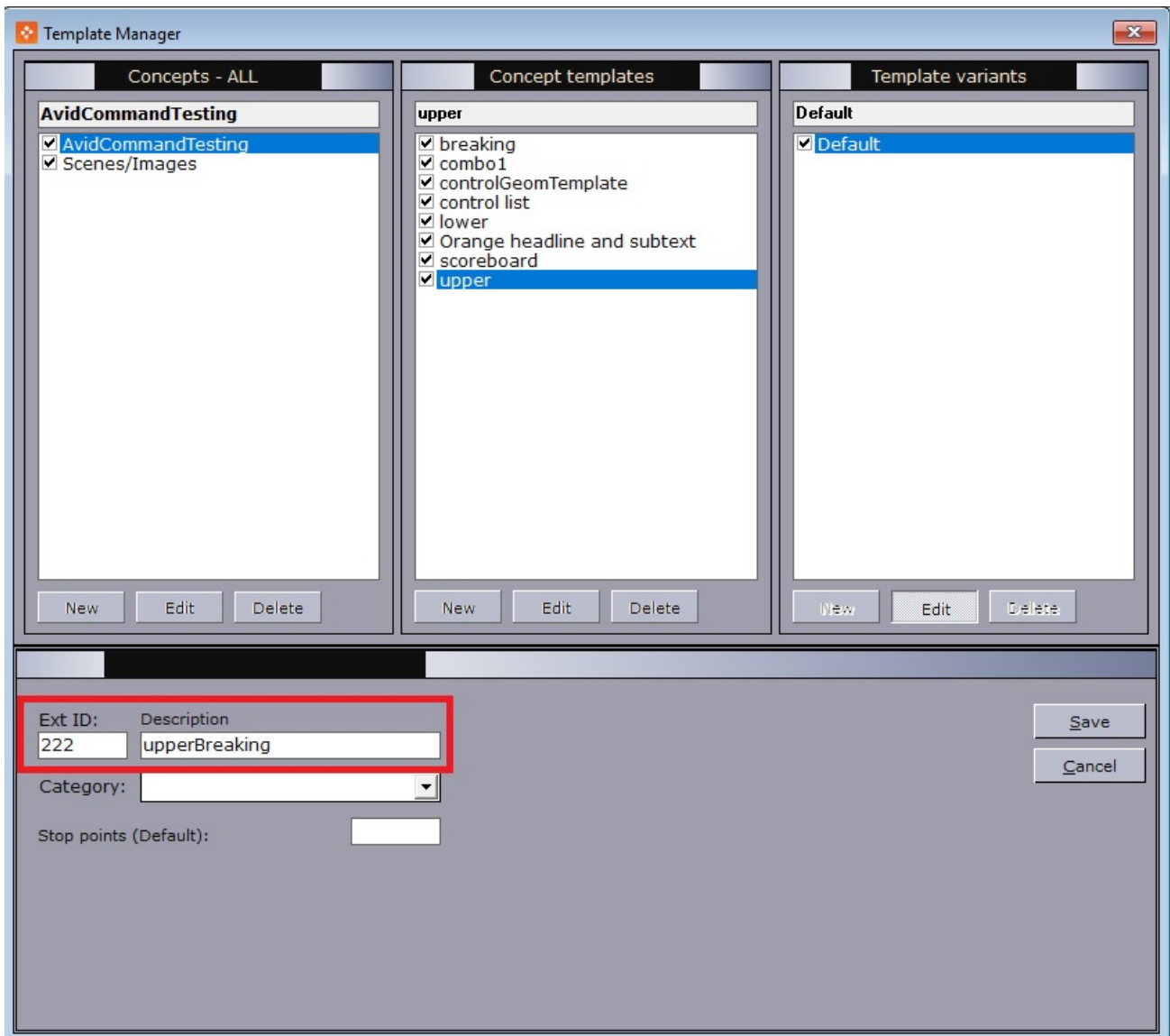


4. Click **Apply** after changing settings.

#### 4.1.3 Providing an External ID for a Template

A Viz Pilot template can be given an external ID using Viz Template Manager (open Viz Template Wizard and select **Tools > Manager**). Note that the template must also be given a description.

Example:



After saving the template, it is listed in the external ID atom feed: [http://<ilot data server host>:8177/external\\_ids](http://<ilot data server host>:8177/external_ids).

The Vizrt iNEWS Command Plug-in reads this feed on load of a playlist that contains \*cg elements with VCP style.

- ✔ **Tip:** It is possible to allow for automatic use of title as the template identifier for Viz Pilot CG's. To do so, select the corresponding check box in the *Vizrt Plug-in Settings* tab. Note that the user must make sure the title is unique for every template, and also that iNews' restrictions for allowed template names are followed.

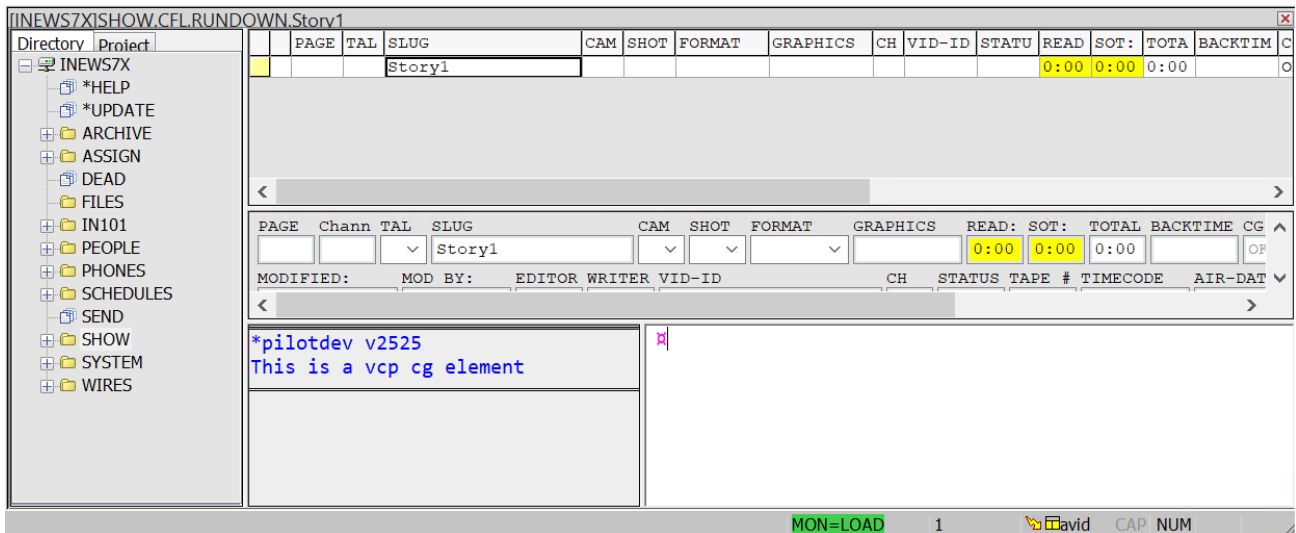
### 4.1.4 Add Star CG Element to Story in iNEWS

To add a *\*cg* element to a story in iNEWS, right-click the story and select *Insert production cue* (or alternatively press **ALT + INSERT**).

Then insert the element on the format (example element has two values):

```
*DEVICENAME ID
value1
value2
```

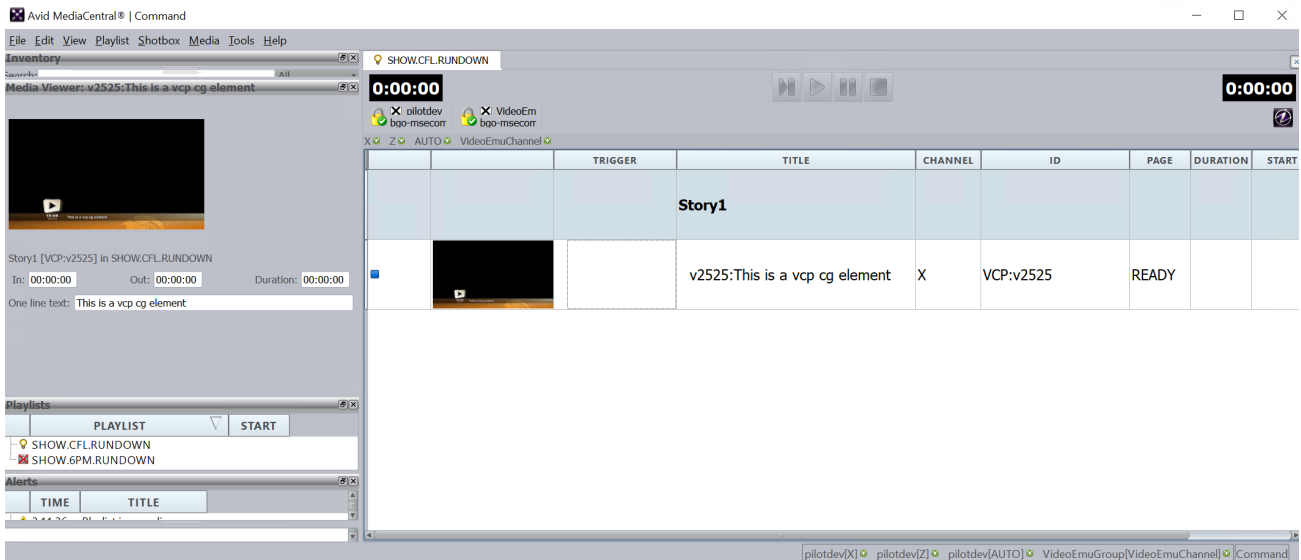
The example below is using devicename *pilotdev* where ID is *v<external ID>*:



Use **Tools > Monitor** to monitor the playlist.

The playlist looks like this in Avid MediaCentral® | Command:





## 4.1.5 Star CG and Combo Templates

### About Combo Templates

Using Viz Template Wizard the user can create a template that controls several layers (e.g. *banner* and *lower*). This is known as a Combo Template.

There can be several states per layer, which can be selected when creating a data element. However, as the user of iNews does not have the necessary information to make this selection, the command plug-in selects automatically according to the following rules.

### State Selection for Combo Templates Using Star CG

Per layer:

- If the layer has more than one choice that is non-empty, ignore the layer (select empty).
- If the layer has only one choice which is non-empty, select this one.

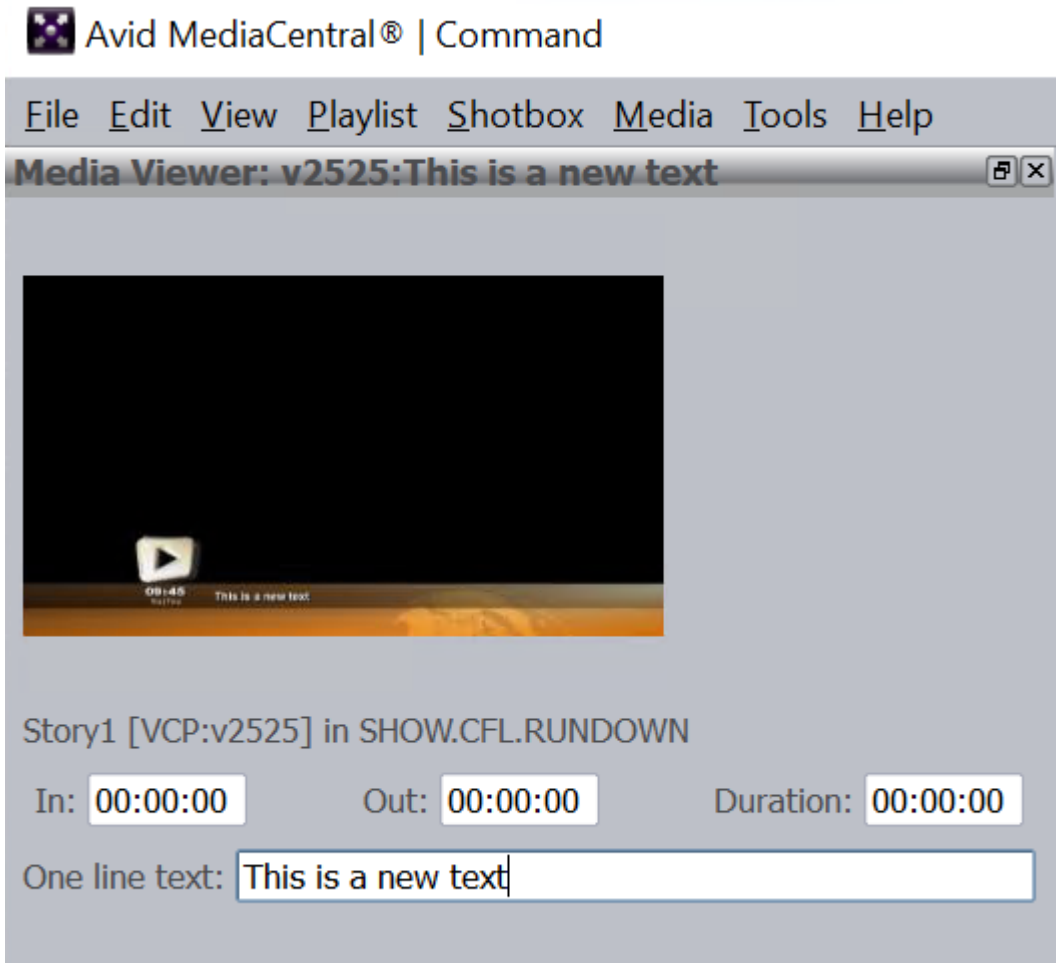
**Note:** Viz Pilot uses the same selection algorithm.

## 4.1.6 Edit CG Element Data Using Avid MediaCentral® | Command

### To Edit CG Element Data

1. Double click a graphic in the playlist in Avid MediaCentral® | Command.
2. The graphic item appears in the Media Editor.
3. The graphic's editable data text fields, if applicable, appear.
4. Edit the text in the fields.

Here is an example:



## To Enable Editing CG Elements

Editing CG elements in Avid MediaCentral® | Command is disabled by default. To enable editing:

1. Navigate to **Vizrt Plug-in Settings > Options**.
2. Select *Allow editing of cg elements from Avid MediaCentral® | Command* in the configuration settings for the Vizrt Avid Command plug-in.
3. Click **Apply**.

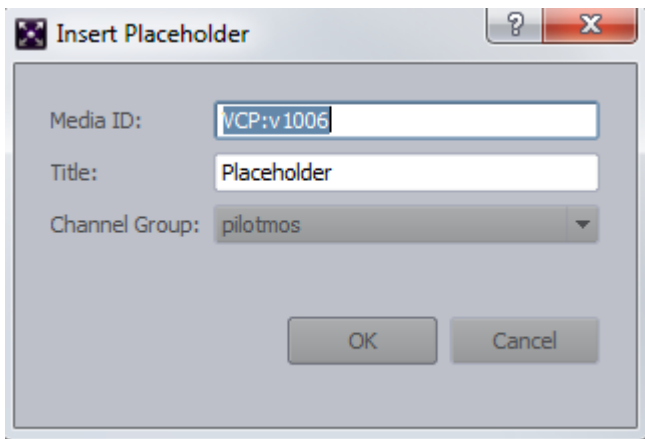
**⚠ Note:** Restarting Avid services on the Avid Server is required for changes to this setting to take effect.

## 4.1.7 Known Limitations for CG Elements

### Cannot Insert Data to Star CG Element Created Using Avid MediaCentral® | Command

In Avid MediaCentral® | Command the user can press **ALT + INSERT** (or right-click the playlist and then select **Insert > New item**).

A pop-up window appears where the user can add a *\*cg* element. Example:



Currently it is not supported that the user modifies editable fields for the new data item.

### Video or Image in Graphics Element Not Supported

If Viz One is configured for Viz Pilot in iNEWS, the user is not able to add such elements to the rundown using *\*cg* syntax.

### Default Template Values Not Supported for Star CG Elements

If the user provides no data for a *\*cg* syntax element (where the template has data fields), then the fields are empty.

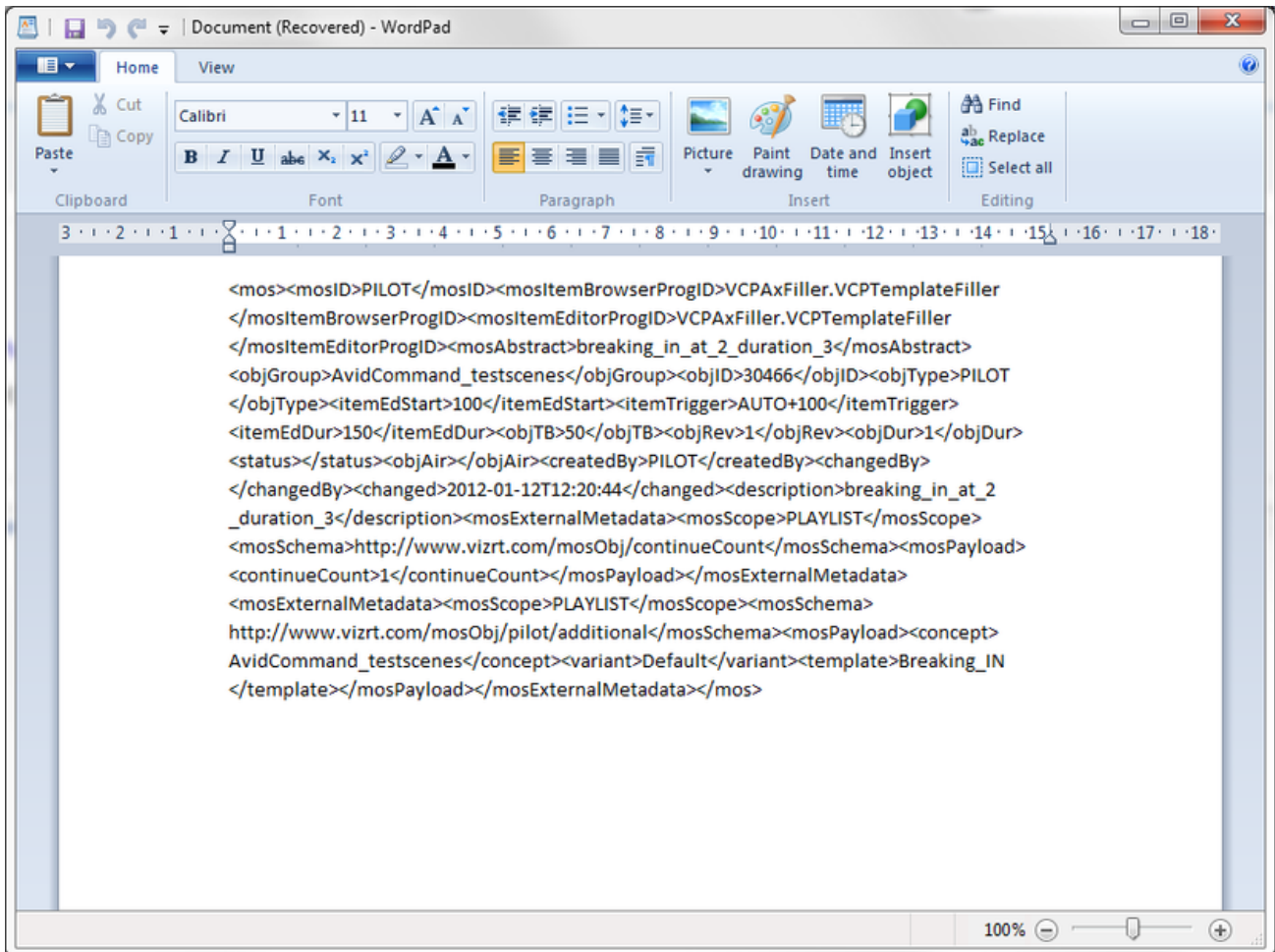
## 4.2 MOS Syntax

Elements are either added as [Star CG Syntax](#) elements, or they are added from Viz Pilot (explained in this section).

**Note:** The Vizrt iNEWS Command Plugin prior to version 2.0 also supported the Broadcast Control Solution (BCS) mode, however this mode is no longer needed.

This workflow type is called MOS elements because when the user drags an element from Viz Pilot to iNEWS, the data transfer is in form of MOS-XML.

You can test this by dragging an item from Viz Pilot to for example WordPad. It is also possible to drag XML from WordPad to iNEWS.



This section contains information on the following topics:

- [Configuration](#)
- [Example Element](#)

## 4.2.1 Configuration

For the MOS type elements to work, the following configuration must be set up:

### Database Settings

For the Vizrt iNEWS Command Plugin, the following settings must be set in the Viz Pilot database:

## Viz Pilot Database Settings

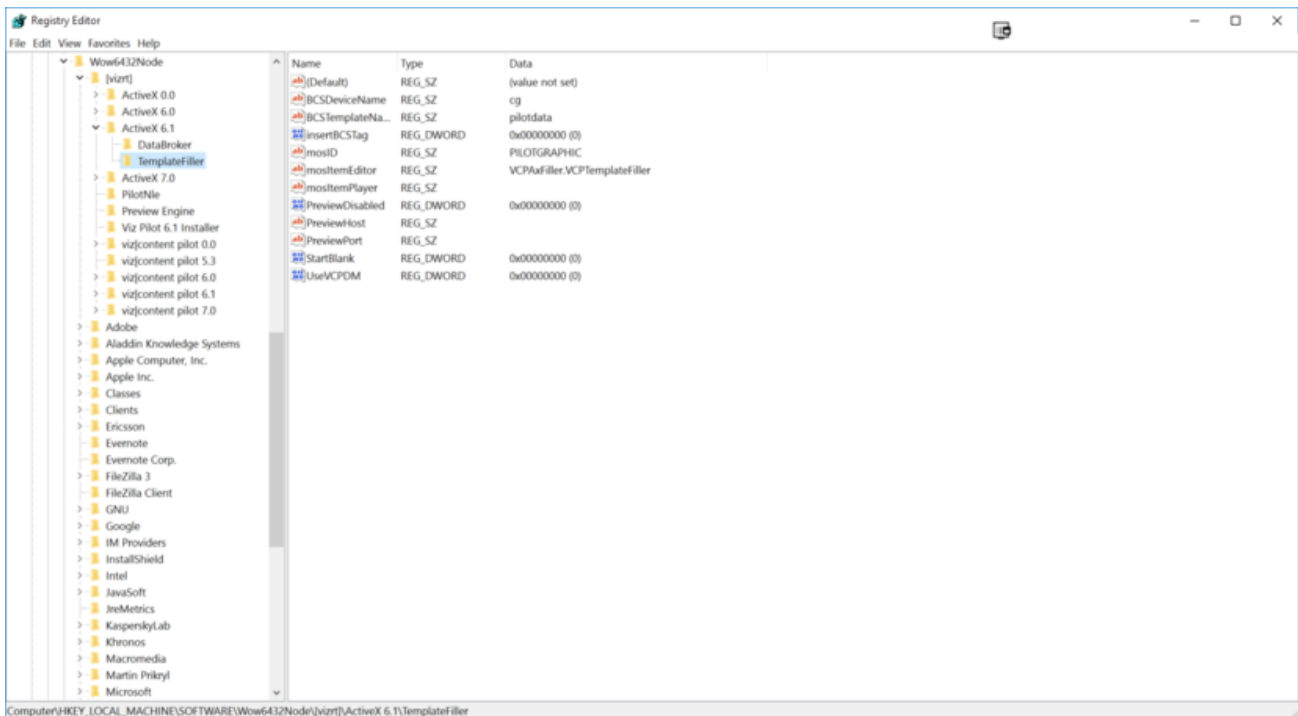
Name	Value	Note
ax_use_avid_timing	n	Timing information in the MOS XML will be given in frames.
ax_remove_objSlug	n	The slug must be present.  <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> For the 2.0 version of the Vizrt iNEWS Command Plugin, this value had to be set to y.</p> </div>

The Viz Pilot settings can be accessed from <http://PILOTDATASERVER:8177/settings> or in Viz Pilot (Options > Preferences > Advanced).

## Viz Pilot Registry Settings

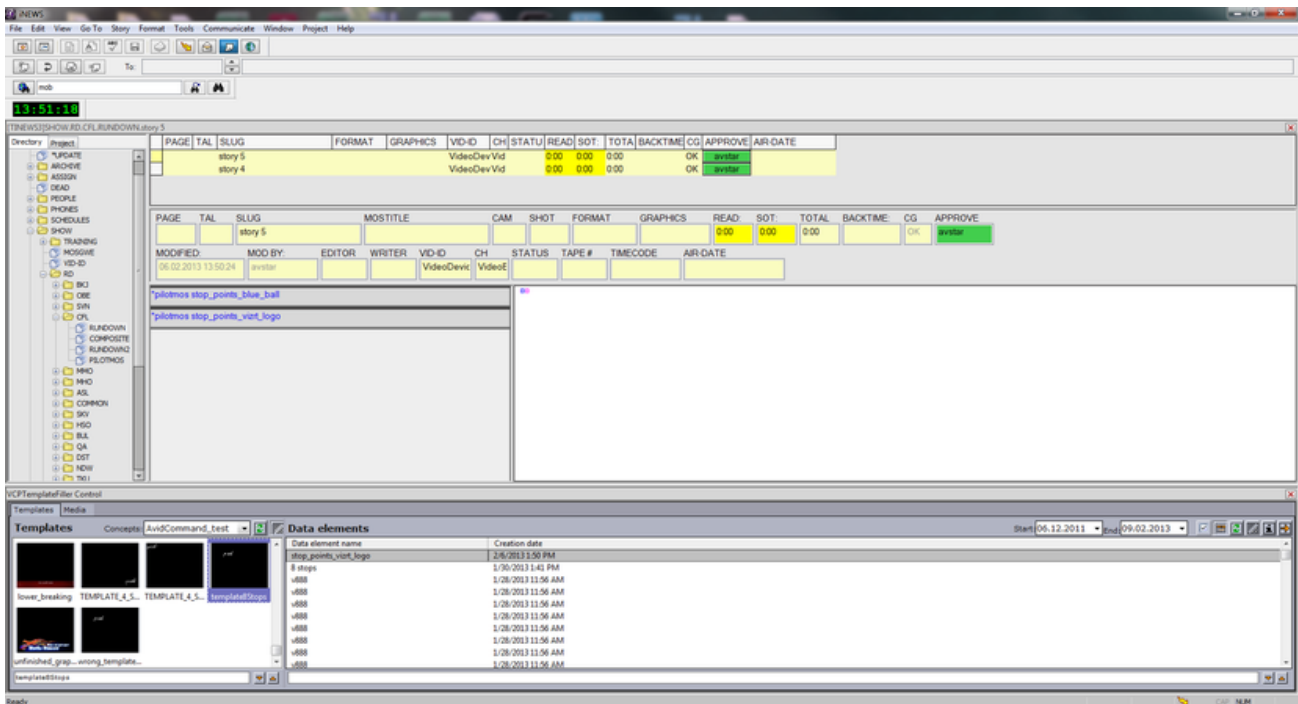
The *insertBCSTag* must be set to 0 (see illustration below).

The *UseVCPDM* setting must also be set to 0.



### 4.2.2 Example Element

The following illustration shows a screen shot of iNEWS when the two elements named *stop\_points\_blue\_ball* and *stop\_points\_vizrt\_logo* are added to a story.



## 4.3 Thumbnails

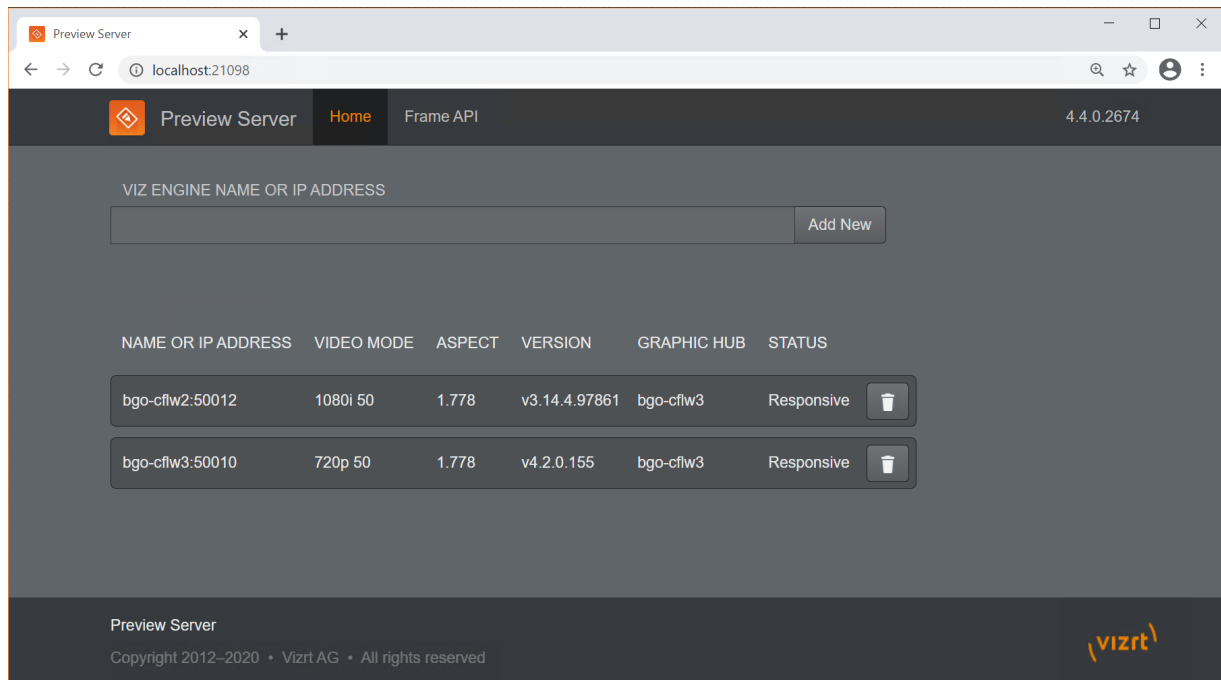
The Vizrt iNEWS Command Plug-in can be used together with the Preview Server to provide thumbnails for both \*cg and MOS type elements (dragged to the iNEWS rundown from Viz Pilot).

This section contains information on the following topics:

- [Installation and Configuration of the Preview Server](#)
- [Setting up Avid MediaCentral® | Command for Thumbnails](#)
- [Enable Thumbnails, Plug-in Configuration](#)
- [Thumbnail Status](#)
- [Status for CG Elements](#)
- [Troubleshooting](#)

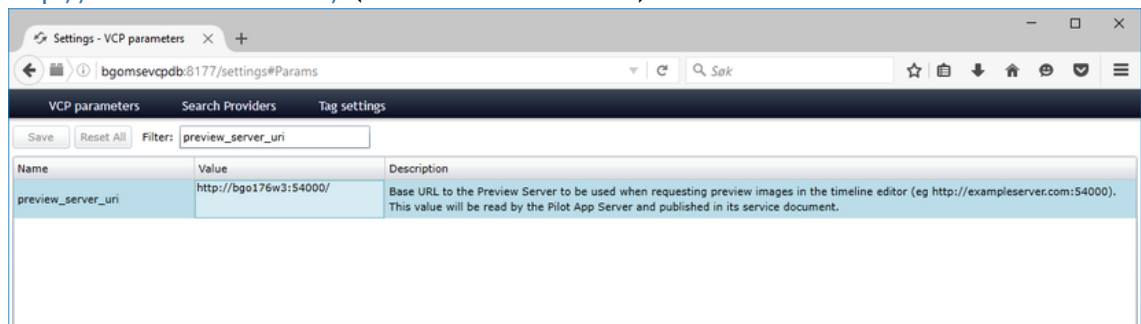
### 4.3.1 Installation and Configuration of the Preview Server

1. Install the Preview Server.
2. Open the Preview Server homepage/configuration page: **Start > Vizrt > Preview Server Config**. On the configuration page you can specify the host and port of the Viz Engine for which the Preview Server should connect to (see the illustration below).



**Note:** Use Google Chrome or Firefox to view this page. Using Internet Explorer is not recommended.

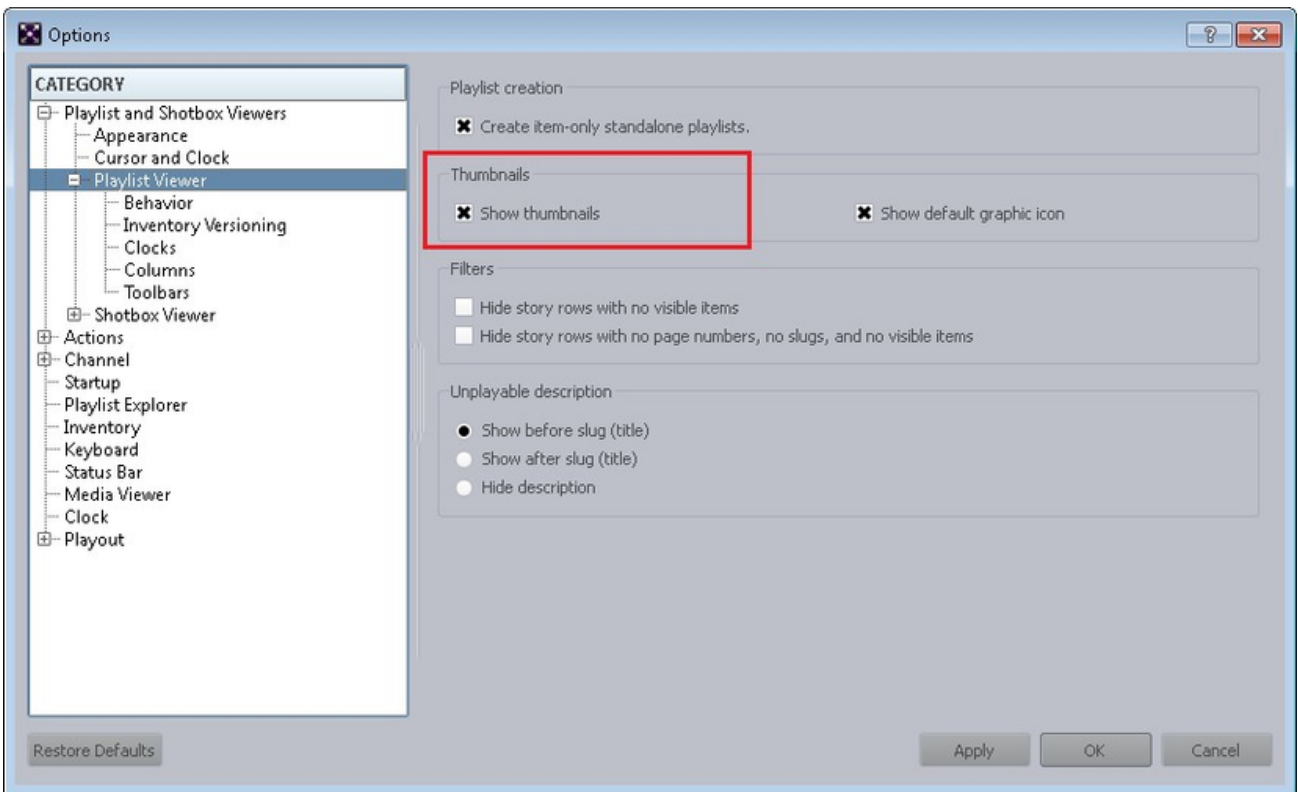
- Configure the Viz Pilot settings to use the installed preview server:
  - Open **Start > Vizrt > Pilot Data Server Web Interface**
  - Click **Settings** in the top menu.
  - For the `preview_server_uri` setting, provide the URL to the preview server, for example <http://HOSTNAME:54000/> (see illustration below).



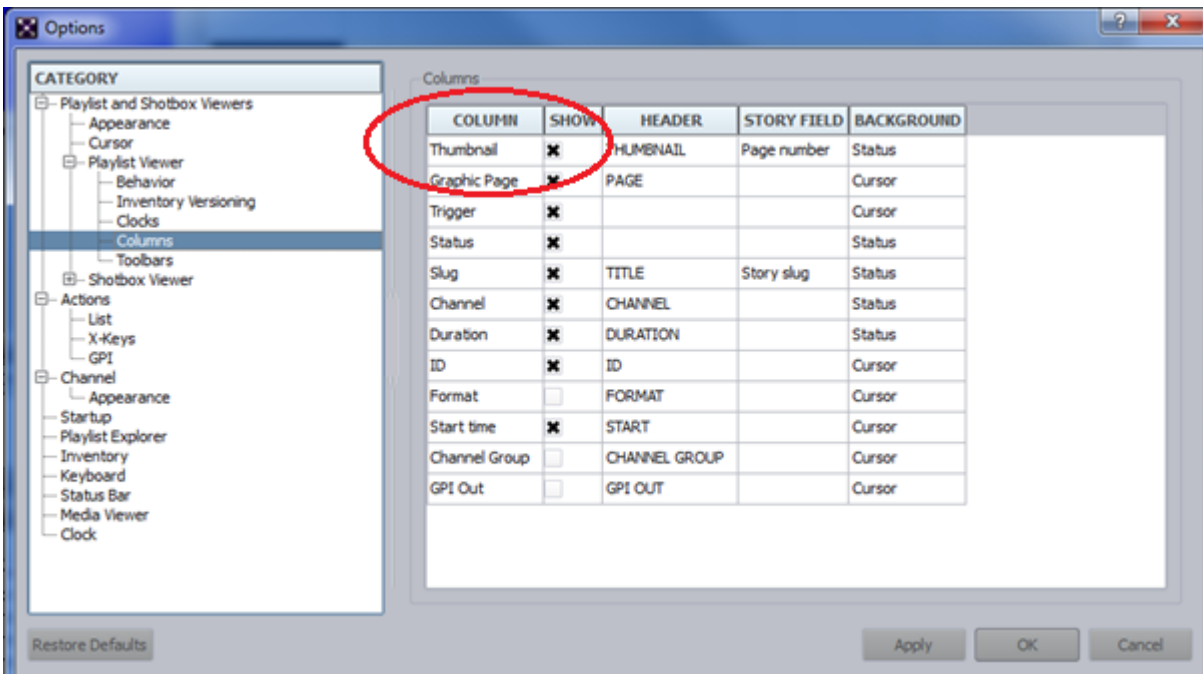
- After applying this URL, restart the Viz Pilot REST server (the Viz Pilot Data Server provides this URL in its atom service document after restart).

### 4.3.2 Setting up Avid MediaCentral® | Command for Thumbnails

To be able to view thumbnails, you must select the *Show thumbnails* check box in **Tools > Options > Playlist and Shotbox Viewers > Playlist Viewer** as seen in the illustration below:



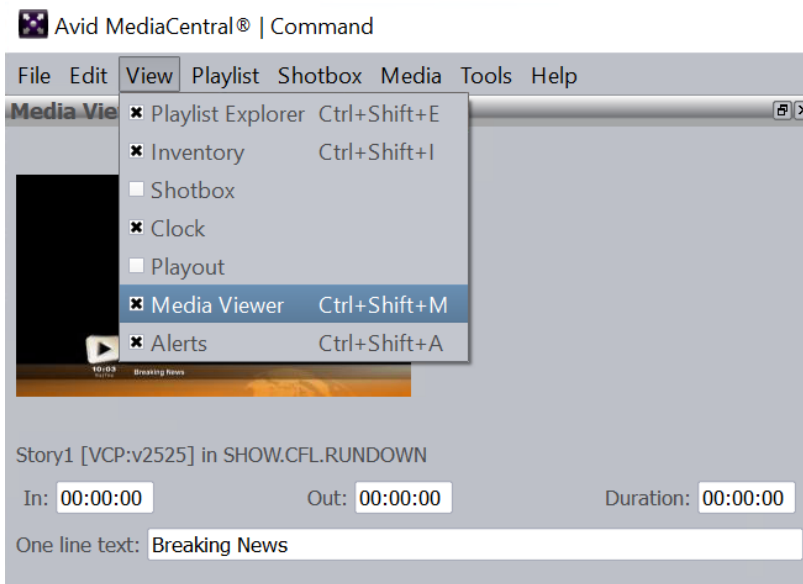
You must also select this option in the **Playlist Viewer > Columns** settings as seen in the illustration below:



It is possible to rename the column in these settings too. Now you should be able to view the thumbnails in the column. If they do not appear for some reason, try to resize the column by expanding the header.



You can also view the thumbnails in the Media Viewer frame:

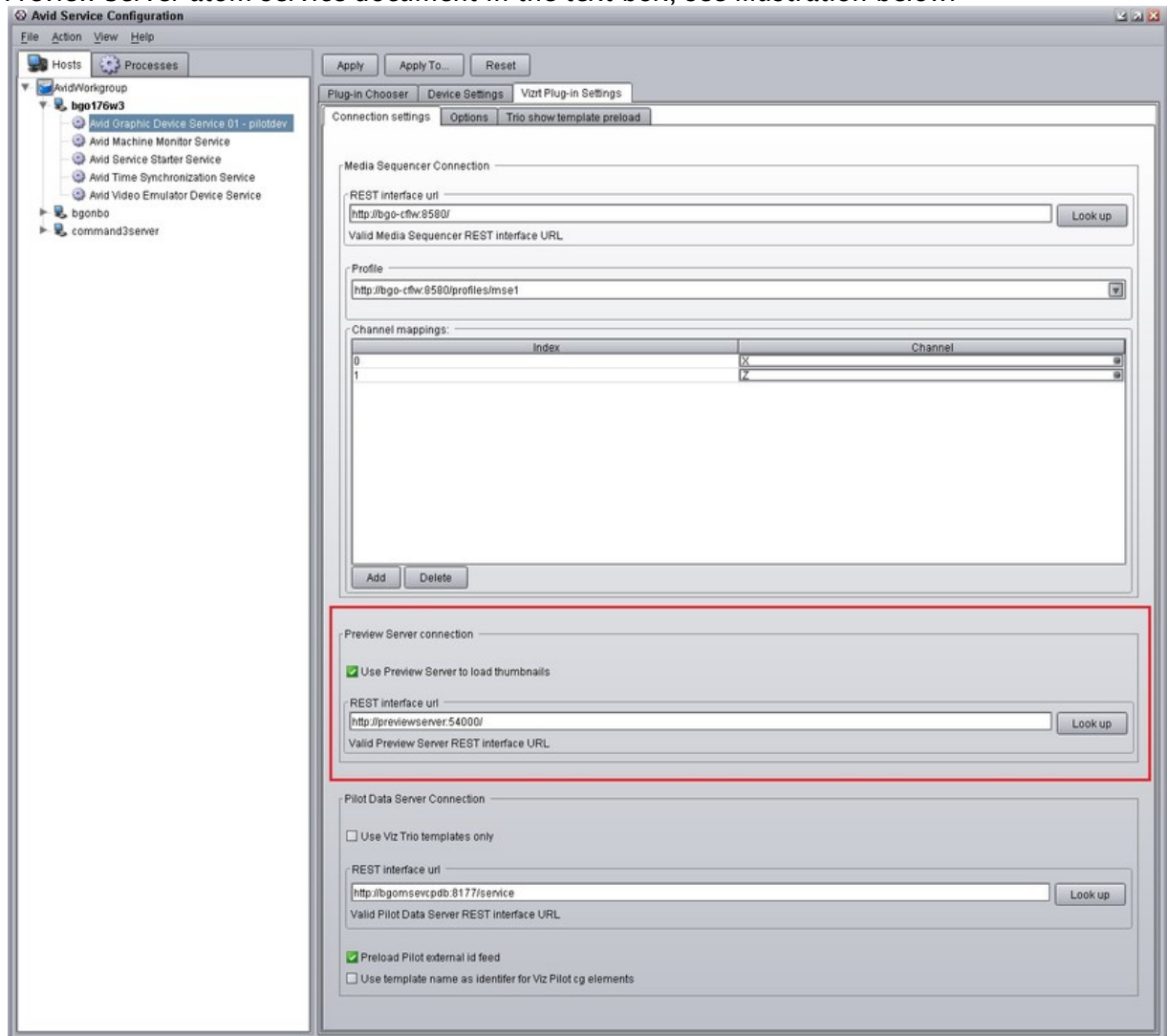


### 4.3.3 Enable Thumbnails, Plug-in Configuration

For the Vizrt iNEWS Command Plug-in to fetch thumbnails from the Preview Server, the following steps must be performed:

1. Open the *Avid Service Configuration*.
2. Select the graphic service.
3. Select the **Vizrt Plug-in > Connection Settings** tab.

- Select the *Use Preview Server* to load the thumbnails check box, and enter the URL of the Preview Server atom service document in the text box, see illustration below:



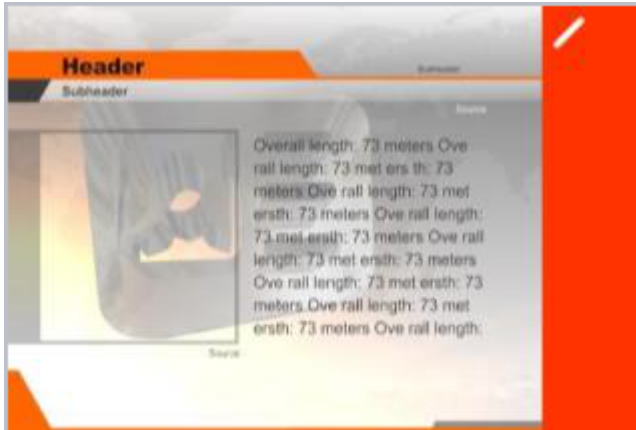
**Note:** Click Look up to verify that the preview server URL can be accessed. Then click Apply.

#### 4.3.4 Thumbnail Status

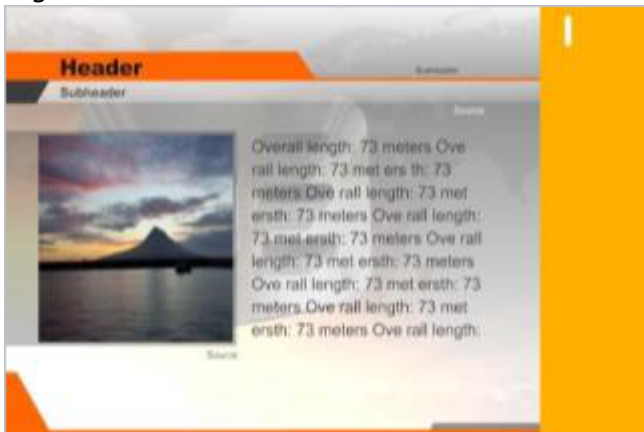
The graphic's status is shown at the right side of the thumbnail for MOS-type elements.

- A red bar appears on the right side of the thumbnail of the graphic if any monitored resource (a staged image by Graphic Hub ImEx Agent, for example) of the graphics item is

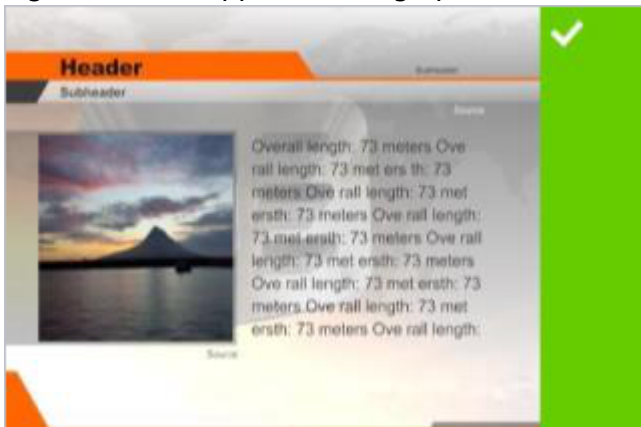
unavailable for playout.



- An orange warning bar appears on the right side of the thumbnail of the graphic if the graphics monitored resources are available but not fully loaded in the memory of the Viz Engine.



- A green OK bar appears if the graphics and their resources are available to the Viz Engine.



### 4.3.5 Status for CG Elements

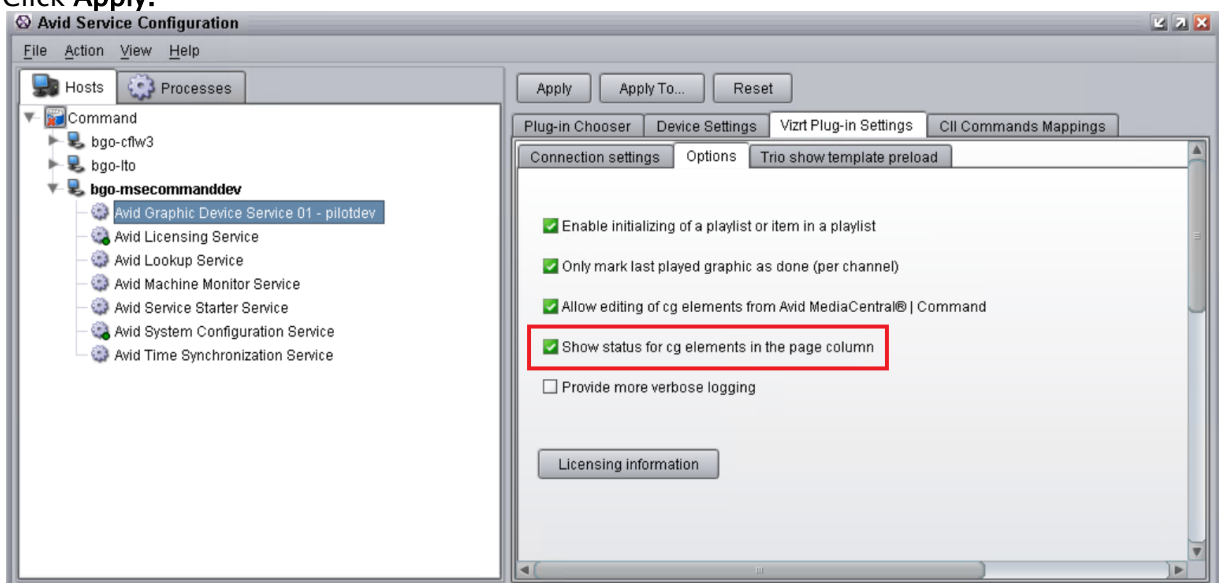
Thumbnail status is not yet supported for CG elements. However, a workaround is available. It is possible to select to show a textual status in the *page* column.

The following statuses are shown:

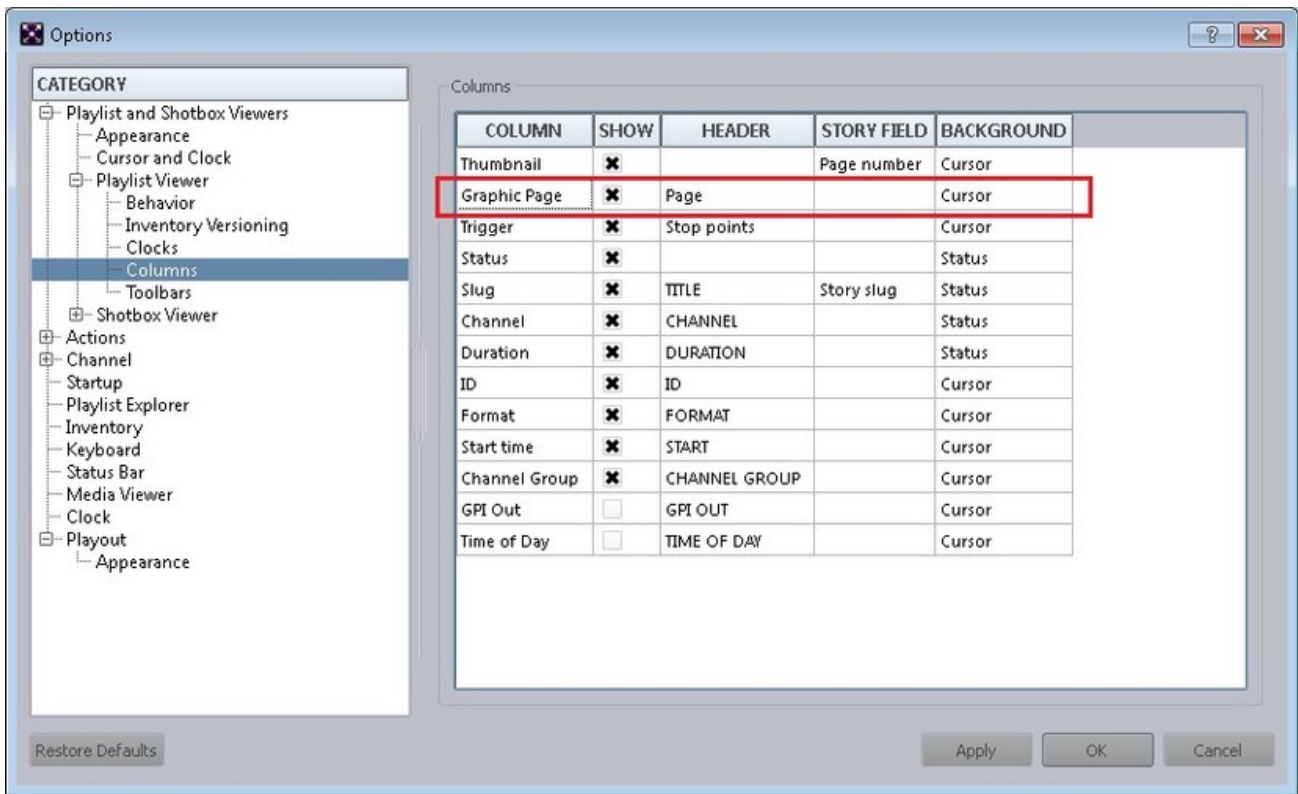
- If any monitored resources (for example a staged image by Graphic Hub ImEx Agent) of the graphics item is unavailable for playout, the page text of the graphic is *NOT READY*.
- If the graphics monitored resources are available, but not fully loaded in the memory of the Viz Engine, the page column is shown as *AVAILABLE*.
- If the graphics and its resources are available and fully loaded, *READY* is shown.

## To Enable Showing a Textual Status in the Page Column

1. Open **Vizrt Plug-in Settings tab > Options tab**.
2. Select *Show status for cg elements in the page column*.
3. Click **Apply**.



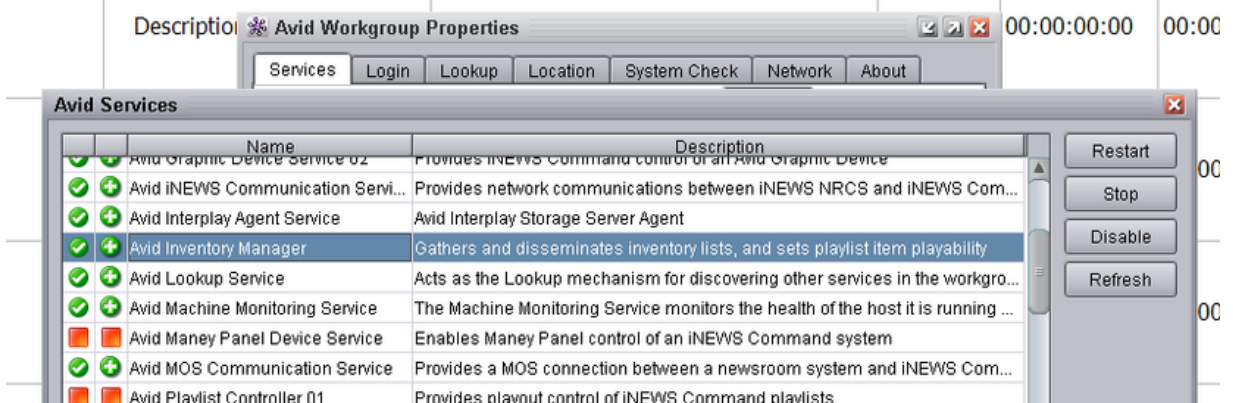
For the page column to show, it must be selected in Avid MediaCentral® | Command in **Tools > Options**, as shown here:



### 4.3.6 Troubleshooting

If you want to clear old thumbnails, you can clear the cache with the following steps on the server:

1. Close the playlist in Avid MediaCentral® | Command Workstation.
2. Stop the Inventory Manager with Avid Workgroup Properties (see the following illustration).



3. Delete the thumbnail cache folder (<Program Files>\Avid\iNEWS Command\inventorymanager\state\thumbnailcache).
4. Restart the Inventory Manager.
5. After the alert shows in Command Workstation that the Inventory Manager is available again, re-open the playlist.

**Note:** The Vizrt iNEWS Command Plug-in also has a cache. When restarting the plug-in, this cache is cleared.

---

## 4.4 Avid MediaCentral® | Command Channel Switching And Playout

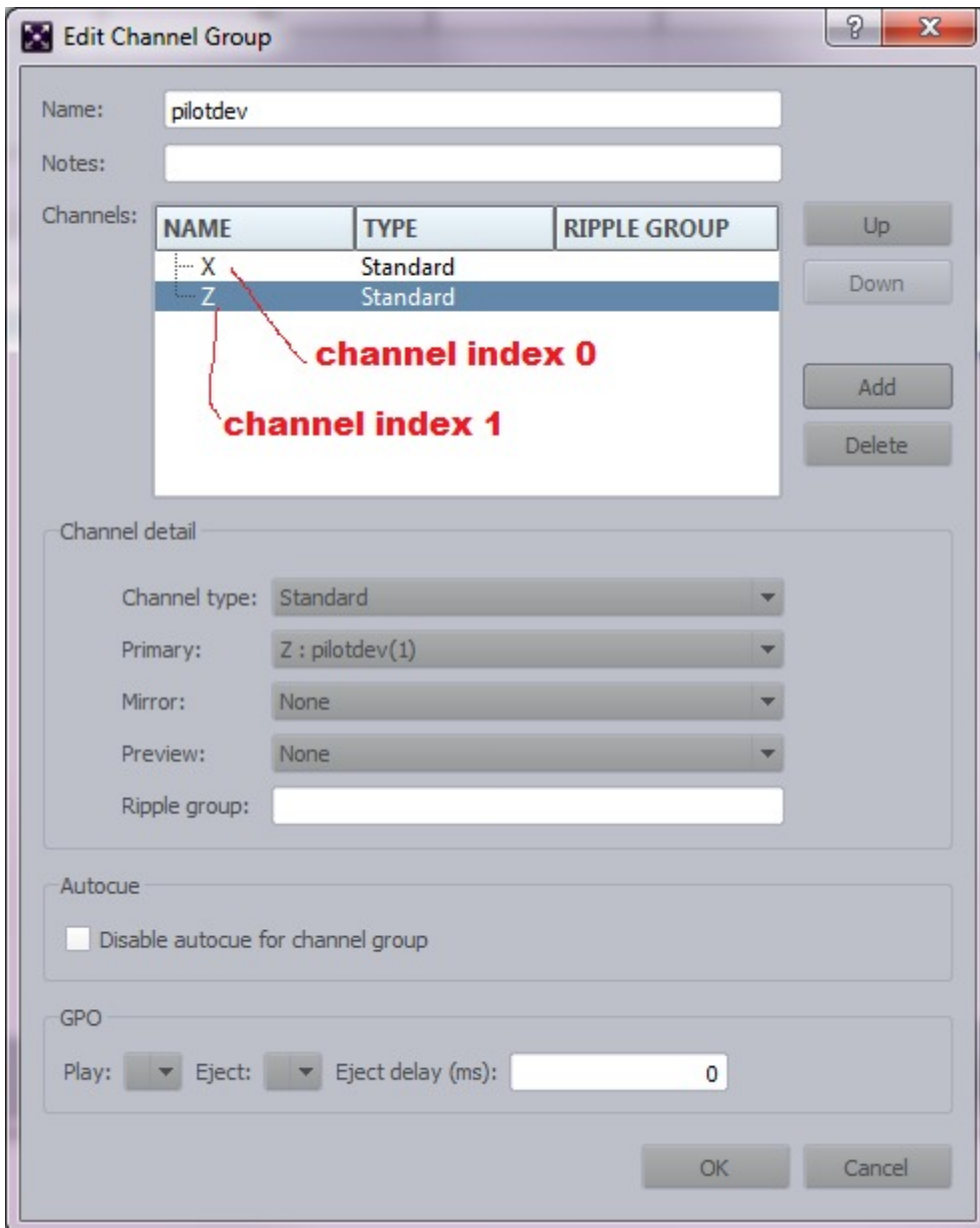
This section contains information on the following topics:

- [Setting up Avid MediaCentral® | Command for Channel Switching](#)
- [Assign Channel in iNEWS \(to MOS Type Element\)](#)
- [Default Channel for Star CG Elements](#)
- [Default Channel for MOS Elements](#)
- [Troubleshooting](#)
- [Categories and Channels](#)
- [Channel Playout Example](#)
- [Auto Channel](#)

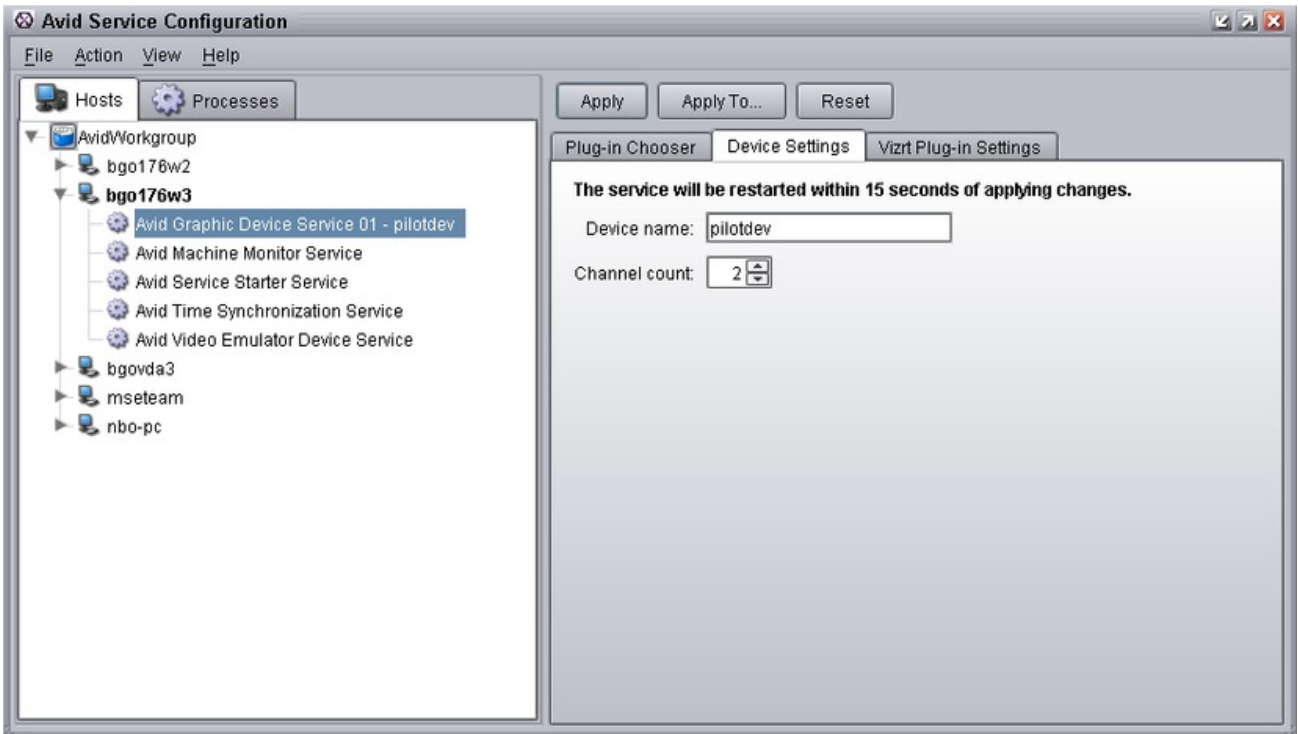
### 4.4.1 Setting up Avid MediaCentral® | Command for Channel Switching

In Avid MediaCentral® | Command, create all necessary channels: **Tools > System Settings > Channel > Groups > Edit > Add**.

In the illustration below, two channels have been added (notice the index numbers, we will get back to them later):

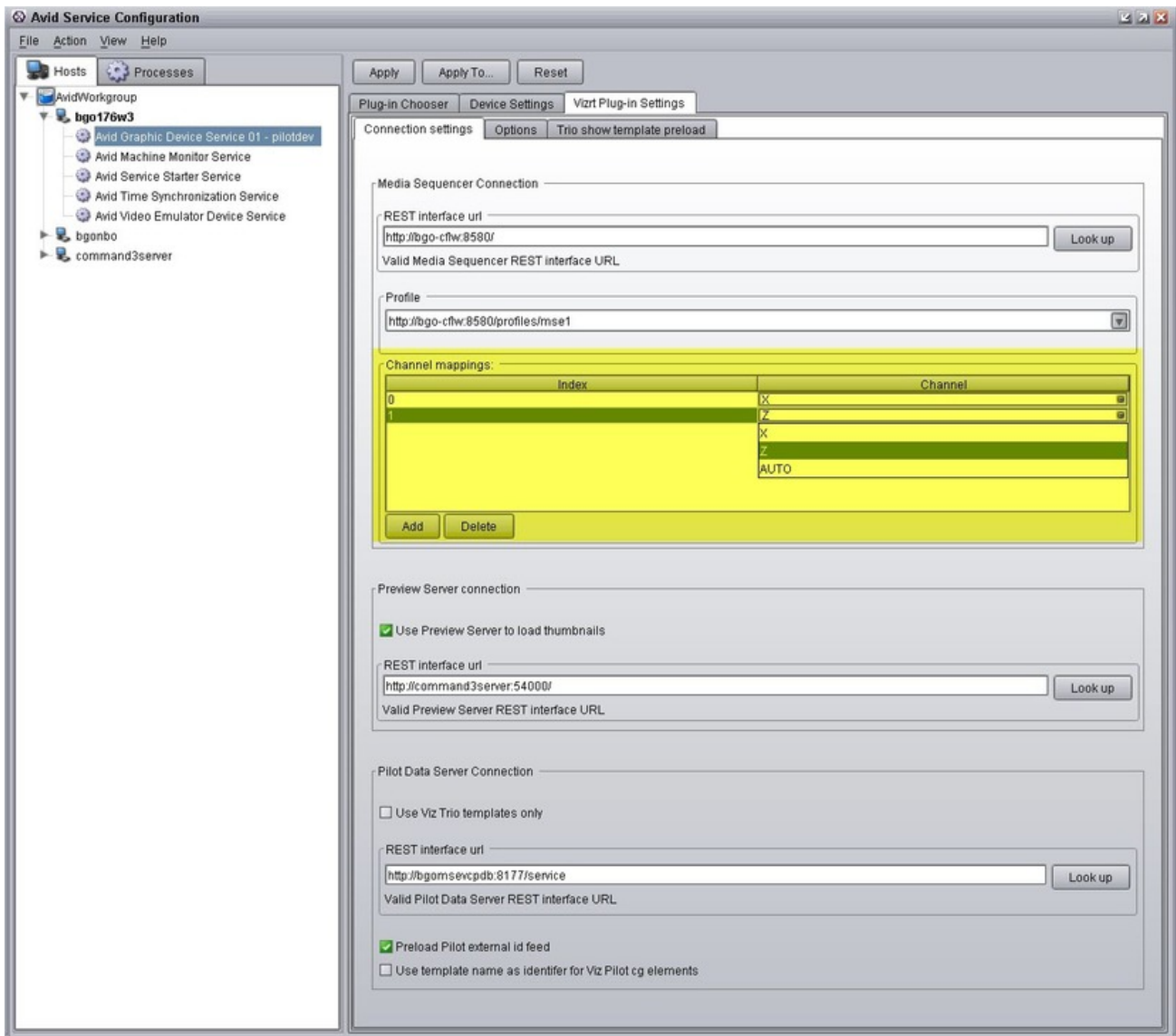


In the Avid Service Configuration's *Device Settings* panel, set the channel count to the number of channels that you would like to use (see the illustration below):



The index numbers for the channels, which are found in the Avid Service Configuration's Connection settings tab in the Vizrt Plug-in Settings panel, are relevant here:

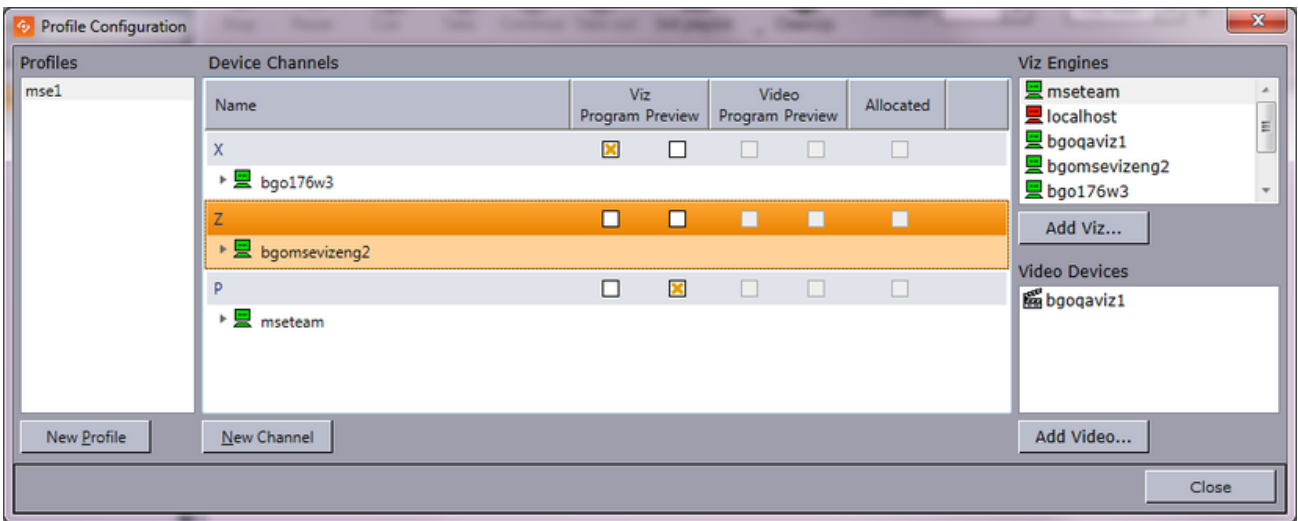




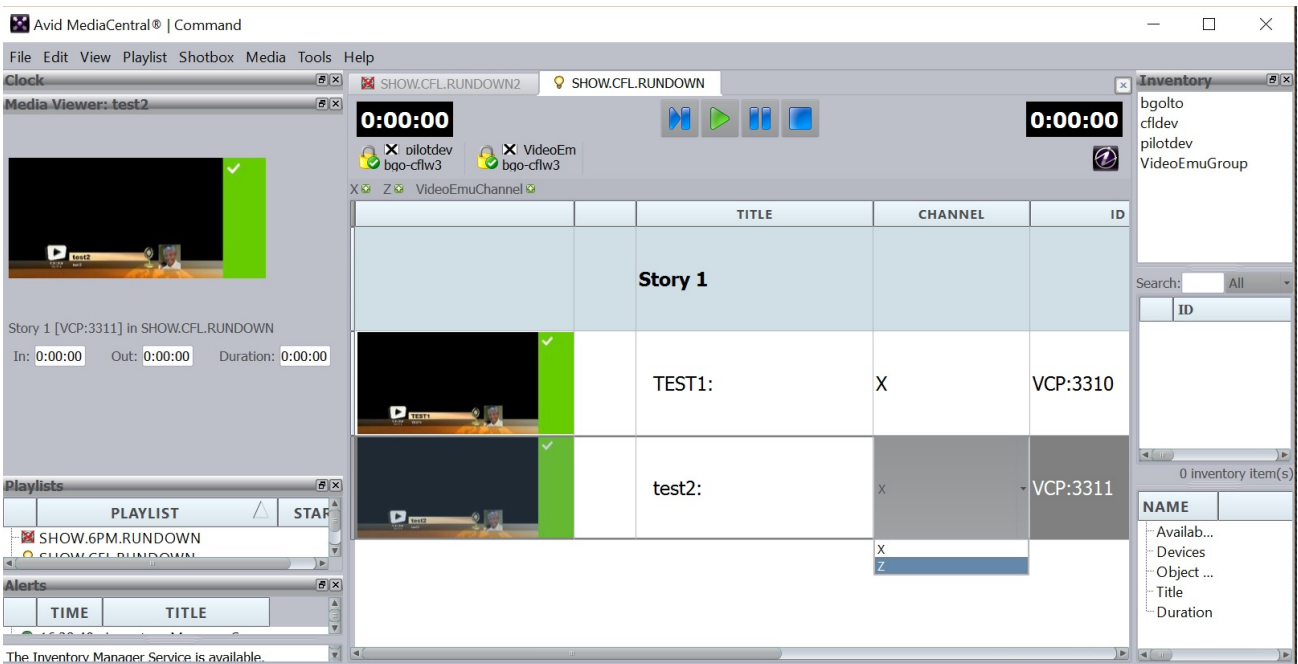
Avid MediaCentral® | Command does not have a simple way to let the user map from the external channels fetched from the profile and the list of channels in its system settings. We have solved this by letting the user select which channel should be associated with the index numbers from the drop-down list.

When the channels have been selected from the drop-down list, click the **Apply** button to save.

Remember to provide the channels' playout machines. This is done in the profile configuration in Viz Pilot or Viz Trio.



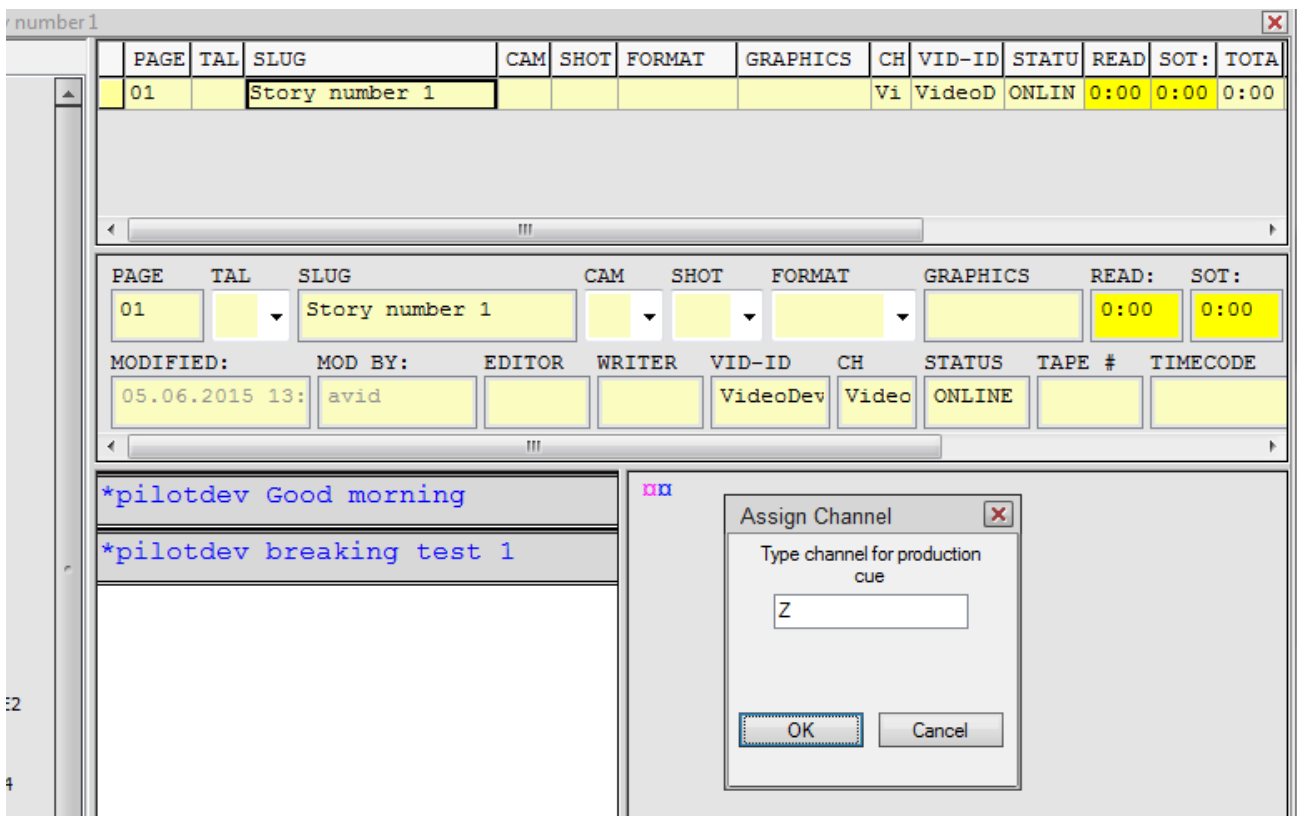
The channel can now be changed in Avid MediaCentral® | Command:



Click the channel-column for an element and select the desired channel from the drop-down list. The element is updated so that multi-channel layout is possible.

#### 4.4.2 Assign Channel in iNEWS (to MOS Type Element)

It is possible to assign a channel for a MOS story item using iNEWS by right-clicking an element and select **Assign channel**.



Channel assigning in iNEWS sets the `<itemChannel>` mos-tag.

#### 4.4.3 Default Channel for Star CG Elements

The default channel for a `*cg` type element is set in iNEWS in the `SYSTEM/MAP` file. In the example illustration below the default channel is set to X:

```
; Show: cfl (using monitor number 303)
show.cfl.rundown show.cfl - monitor 2359
wnasvr mseteam - command-master
video VideoGroup - VideoEmuChannel ;
cg pilotdev - X VCP no;
;
```

#### 4.4.4 Default Channel for MOS Elements

The default channel for MOS type elements is the channel assigned to index 0 in the Vizrt plug-in settings.

#### 4.4.5 Troubleshooting

If you experience any problems with channel switching, check *Avid Diagnostics* for errors.

## 4.4.6 Categories and Channels

Note that setting a default channel using the *Categories and Channels* in Template Manager does not directly apply for the Vizrt iNEWS Command Plug-in.

### Reason

The *Categories and Channels* will set the `<channel></channel>` tag in `mosExternalMetaData`, which is not used by the plug-in. The Avid Command SDK interprets the `<itemChannel>` tag. If no `itemChannel` is set, the channel defaults to the channel on index 0.

**Note:** To use *Categories and Channels* it is necessary to assign to a channel the name `AUTO`, see [Auto Channel](#).

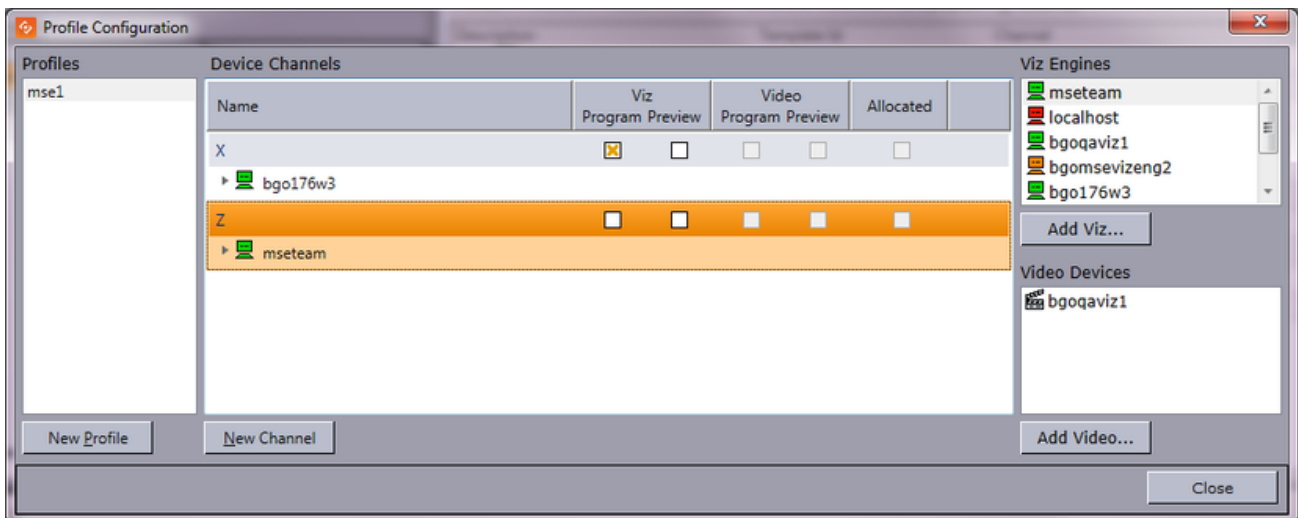
## 4.4.7 Channel Payout Example

This section gives an example of multi-channel payout.

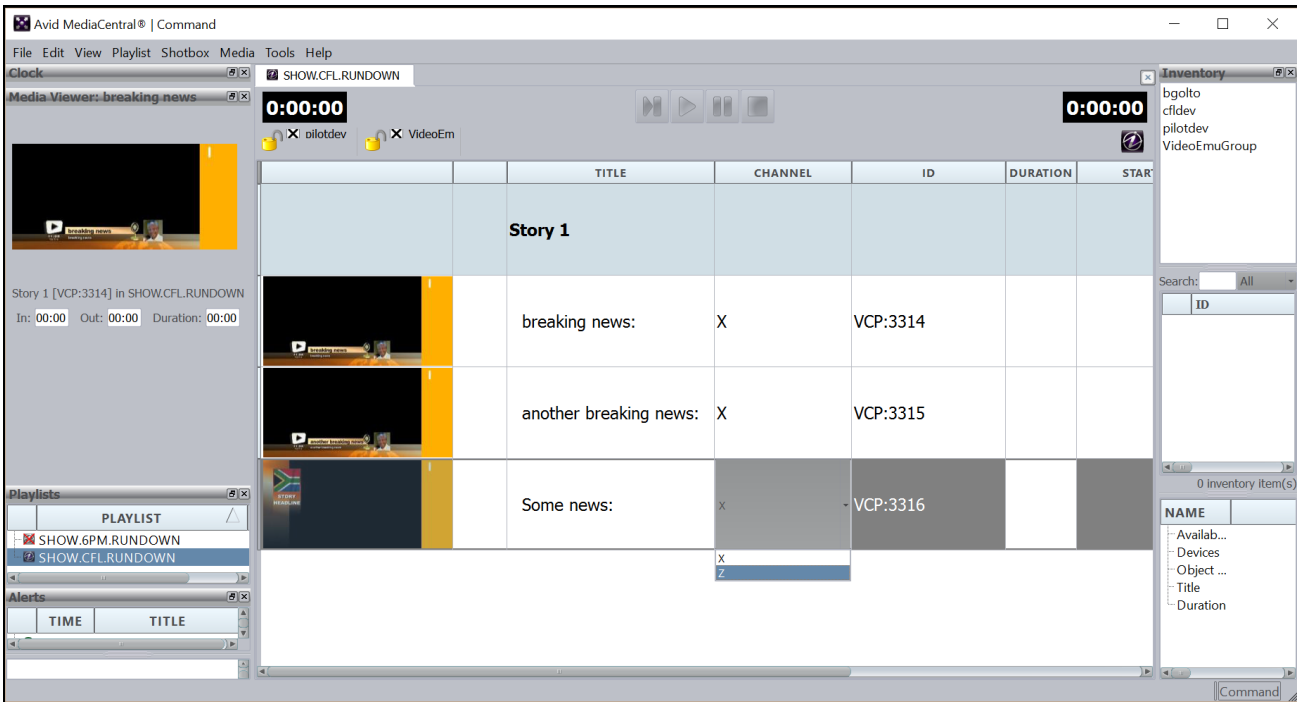
In the following example, two channels are configured:

- Channel X
- Channel Z

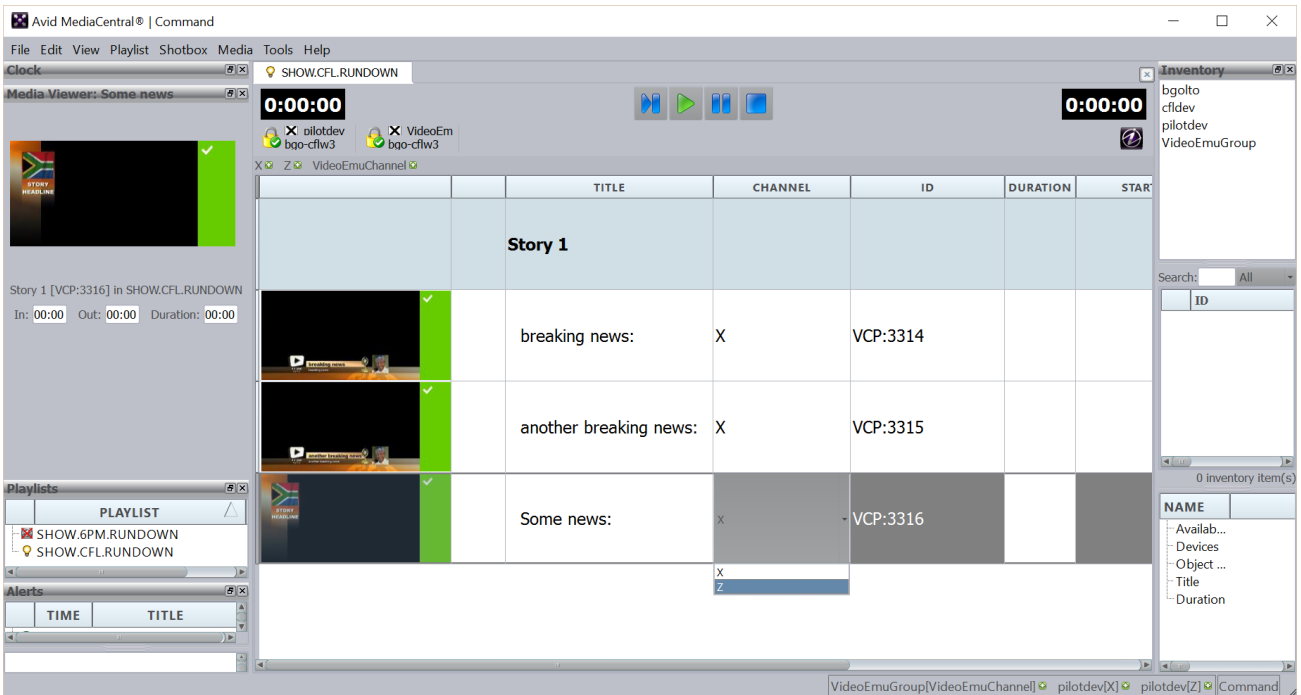
No preview is configured in this example.



When loading elements from iNEWS to Avid MediaCentral® | Command, MOS type elements are by default assigned to the channel with index mapping 0. CG elements are assigned to the default channel in iNews SYSTEM/MAP. (See [Avid MediaCentral® | Command Channel Switching and Payout](#)). In this example, all items are assigned to channel X.



It is possible to alter the channel for an item (selecting from the drop-down menu in the channel column) both before and after locking the playlist.



## 4.4.8 Auto Channel

As [Categories and Channels](#) for Viz Pilot are not directly supported by the Vizrt iNEWS Command Plug-in, the plug-in does special handling for a channel named *AUTO*. The *AUTO* channel can be used with *Categories and Channels*.

If you configure a channel in Avid MediaCentral® | Command to have the name *AUTO*, then the Vizrt iNEWS Command Plug-in does not set any Media Sequencer channel on such an element, and the element is played out on its default channel.

**IMPORTANT!** It is not possible to use the AUTO channel with Trio CG elements. Another channel must therefore be assigned to Trio CG elements.

## Configuring the Vizrt iNEWS Command Plug-in

Add a channel *AUTO* on the configuration page for the Vizrt iNEWS Command Plug-in using the Avid Service Configuration. Remember to set the correct number of channels on the *Channel count* setting on the *Device Settings* tab (see illustrations below).

Profile

Channel mappings:

Index	Channel
0	X
1	Z
2	AUTO

Add Delete

**Avid Service Configuration**

File Action View Help

Hosts Processes

AvidWorkgroup

- bgo176w2
- bgo176w3**
  - Avid Graphic Device Service 01 - pilotdev
  - Avid Machine Monitor Service
  - Avid Service Starter Service
  - Avid Time Synchronization Service
  - Avid Video Emulator Device Service
- bgovda3
- mseteam
- nbo-pc

Apply Apply To... Reset

Plug-in Chooser Device Settings **Vizrt Plug-in Settings**

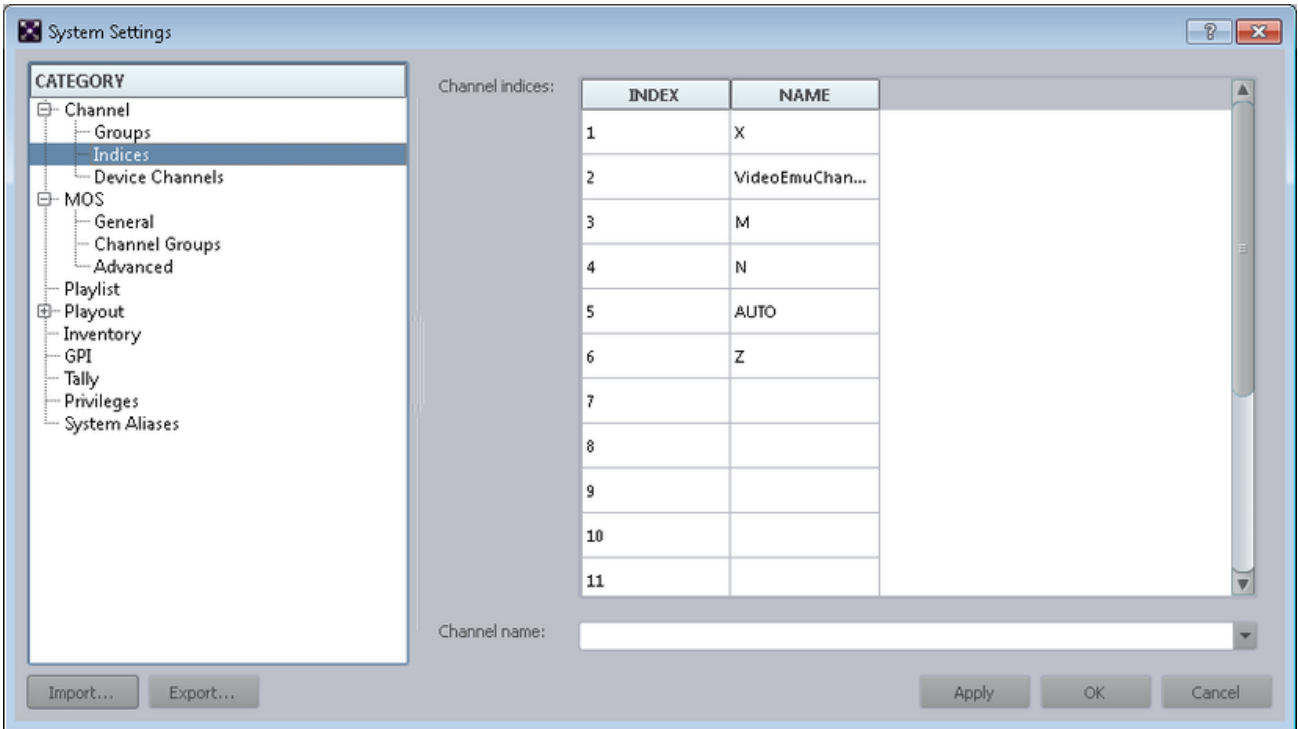
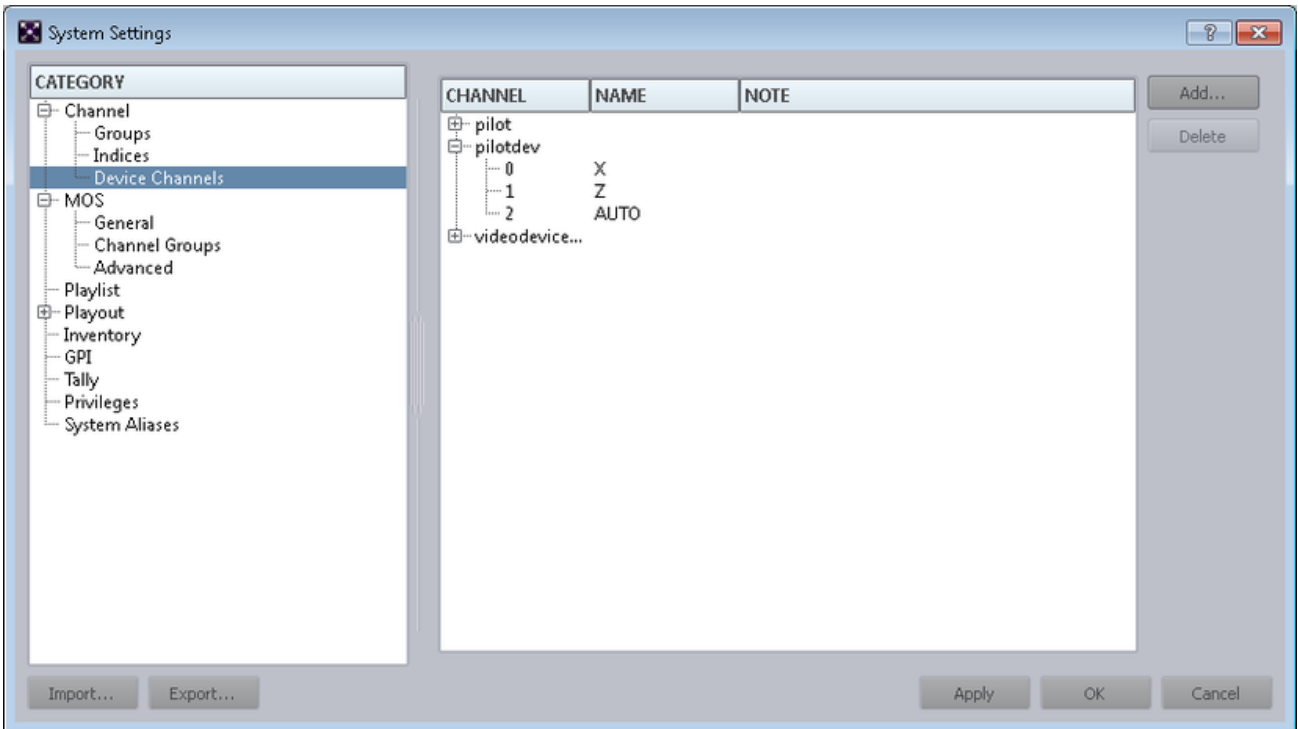
The service will be restarted within 15 seconds of applying changes.

Device name:

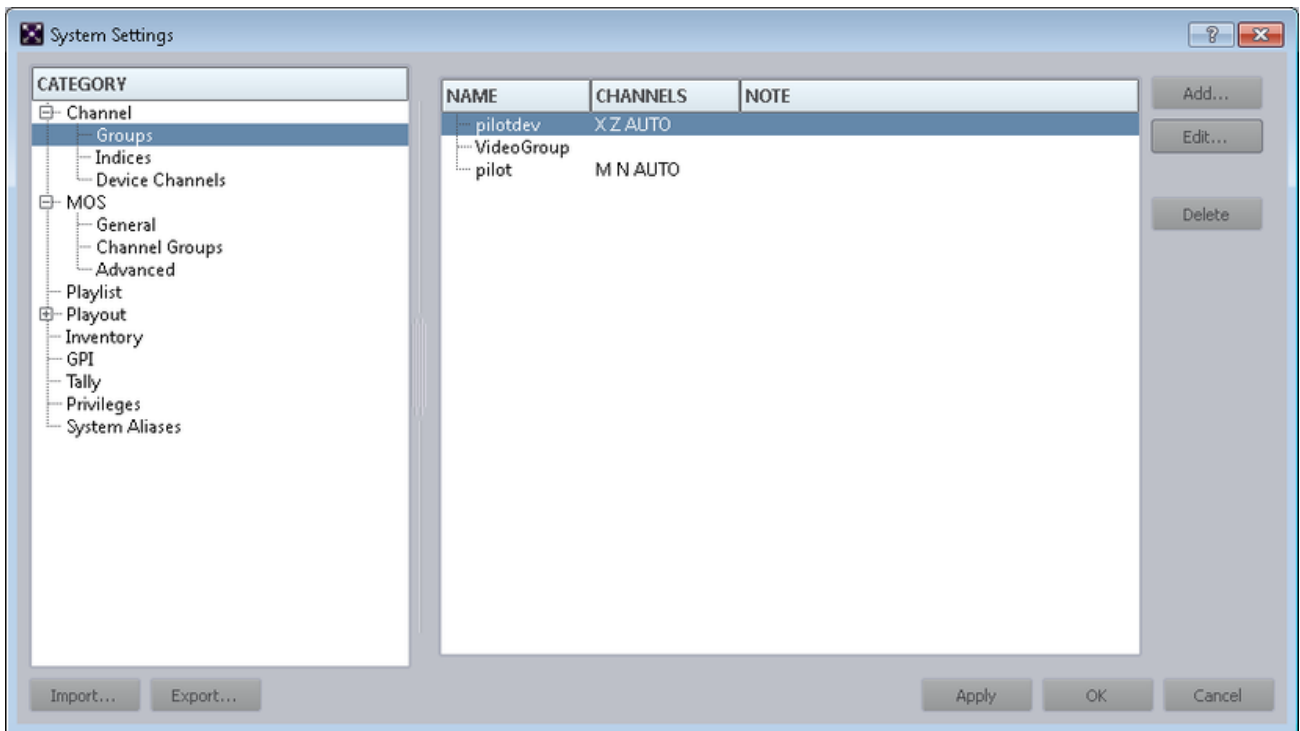
Channel count:

## Configuring Avid MediaCentral® | Command

Configure the Avid MediaCentral® | Command channel settings to have the *AUTO* channel (see the illustrations below).

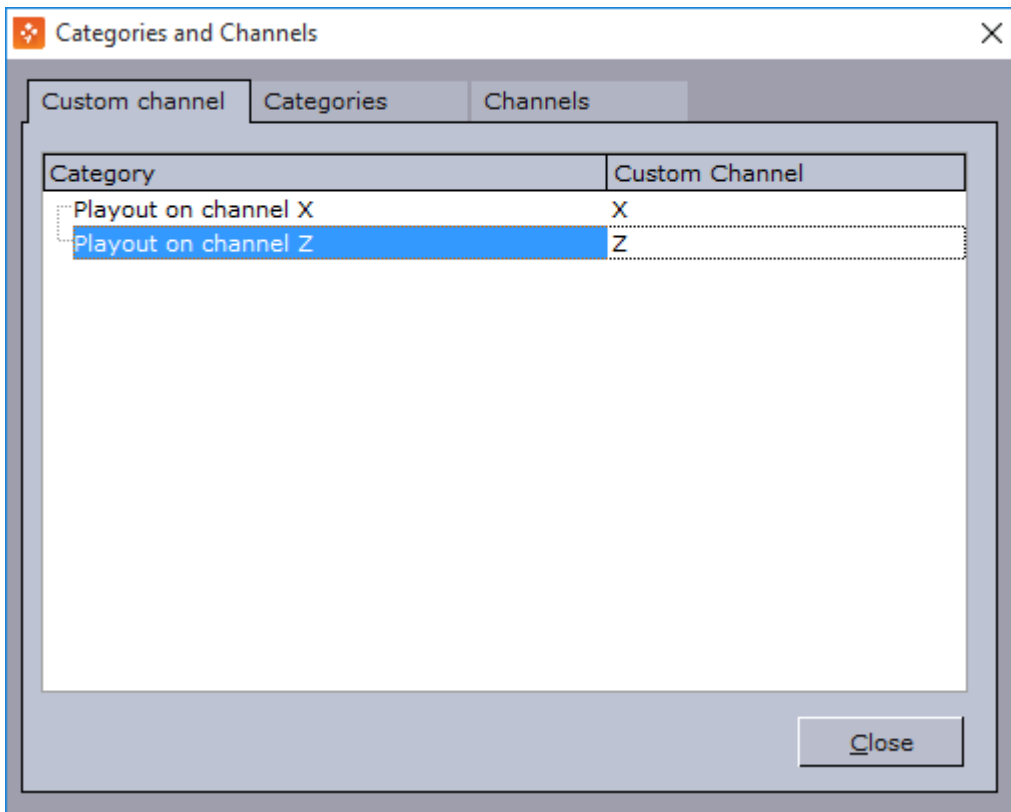






### Example Using Categories and Channels

In this example the [Categories and Channels](#) has been configured (using **Viz Template Wizard > Tools > Categories & Channels**) to have a category for the X channel and one for the Z channel.



The *List* template is placed into the category that plays out on channel X (using Template Manager, see illustration below). The *side right* template has been put into the category that plays out on channel Z.

Ext ID:  Description:  Save  
 Category:  Cancel  
 Stop points (Default):

Ext ID:  Description:  Save  
 Category:  Cancel  
 Stop points (Default):

### Story in iNEWS

A story was created in iNEWS and two elements were added (created from the mentioned templates). Note that both elements were manually assigned the channel *AUTO* in iNEWS. If you want to have the *AUTO* as default, you can configure the *AUTO* channel on index 0 in the Vizrt iNEWS Command Plug-in configuration.

iNEWS7X\SHOW.CFL.RUNDOWN.Story1

	PAGE	TAL	SLUG	CAM	SHOT	FORMAT	GRAPHICS	CH	VID-ID	STATU	READ	SOT:	TOTA
			Story1								0:00	0:00	0:00

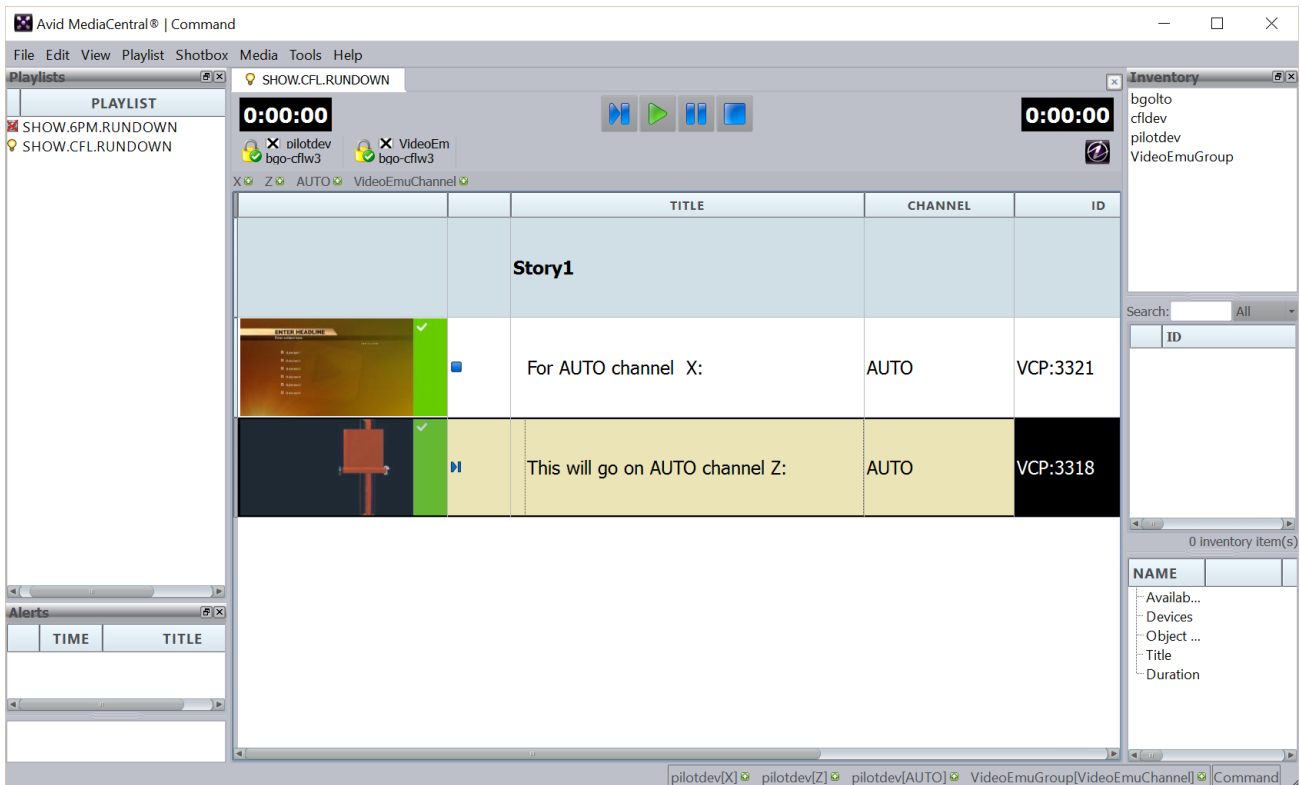
  

PAGE	Chann	TAL	SLUG	CAM	SHOT	FORMAT	GRAPHICS	READ:	SOT:	TOTAL	BACKI
			Story1					0:00	0:00	0:00	

MODIFIED: 12/1/2020 14: MOD BY: avid EDITOR WRITER VID-ID CH STATUS TAPE # TIMECODE

```
*pilotdev [AUTO] For AUTO channel X
*pilotdev [AUTO] This will go on AUTO channel Z
```

The illustration below shows the playlist loaded in Avid MediaCentral® | Command. The first *AUTO* element plays on channel X. The second *AUTO* element plays on channel Z.



## See Also

- [To Configure Multiple Output Channels](#)

## 4.5 Stop-Point Count-Down

Avid MediaCentral® | Command supports continue-counting of graphics with stop-points.

This section contains information on the following topics:

- [Setting up Avid MediaCentral® | Command for Stop-points](#)
- [Troubleshooting](#)
- [Count-down Example](#)

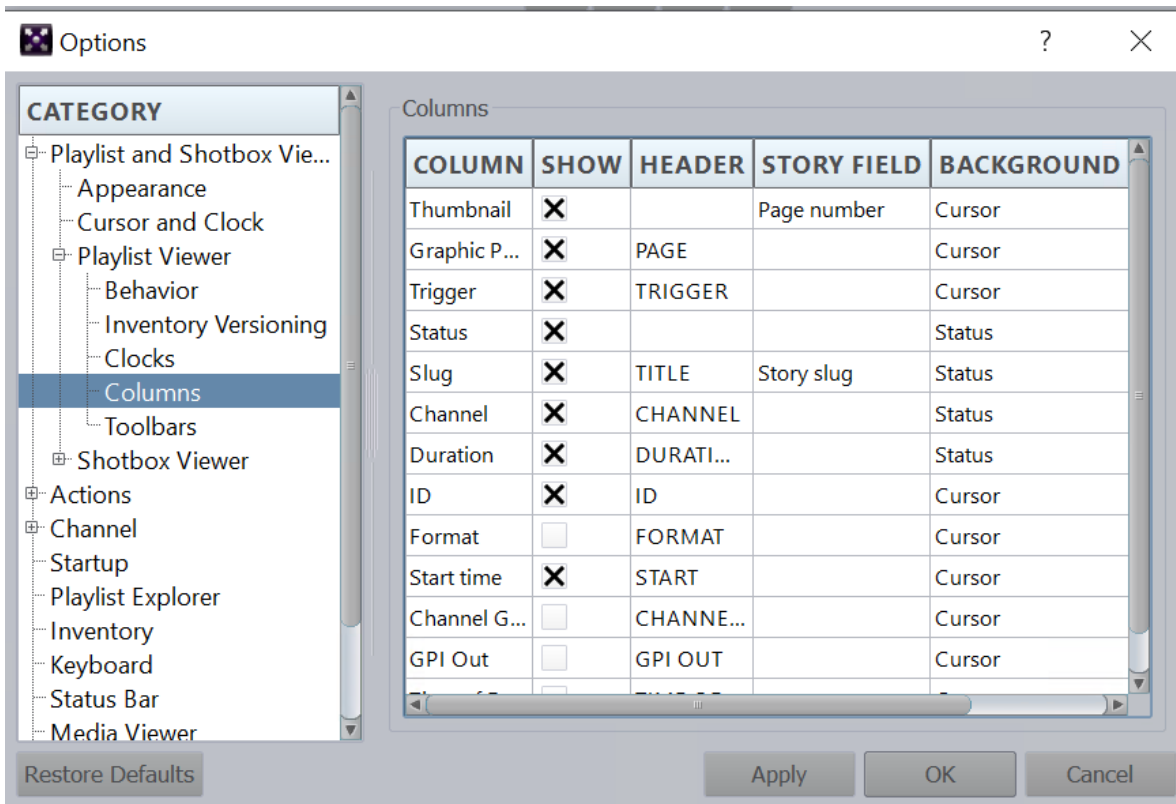
### 4.5.1 Setting up Avid MediaCentral® | Command for Stop-points

Avid MediaCentral® | Command displays graphic trigger counts (stop-points) that are set in Viz Pilot.

To display the graphic trigger counts, go to **Tools > Options > Playlist and Shotbox Viewers > Playlist Viewer > Columns**.

Once here you can:

- Click **SHOW** to display the trigger counts column.
- Edit the **HEADER** column to change the display name of the column.



The above configuration displays as follows:



**Note:** Stop-point count-down is not supported for Trio-type CG elements.

## 4.5.2 Troubleshooting

Enable *Avid Diagnostics* to check if any errors occur during runtime.

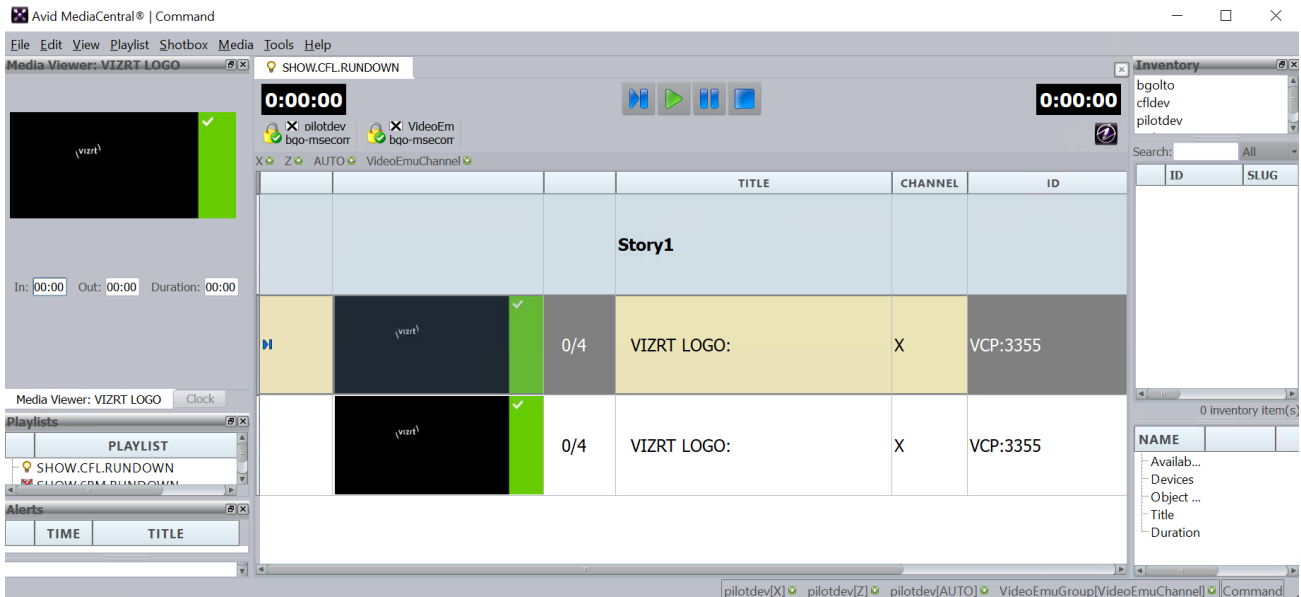
### 4.5.3 Count-down Example

This section explains how to playout elements with count-down (stop-points).

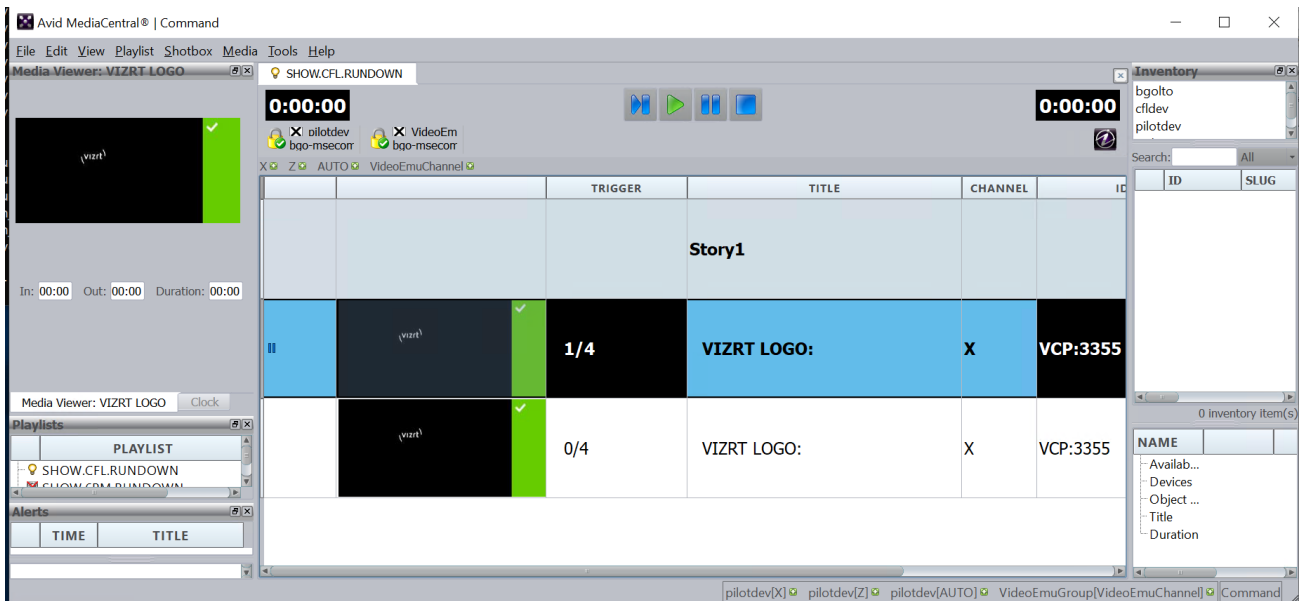
**Note:** In this example, the *autocue* functionality for Avid MediaCentral® | Command is enabled.

#### Manual Playout

In this example, manual playout of an element with continue count is shown (see the illustration below). When locking the graphics channel group, the first element in the playlist is cued (read) on the preview channel if it is set in the profile in Viz Pilot/Viz Trio.



Clicking the play button makes the Vizrt logo appear on the program channel (a play/take operation is issued). The continue count goes to 1.

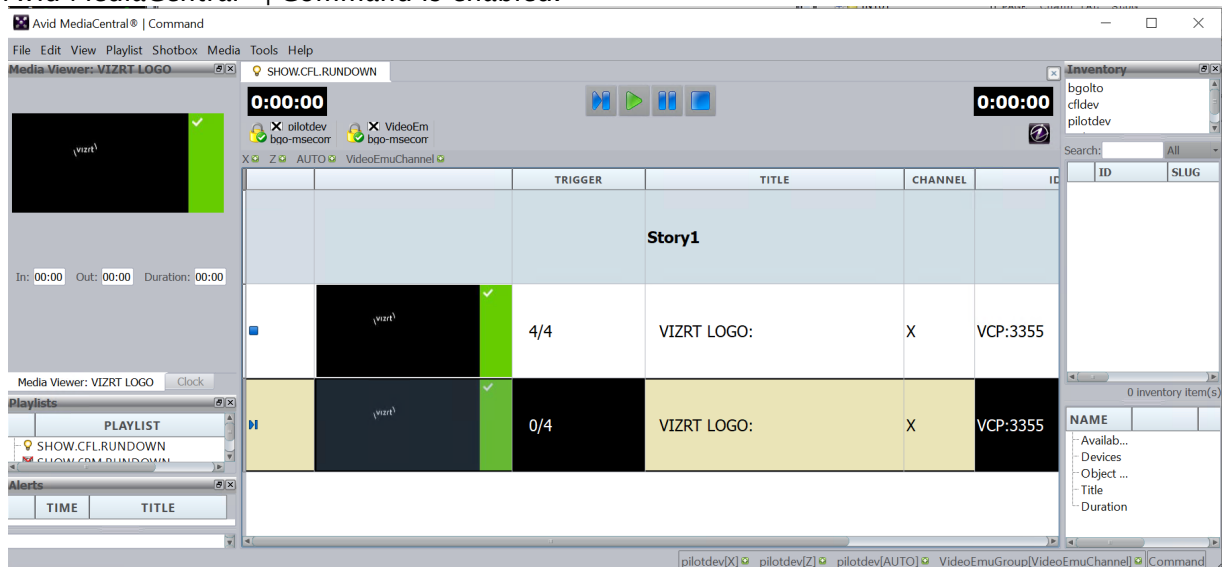



The graphic item has more continue points and the item is in *paused* state. For the next three times the user clicks the play button, there is a *continue* command is sent to the program channel for the relevant item.

**Note:** The user must make sure the animation between the continue points is finished before pressing a new *play*. Otherwise the animation progress and continue-count in Avid MediaCentral® | Command gets out of sync.

Clicking the **Play** button for this item the last time initiates two procedures:

- *Continue* is sent to the program channel and the animation will go to its fourth stop point, and
- The next graphic item in the playlist is cued (read) on the preview channel if *autocue* for Avid MediaCentral® | Command is enabled.



 **Note:** [Timed Playout](#) does not support trigger count.

### See Also

- Read the **Variant** section of **Template Manager** in the [Viz Pilot User Guide](#) to learn about setting stop points in Viz Pilot.
- 

## 4.6 Timed Playout

This section explains the playout of graphics timed relative to a video. For using timed playout, a [Database Settings](#) is needed. A video device is also needed. For testing, the video emulation device 'Avid Video Emulation Service' can be installed.

Note that timing relative to a video is possible for MOS elements. There is no support for adding timing information to *\*cg* syntax elements.

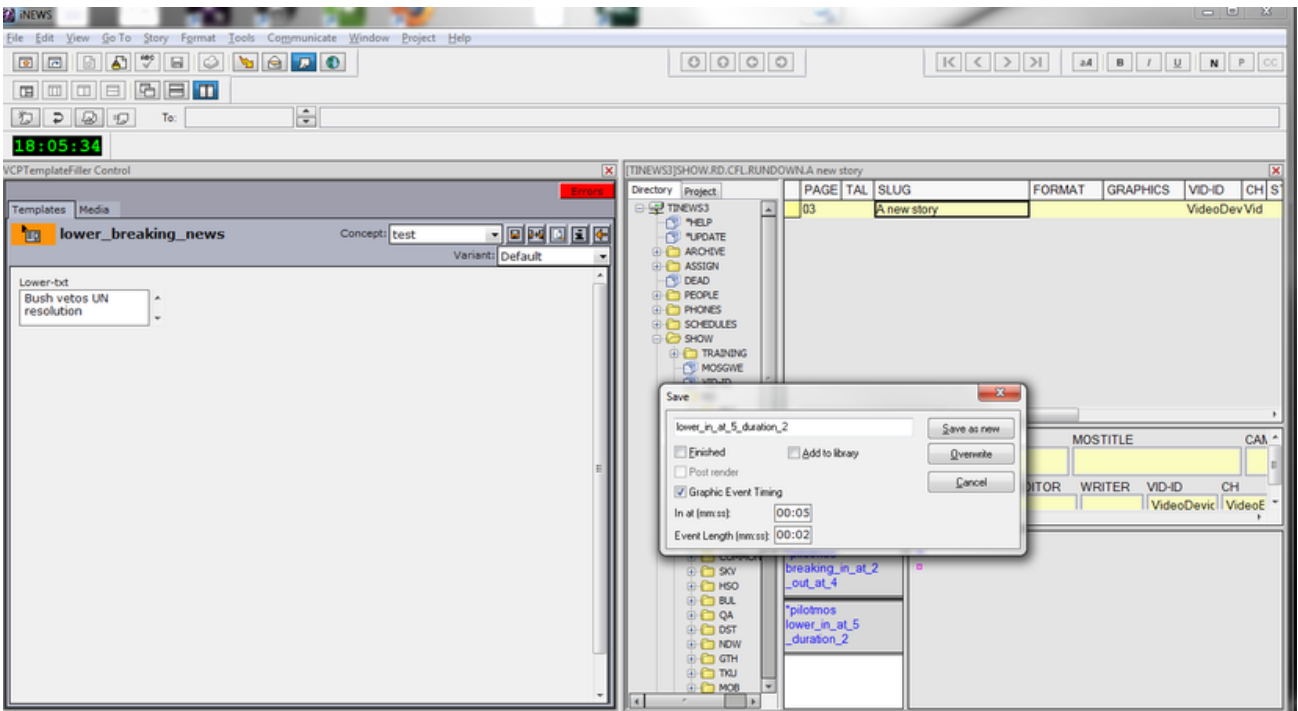
This section contains information on the following topics:

- [Add Element with Timing Information Using Viz Pilot](#)
- [Template Settings](#)
- [Viz Pilot DB Configuration](#)
- [Avid Video Emulation Service](#)
- [Known Restrictions](#)

### 4.6.1 Add Element with Timing Information Using Viz Pilot

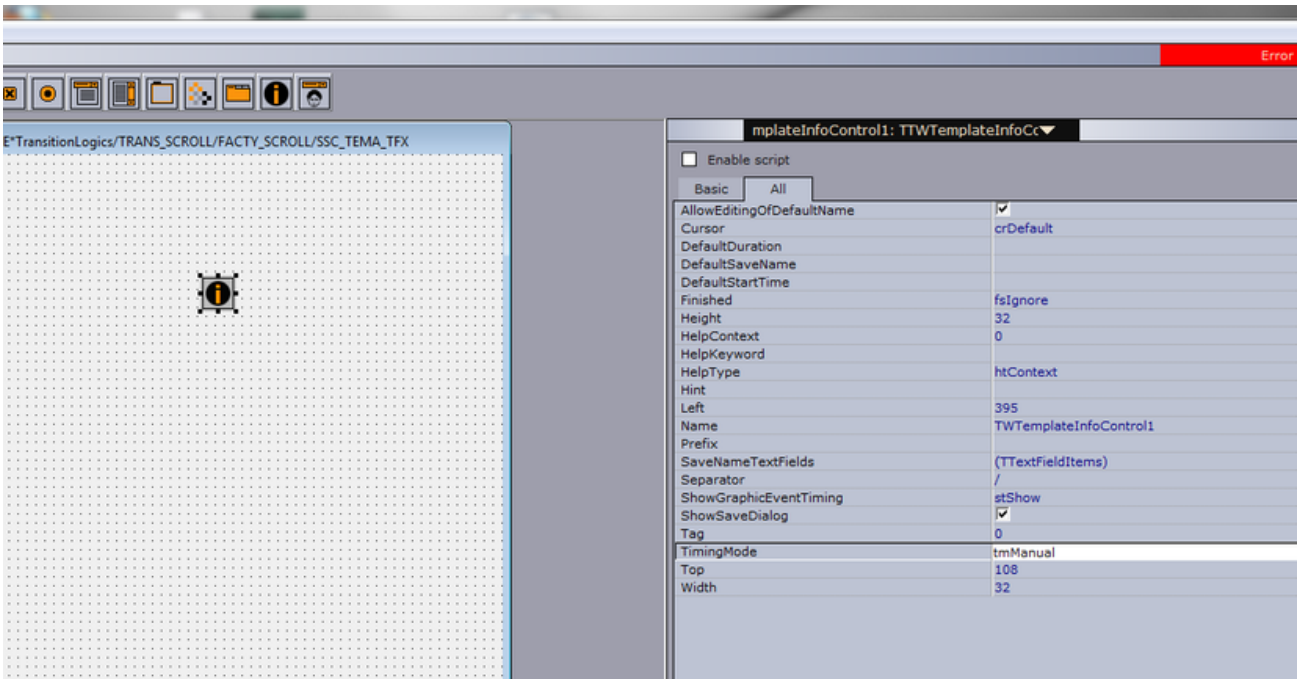
An element in Viz Pilot can be saved with start time (relative to the start of the video) and duration, see the illustration below.





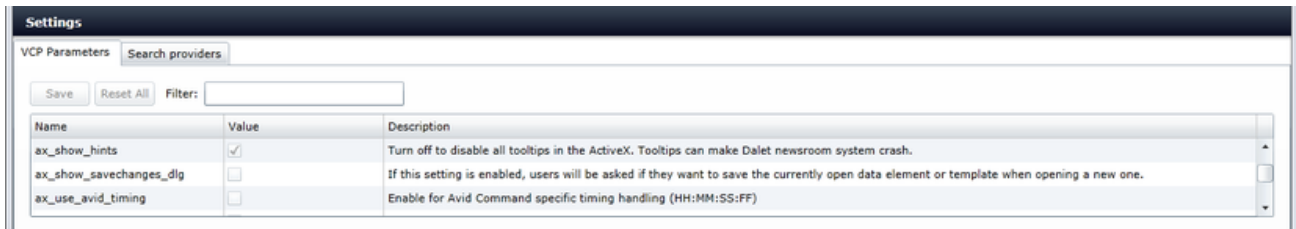
### 4.6.2 Template Settings

For the timing information to be present for a template in Viz Pilot, the template must have the *information* component (TTWTemplateInfoControl) added to it. In the information component, the setting *ShowGraphicEventTiming* must be set to *stShow*, see the illustration below. Use Viz Template Wizard to add this component to templates you want to have timing information for.



### 4.6.3 Viz Pilot DB Configuration

The setting in the Viz Pilot database *ax\_use\_avid\_timing* is disabled. This means that the timing is given in fields per second in the MOS XML.



### 4.6.4 Avid Video Emulation Service

The Avid Video Emulation Service (or a real video device) is needed if we want to test the timing of graphics (in Avid MediaCentral® | Command). The graphic timing is relative to the start of the previous video in the same story. Graphic timing is ignored if there is no video.

### 4.6.5 Known Restrictions

Timed playback does not support trigger count.

#### See Also

- [Database Settings](#)

## 4.7 Initialize On Viz Engine

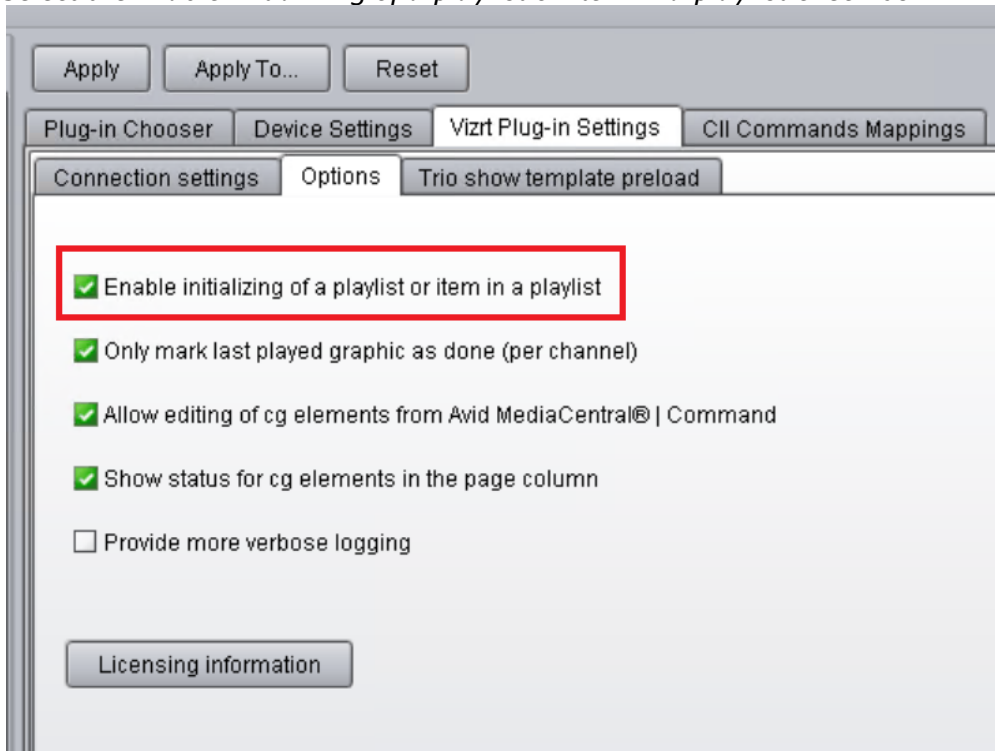
Graphics resources can be loaded into a Viz Engine's memory for them to play out smoothly on the Viz Engine. This procedure is named *initialize*. The status of the initialize operation is visualized with color codes on the thumbnail for mos-type elements, see [Thumbnail Status](#) for more information.

The following checkbox must be selected in the Vizrt plug-in settings to enable initialize for graphics items in Avid MediaCentral® | Command:

To enable the check box:

1. Open the **Vizrt Plug-in Settings** tab.
2. Click the **Options** tab.

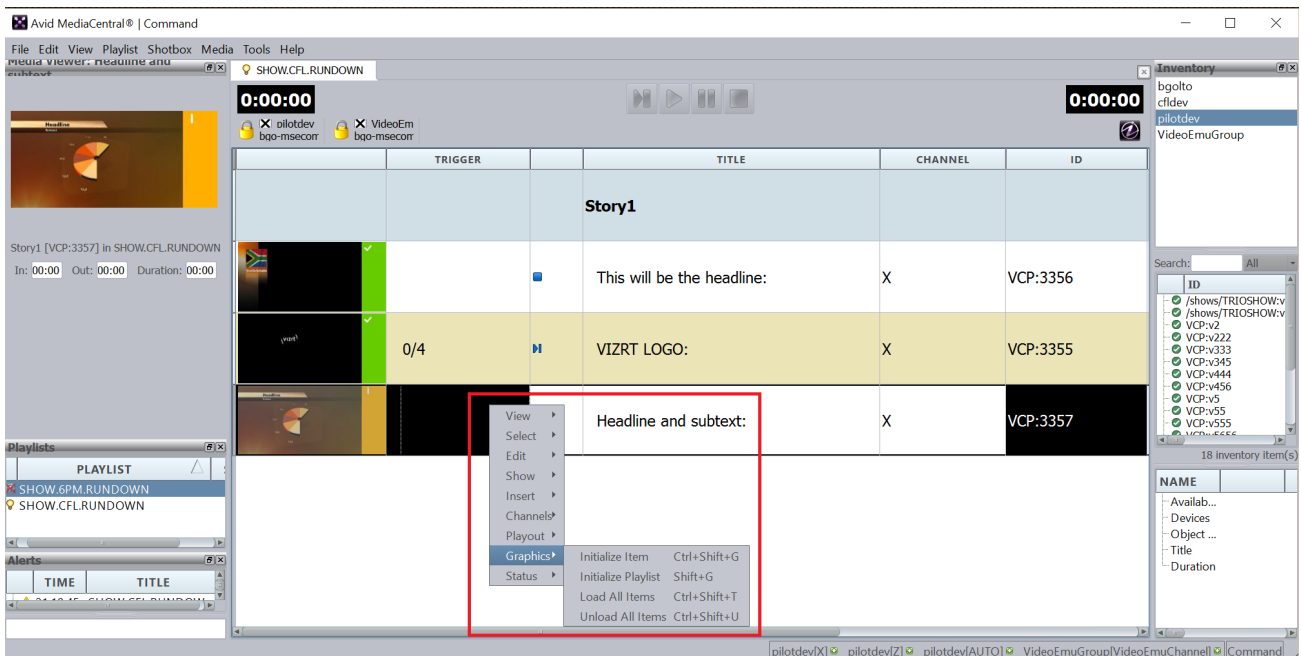
3. Select the *Enable initializing of a playlist or item in a playlist* check box.



4. Click **Apply**.

5. The elements in the playlist are initialized when the channel group is locked.

In Avid MediaCentral® | Command, it is also possible to right click on a graphics element and select **Graphics > Initialize Item / Graphics > Initialize Playlist**.



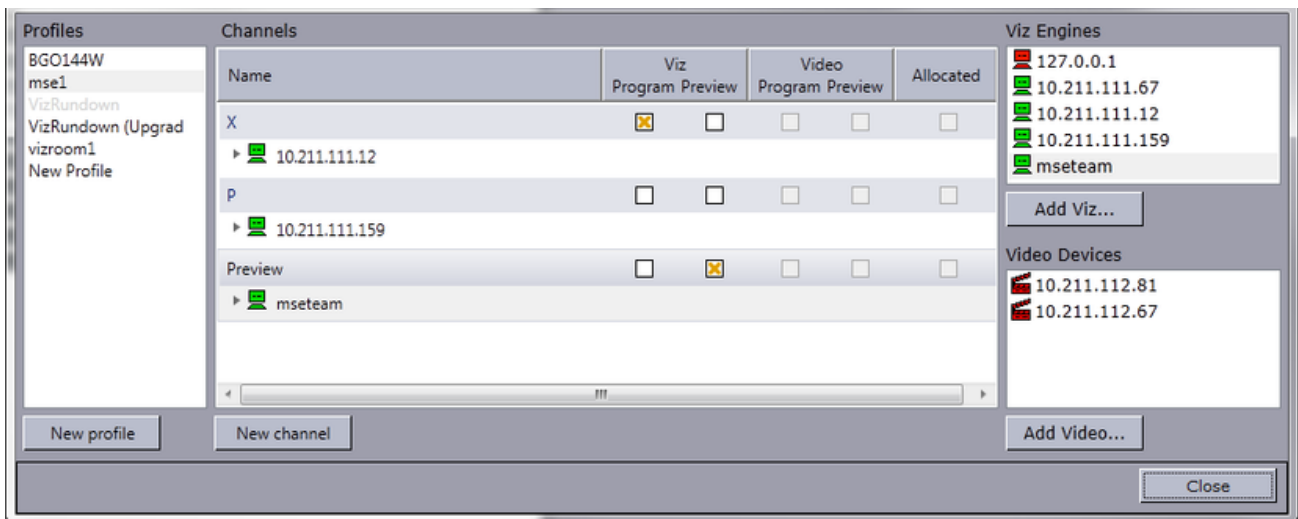
**Note:** This only has an effect when the channel group is locked.

## See Also

- [Status for cg Elements](#)

## 4.8 Preview

A preview channel can be configured in the Viz Pilot profile configuration (**Tools > Profile Configuration**).



Only one external preview can be configured per profile.

If autocue is enabled in Avid MediaCentral® | Command (**Avid MediaCentral® | Command > Tools > System Settings > Playout > Autocue**) then the Avid system automatically queues the next item in the playlist.

If autocue is not enabled, the user of Avid MediaCentral® | Command is manually cuing items, and one preview channel is enough even though multiple playout channels are available.

**Note:** Viz Trio can also be used to configure a preview Viz Engine. See the **Output** section in the [Viz Trio User Guide](#) for more information about this procedure.

## 5 Playout Of Vizrt Graphics





This section describes how to successfully play out Vizrt graphics from Avid MediaCentral® | Command.

### 5.1 Controls

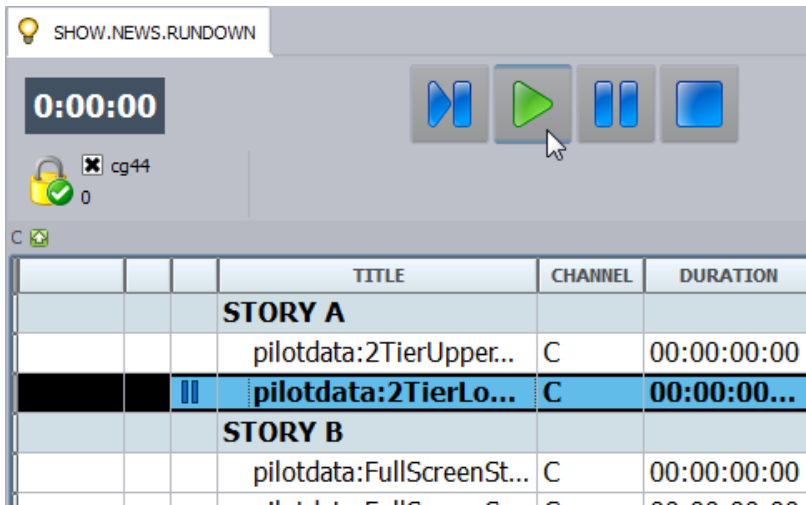
The system plug-in keeps track of which element is currently running (paused, in Avid-terms). If you click **Play** on the current element it results in a *CONTINUE*, while a play on all other elements results in a *TAKE* on the corresponding element (see [To Play out from Avid MediaCentral® | Command](#)).

The Avid MediaCentral® | Command controls map to the following behavior when triggering Vizrt graphics:

#### 5.1.1 Control Buttons on Playout Toolbar

Icon	Action
	<b>Cue</b> manually cues the item. If autocue is on, the next graphics element is cued automatically on <i>TAKE</i> .
	<b>Play</b> does a <i>TAKE</i> if the element you click <b>Play</b> on is not already taken. Clicking Play immediately results in a pause icon for the current element to allow a <i>CONTINUE</i> on consecutive actions for the same graphics element. The stop icon appears at the end of a sequence of stop points in a graphic element.
	<b>Pause</b> has no function.
	<b>Stop</b> results in a <i>TAKE OUT</i> .

## 5.2 To Play Out From Avid MediaCentral® | Command

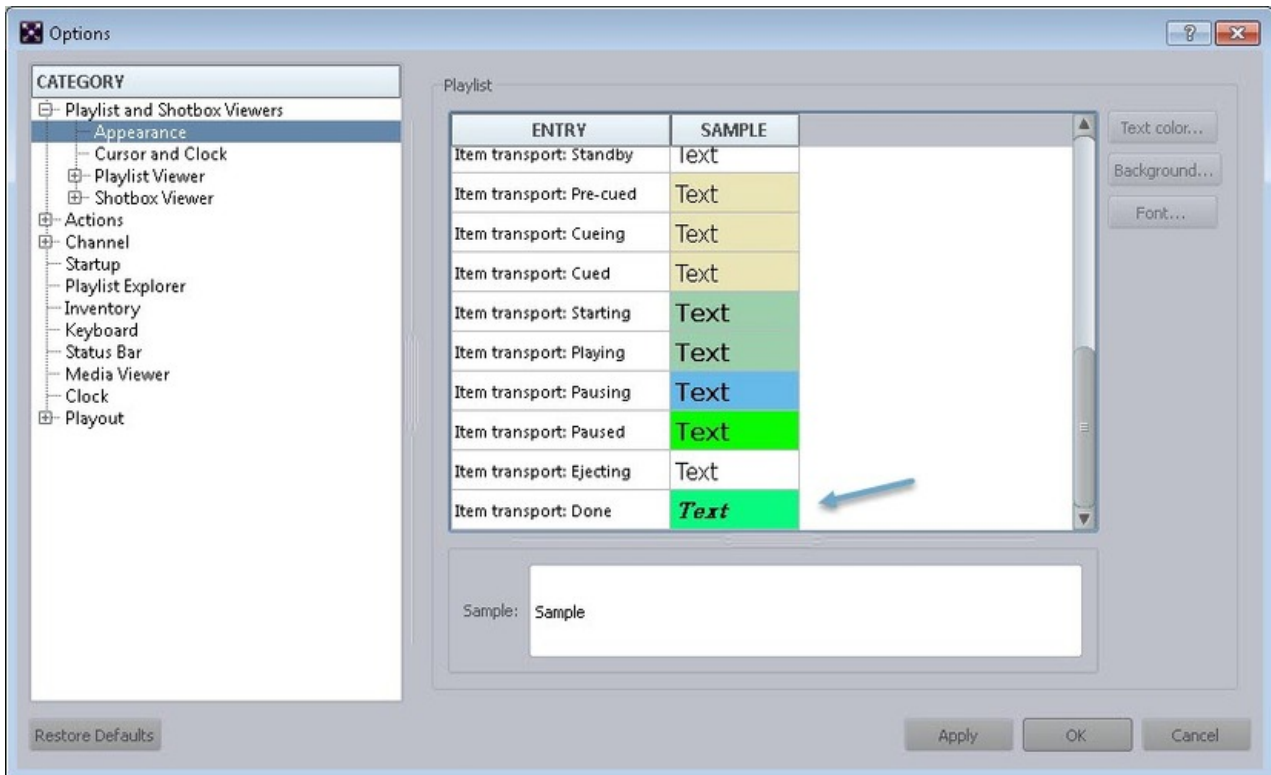


1. Start Avid MediaCentral® | Command workstation.
2. Open the playlist you loaded in iNEWS.
3. Click the lock to operate the playlist.
4. Click the **Play** button to load and play out the graphics.
  - If the scene use Continue points, click the **Play** button to continue the animation.
  - If the scene should be played again, click the **Stop** button and then the **Play** button.
  - If the scene should be taken Off Air (hard cut), click the **Stop** button.

## 5.3 Set Last Played Item As Done

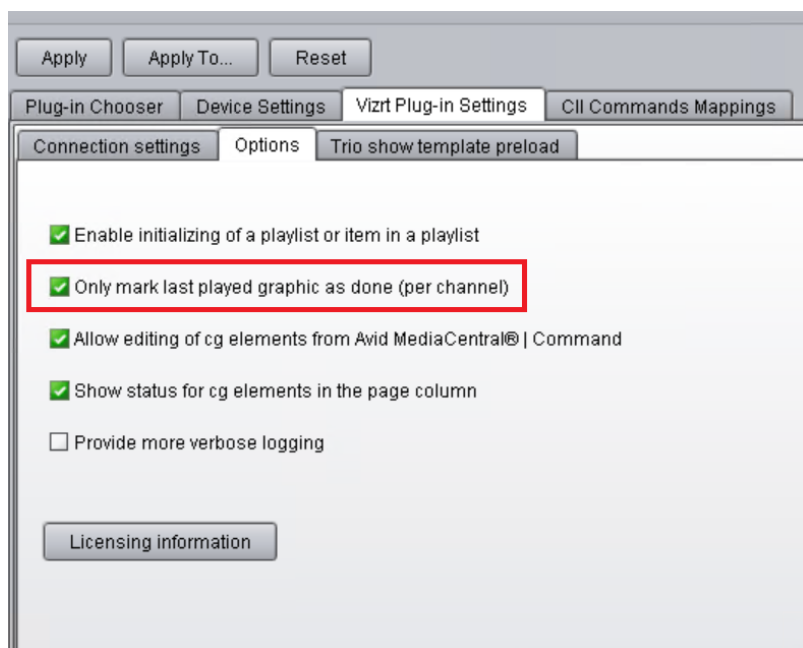
On playout of Vizrt graphics from Avid MediaCentral® | Command, graphics are set to the *Done* state after they are played out. The exceptions are CG graphics based on the same template, in which case only the last graphic is set to the *Done* state.

## 5.4 The Appearance Of The Graphic Is Set According To The Options Settings In Avid MediaCentral® | Command



A stop icon is used in Avid MediaCentral® | Command to show the Done state, in addition to the selected colors and font.

Selecting **Vizrt Plug-in Settings > Options > Only mark last played graphic as done (per channel)** will label the last played item (per channel) with the Done state.



**⚠ Note:** Avid MediaCentral® | Command users can easily see which element was played last if a special color is used for the Done state.



## 6 Troubleshooting

The following section is a troubleshooting section for the Vizrt integration with Avid MediaCentral® | Command.

The information is based on experience gained by Vizrt during development and testing.


This section contains information on the following topics:

- [Known Limitations](#)
- [Usage Related Troubleshooting](#)
- [Avid Troubleshooting Tools](#)
- [Verification of the Configuration](#)
- [Known Issues](#)

### 6.1 Known Limitations

The following are the known limitations of the Vizrt iNEWS Command Plug-in. The limitations are based on functionality most users expect from a Vizrt graphics workflow; hence, the basic layout and control of Vizrt graphics, when compared to Vizrt control applications, is a bit different.

- **When using \*cg syntax:** No default values are present for \*cg elements with no input data.

 **Example:** External template *v1003* has two input text fields where default values have been set in Viz Pilot, then the following syntax gives a data element with empty values:

```
*cg v1003
```

- **Standalone playlists and shotbox:** Standalone playlists and shotbox functionality are not supported in this version.
- Timed graphics being played out relative to a video, does not have support for continue count.
- No support for video elements.
- If a playlist created by the plug-in is deleted in Viz Pilot, the Avid Graphic Device Service must be restarted.
- If the Media Sequencer is restarted, the Avid Graphic Device Service must be restarted.

#### See Also

- [Vizrt iNEWS Command Plug-in Release Notes](#)

### 6.2 Usage Related Troubleshooting

- If there are errors in the channel configuration, the item in the playlist is displayed in red and labeled with *CHANNEL DOWN*.

- To acquire the Avid Graphic Device service logs:
  - a. Start Avid Diagnostics.
  - b. Click the 'wand' icon. A dialog named **Package Remote** opens.

## 6.3 Avid Troubleshooting Tools

Before you start troubleshooting, you should familiarize yourself with the following Avid tools:

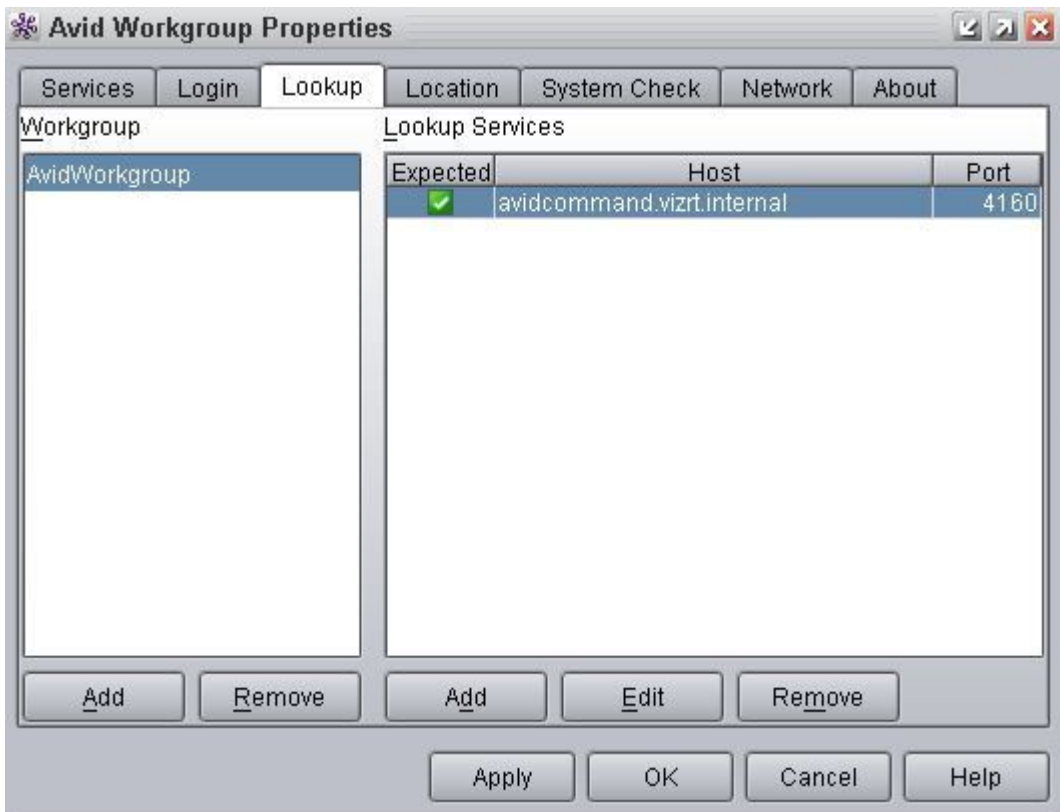
- [Avid Workgroup Properties](#)
- [Avid Diagnostics](#)
- [Avid Service Configuration](#)
- [Avid Health Monitor](#)

All these Avid tools use magic auto-discovery, so your plug-in/device should show in all of them if configured correctly, and started.

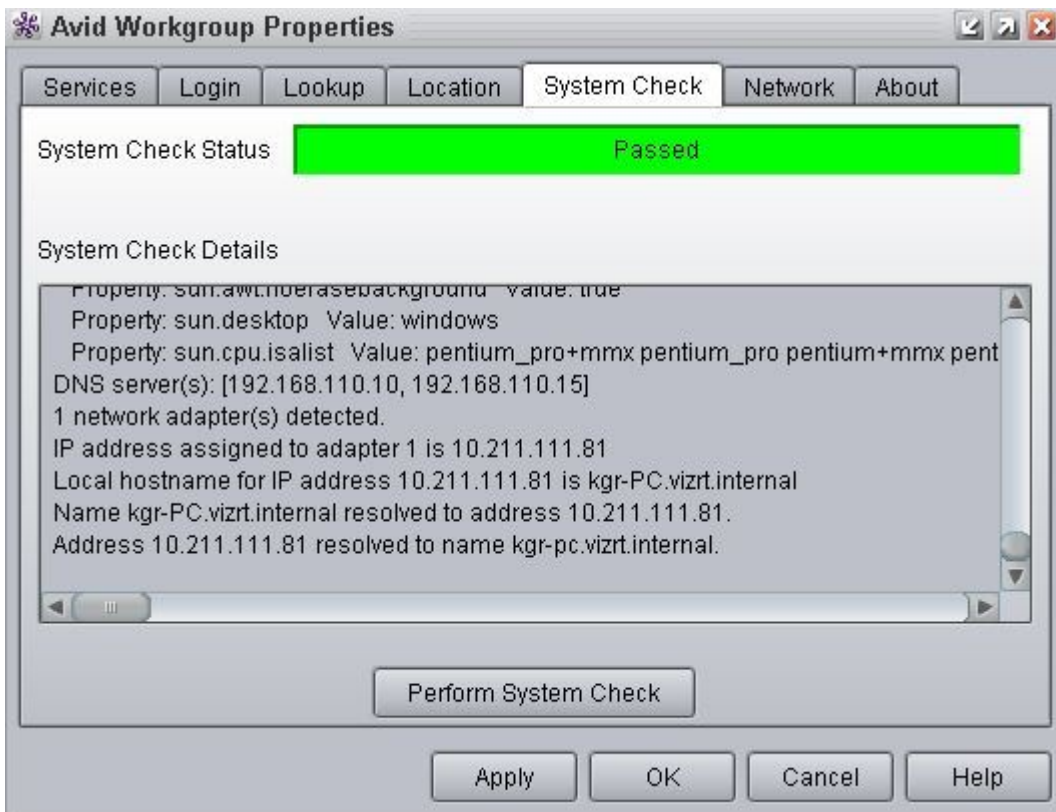
### 6.3.1 Avid Workgroup Properties

With Avid Workgroup Properties you can (among other things) start and stop services.

Initially, it is important that the Lookup service has been defined (correctly) in the Avid Workgroup Properties, like this:



If you have problems with Avid MediaCentral® | Command, you can use the System Check tab to see if there are any problems:



### 6.3.2 Avid Diagnostics

Avid Diagnostics is a logging framework that enables you to view logs of different Avid products across the network. Your Vizrt device should show up there as an *Avid Graphics Device Service*.

**Choose what devices to monitor. Note that logging does not start until you check the box.**

**This explains why the TAKE (play in Avid terms) failed. The element was not loaded from DB.**

**Have you configured the correct database, and the same in both active-X and the MSE you play out on?**

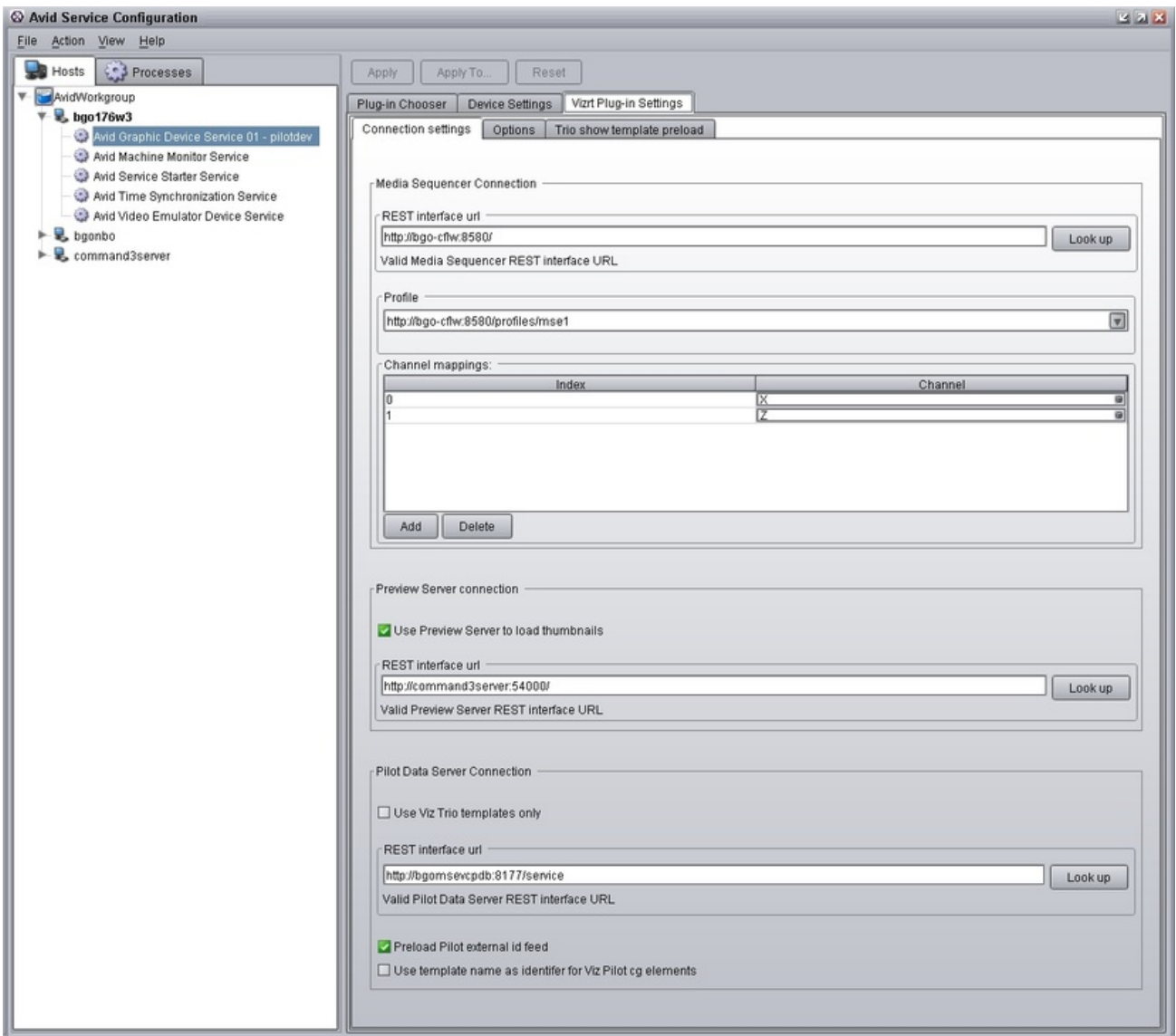
Seq #	Sync Time	Level	Message
198	2010.02.25 09:27:16.057	LOG_CFO	Remote logging listener added: bgosvm01/10.211.111.10:63237
199	2010.02.25 09:28:30.890	INFO	Vizrt Plugin Wrapper: Plug-in.handleRenderThumbnail: graphic=MyTrioShow1.pilotdata, data=3
200	2010.02.25 09:29:00.836	INFO	Vizrt Plugin Wrapper: Plug-in.handleRenderThumbnail: graphic=MyTrioShow1.pilotdata, data=3
201	2010.02.25 09:29:30.837	INFO	Vizrt Plugin Wrapper: Plug-in.handleRenderThumbnail: graphic=MyTrioShow1.pilotdata, data=3
202	2010.02.25 09:29:41.771	INFO	Dropping producer-side connection. Notifications summary for:CIDThu Feb 25 09:12:58 CET 2010.541(CGTransport
203	2010.02.25 09:29:42.899	INFO	Sending transport status: Transport Status[0]; preview=[, program=]
204	2010.02.25 09:29:42.907	INFO	Vizrt Plugin Wrapper: Plug-in.handleClear: channel=0, preview=false, graphic=null, exceptClip=false
205	2010.02.25 09:29:46.407	INFO	Vizrt Plugin Wrapper: Plug-in.handleLoad: channel=0, graphics=4, clear=true
206	2010.02.25 09:29:46.410	INFO	Vizrt Command Plugin: adding pilot element with id4967
207	2010.02.25 09:29:46.410	INFO	POSTing graphicsID d7a0f2a7-0357-4a19-8f0c-746d959bd806 with dbID 4967
208	2010.02.25 09:29:46.431	INFO	Adding pilot element with id 4967 got pending result
209	2010.02.25 09:29:46.431	INFO	Vizrt Command Plugin: adding pilot element with id4965
210	2010.02.25 09:29:46.431	INFO	POSTing graphicsID f78a5a47-1b32-439b-8c8c-a332d6b90a42 with dbID 4965
211	2010.02.25 09:29:46.441	INFO	Adding pilot element with id 4965 got pending result
212	2010.02.25 09:29:46.441	INFO	Vizrt Command Plugin: adding pilot element with id4966
213	2010.02.25 09:29:46.442	INFO	POSTing graphicsID de8d68e6-03a7-43b1-a7a5-0944f9cbd86b with dbID 4966
214	2010.02.25 09:29:46.453	INFO	Adding pilot element with id 4966 got pending result
215	2010.02.25 09:29:46.453	INFO	Vizrt Command Plugin: adding pilot element with id4968
216	2010.02.25 09:29:46.453	INFO	POSTing graphicsID 08f6da74-7a7a-47cb-b1aa-f997bdda9f5b with dbID 4968
217	2010.02.25 09:29:46.461	INFO	Adding pilot element with id 4968 got pending result
218	2010.02.25 09:29:46.467	INFO	Vizrt Plugin Wrapper: Plug-in.handleCue: channel=0, graphic=d7a0f2a7-0357-4a19-8f0c-746d959bd806
219	2010.02.25 09:29:46.467	INFO	Checking status for element at http://mse1:8580/pending_element/storage/playlists/2010-02-22T13:57:31Z_MSE1_9
220	2010.02.25 09:29:46.527	INFO	Sending transport status: Transport Status[0]; preview=[CGPreviewTransportStatus: ID=d7a0f2a7-0357-4a19-8f0c-74
221	2010.02.25 09:29:46.532	INFO	Sending transport status: Transport Status[0]; preview=[CGPreviewTransportStatus: ID=d7a0f2a7-0357-4a19-8f0c-74
222	2010.02.25 09:30:00.840	INFO	Vizrt Plugin Wrapper: Plug-in.handleRenderThumbnail: graphic=MyTrioShow1.pilotdata, data=3
223	2010.02.25 09:32:44.758	INFO	Vizrt Plugin Wrapper: Plug-in.handlePlay: channel=0, graphicsIDd7a0f2a7-0357-4a19-8f0c-746d959bd806, noEffect=fa
224	2010.02.25 09:32:44.758	INFO	take on graphicsIDd7a0f2a7-0357-4a19-8f0c-746d959bd806
225	2010.02.25 09:32:44.758	SEVERE	element with graphicsID d7a0f2a7-0357-4a19-8f0c-746d959bd806 is not yet loaded from DB
226	2010.02.25 09:32:44.759	INFO	Vizrt Command Plugin: TAKE failed
227	2010.02.25 09:32:44.760	INFO	Sending transport status: Transport Status[0]; preview=[CGPreviewTransportStatus: ID=d7a0f2a7-0357-4a19-8f0c-74

Sync Time: 2010.02.25 09:32:44.758  
 Time: 2010.02.25 09:32:45.260  
 Seq #: 225  
 Level: SEVERE  
 Process name: AvidGraphicDeviceService01  
 Process ID: 3912  
 Host name: bgosvm02

Message  Alternate Message

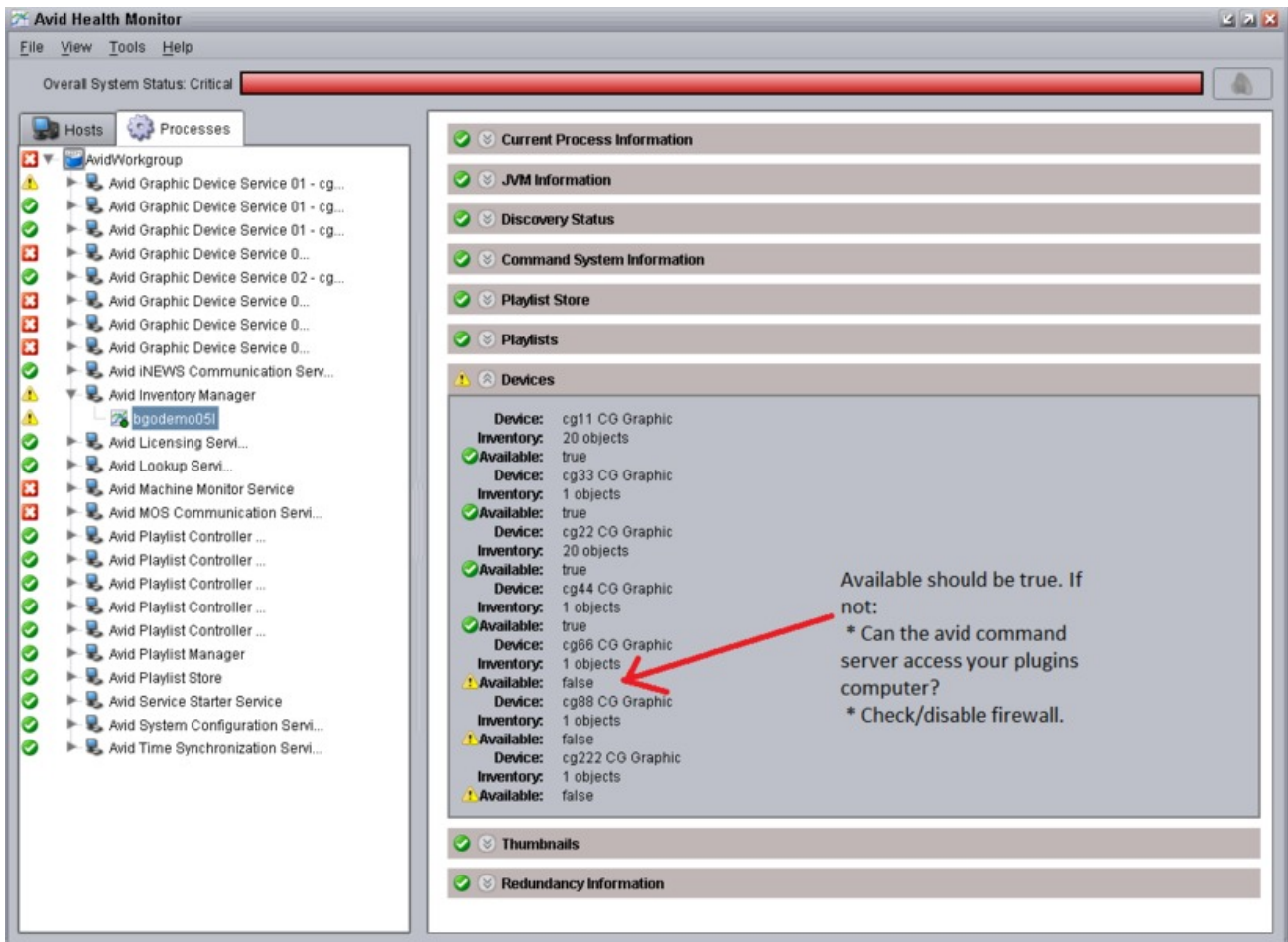
### 6.3.3 Avid Service Configuration

With Avid Service Configuration you can configure the different services, like the Vizrt iNEWS Command Plug-in, across the network.



### 6.3.4 Avid Health Monitor

Use the Avid Health Monitor to view different health statuses related to the services.



## 6.4 Verification Of The Configuration

- Configuration is OK
- Configuration is Not OK

### 6.4.1 Configuration is OK

The following tells you that the configuration is OK:

- You create a rundown in Avid MediaCentral® | Command, with elements corresponding with your Vizrt device (for example *cg44*).
- You monitor the device, and it shows up in the Avid MediaCentral® | Command workstation.
- You open the rundown and click the lock. If autocue is on, the first graphic per channel is cued.
- Thumbnails are showing and trigger counts are working properly.
- You select and click Play for one of the elements, and the graphic is played out On Air.

## 6.4.2 Configuration is Not OK

The following tells you that the configuration is not OK:

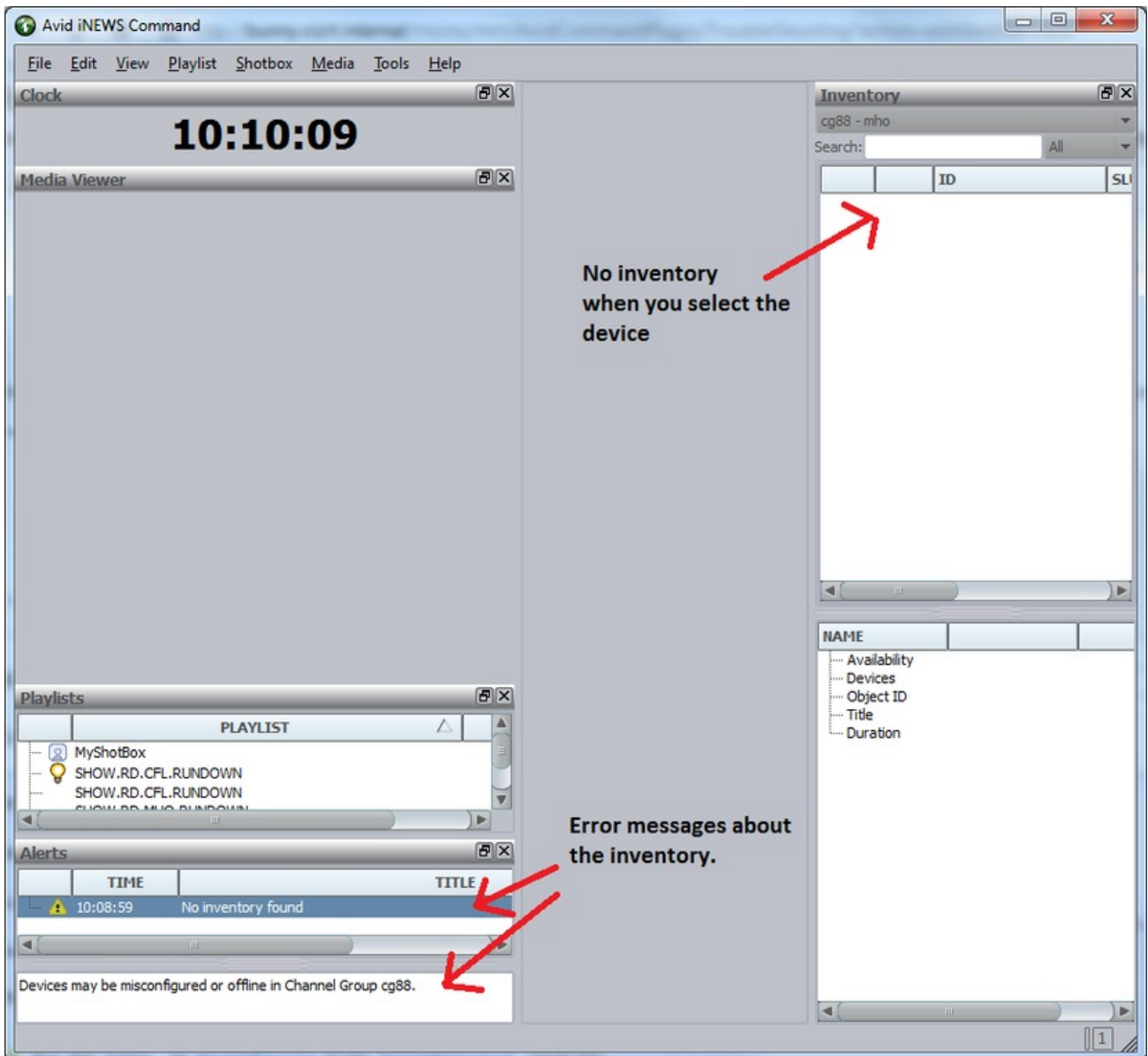
### The Device Is Installed but It Doesn't Appear in Any Avid Tools

- Check the firewall on the computer you installed it on.
- Does it show up using any of the Avid tools on the local computer (the same as you installed it on).
- If you are running Windows Vista or 7 (or anything newer than XP) you should probably set service to run in Compatibility mode (see [Installation and Configuration](#)).
  - Right-click *AvidGraphicsDeviceService01.exe*, and select properties.
  - Click the pane for *Compatibility*.
  - At the bottom, click the button to set for all users.
  - Check the box *Run this program in compatibility mode for: Windows XP (Service pack 3)*.

### Device Not Usable in Avid MediaCentral® | Command and Displays Alert

A typical scenario, when you select the device in the Avid MediaCentral® | Command workstation, you get no Inventory, and an error-message saying "No inventory found".

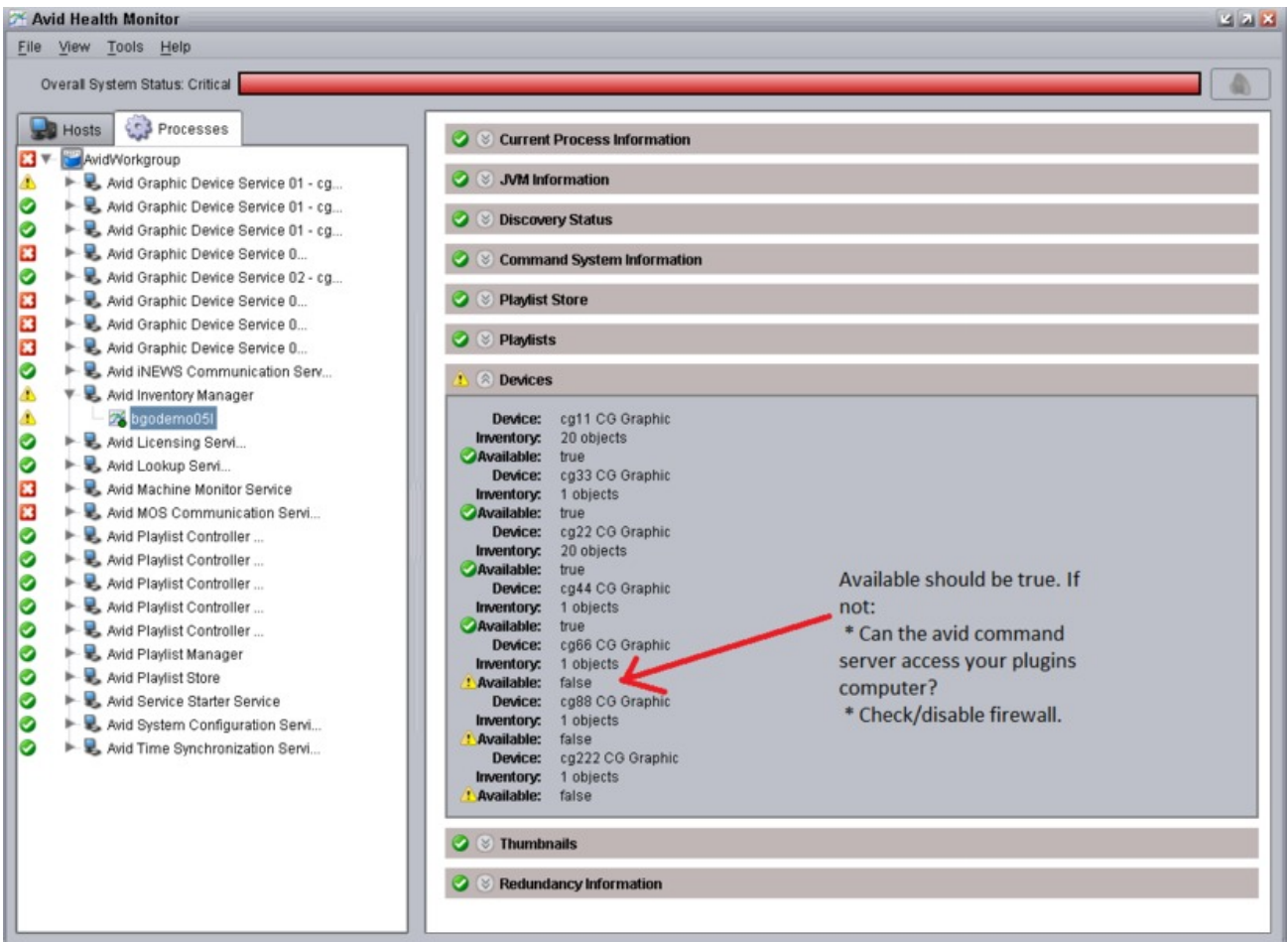


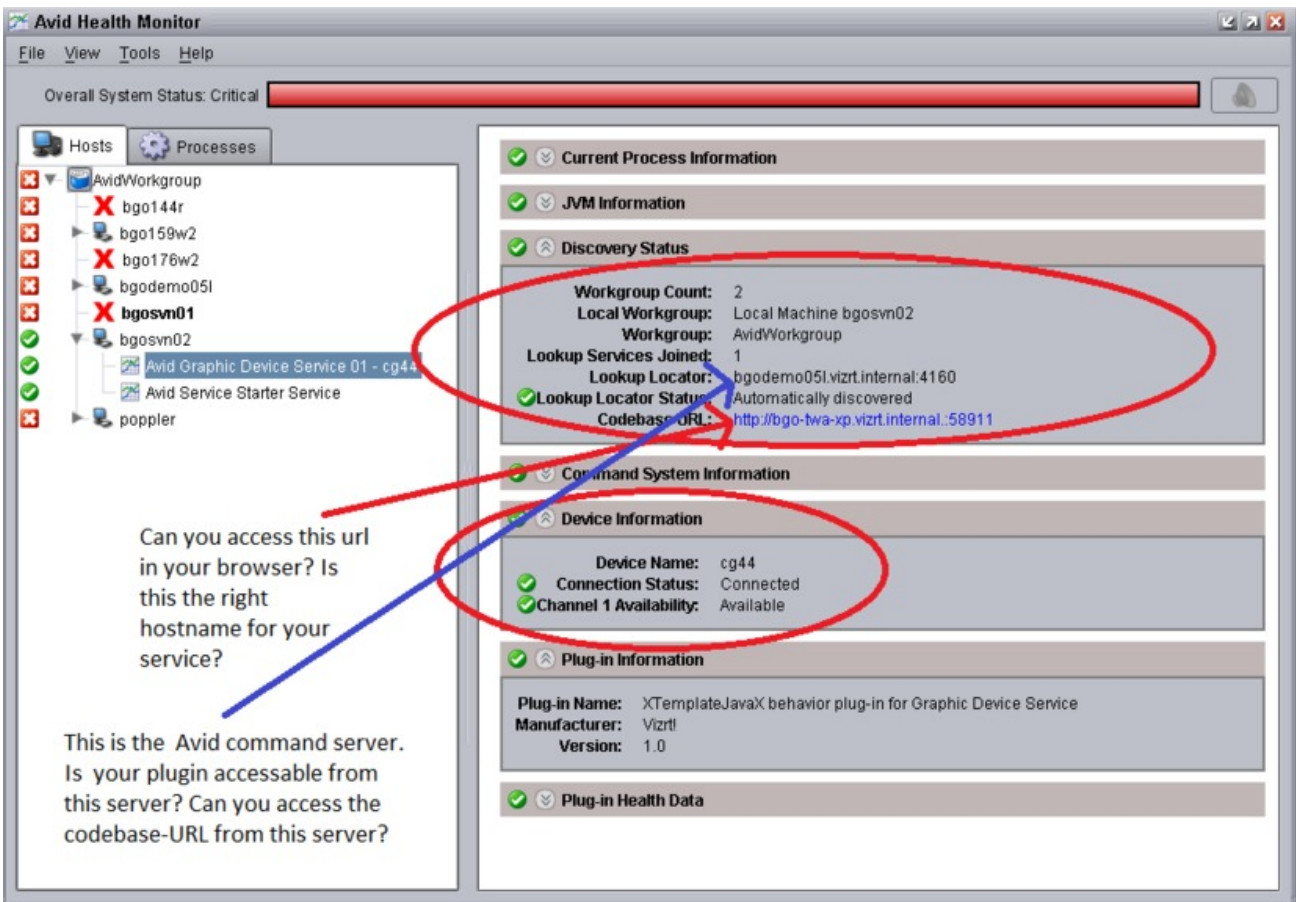


- Check to see that the device is running.
- Does it show up in any of the Avid tools? If not, see point 1.
- Have you configured the device in the [Avid Service Configuration](#) tool to use the *Vizrt* plug-in, and not the default *None* plug-in (see Plug-in Chooser tab)?

The [Avid Health Monitor](#) can give some additional information:





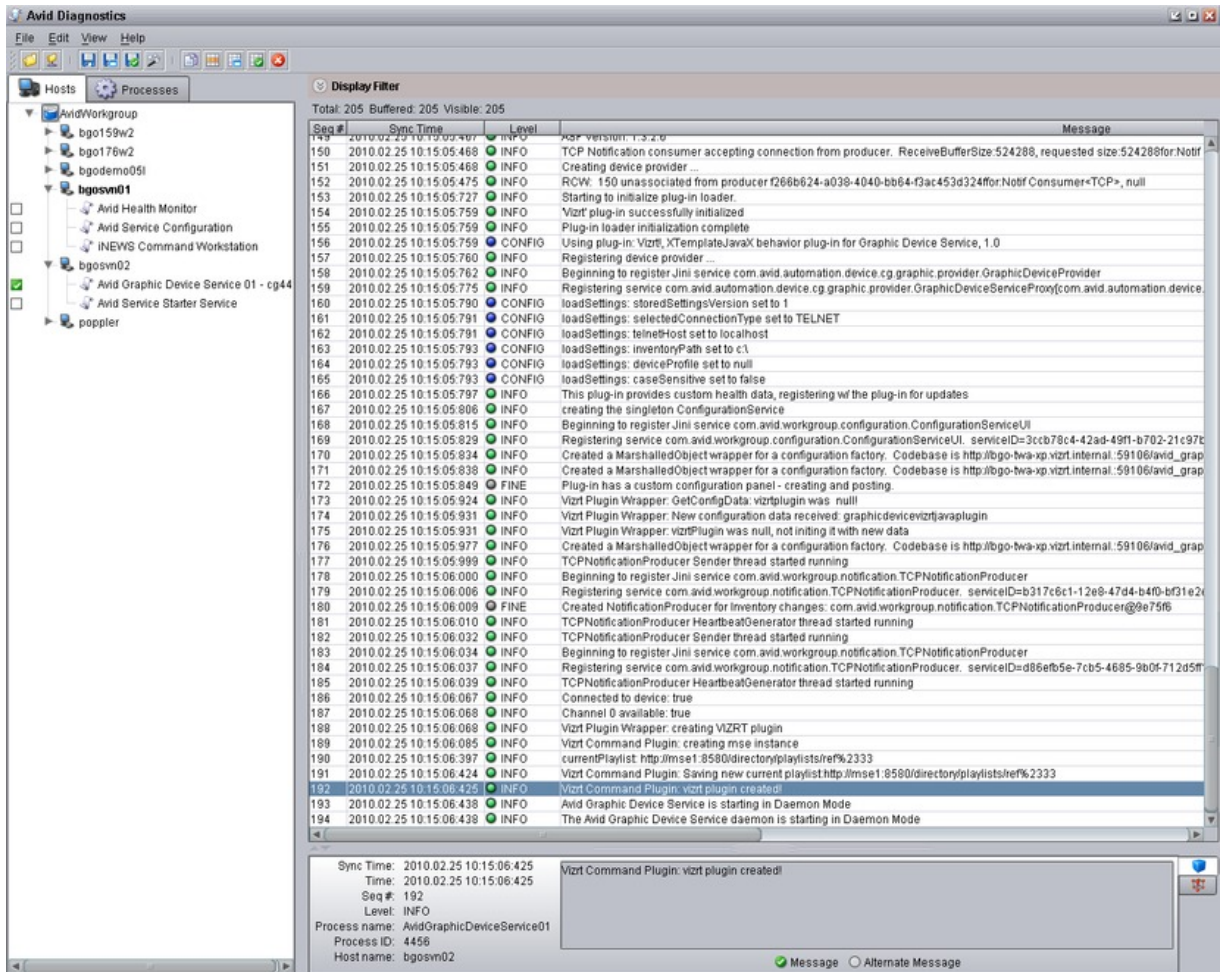


- The Available status should be true and not false (see illustration above). If this is not the case you should check whether the Avid MediaCentral® | Command server can access your Avid MediaCentral® | Command workstation where you installed the plug-in. Also disable firewalls to check for potential port connection issues.

INFO	vizrt Command Plugin: Saving new current playlist:http://VIZ-MSE-SRV:8580/direct
INFO	vizrt Command Plugin: vizrt plugin created!
INFO	Avid Graphic Device Service is starting in Daemon Mode
INFO	The Avid Graphic Device Service daemon is starting in Daemon Mode
INFO	Connection to Media Sequencer Engine (http://VIZ-MSE-SRV:8580/) ok

- Check the [Avid Diagnostics](#) tool and look at the log-messages from the device.
  - Select the device and enable logging for it.
  - Restart the service using [Avid Workgroup Properties](#).
  - It should log a lot of messages, look out for anyone containing Vizrt.
  - Check for *SEVERE* errors.

It should look somewhat like this:



## Playlist in Avid MediaCentral® | Command Workstation Is Empty

I have inventory, but my playlist is empty in the Avid MediaCentral® | Command workstation.

- Check that the device name (for example *pilotdev*) configured in [Avid Service Configuration](#) matches the device name configured in iNEWS. If the latter is correctly configured the device name in iNEWS should match the inventory name seen in iNEWS Command.

A typical iNews rundown might look something like this in **System > Map**:

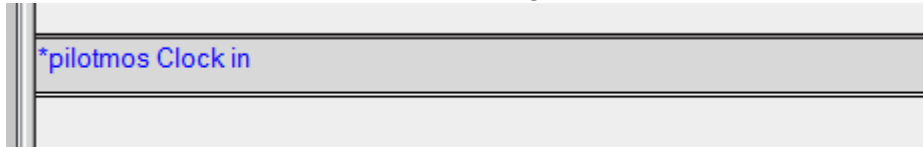
```

:
:using monitor 275
show.rd.cfl.rundown      show.rd.cfl      show.rd.cfl.composite  monitor  2359
wnasvr      mseteam      -      command-master
              video VideoGro      -      VideoEmuChannel;
              cg pilotmos      -      AUTO VCP;
    
```

- *pilotmos* should match your device name.

- VCP is the style being used.

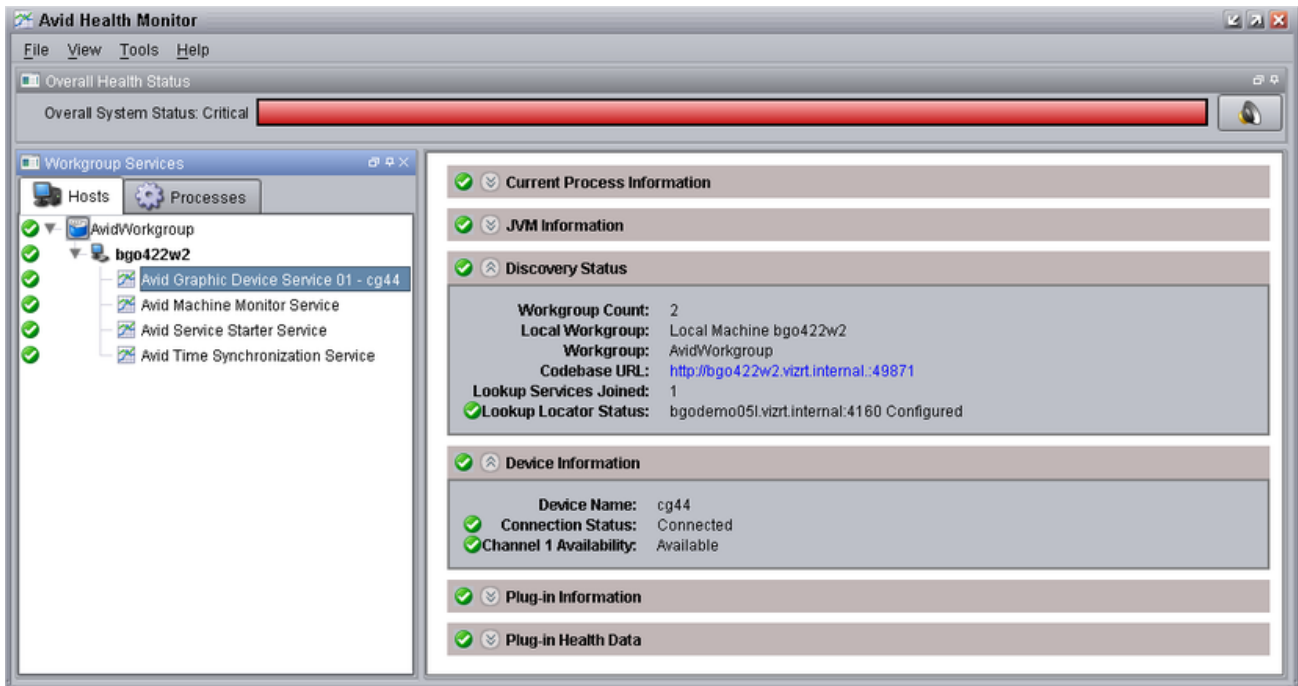
One of your elements in the rundown might look like this (MOS type element):



Changes in iNEWS Are Not Affecting the Playlist in Avid MediaCentral® | Command  
Try **Monitor > OFF** and **Monitor > Load** again, and turn on and off the lock in Avid MediaCentral® | Command a few times.

### Cannot Configure the Device Using the Avid Service Configuration Tool

If the device shows up, but you get an error message when trying to click it and open the GUI, see the next point on DNS related issues.



### Service Doesn't Show up with Inventory in iNEWS or Can't Open Configuration Panel

You have installed the service, configured it to run in compatibility mode, started it, but it does not show up correctly with Inventory in Avid MediaCentral® | Command workstation, and you get errors when trying to open the configuration panel.

- This may be caused by wrong reverse lookup in DNS.
- Use the [Avid Health Monitor](#) and check the following:
  - Try to access the Codebase URL, and check that it is the right hostname for your service.

- Try to access the Codebase URL from the Avid MediaCentral® | Command server (ref. Lookup Locator).

## Cannot See the Playlist in the Viz Pilot Client

Your playlist in iNEWS Command displays all elements that were added in iNEWS, but you cannot see the playlist in the Viz Pilot client. If you have deleted the playlist in Viz Pilot you must restart the Avid Graphic Device Service XX.

---

## 6.5 Known Issues

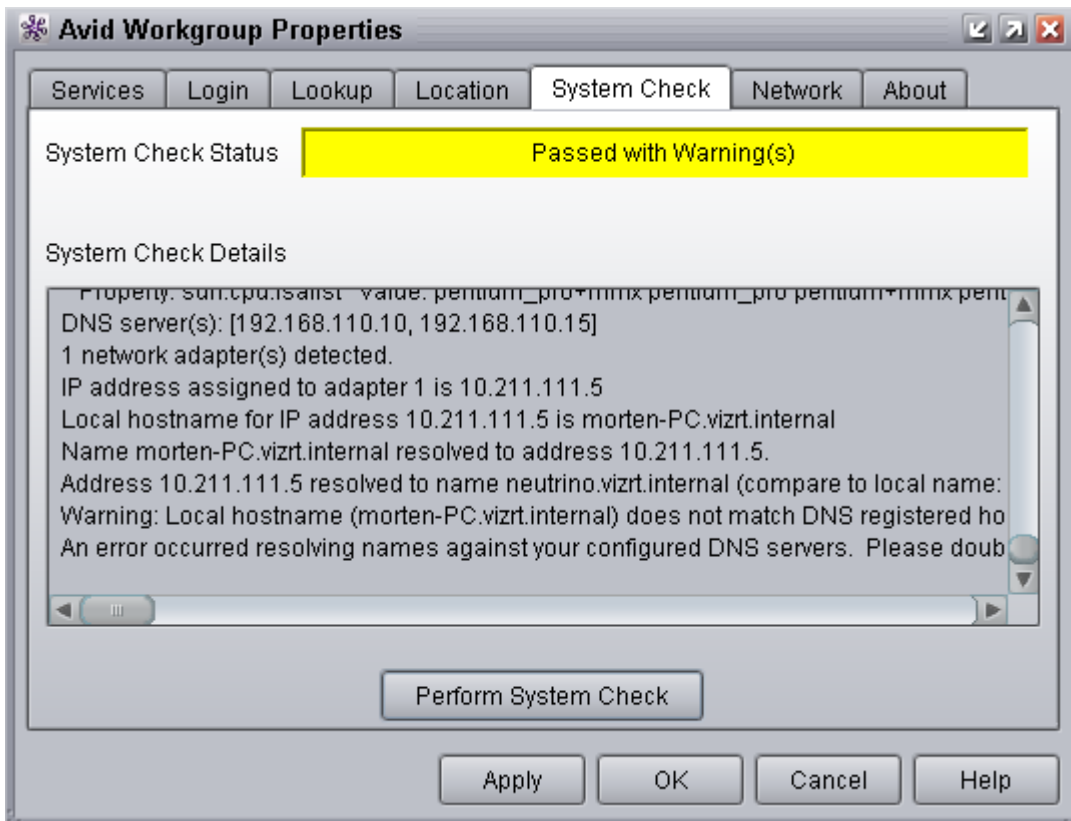
This section describes various known issues:

- [DNS Trouble](#)
- [The Thumbnail is Not Displayed in the Column in Avid MediaCentral® | Command](#)
- [The List Containing All the Playlists is Getting too Large](#)
- [Cannot Lock the Playlist](#)
- [Playlist Controller Disconnects](#)
  - [Symptom](#)
  - [What to Check](#)
- [System Check has Warnings for VM-ware Adapters](#)
- [No Default Values Present from Viz Trio Template for Viz Trio CG Element](#)

### 6.5.1 DNS Trouble

You've installed the service, configured it to run in compatibility mode, started it, but it does not show up correctly with Inventory in Command Workstation, and you get errors when trying to open the config-panel.

Look in Avid Workgroup Properties under System Check whether you have something similar to this:



This is likely caused by a wrong reverse lookup in DNS.

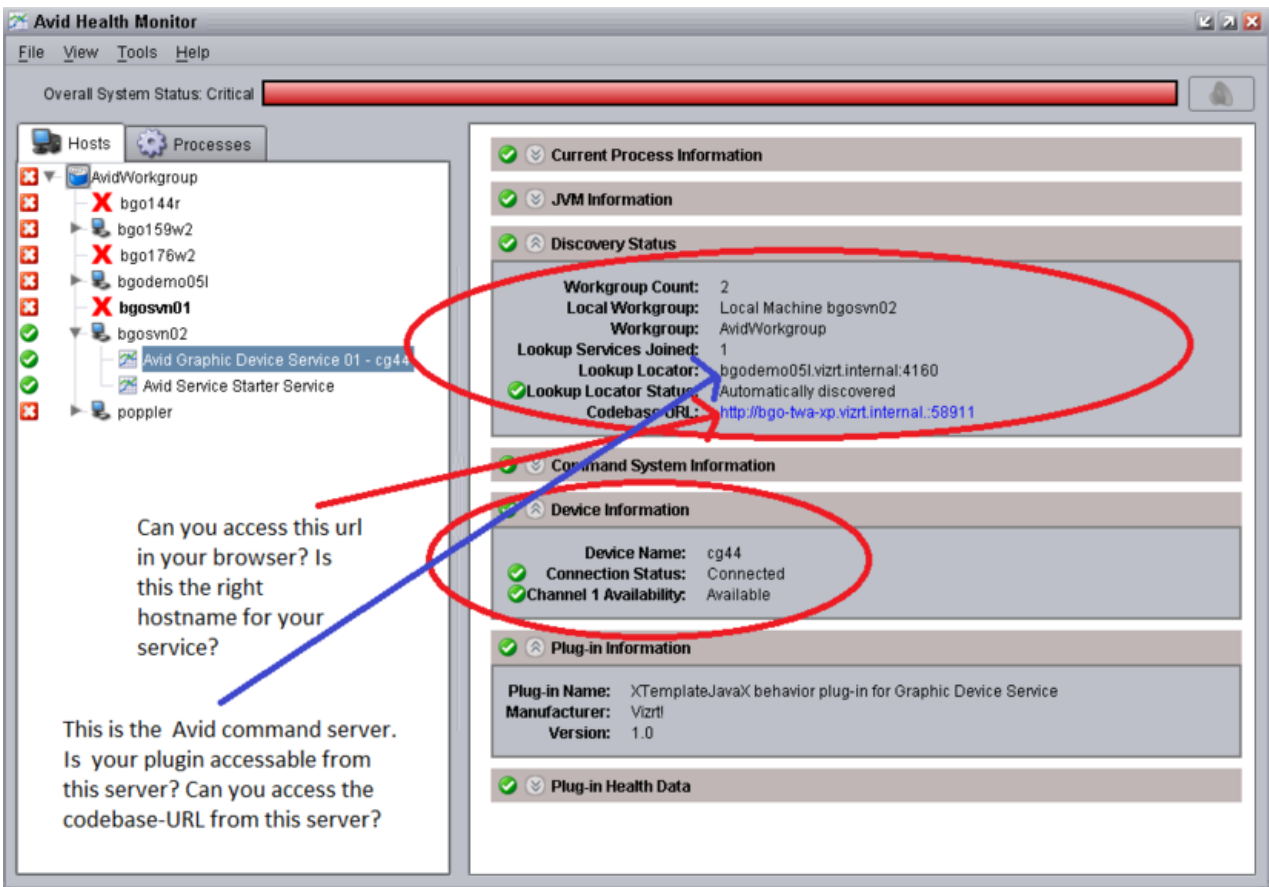
- You install on a computer called *avidcommandplugin*.
- The plugin seems to ask the DNS for its hostname, based on IP (like *nslookup*).
- The DNS replies with a different/wrong hostname (e.g. *vizrtvizlink1*).
- The plug-in broadcasts to the Avid Services "Hey, you can contact me at *vizrtvizlink1*"
- The services tries this, and fails.

It seems that this can be discovered using the Health Status tool:

Navigate to your plug-in, and look at the Codebase URL. As you see in the screenshot below, the codebase URL does not match the hostname.

(By accident or luck, the hostname in the Codebase URL reported in this example resolves to the correct IP of the computer, so it happens to work.)



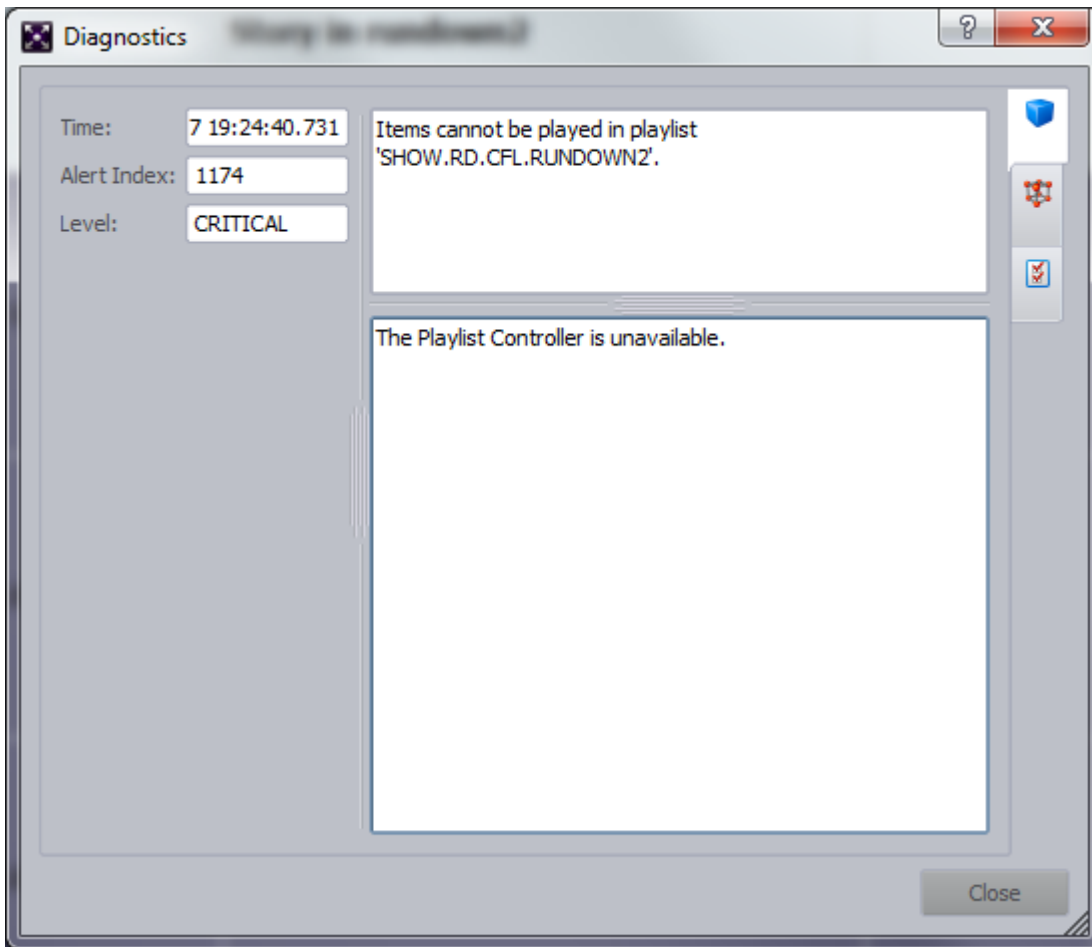


## 6.5.2 The Thumbnail is Not Displayed in the Column in Avid MediaCentral® | Command

Simply resize the header to make it appear. Normally this fixes the issue.







## What to Check

- Lookup settings: Check that the lookup tab in Avid Workgroup contains the machine that runs the lookup service. Do not add machines here that do not run a lookup service! Usually the lookup service runs at the machine with the command server install. This means all the workstations must have this machine (with fully qualified name) added to the lookup list on the lookup tab. The 'lookup' tab setting on the service machine itself must also have this setting set.
- Server sleep mode: Turning off sleep mode for the server machine helps.

## 6.5.6 System Check has Warnings for VM-ware Adapters

Problem: System check has warnings for vm-ware adapters.

Solution: If the VMware adapters need to be active, do the following, which should remedy the problem.

1. Control Panel, Network, Change adapter settings (for W7).
2. Press the **ALT** key to get the menu bar.
3. Click Advanced, Advanced Settings.
4. Move the real NIC to the top of the binding order.

5. Restart services (via workgroup properties) and the Command workstation.

### 6.5.7 No Default Values Present from Viz Trio Template for Viz Trio CG Element

A manually-entered element in iNews with no values assigned to it has an empty data set in its data fields. It does not use the default values in the template.