Video Engine Logging

This article will show how to enable detailed Video Engine Logs for us to analyze.

1. Enable Logging

In PLAYDECK goto Application Settings and activate "Enable Video Engine Logging". PLAYDECK will now ask you to restart.

🌞 Settings	Settings for the Application
🖺 Playlist	? ✓ Check for Updates once a week
Application	? ✔ Restart PLAYDECK every Sunday ✔ at 00:00:00 🗣 Test Restart now
🤹 Subtitles / CC	? ✓ Activate Energy-Save-Mode after inactivity of 10 ; min
📺 Video	? ■ Allow Shortcuts to work outside of Playdeck
🚔 Channol	? 🔲 Suppress most Popups (except Errors)
	🕐 🗖 Disable Project File saving. If Filechange detected: 🛛 🗖 Reload Project and resume Playout
U Outputs	🕐 🗖 Disable Background Tasks for: Device Check, Clip Check, Stream Reconnect, Tally Check
🖬 Inputs	P = Backun-System: Poceiva Liconce via ID 127 0 0 1 Test IP now
Director View	
Streaming	PU Selection for Video Assets NVIDIA GeForce RTX 3080
Recording	Settings for Logging
📢 Audio	? ■ Enable Logging for HTML Overlays <u>Open Logs Folder</u>
苗 Channel Audio	? ■ Use Custom HTML Chromium Flags: Show Help
🖬 Input Audio	? ■ Enable Video Engine Logging

2. Reproduction

After restarting now please reproduce the Issue/Problem at hand. Please make a note of the current Date/Time (and let us know). After the Issue/Problem has occured, close PLAYDECK (or use Task Manager to terminate). Do NOT OPEN PLAYDECK again, otherwise the Logs will be lost, as they are being cleaned on every Start to reduce Upload Size.

Note: The shorter the Logs the better, as it is more easy to isolate the issue. Make sure to start PLAYDECK only to reproduce the issue and don't let PLAYDECK run for a long time.

3. ZIP'ing and sending the Logs

Create a new ZIP File and add the following Folders:

```
c:\ProgramData\JoyEventMedia\Playdeck\crashs
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c:\ProgramData\JoyEventMedia\Playdeck\logs
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c:\ProgramData\JoyEventMedia\Playdeck\sdklogs

Note: The ProgramData Folder is hidden in Windows. You have to enter it manually into your File Explorer.

Note: To create a ZIP File in Windows, mark the above Folders with CTRL, then right-click on any marked Folder and select "Compress to ZIP File".

Upload the ZIP to our Download Server: https://download.joy-event-media.de/

After uploading click the COPY Button and send the Link to support@playdeck.tv. Please dont forget to send the Date/Time of the Issue/Problem occurance, so we can easily find it in the Logs.

4. Clean Up

You can now safely delete your ZIP File.

Also make sure to deactive the Setting "Enable Video Engine Logging" in PLAYDECK, as it will slow down your PLAYDECK performance. This setting is not meant to be enabled all the time.