

DVB-PC TV Stars PCI / USB FAQ for Driver/Software Version 4.3.0

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Contents

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

- Support Information
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Support Information

For the latest information on products and support, please visit our homepage: <http://www.technisat.com/>. Owner of a box that is bundled to a service like Europeonline, Netsystems, OpenSky or T-DSL via Satellit should contact the service provider's support directly. Please review documentation of the service provider to get detailed contact information.

Before asking TechniSat for technical assistance, read the manuals and the FAQ of DVB-PC TV first, please.

For current driver releases visit <http://www.technisat.com/>. There is no need to install prior software versions than 4.3.0 on your computer and there do exist compatibility problems with new DVB-PC TV devices in combination with old/prior versions. TechniSat no longer supports prior driver versions.

If the DVB-PC TV device is altered 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 III 700MHz or higher
- At least 256MB RAM
- At least 30MB free hard disc space
- Sound Blaster compatible audio card
- 3D graphic card recommended (with hardware overlay support, up to date drivers)
- Supported operating systems:
 - Windows 98 SE
 - Windows Me
 - Windows 2000 Professional/Server (Service Pack 4 required)
 - Windows XP Home/Professional (Service Pack 1 recommended)
 - Windows Server 2003
- 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

Additional system requirements for PCI devices

- 1 available PCI slot (do not use the one directly under AGP graphic card)

Additional system requirements for USB devices

- 1 available USB1.1 port (must be connected directly to PC, not by using a USB hub)

Recommended system requirements for HDTV reception

- TechniSat SkyStar 2 TV PCI / AirStar 2 TV PCI / CableStar 2 TV PCI
- IBM compatible PC with Intel Pentium 4 or AMD Athlon XP CPU with 2400MHz or higher
- 3D AGP graphic card recommended (with MPEG2 hardware acceleration, hardware overlay support and up to date drivers)
- Recommended operating systems:
Windows 2000 Professional/Server (Service Pack 4 required)
Windows XP Home/Professional (Service Pack 1 recommended)
Windows Server 2003

1. Installation

1.1 Hardware

Question: I want to use two DVB-PC TV Stars PCI cards or USB boxes in one computer system at the same time, is this possible?

Solution: Currently it is not possible to operate a mutiple number of TechniSat DVB PC TV Stars in one computer system, except the combination of one PCI and one USB device - in this case you can use one of the two devices only. You have to select the preferred device at the right corner in Setup4PC.

Problem: My DVB-PC TV device is shown with a yellow exclamation mark in the Device Manager of Windows and won't work. Is it possible to activate/reactivate my DVB-PC TV device?

Solution: Deactivate all installed network devices in Device Manager and shutdown your system. Locate the jumper nearby the B2C2 chip and if there is a jumper, set it from open to shorted. After this start the system again and activate all devices, you deactivated before.

Problem: Sound Blaster Incompatibility

Solution: Change the IRQ settings to not 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?

Solution: Make sure you installed the latest software patch from the VIA web page to enable full performance of your motherboard's 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) or HT (hyper-threading) computer system. Does it cause any problems?

Solution: SMP and HT systems are supported since driver version 4.2.11. If you are using older drivers than 4.2.11 your system will hang or crash.

Download the latest drivers from <http://www.technisat.com> and install them.

1.2 Drivers

- Question: When I installed the driver 4.2.11, my CPU usage is 8-25%, until I tuned a transponder using Server4PC or DVBViewer TE.
- Answer: Download the latest driver release 4.3.0 from <http://www.technisat.com> and install this release using the upgrading hints from the FAQ / User's Guide Part 4.
- Problem: I want to start the installation by doubleclick setup.exe but an error message pops up
- Solutions: 1. Driver
The driver not loaded message occurs when the current DVB-PC device driver is installed. The DVB-PC device driver is unable to operate and the Error Code 10 is shown in the Device Manager.
This device is either not present, not working properly, or does not have all the drivers installed. (Code 10)
Try upgrading the device drivers for this device.
Regarding the information's from the Microsoft Knowledge Base Article 310123, you have to update the driver for this component. After you did this, another device is failing with Error Code 10. This problem is caused by old driver versions, which do not support the functions of modern computer systems (e.g. ACPI). You have to update the drivers for your mainboard, network interface card, soundcard and graphics adapter to the current version to solve the problem, possibly you also have to update your system BIOS. If all described procedures don't work, you have to reinstall Windows without using ACPI. More information's about deactivating ACPI in windows installer see Microsoft Knowledge Base Article 299340.
2. TCP/IP
If error message regarding TCP/IP pops up please check your registry if following value exists:
"HKLM\Software\Microsoft\Rpc\ClientProtocols\ncacn_ip_tcp" If not create it and try to start installation process
- Problem: DVB Receiver and any network interface card, IP address conflict.
- Solution: You should assign a static IP address of 192.168.238.238/255.255.255.0 to the DVB device.
- Question: I like to install the new software for SkyStar2; on what should I pay attention?
- Answer: Remove the TechniSat software at „Control Panel" => "Add/Remove Programs". Delete the TechniSat software folders "C:\Program Files\DVBViewerTE" and "C:\Program Files\TechniSat DVB" then and uninstall the driver "B2C2 Broadband Receiver" or "TechniSat DVB-PC TV Star" at "Device Manager" and restart your computer. After finishing this procedure, you should install the new software.

1.3 Software

- Problem: The installation of the software stops and says MediaPlayer and DirectX recommended
- Solution: Please download from Microsoft website the latest versions of MediaPlayer and DirectX and install it. Another requirement is the

latest version of Internet Explorer 6.
Afterwards you can run the installation again.

Problem: Starting setup.exe results in a missing _setup.dll error message
Solution: It seems you have had 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

Problem: My signal indicator drops from 0 % up to 50 % within a few seconds.
Solution: Check the valid function of your receiving equipment (dish & Cable). If this is OK please check if your system is installed in ACPI mode. If yes, try to use the DVB card in another PCI slot on your motherboard. You also might try to update your system drivers. If this doesn't solve the problem, you have to disable ACPI. This makes a new installation of the operating system necessary. More information's about disabling ACPI during windows installation see Microsoft Knowledge Base Article 299340.

Problem: I reinstalled my PC and used the latest software 4.3.0 or higher downloaded from the TechniSat websites. DVBViewer TE pops up with a message concerning a missing MPEG-2 decoder. What can I do?

Solution: Since version 4.3.0 the decoder is available on your Installation CD only. Simply install the MPEG-2 decoder using the DVDSetup.exe in the Install/Sonic folder on the CD. If you do not have a CD software version 4.3.0 or newer, you have to remove the current DVBViewer TE. Take your old 4.2.8 or 4.2.11 software CD and manually install DVBViewer TE from the CD. Now reboot. Remove the currently installed DVBViewer TE again using control panel/software dialog. Now you can reinstall the latest DVBViewer version part of 4.30 file set that has been downloaded. An MPEG-2 decoder is installed following the described steps. Take care that some functions like HDTV may not work with older MPEG-2 decoders.

2.2 Server4PC / Data Reception

Question: I want to receive a service but do not know the satellite and data settings?
Solution: Most known services across Europe are already preconfigured in the software. Just go to system tray, click right and select from the menu the data service you want to receive. That's it. In case the settings have changed you have to contact the service providers support to get further help and information's.

2.3 DVBViewer / Audio/Video Reception

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 informations depend on the system time and date. Check, if the system date and time are configured correctly. After the

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system time is corrected, the EPG should show the correct informations.

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 the TV.

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 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 min. satellite signal should be 50- 55 dBµV or the level indicator in Setup4PC or DVBViewer should be min. 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.

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 TECHNISAT DVB RECEIVER. 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've successfully installed the software logged in as administrator using Windows 2000/XP/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\epg.mdb'. It is already opened exclusively by another user or you need permission to view it's data."

Answer: It is recommended that you are logged on as administrator or the user on 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 contains an AC3 audio track.

Solution: Sometimes AC3 sound causes some trouble while played with DVBViewer or other applications. In channellist, there is a checkbox "AC3" for every channel. Check, if this checkbox is checked for the channels with AC3 sound.

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- Question: I want to enter an IP-address into the field "Multicast IP Address for the IP-Settings option of DVBViewer TE, but after I entered the addresses 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 cause problems on the used WLAN. Use a cable connection for IP multicast streaming.
- Problem: The multicast stream worked fine for a couple of minutes, and then 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: My DVBViewer TE is not streaming into my local area network and traffic is shown at the "TechniSat DVB-PC TV Star" interface. What's wrong?
- Solution: Reboot your machine. If the multicast is not sent to the LAN interface, check your LAN connection and if your network components are connected properly and all devices are operable.

3. Other

- Problem: I have installed other software (e.g. alternative TV software, unlock or EEPROM tools) and my DVB-PC device is unable to operate (no TV or IP reception, but tuning works). Is it possible to fix the DVB-PC device?
- Solution: You should try installing a clean Windows 98/Me/2000/XP with the current Service Pack, MediaPlayer9 and DirectX9. Then install the driver release 4.2.11 or higher to your system. After this procedure the DVB-PC device should work again. If you altered the firmware of your DVB-PC device before using a tool, you may have damaged the firmware and this procedure won't work. Please note, that after the usage of a tool to modify the firmware of the DVB-PC device, the warranty is void and TechniSat will give no support or replacement.
- Question: I want to develop my own application for TechniSat DVB-PC devices. What do I need?
- Solution: Check the TechniSat website <http://www.technisat.com>. There you'll find a Windows and Linux SDK for our DVB-PC device products. No support for the SDK will be available.