If you're having problems with video in IADS here are some troubleshooting tips. Right now these tips apply to Acra video only.

As of IADS 6.1, audio is available in postflight and realtime mode. Previous versions supported audio in postflight mode only.

1. Make sure you have a video license
   1. If you do not have a license, a message will appear in the IadsTpp window saying that your machine is not licensed for video. Please contact Symvionics to resolve this.
2. Make sure the codec is installed.
   1. You should have a version of ffdshow installed - this is the codec we use for the Acra video. This codec is not included in our install so you will need to download it at http://sourceforge.net/project/showfiles.php?group_id=53761&package_id=59355&release_id=274595. Get the one called ffdshow-20041012.exe.
   2. Newer versions of this codec will not work.
3. Make sure video parameters are defined in your XidML file and appear in your data stream.
   1. If you are using an IENA data source, you must define the video words in a PCM stream as well. Also the video words must appear in the same order and at the same frequency (sample rate) in both streams.   (You don't have to line up their "word positions" – just make sure they're in the same order as you look across the rows.)
   2. If you are retrieving data from a compact flash, you must also provide the XidML file so these words can be identified.
   3. When the software does locate the video words, you will see the following message in the IadsTpp window : "Starting video server for channel 1". You will also see this message: "Video processing started for channel 1."
4. Make sure the video stream is in "sync".
   1. When the video stream falls out of sync you will get this message : "Video transport stream for channel 1 has lost sync". It's ok to get this a little bit but if you see lot of messages like this, then the video quality will suffer or you won't see video at all. Some possible reasons for this problem:
      1. The actual video content does not agree with its description in the XidML file.
      2. The placement of the video words in the IENA stream (and possibly compact flash) conflicts with their PCM stream placement.
5. Make sure the video player is set to display the video on the client side (the IADS display).
   1. For realtime, the video source is the IadsTpp video server and the VideoChannel property of the client's video player must be set to the appropriate channel :

Channel 1, Channel 2,etc. The IadsTpp log lists which video parameters were assigned to which channel.

2. For postflight, the video source is the AVI file that has been created in the output data directory. There is 1 file per channel : VideoChannel1.avi, VideoChannel2.avi, etc. This filename will also appear in the IadsTpp log. Set the File property of the client's video player to the appropriate video archive file. Set the IrigStartTime property to the start time of the data in DDD:HH:MM:SS format. To get the start time, right-click over the Global Scrollbar and select "Go to time" to bring up the Go To Time dialog.

3. For IADS versions 6.1 and greater, the management of the video sources between realtime and postflight is automatic. You need only select which channel you're interested in on the video player and the player will automatically detect whether to attach to the realtime video server or the file.

4. If you're still having problems seeing the video in postflight, make sure that the appropriate video file exists in the output data directory. If there is no file, check items 1-4 above to make sure you're capturing video.

6. Make sure you are using the preferred wired network interface.

1. We discourage the use of the video server over wireless networks and VPNs; doing so can result in a "jerky" quality to the video and time lag.

2. For computers equipped with enabled wireless network interfaces, please make sure that the *wired* network interface appears first in the network order. To do this go to Start Menu l Control Panel l Network Connections l Advanced l Advanced Settings and push the wired network interface (generally called something like 'Local Area Connection') to the top of the list.

3. For IADS version 6.1 and greater, the IadsTpp log will list which network interface (by IP address) that the video server is using.

7. Make sure the screen saver is turned off.

1. On some PCs, when the screen saver kicks in it can stop or otherwise distort the video.