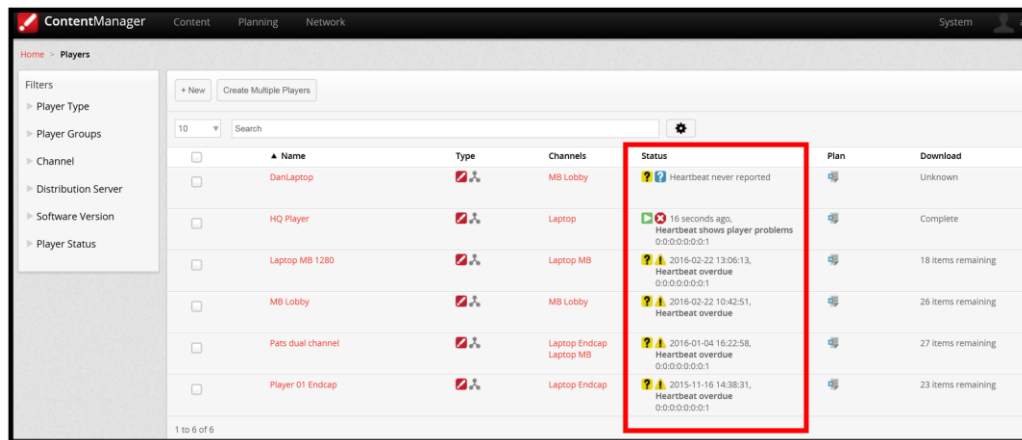


If your player is not receiving new plans or is not playing what it should be playing, below are some settings you can check.

- **If the issues appear to be isolated to one or more players, check the players first.**
 - In Content Manager check the Player status.



- If you see the following icons:

Icons	Description of the meaning
	The transmission client is not running; the player software is not running.
	The transmission client is running; the player software is not running.
	The transmission client is running; the player software is running, but had stopped in the past.
	The transmission client is running and the player software is running.

- To start transmission client, go to the player desktop look for the P with a gear and click on the icon to start, or you can simply reboot the player.



- To start player, go to the player desktop look for the P with and click on the icon to start, or you can simply reboot the player.

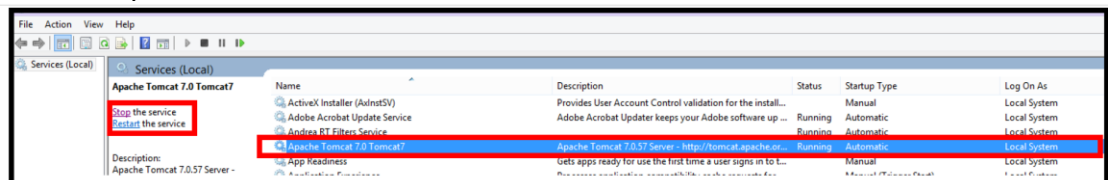


- You can also diagnose the network connection to Content Manager outside of Player.
 - Open a web browser and see if you can connect to:
<http://servername:8080/ContentManager>



➤ If the issues appear to be network-wide, start by checking The CastNET Server.

- On CastNET server, go to Start -> Settings-> Control Panel. Double-click on Administrative Tools, then Services. Make sure that the Apache Tomcat service is running. To restart select Apache Tomcat and click on restart in the upper left hand corner or you can reboot the CastNET Server.

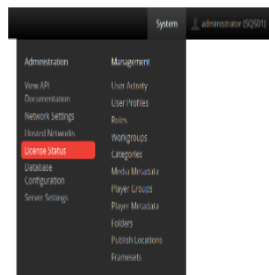


- o Check in Content Manager -> System -> License Status to see if the License file has been downloaded and is current.

Here is an example:

License Status

Created and last modified by Jeffrey Bachman on Apr 11, 2014



The status screen provides detailed information related to your Scala Enterprise Content Manager license including the number of available licenses, and the modules your license contains.



Whenever you add additional playback devices, additional modules, or renew, your Scala Maintenance license will need updating before they take effect.