

Overview

Wide Orbit feeds metadata for data casting either as an XML file or via IP.

The XML file option works well and if used, Wide Orbit should be configured to create the file in a sharable directory on the on-air computer. The security on the directory can be limited to the User on the CSRDS computer and only requires read access.

The IP option is also available but there are some known issues with WO IP. In some cases the WO dataset is broken. That is part of the XML data is sent, the feed stops for a few milliseconds then the rest of the metadata is posted. Since the data stops coming CSRDS will start processing and since all of the data is not there the information is dumped. This also applies when the 3 second half of the data arrives. Not a complete dataset so the info is dumped. The Result is Missing Songs.

This can be verified in CSRDS by selecting Event Viewer from the View Menu and clicking the Captured Tab. You will see the Captured date and time followed by a portion of the data set then the next captured date and time followed by the rest of the data set.

Resolution

Since this is only an issue with Wide Orbit we have added some special WO settings to put the packets back together. If this is an issue:

1. In CSRDS select Properties from the Tools Menu and click the Other Tab
2. Set the Input Buffer wait to 600-900ms
3. Select the Red WO Broken Datasets options
4. Click Continue to return to the Properties Window
5. Click OK to save the settings and return to the main controller window
6. Click F5-Start to put CSRDS back on-line

The Captured Events should now show complete datasets and the missing songs are no longer missing.

Wide Orbit Setup

If you are not on HD with the artist experience you can set WO to post metadata on "Start Event". This reduces the amount of data in the metadata file and speeds processing. If you are on HD with The Artist Experience you will need to set WO to post on "Stack Change". This will send next events so we can pre-stage artwork. However, this does send a lot of information and is more likely to have the broken dataset issue.

CSRDS Configuration for Wide Orbit

1. In CSRDS select properties from the tools menu and select the Input Sources Tab
2. For an IP connection enter the IP of the Wide Orbit computer and enter the Port defined in the WO Export.
3. For the File option, use the Browse command in the Music From File area to select the XML file generated by WO
4. Select WO as the Music Format
5. Click the Green Categories command to set the Music and Commercial categories. WO sends a lot of data we do not want so the categories are used to filter out unwanted material and tell CSRDS to handle the event as a song or as a commercial. (formatted and sent differently)
6. Click Continue to return to the Properties window
7. Click OK to save the settings and return to the Main Controller window.
8. Click F5-Start to put CSRDS back on-line

The next time WO posts metadata CSRDS will capture, filter and update the selected devices and services. **NOTE: If you see captured but nothing is posted check the format and categories as you may be missing a music category and CSRDS is ignoring the event.**