



# Spectra AV Troubleshooting Guide

Mediaocean Professional Services  
www.mediaocean.com

## TABLE OF CONTENTS

1. Introduction.....	1
2. Locations of System Folders/Files .....	1
3. About Internet Explorer .....	1
4. All Things Java .....	1
5. Keep Up With Your Housekeeping .....	2
6. Adobe Alerts.....	2
7. Help Us Help You .....	3

## 1. Introduction

Upon installation, Mediaocean Spectra A|V and F|P applications create custom folders and files on your workstation based on your user permissions and the operating system you are using. The following table lists each applicable operating system as well as the associated locations and file names.

## 2. Locations of System Folders/Files

Locations of System Folders/Files		
Operating System	Location/Folder Name	File Name
Windows XP Windows 2000	C:\buymodule C:\javaconsole  Or C:\Documents and Settings\{username}\Mediaplex	applet-recovery-file Javaconsole.log BB0_Javaconsole.log (Broadcast Only)  applet-recovery-file Javaconsole.log
Windows Vista	C:\users\{username}\AppData\LocalLow\Mediaplex	applet-recovery-file JavaConsole.log EB0_Javaconsole.log (Broadcast Only)
Mac	MscintoshHD\Documents\Buymodule MscintoshHD\Documents\JavaConsole  Or MscintoshHD\Users\Documents\Mediaplex	applet-recovery-file Javaconsole.log EB0_Javaconsole.log (Broadcast Only)  applet-recovery-file JavaConsole.log
*A new JavaConsole will be created each time you open the Broadcast buymodule in a given session. If you open and close a single instance of the buymodule 6 times in a single session, you will get 6 JavaConsoles. The next session will start over with BB0_JavaConsole.log		
Applet-Recovery-Files		
Java Applet Name	Applet-Recovery-File Name	
Broadcast Goals	BroadcastGoals.b	
Broadcast Affidavit Entry	Local.a	
Broadcast Buy Module active	BB0_localcopy.a	
Broadcast Buy Module proposed	BB0_localcopy.p	
Broadcast Buy Module active & proposed	BB0_localcopy.b	
Network Buymodule	NetworkBuyModule.a	
Network Goals	Goals.b	
Network Negotiator	Prebuy.b	
Print Interactive OOH Buy Module	localcopy	

## 3. About Internet Explorer

### Allow pop-ups from our site

Internet Explorer’s pop-up blocker may prevent you from accessing various Mediaocean A|V and F|P options. To allow pop-ups in Internet Explorer, select Tools | Pop-up Blocker | Pop-up Blocker Settings. Type av.mediaocean.com in the Address box, click the Add button, and then click the Close button.

Most browser toolbars (Google, AOL, Yahoo) have pop-up blockers that may also cause similar problems. For each pop-up blocker you have installed on your PC, configure them to allow pop-ups from av.mediaocean.com.

### Enable automatic prompting for downloads

When you are downloading files from within Mediaocean A|V and F|P applications, you must enable the Automatic prompting for downloads setting in Internet Explorer. To do so, in Internet Explorer, select Tools | Internet Options and choose the Security tab. Select the Internet zone and click the Custom level button. Scroll down through the Security Settings list, locate the Downloads heading, and select the Enable option under Automatic prompting for downloads. You may need to contact your IT Support for assistance when making these changes.

To ensure that reports download correctly using IE, make sure that the “Do Not Save Encrypted Pages to Disk” security setting on the Advanced Tab in Internet Options is unchecked. If checked, you may receive an IE error message.

## 4. All Things Java



### Java Version

For the smooth performance of your Mediaocean A|V and F|P application, please ensure that the supported versions of Java are installed on your computer as shown on the Mediaocean A|V and F|P Technical Specifications documentation.

Those are the current certified Java versions required for Mediaocean A|V and F|P system applets. All applications were



tested for these versions and older Java versions may cause problems. Newer versions may also cause problems until Mediaocean A|V and F|P applications are modified and fully tested to work with them. Having multiple versions including earlier or subsequent versions may also cause conflicts.

Mediaocean will notify you when newer versions are tested. If you do not have the ability to add/remove programs, you may need to contact your IT support for assistance. Mediaocean Client Support will work with your company to ensure a smooth transition for all users.

### Disable Automatic Java Updates

On the Update tab of your Java Control Panel, be sure to clear the “Check for Updates Automatically” checkbox. Click Apply. Disabling this feature will prevent your current Java version from performing an automatic update operation.

### Getting “Not Enough Memory” Errors?

Users who have authority to edit the JRE can allocate more of their computer’s memory to the Buy Modules, Affidavit Entry Match, and Vendor Charge Entry.

1. Click Start | Control Panel.
2. Double click the Java icon.
3. When the Java Control Panel displays, click the Java tab.
4. In the Java Runtime Settings, click the View button and enter the following into the Java Runtime Parameters field. Key this code exactly as shown. It is case sensitive, so capitalization makes a difference. (You must key a space between the -Xms and -Xmx commands as shown by the red arrow below.)

 -Xms256m -Xmx512m

5. Click OK and Apply.

This code sets your minimum memory allocation to 128 MB of RAM and your maximum allocation to 256 MB.

### Need to get the right Java version on your PC?

Use the Control Panel - Add or Remove Programs tool to uninstall all Java versions. The next time you launch the system applet in Mediaocean A|V and F|P, the application will display a popup with a link that installs the new version.

## 5. Keep Up With Your Housekeeping

### Temporary Internet Files

Temporary internet files exist in both your browser and your Java plug-in and they occasionally need to be flushed out in order to keep Mediaocean A|V and F|P products running smoothly.

### Browsers:

**PC:** Open Internet Explorer, select Tools | Internet Options and then click Delete. On the Delete Browsing History window, click Delete Files and Delete Cookies. Click Yes to confirm and click Close.

SPECTRA AV Troubleshooting Guide

Problems?/Questions? Refer to Online Help or Use eTicket Support Line Hours: 8:30 am – 9:00pm ET

MAY 2015

**Mac:** Click the Safari dropdown menu and select Reset Safari, then click Reset.

### Java Plug-in (AKA Clear Java Cache): - Sign off Mediaocean A|V and F|P and close the browser window(s).

**PC:** Click Start | Control Panel and double-click the Java icon. On the General Tab of the Java Control Panel, locate the Temporary Internet Files panel and click the Settings button. In the Temporary Files Settings dialog box, click the Delete Files button. In the Delete Temporary Files dialog box, click OK. Click OK twice more to close the Temporary Files Settings dialog box and the Java Control Panel.

**Mac:** Click the Spotlight icon and type Java. Next, click Java Preference in the results list. In the Java Preferences window, click the Delete Files button. In the Delete Temporary Files dialog box, click OK. Then, close the Java Preferences window.

### Getting a “red X” when attempting to launch a Java applet?

When a Java applet experiences a failure it will generate an applet-recovery-file, which will then be used to recover any data that was entered in the applet before it failed. When you restart the applet, a message displays and the data is reloaded. However, in some circumstances the applet-recovery-file can become corrupt, which will prevent the applet from restarting. When this occurs you’ll see a blank page with a red x in the upper left corner. To remedy this situation, you must delete the applet-recovery-file on your hard drive as well as clear your Java temporary files. Use the table on page 1 to locate the applet-recovery-file.

### Accessing Mediaocean A|V Systems via Icon (a shortcut on your desktop)

Occasionally icons on your desktop may become corrupt, which may prevent you from accessing Mediaocean A|V and F|P systems or various windows within modules. You can easily determine if your icon is corrupt by launching a new Internet Explorer window and key the Mediaocean A|V and F|P URL address to get to the login window. If you are able to access the particular screen that was causing the issue, then you should delete the old icon and recreate a new shortcut on your desktop.

## 6. Adobe Alerts



### Do you have the Latest Version?

If you haven’t already done so, please install the latest version of Adobe Reader 9 on your PC or Mac. Having the latest version of Adobe Reader allows you to use our applications and view our documentation with minimal amount of problems.

Adobe Reader 9 fixed the problem with the Search Tool that cropped up in version 8. We have fully tested version 9 and



found that you can now accurately search for information on our system reports using Adobe Reader 9. Therefore, we recommend that you upgrade to this new version to take advantage of this fixed tool.

Please visit [www.Adobe.com](http://www.Adobe.com) to download the appropriate version for your platform. If you are having trouble with Adobe Reader, please use eTicket to contact Client Services.

### **Mac Users – Viewing PDF Documents in Mac OS X Using Adobe Acrobat**

Preview is the default application on OS X that allows you to view your PDF files. However, Preview does not give you the enhanced document-viewing capabilities that Adobe Reader provides. For example, bookmarks in a PDF document can only be viewed if the document is opened with Adobe Reader. We recommend you change your file settings so that your PDF files are launched with Adobe Reader.

If you double-click a PDF file and an application other than Adobe Reader opens the file, use these steps to set Adobe Reader as the default application to open the PDF documents:

1. Select the PDF file (click once to highlight it).
2. From the File menu, choose Get Info.
3. In the Info window, click the disclosure triangle next to Open with.
4. Set the pop-up menu to change from Preview to Adobe Reader.
5. Click the Change All button that's immediately below the pop-up menu.
6. Click Continue when you are prompted to confirm the change.

## **5. Help Us Help You!**

### **Information to Gather when Contacting Client Services**

- Provide the Client/Product/Media/Estimate/Vendor information.
- Provide a print screen of any errors.
- Provide the JavaConsole.log file by attaching the file in your email or your eTicket.

**These fast-track steps are general instructions; you may need to adjust your steps to accommodate your agency process.**