

AVS-MONITOR FREQUENTLY ASKED QUESTIONS

1 INSTALLATION QUESTIONS

1.1 Which port should be opened on firewalls?

⇒ AVS-ESService uses ports 7000, 7010, 7020. While AVS-Control Panel uses only port 7021.

1.2 Why AVS-Control Panel shows a blank adapter for EtherSound network?

- ⇒ EtherSound protocol and API was not installed properly. Proceed as follows to correct his:
- Open folder C:\Program Files (x86)\Auvitrans\AVS-Monitor\ESDriver
 - Launch the file with the msi extension
 - Select Remove
 - Reboot computer
 - Reopen folder C:\Program Files (x86)\Auvitrans\AVS-Monitor\ESDriver
 - Launch the file with the msi extension
 - Install API and driver manually

1.3 Why my Auvitrans Service refuses to start on Control Panel?

⇒ Ensure that EtherSound Protocol is installed on your network adapter.

1.4 Why service cannot be controlled when Vista is used?

⇒ User Account Control prevents access to service parameters. Execute software as administrator mode, or disable UAC (please refer to www.auvitrans.com for instructions).

2 AVS-MONITOR AND WINDOWS 8

2.1 Why EtherSound API disappear when windows enters hibernate mode?

⇒ Windows 8 does not handle properly the EtherSound driver when entering hibernate mode. Driver needs to be reinstalled at each startup. To avoid this reinstallation, you need to upgrade to Windows 8.1. Note that this upgrade might be a manual upgrade as it is not performed automatically through usual included Windows Update procedure.

3 AVS-MONITOR AND WINDOWS XP

3.1 Why AVS-ControlPanel can't be launched because of missing dlls?

- ⇒ On Windows XP prior to Service Pack 3, some dlls are missing in the system default. To correct this
- Update to XP Service Pack 3
 - Install missing dll from the VCRedist folder located in AVS-Monitor installation folder

3.2 Why AVS-Service can't be turned ON and button says "Install and Run"?

⇒ DANTE API redistributable provided by Audinate are not compatible with Windows XP. Version 3.4 XP compatible DANTE Controller needs to be downloaded from Audinate website and installed (v3.4). Note that you have to set the date before May 2014 as Audinate certificate is obsolete and cannot be changed.

4 DETECTION QUESTIONS

4.1 New devices are not discovered by AVS-Monitor?

- ⇒ Ensure that automatic network/device detection is activated in the Control Panel.

4.2 Why my hierarchy is modified after a manual selection from AVS-Monitor?

- ⇒ If automatic hierarchy option is activated for the service, and old device are present in the network, manual hierarchy detection will be overwritten at next hierarchy automatic check.

4.3 Why network routing page displays only grey squares?

- ⇒ Hierarchy has not been yet discovered. Use manual discovery to enable network routing use (Build hierarchy on main toolbar).

5 DEVICES QUESTIONS

5.1 Why hardware tunneling is not automatically reconfigured at device power up?

- ⇒ Ensure that once configured, all device configurations are written to memory via network popup menu.

5.2 Why the Audio Toolbox name is “AVBx?(Device alias)”?

- ⇒ Device detection occurred too fast to fetch toolbox type. Just click on reset network.

6 DANTE QUESTIONS

6.1 Why AVS-Monitor can't detect my DANTE devices?

- ⇒ Check that your DANTE devices are connected to the appropriate network adapter.
- ⇒ Check that your DANTE devices have been assigned a proper IP address.

6.2 Why AVS-Monitor can't see all my DANTE devices?

- ⇒ DANTE devices detection is a longer than EtherSound detection. Just wait about 30 seconds max for devices to be discovered.

6.3 Why AVS-Monitor can't route DANTE devices?

- ⇒ Current version of AVS-Monitor is only able to control known devices and cannot manage routing or DANTE device setup (such as redundant feature). This must be done using the Dante Controller software.

7 LEGACY QUESTIONS

7.1 MIDI Yoke driver does not appear in the MIDI configuration page in the Control Panel?

- ⇒ Be sure that MIDI Yoke driver were installed on your computer.

7.2 AVY16-ES host device is not recognized?

⇒ Ensure that Host is redirected to the AVY16-ES slot in your Yamaha device.

7.3 Why only one AVY16-ES recognized Yamaha host where I plugged two AVY16-ES?

⇒ Only one AVY16-ES card can be used for MIDI tunneling and therefore only one card will know in what Yamaha host it is plugged.

7.4 Why Yamaha Studio Manager works only in one direction?

⇒ Ensure that MIDI Yoke port selected for Input and Output are different.