

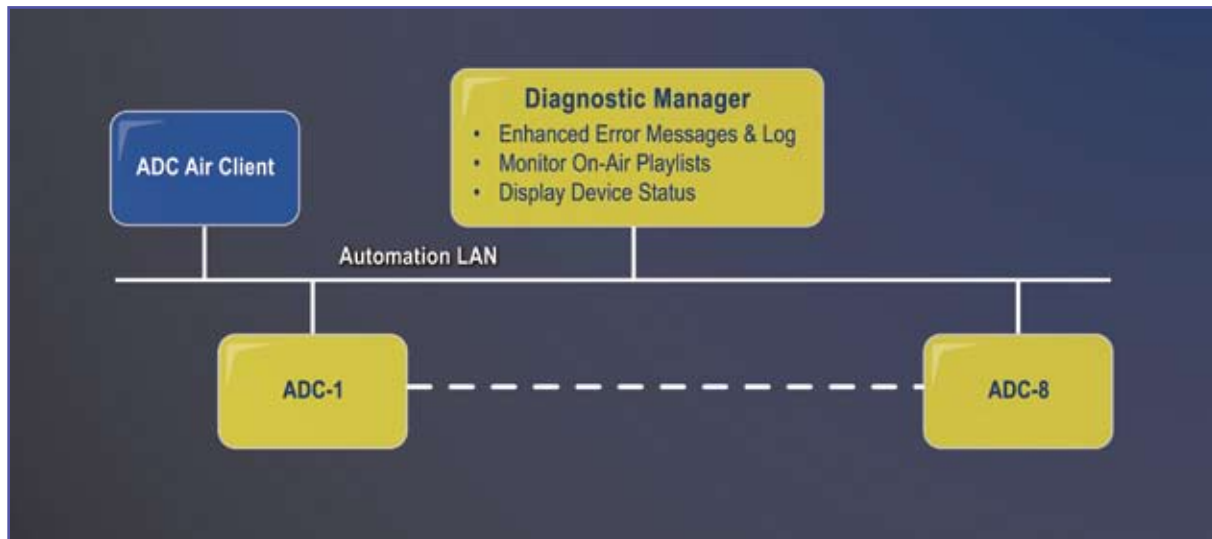
# ADC<sup>™</sup>

## Diagnostic Manager



ADC<sup>™</sup> Diagnostic Manager is a user interface available as an optional feature for the Harris<sup>®</sup> ADC playout automation system. Diagnostic Manager enables the monitoring and management of software and hardware elements of ADC playout automation systems — and provides enhanced monitoring, logging, tracking, management and error messaging.

Installed as a separate client application, Diagnostic Manager optimizes the use of operational resources by making it possible for a single operator to monitor multiple ADC playout automation implementations from a single user interface. Additionally, Diagnostic Manager has dramatically enhanced the ability of operators to intuitively grasp the status of operational activities across all monitored automation implementations through improvements in its graphical user interface (GUI) and through the presentation of lists, error messages and status reports.



## Automatic and Easy to Use

Diagnostic Manager enables the monitoring and diagnosing of multiple ADC configurations simultaneously. Connecting across an automation local area network (LAN), Diagnostic Manager will monitor up to eight different device controllers, over 500 devices and 128 separate lists.

Diagnostic Manager enables the viewing of all aspects of the broadcast operation under automation control, including on-air operations as well as related transfer and media prep. The easy-to-read, highly configurable display gives access to errors and device status windows simultaneously for multiple lists. As part of the improved presentation, error messages are displayed by category and by severity, as required by the operator.

### Diagnostic Manager provides:

- Ability to display vertical list and multi-list (timeline-based) window of all lists with time zone support.
- Ability to simultaneously display the device controller status windows.
- Support for the overhauled ADC error messages (with IDs up to 32 characters).
- Support of persistence of error messages.

Diagnostic Manager makes it easy to link the error to the event that was running when the error occurred. For example: When an operator double-clicks on an error message associated with a playlist in the error grid, the transmission list to which the error belongs is automatically shifted to the top screen, and the event that was running is highlighted.

The screenshot displays the Diagnostic Manager interface. The top window shows a transmission list with columns for Time, Status, Type, ID, Seg, Title, Sec, DUR, SDM, CH, Device, Rec. Key, Protect, PStatus, Bin, E, S, QUAL, and #. Row 9 is highlighted in green, indicating it is the selected playlist. Below this is the Error Grid, which lists error messages with columns for Date, Time, Server, Type, Category, Device Channel, Playlist #, Device Name, and Data. Row 16 in the error grid is highlighted in red, corresponding to the selected playlist in the transmission list above.

#	Time	Status	Type	ID	Seg	Title	Sec	DUR	SDM	CH	Device	Rec. Key	Protect	PStatus	Bin	E	S	QUAL	#	
1	12:29:34:15	ON	A	SWTCH1				00:00:30												
2	12:29:34:15	ON	A	SWTCH2				00:00:30												
3	12:29:34:15	ON	A	SWTCH3				00:00:30												
4	12:29:34:15	ON	A	SWTCH4				00:00:30												
5	12:29:34:15	ON	A	SWTCH5				00:00:30												
6	12:29:34:15	ON	A	SWTCH6				00:00:30												
7	12:29:34:15	ON	A	SWTCH7				00:00:30												
8	12:31:34:15	PLAY	A	SWTCH3				00:00:30			SWTCH3									
9	12:32:04:21	DUED	A	SWTCH2				00:00:30			SWTCH2									
10	12:32:34:21	DUED	A	SWTCH4				00:00:30			SWTCH4									
11	12:33:04:23	DUED	A	SWTCH1				00:00:30			SWTCH1									
12	12:33:34:23		A	SWTCH3				00:00:30			SWTCH3									
13	12:34:04:25		A	SWTCH2				00:00:30			SWTCH2									
14	12:34:34:25		A	SWTCH4				00:00:30			SWTCH4									
15	12:35:04:27	DUED	A	SWTCH5				00:00:30			SWTCH5									
16	12:35:34:27	DUED	A	SWTCH6				00:00:30			SWTCH6									

#	Date	Time	Server	Type	Category	Device Channel	Playlist #	Device Name	Data	Par
1	12/23/2007	12:29:09	SC061693	Red Error	Communication	22		Leitch Panasonic Router	Device No Communications: Leitch Panasonic Router Configured on Device Channel 2.	[
2	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	22		Leitch Panasonic Router	Leitch Panasonic Router Transition - Input Crosspoint: 245 <-> Output Crosspoint: 35676.	[
3	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	20	Playlist 3	IconMaster Switcher	IconMaster Switcher PRESEFFECT BEGIN VID SPPOINT: 8 <-> AUD SPPOINT: 8	[
4	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	20	Playlist 3	IconMaster Switcher	IconMaster Switcher PRESEFFECT END VID SPPOINT: 8 <-> AUD SPPOINT: 8	[
5	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	20	Playlist 3	IconMaster Switcher	IconMaster Switcher SWITCHRESET - VID SPPOINT: 8 <-> AUD SPPOINT: 8	[
6	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	20	Playlist 3	IconMaster Switcher	IconMaster Switcher SETKEYON END VID SPPOINT: 1 <-> AUD SPPOINT: 1	[
7	12/23/2007	12:29:09	SC061693	Diagnostic	Communication	20	Playlist 3	IconMaster Switcher	IconMaster Switcher SETKEYON END VID SPPOINT: 1 <-> AUD SPPOINT: 1	[
8	12/23/2007	12:29:09	SC061693	Red Error	Communication	20	Playlist 3	IconMaster Switcher	No response from VTR 4 of the Cart machine FlexCart	[
9	12/23/2007	12:29:09	SC061693	Red Error	Communication	2	Playlist 1	FlexCart	VTR 3 in cart machine FlexCart had a failure and is off-line.	[
10	12/23/2007	12:29:09	SC061693	Red Error	Communication	1	Playlist 2	Leitch LogixMotion	Leitch LogixMotion MEDIA DEVICE NOT PROPERLY INSTALLED	[
11	12/23/2007	12:29:09	SC061693	Red Error	Communication			Leitch LogixMotion	THE MEDIA IS NOT CUED IN TIME - the event DemoNumber0001 was unable to play in list 2.	[
12	12/23/2007	12:29:09	SC061693	Red Error	Communication			Leitch LogixMotion	The event DemoNumber0001 began to play, but the operator intervened by inserting the next command in list 2.	[
13	12/23/2007	12:29:09	SC061693	Red Error	Command			List	A failure was reported back to the GMT list 2 for a media transfer by a Distributor for ID DemoNumber0001	[
14	12/23/2007	12:29:09	SC061693	Red Error	Command			List	An event with id = DemoNumber0001 was deleted from the GMT List 3.	[
15	12/23/2007	12:29:09	SC061693	Red Error	API			Network	ADC Server "SC061693" netbios Lanx config is wrong	[

Transmission List with Error Highlighted

### **ONE Company for Workflow Solutions Throughout the Media Chain**

Harris is the ONE company delivering interoperable workflow solutions across the entire media delivery chain — providing today's broadcaster with a single, integrated approach to capitalize on the benefits of IT and mobile applications. By providing unparalleled interoperability across our product portfolio, Harris is able to offer customers integrated solutions that improve workflows, save money, enable new revenue streams and provide a migration path to emerging media business models. To meet the evolving needs of broadcast, distribution, government agencies and entertainment businesses, Harris is the ONE answer for change.

### **Service And Support**

At Harris, we are committed to customer service excellence. It is our goal to provide the highest level of support by applying a simple rule: We take ownership of helping our customers succeed. Our support teams consist of innovative technical experts who support all situations regarding product performance, integration and operational processing. We are adept at providing proven solutions, making workflows better and ensuring reliability of the product and system. At Harris, our experienced and dedicated teams stand ready to help you meet your goals for premium product performance, 100% up-time and reduced maintenance investment.

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Because we want to assure you that Harris stands beside its products and system solutions, our products carry a standard set of warranty services, which are competitive with — and in some cases outperform — others in the industry.

### **Service Packages**

We offer value-add services that allow you to customize the level of services you need in meeting mission-critical performance levels. Our service package options offer many ways to upgrade your standard warranty by choosing the All-Inclusive OnePak, or by selecting individual services from our extensive portfolio. Our service and support advisors can assist in the selection of the individual services that best suit your requirements.

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