

SkyStar 2 PCI/ USB FAQ

Contents

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

- Support Information
- Requirements
- Trouble-Shooting

Support Information

For the latest information on products and support, please visit our homepage: <http://www.technisat.de> or <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.

Requirements

PCI Products:

- Pentium III 700 MHz
- 128 MB RAM
- 30 MB free hard disk space
- 1 available PCI slot (do not use the one directly under AGP graphic card)
- 3D graphic card recommended (with hardware overlay support, up to date driver)
- Sound Blaster compatible audio card
- Operating Systems:
 - Windows 98 SE
 - Windows Me
 - Windows 2000 Professional/Server
(Service Pack 2 or higher recommended)
 - Windows XP Home/Professional
 - Windows 2003
- Additional Software needed
 - min. Internet Explorer 6
 - min. DirectX 9
 - min. MediaPlayer 9

USB Products:

- Pentium III 700 MHz
- 128 MB RAM
- 30 MB free hard disk space
- 1 available USB port (must be connected directly to PC, not via USB hub)
- 3D graphics card (with hardware overlay support, up to date driver)
- Sound Blaster compatible audio card
- Operating Systems:
 - Windows 98 SE

- Windows Me
- Windows 2000 Professional/Server
(Service Pack 2 or higher recommended)
- Windows XP Home/Professional
- Windows 2003
- Additional Software needed
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 - min. DirectX 9
 - min. MediaPlayer 9

!!! The software is not designed to operate on SMP or Hyper-Threading CPU systems

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Trouble-Shooting (following FAQ requires software version 4.2.8 or newer)

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1. Installation

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. Other requirements are up to date Internet Explorer. Afterwards you can run the installation again. Review the folder MICROSOFT on the SkyStar2 installation CD. There you can find the required software too.

Problem: DVB Receiver and any network interface card, IP address conflict.

Solution: Immediately assign a static IP address of 192.168.238.238/255.255.255.0 to the DVB device.

Problem: I want to start the installation by doubleclick setup.exe but an error message pops up

Solutions: 1. 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

2.Driver

The driver not loaded message occurs either when the driver is not installed or an old and incompatible driver is installed. The later problem can occur with v4.1.4 if the user manually uninstalls the old application first. This is because in version 4.1.4 we first checked the registry to determine if an old installation is present and if so, we manually copy the new driver file to the \windows\system32\drivers directory and force a reboot. If an old installation is not present we assume that the driver was installed by the normal PNP detection. So the fix for this is to either copy the driver manually or simply delete the old driver and install the new one from the CD or the folder where it is located.

Problem: Sound Blaster Live Incompatibility
Solution: Change the IRQ settings to not conflict with the DVB device assigned IRQ

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

Problem: The video stops from time to time and little squares are seen
Solution: Please check the quality of the input signal. The min. satellite signal should be 50- 55 dBμV or the level indicator in Setup4Pc 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. Otherwise disable overlay function in Setup4PC section options.

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. If this does not solve the problem, you have to disable ACPI. This makes a new installation of the operating system necessary.

Problem: After installation of MediaPlayer9 TV4PC does no longer work.
Solution: This is due to a MediaPlayer 9 issue. Just use the patch in the folder MP9PATCH this should resolve the problem.

Problem: After installation of DirectX9 DVBViewer does no longer work.
Solution: DirectX9 installation overwrites some needed files and settings. This requires to reinstall 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 extract files. Go to subdirectory INSTALL. Click the SETUP.EXE and follow the instructions given during software installation. Reboot afterwards. Very often this problem is encountered together with the problem described one entry above.

3. Other

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 webpage to enable full performance of your motherboard's chipset. Otherwise the bad PCI performance can cause data loss/ malfunction during operation of the DVB device

Question: I have a multi or hyperthreading CPU inside my PC. Does it cause any problems?
Solution: The software does not support this environment. Only workaround is to disable one CPU in BIOS and/or operating system.

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 systemtray, rightclick 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 informations.

Question: I want to develop my own SkyStar 2 application. What do I need?
Solution: Check the TechniSat websites. There you can find a Windows and Linux SDK for SkyStar 2 product. Take care that this files are provided "as is" and without any kind of support.