

## 800exp HD Importer

Improper shutdown causing “Dropping Audio” errors on Capture Clients.

We have identified an issue which will cause continuous “Dropping Audio” errors on a Capture Client after making adjustments or shutting down the Importer.

The problem is usually caused by stopping or exiting the Importer Control Panel and leaving one or more of the Capture Clients open and running. This can be avoided by always being careful to stop then close all open Capture Clients before stopping the Importer Control Panel.

If this occurs, it can be repaired by following this procedure exactly. Rebooting the Importer and Exporter generally will NOT help.

1. Close both Capture Clients.
2. Press the “STOP” sign on the Importer Control Panel.
3. Under “File” select “Exit and close the control panel.
4. Double click the Importer Control Panel icon to start it again.
5. Click on the green “man running” icon on the control panel. Do not open any capture clients.
6. Double click on the WebAdmin icon on your desktop. The password is “admin” (lower case). Then “Submit”. You will be taken to the Exporter screen. If you are prompted to resynchronize the Exporter, do so.
7. Click the “Importer” tab on the top “main menu” bar. On the top right of this screen you will see “Active Status:” and an “ID:” number. Write down this number.
8. In the “Jump to ID” box at the bottom right, enter a 2 (unless the ID you wrote down is 2. Then enter 3.) Click the “Jump to ID” box. After your browser refreshes, click on the “Set” box below.
9. The next screen will say “This will change the Importer configuration!” Click “Change”.
10. You will be taken back to the Exporter tab and will see the “Not Synchronized...” warning. Click to synchronize. After “Please Wait”, you will see the Exporter screen again.
11. Close the WebAdmin.
12. “STOP” the Importer on the Importer Control Panel. At “Are You Sure” click “yes.
13. Under “View”, “Erase log messages”.
14. Click the green Man Running to start the Importer again. You may see a red “Exporter.cpp:1726” error but this is OK. All other messages should be blue.
15. Double click “WebAdmin” and log in again.
16. Go to the Importer tab and enter the ID you wrote down in Step 7 in the box.
17. As before, click “Jump to ID”, then “Set”, then “Change”, then resynchronize the Exporter.
18. Close the WebAdmin, then Start and Send your capture clients normally and all should work.