

SkyStar HD2 / CableStar HD2 FAQ for Driver/Software 1.0.0

Release December 07

Contents

This README.TXT file provides information on the following topics:

- Support information
- Requirements
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- Troubleshooting

Support information

For the latest information on products and support, please visit our homepage:

<http://www.technisat.com/>.

Visit <http://www.technisat.com> for current driver releases.

TechniSat only provides product and customer support for the software, which was part of the hard-/software package or downloaded from our websites. If problems occur during the usage of 3rd party software, please check, if a similar problem occurs during operation using the TechniSat software. If the problem doesn't occur during operation in combination with TechniSat software, please get in contact with the developer of the 3rd party software.

If the PC device is altered or damaged using tools downloaded from the Internet, warranty is void and no support or replacement will be given. If your card is locked, please read this FAQ, a solution for this problem is given later in this document.

System requirements

- IBM compatible PC with Pentium 4 1.8 GHz or higher
- At least 512 MB RAM
- At least 64 MB free hard disk space
- SoundBlaster compatible audio card
- 3D graphic card recommended (with hardware overlay support, up to date drivers)
- Supported operating systems:
Windows XP Home/Professional (Service Pack 2 required)
Windows XP Professional x64 Edition (Service Pack 2 required)
Windows Vista x86/x64
- Additional requirements:
Internet Explorer 6 or higher
DirectX 9 or higher
MediaPlayer 9 or higher
at least 10GB or more hard disc space necessary for PVR functionality
- one available PCI slot (do not use the one directly under AGP graphic card, if possible)

Recommended system requirements for MPEG-4/h.264 HDTV reception

- IBM compatible PC with Intel Pentium 4 DualCore 830 or AMD Athlon X2 CPU with 2 x 3000 MHz or higher
- At least 1024 MB RAM
- State of the art PCI-Express graphic card with 256 MB RAM or higher, with MPEG-4 hardware acceleration, hardware overlay support and up to date drivers)
- Recommended operating systems:
Windows XP Home/Professional (Service Pack 2 required)
Windows XP Professional x64 Edition
Windows Vista x86/x64

1. Installation

1.1 Hardware

Question: Are there any known compatibility issues in combination with main boards, which are based on the nVidia nForce 4 chipset?

Answer: Most of our PCI cards are not compatible with most mainboards, based on the nVidia nForce4 chipset.

Problem: Sound Blaster incompatibility

Solution: Change the IRQ settings to solve the IRQ conflict with the DVB-PC device assigned IRQ or try to update the driver for the sound device.

Question: I have a motherboard with VIA chipset on it. Does it cause any problems?

Answer: Make sure you installed the latest software patch from the VIA web site to enable full performance of your motherboard chipset. Otherwise the bad PCI performance can cause data loss / malfunction during operation of the DVB-PC device.

Question: I have a SMP (simultaneous multi processing), HT (hyper-threading), or DualCore computer system. Does it cause any problems?

Answer: No, this will not cause any problems.

1.2 Drivers

Question: I use a Windows 98SE, Windows Me or Windows 2000 system but I cannot operate the card.

Answer: Windows NT4, Windows 98SE, Windows Me and Windows 2000 are not supported by our driver and software release.

1.3 Software

Problem: The installation of the software stops and says that Windows XP Service Pack 2 is required.

Solution: Please install the Windows XP Service Pack 2. You can download the Service Pack at <http://www.microsoft.com> or via the automatic update function of Windows XP.

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- Problem: The installation of the software stops and says MediaPlayer and DirectX recommended.
Solution: Please download from Microsoft website the latest version of MediaPlayer and DirectX and install it.
Afterwards you should be able to run the installation process.
- Problem: Starting setup.exe results in a missing “_setup.dll” error message
Solution: It seems you have downloaded the software and extracted the zip file without the enclosed path-information. Check configuration of the archive tool used to unzip the downloaded file and reconfigure it.
Unzip and try installation again.

2. Operating

2.1 General

2.2 Data reception

- Problem: Is it possible to use the SkyStar HD2 / CableStar HD2 for data reception?
Solution: No, this feature is not supported by the software.

2.3 DVBViewer / Audio/Video Reception

- Problem: After I switched the current channel to another, the picture seems strange. The aspect ratio is not correct and the position of the video within the display area is not correct.
Solution: We use a fast channel switching method, which is not compatible to some MPEG-2 decoder solutions. Please disable the option “Fast channel switch” at “Settings” => “Options” => “Enhanced”. The picture should appear normal now.
- Problem: There are shown items in the EPG window, but the EPG info does not show anything, except the current TV station and the system time.
Solution: The shown EPG information depends on the system time and date. Check if the system date and time are configured correctly. After the system time is corrected, the EPG should show the correct information.
- Question: Can I receive the SFI data without connection to the satellite Astra 19.2°E?
Can I receive the SFI data with my AirStar 2 TV PCI, AirStar USB or CableStar 2 PCI?
Answer: The SFI information is broadcasted via Astra 19.2°E only. The SFI data cannot be received with your AirStar 2 TV PCI, AirStar USB or CableStar 2 PCI.
- Problem: The SFI download takes a long time to complete.
Answer: The SFI are transmitted with a very low bandwidth on the satellite. The download process might take up to 45 minutes.
- Question: Can I download the SFI information via Internet?
Answer: The SFI information is available via satellite (Astra 19.2°E) only.

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- Problem:** When I start the DVBViewer TE, sometimes it takes a long time, until the DVBViewer TE shows any channel.
- Solution:** The used MPEG-2 codec takes a while until it is ready to be used. Normally the decoder is ready in a couple of seconds, but sometimes it needs up to 40 seconds to display.
- Problem:** When I choose a HDTV channel in DVBViewer TE, no picture is shown, the video stops and resumes again and again, or large coloured fields are shown in display area.
- Solution:** Check, if your PC matches the system requirements for HDTV reception. If yes, update the chipset and graphics card drivers to the latest version available.
If you are using an onboard graphics adapter, this device might not be able to show HDTV content, upgrade your graphics board to an AGP/PCIe card with MPEG2 hardware acceleration and hardware overlay support.
- Problem:** The video stops from time to time and little squares appear
- Solution:** Please check the quality of the input signal. The minimum satellite signal should be 50- 55 dbμV or the level indicator in Setup4PC or DVBViewer should be minimum 55-65 % for proper TV function. Another possible source of trouble can be your graphic card that must support hardware overlay. Please check the documentation of the graphic card if hardware overlay is supported and make sure latest driver for the graphic device is installed.
If you are using an AirStar 2 PCI Card or AirStar USB box you should check the signal quality and BER using Setup4PC. If the problem is caused by a bad signal quality you should correct the position or alignment of the used antenna.
- Problem:** WinLIRC is configured correctly and the remote control is enabled in DVBViewer, but the remote control will not work with Windows XP SP2.
- Solution:** It is possible, that the Windows Firewall blocks WinLIRC. You can unlock the WinLIRC in "Control Panel" => "Security Center" => "Manage Security Settings for: Windows Firewall", then switch to the "Exceptions" tab. Search the entry "ts_winlirc" and enable the checkbox. Press "OK" to confirm the setting.
- Problem:** After installation of DirectX9 my DVBViewer doesn't work anymore.
- Solution:** DirectX9 installation overwrites some needed files and settings. This requires reinstalling the user software again. A new driver installation is not needed. Go to start/settings/control panel/software and remove the "TechniSat DVB" package. After reboot take your installation CD or downloaded and extracted files. Go to subdirectory INSTALL. Click the SETUP.EXE and follow the instructions given during software installation. Reboot afterwards.
- Question:** I have successfully installed the software logged in as administrator using Windows 2000/XP/XP x64/2003. When I log in as a user with restricted rights, the following error message appears: "The Microsoft Jet database engine cannot open the file 'C:\Program Files\DVBViewer\lepg.mdb'. It is already opened exclusively by another user or you need permission to view it's data."

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- Answer:** It is recommended that you are logged in as administrator or the user has administrator rights on the computer.
If you have experience in changing permissions of folders and files, you should add "Full Control" permissions for "Everyone" to this file.
- Problem:** I have some trouble with recorded programs, which contain AC3 audio tracks.
- Solution:** Sometimes AC3 sound causes trouble while played with DVBViewer or other applications. In channel list, there is a checkbox "AC3" for every channel. Verify, if this checkbox is selected for the channels with AC3 sound.
- Question:** I want to enter an IP address into the field "Multicast IP Address" of the IP-Settings option of DVBViewer TE, but after I entered the address the field remains red. What is the problem?
- Solution:** The multicast IP-address range is specified in RFC1112. This document specifies the range 224.0.0.0 through 239.255.255.255 for the purpose of IP multicast. Other addresses are not allowed, so the DVBViewer TE is programmed to deny IP addresses which are not reserved for IP multicast.
- Problem:** After I started the multicast transfer, my network slows down.
- Solution:** Please ensure that you are using a 100MBit/s Ethernet Hub, a 10/100MBit Ethernet switch or a direct cable connection between the streaming server and client.
- Problem:** The multicast does not work properly in my wireless 802.11b/g WLAN
- Solution:** Sending high data rate IP multicast streams over a wireless LAN might overload the used WLAN. Use a cable connection for IP multicast streaming.
- Problem:** The multicast stream worked fine for a couple of minutes, and then the transfer stopped and the whole network is not accessible.
or
The multicast option does not work after I changed the IP address of my LAN interface without reboot.
- Solution:** Reboot your machine and try again.
- Problem:** I have a TechniSat DVB PCI card or USB box operated with the latest software release and the multicast streaming doesn't work properly. Data are sent to the network, but the VLC is not able to receive the content.
- Solution:** Use Netmeter to check, if there is traffic streamed into your network. If traffic is indicated within your local network on the streaming server, you should do the same on the client PC. The indicated traffic should be similar to the traffic indicated on the server. If the streaming is working, but the stream cannot be received with VLC, you should remove all channels from the channel list and scan for channels and try again.
- Problem:** After the start of DVBViewer TE, the error message "division through zero" appears and the DVBViewer TE is not operable.
or
The picture shown by DVBViewer TE is freezing and sound glitches appear after the installation of a DVD-player software.

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Solution It might be possible, that the problems are caused by different MPEG-2 codecs, which are installed on the machines.

Sonic MyDVD:

To solve the problem, you have to remove the audio filter of Sonic MyDVD. This procedure will be done under the usage of the command line application RegSVR32.exe. Locate the file Impgad.ax and remember the path. Press "Start" => "Run" and enter the following command: regsvr32.exe /u "<PATH>\Impgad.ax"
After the procedure is completed, you have to restart you system.

Problem: After a channel scan I can see some channels with the suffix "h.264". If I select one of those channels nothing happens.

Solution: Those channels are using MPEG-4/h.264 instead of MPEG-2. Please install a MPEG-4/h.264 decoder to the system to watch those channels.

3. Other

Problem: If I switch to another user using the "Fast User Switching" function of Windows XP

- the audio playback of DVBViewer TE will stop

Solution: If you switch to another user, the application requested is still running and cannot be started for a second time. You should log off the system and log on with the other user. Then you will get Server4PC and you are able to start DVBViewer TE without any problems