

Cinegy Support Tools 10.4

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Table of Contents

Preface . . . 1
Cinegy Support Tools Installation . . . 2
Cinegy Reporting Tool . . . 9
1. Report Generation . . . 10
1.1. Typical Mode . . . 10
1.2. Advanced Mode . . . 13
2. Cinegy Report Viewer . . . 21
2.1. Opening a Report . . . 21
2.2. Interface . . . 22
Summary . . . 23
System Information . . . 23
Products Information . . . 29
Supported Products . . . 32
Cinegy Cleanup Tool . . . 35
3. User manual . . . 36
3.1. Cinegy Cleanup Tool Interface . . . 36
Tree View Panel 38
Details Panel 39
Statistics Panel 41
Cleanup Execution . . . 42
3.2. Cinegy Cleanup Tool and Task Scheduler . . . 44

Preface

Cinegy Support Tools is a set of tools for collecting technical data about Cinegy installations and computer system, providing a convenient way to analyze the system and Cinegy products performance by collecting dump and log files and clean them up when necessary.

Its primary purpose is to simplify the support procedure and provide customers with an easy way to collect and understand different technical parameters of their Cinegy products installation, helping in troubleshooting potential issues and keeping their machines clean and properly maintained.

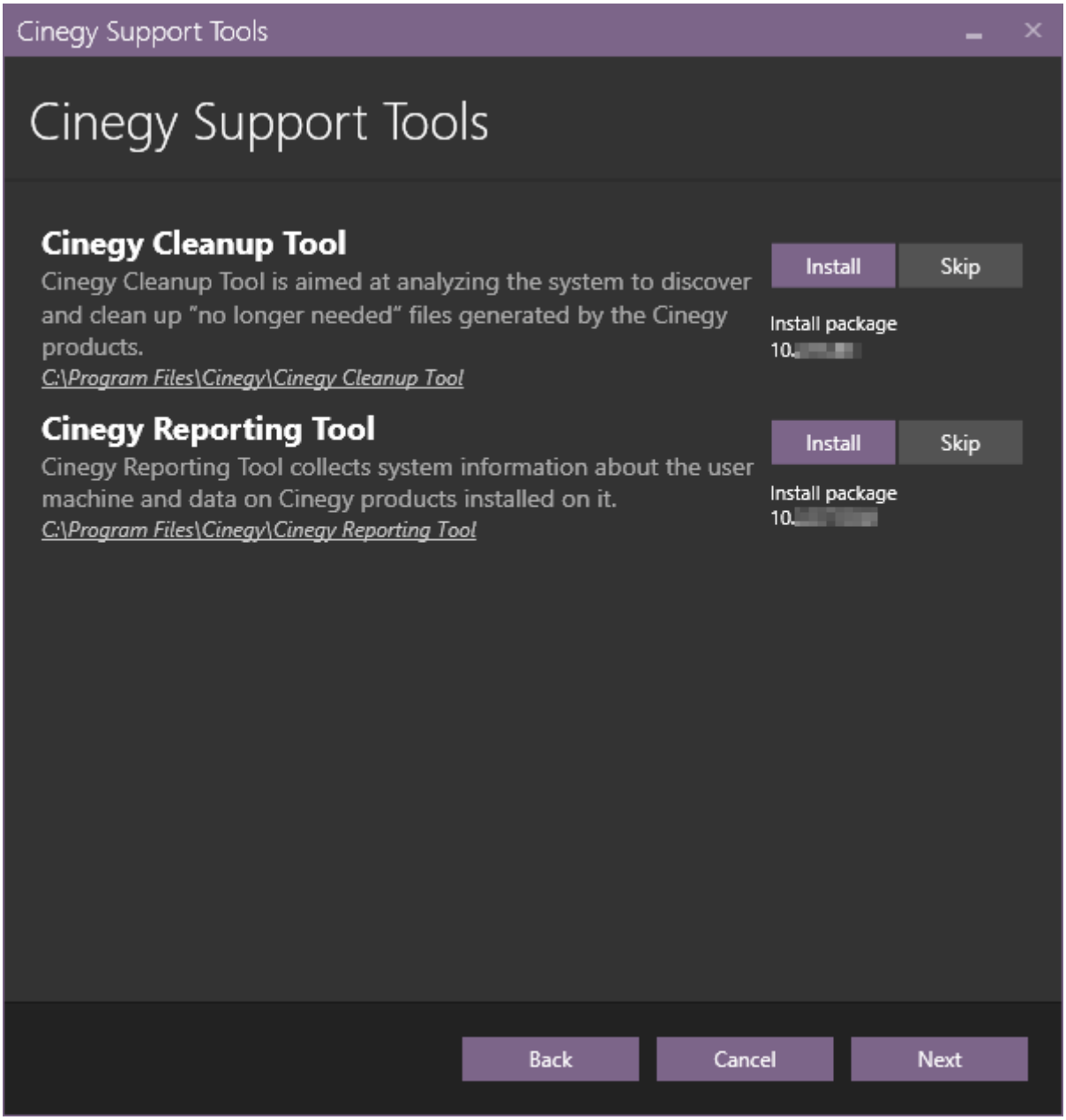
Cinegy Support Tools Installation

To install Cinegy Support Tools, run the SupportTools.Setup.exe file. The setup wizard will be launched:



Read and accept the license agreement, press the "Next" button.

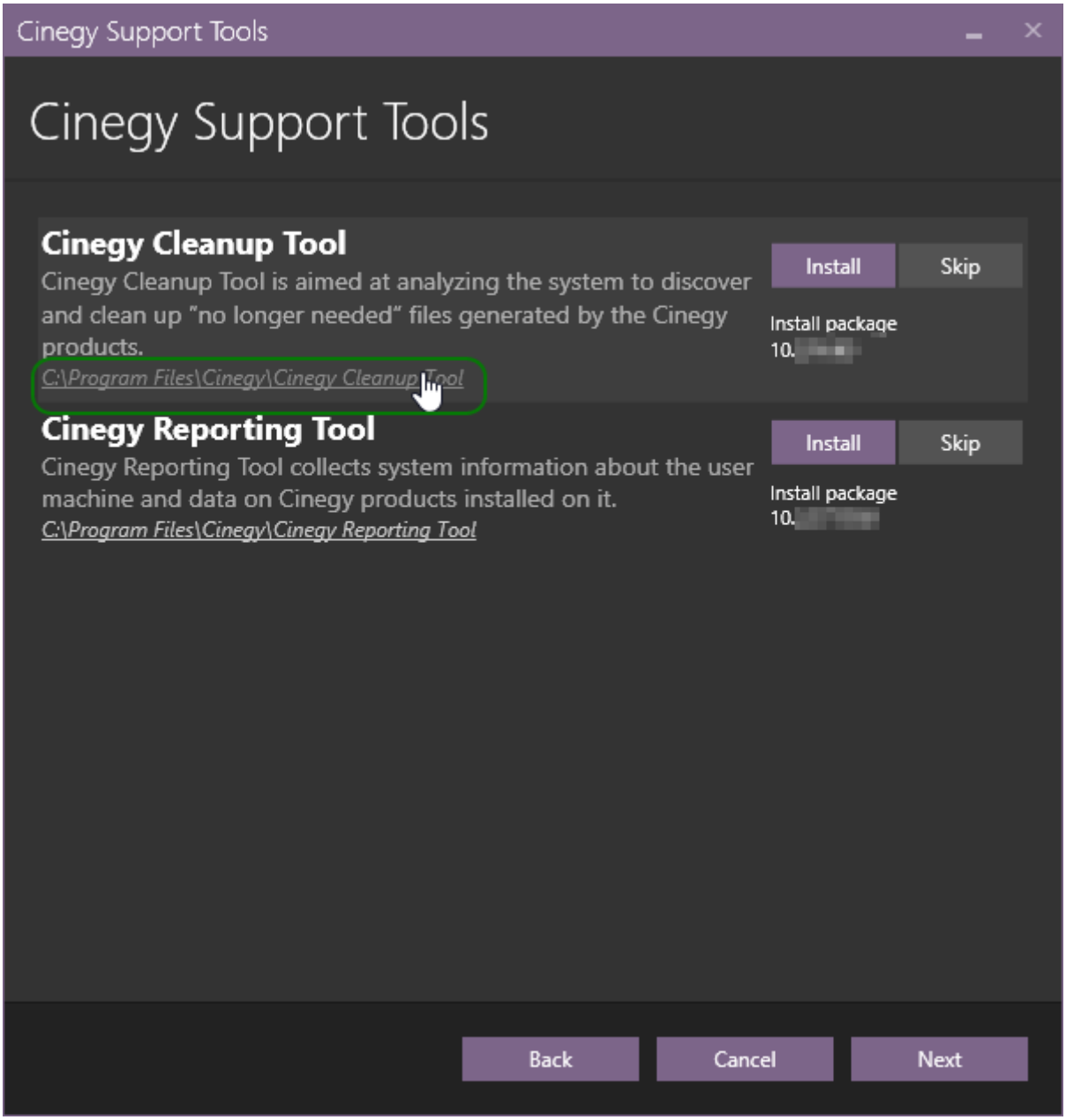
All the package components are listed in the following dialog:



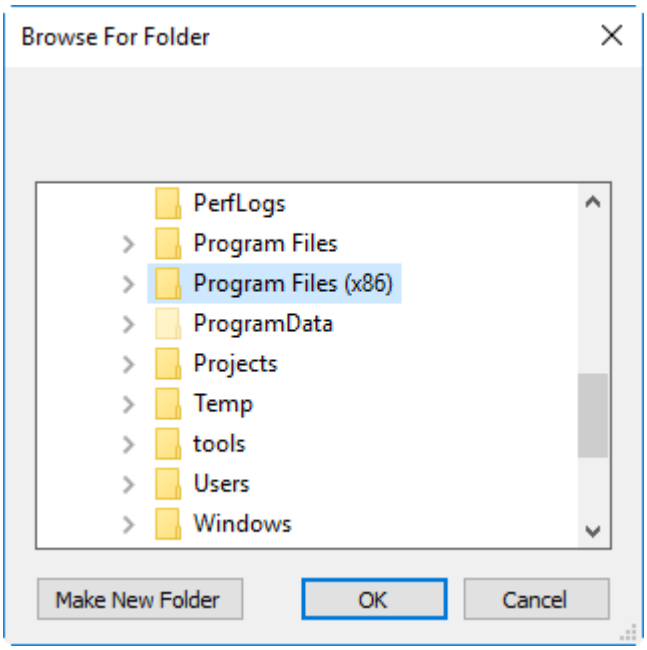
Install — Installation of each Cinegy Support Tools component is enabled by default, which is indicated by the "Install" option selected and highlighted with violet.

Skip — Select the "Skip" option next to the relevant component to disable its installation.

The default installation directory, which is indicated underneath the package component name, can be changed by clicking on the path:



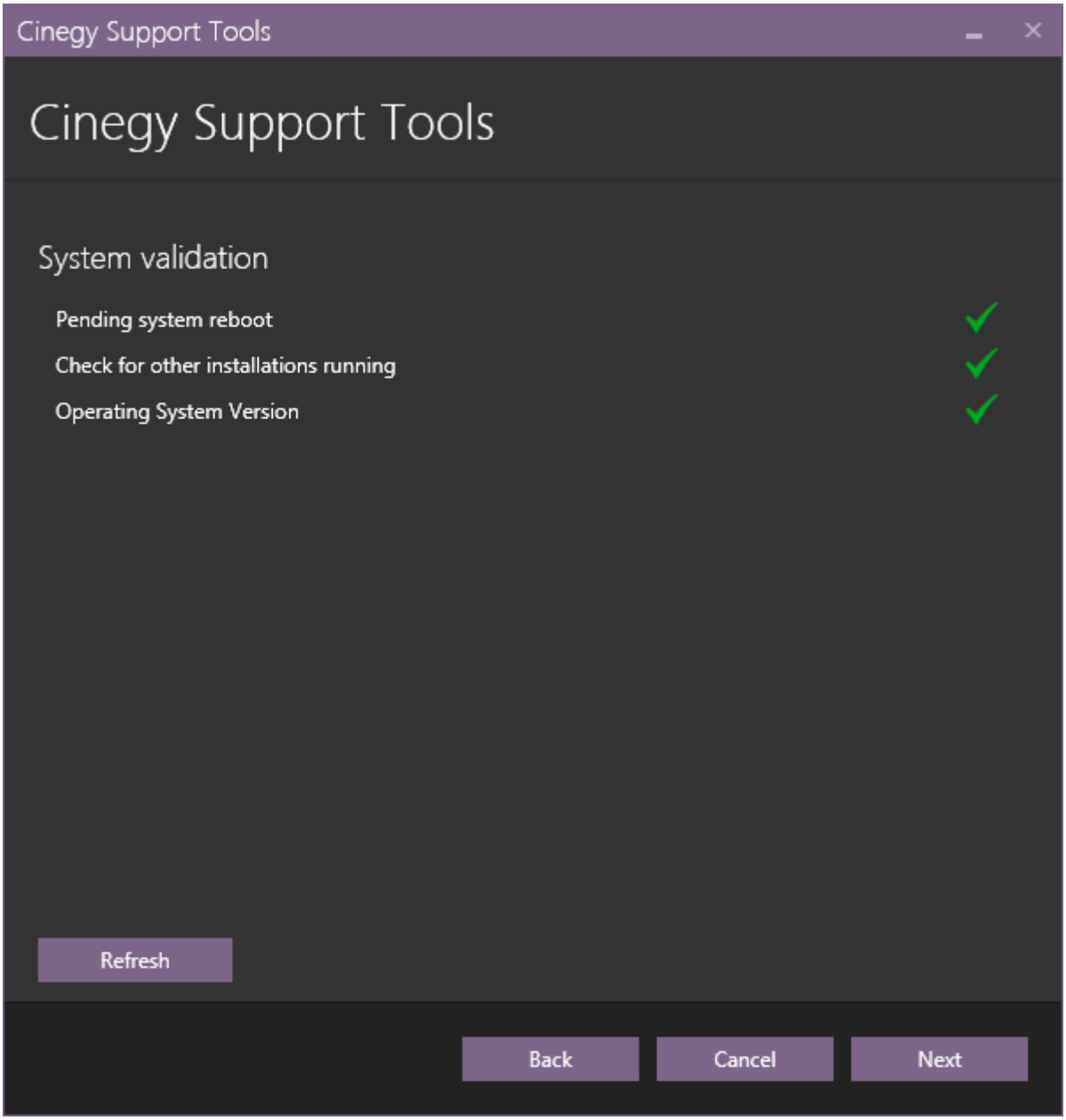
In the "Browse for folder" dialog that appears, select an existing folder and press the "OK" button.



Make New Folder You can also create a new folder by pressing the "Make New Folder" button and entering a new folder name.

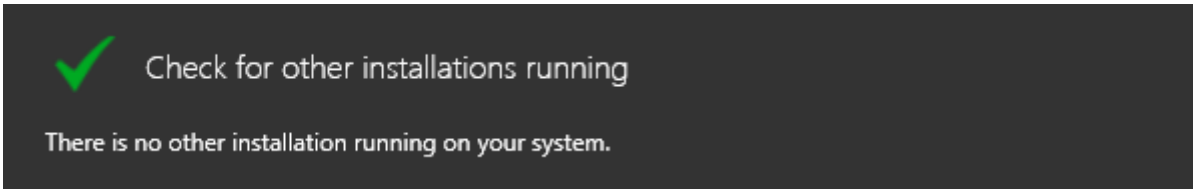
Press the "Next" button to proceed with installation.

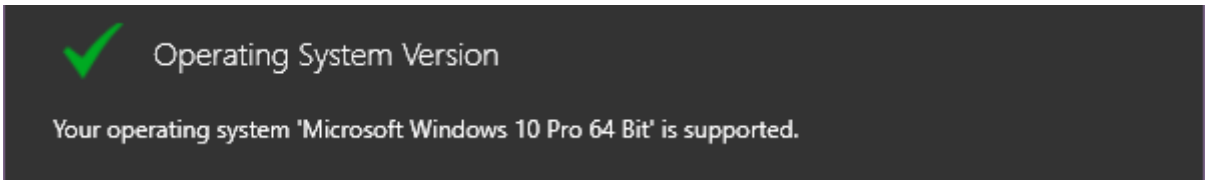
Check your system validation in the following dialog:



The green tick indicates that the system resources are ready and no other processes may prevent installation. Clicking the validation entry field displays its detailed information:

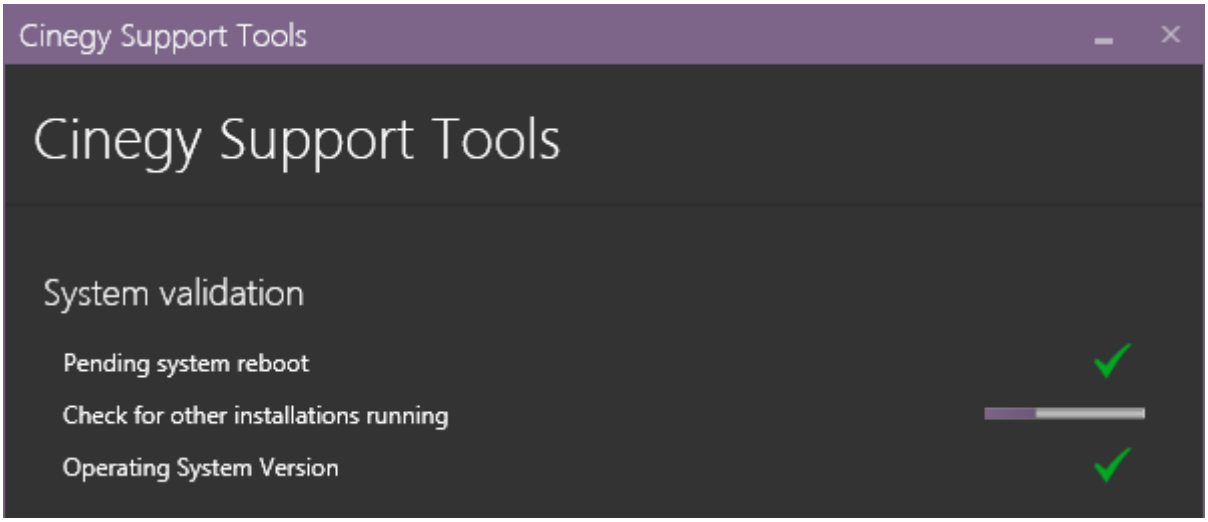






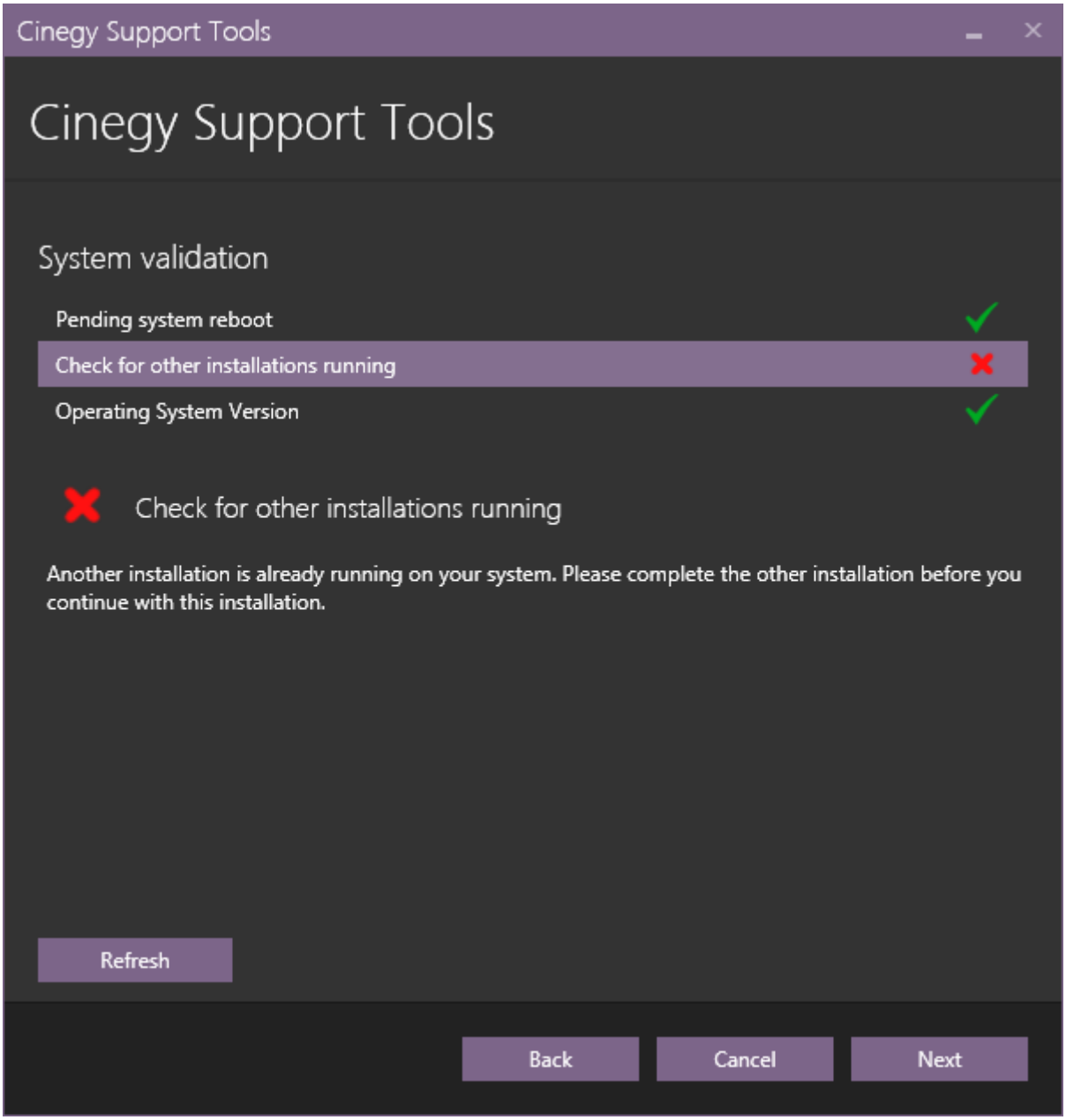


While the system performs verification of any parameter, the checking progress is displayed:





If any validation reveals that installation cannot be started, the respective field becomes highlighted and the red cross is displayed with the detailed information on the reason below:



The explanation differs depending on the reason why the installation cannot be proceeded.

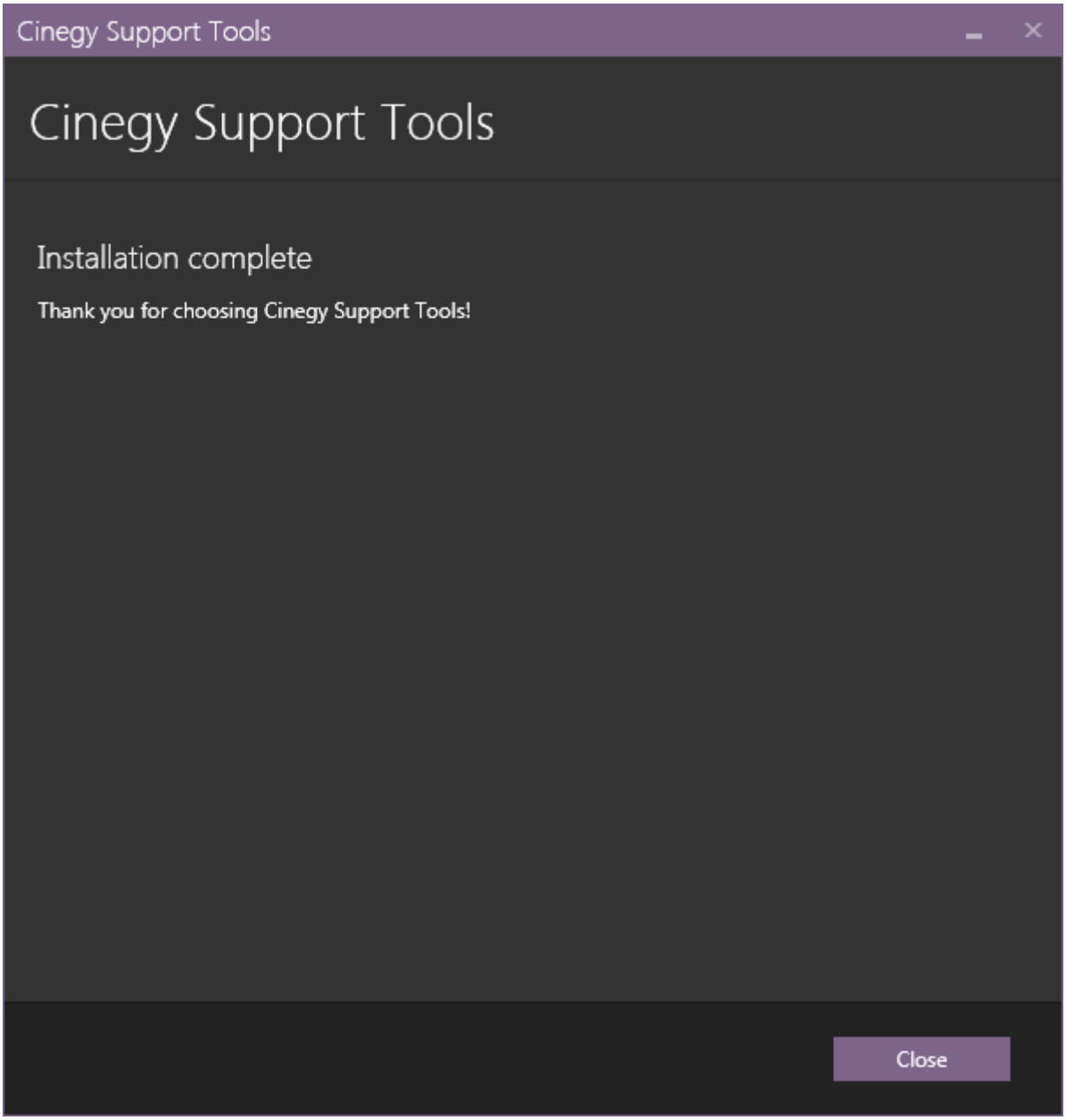
Refresh — Press the "Refresh" button for the system to recheck installation availability. Once the reason of prevention is excluded, you can proceed with installation.

Press the "Back" button to change the installation settings or "Cancel" to abort and exit the setup wizard.

Next — Press the "Next" button to begin the installation.

The progress bar indicates the progress of the installation process.

The following dialog informs that installation is completed successfully:



Close Press "Close" to exit the wizard.

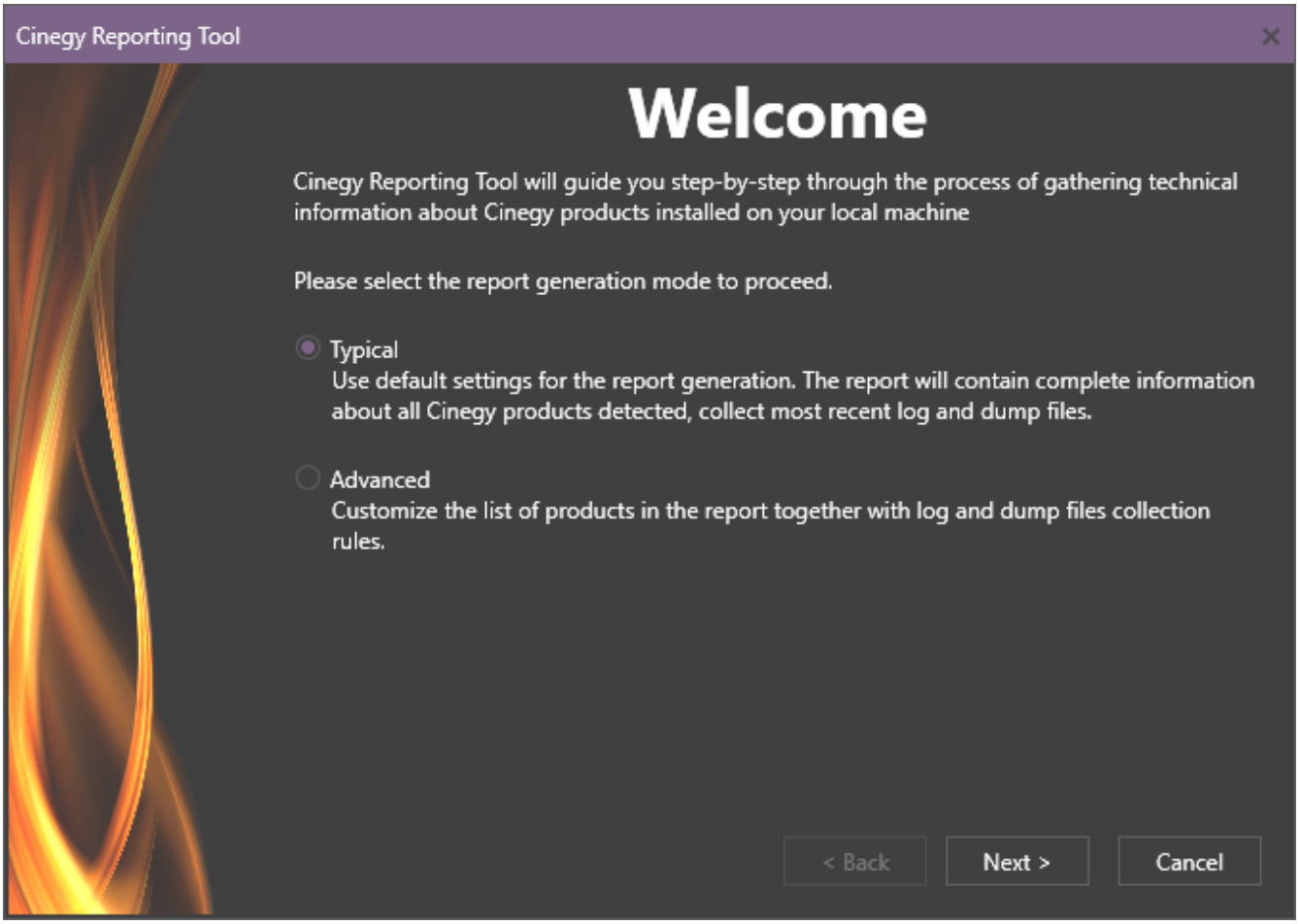


After the Cinegy Support Tools installation, the Cinegy Reporting Tool, Cinegy Report Viewer, and Cinegy Cleanup Tool icons appear on your desktop. Double-click the corresponding icon to launch the desired application.

Cinegy Reporting Tool

Cinegy Reporting Tool is designed for collecting the information about the system and Cinegy products installed on your computer.

After collecting the information the report archive is automatically created. You can use either Typical mode to apply default settings for report generation or Advanced mode allowing you to choose the components to be included into the report.

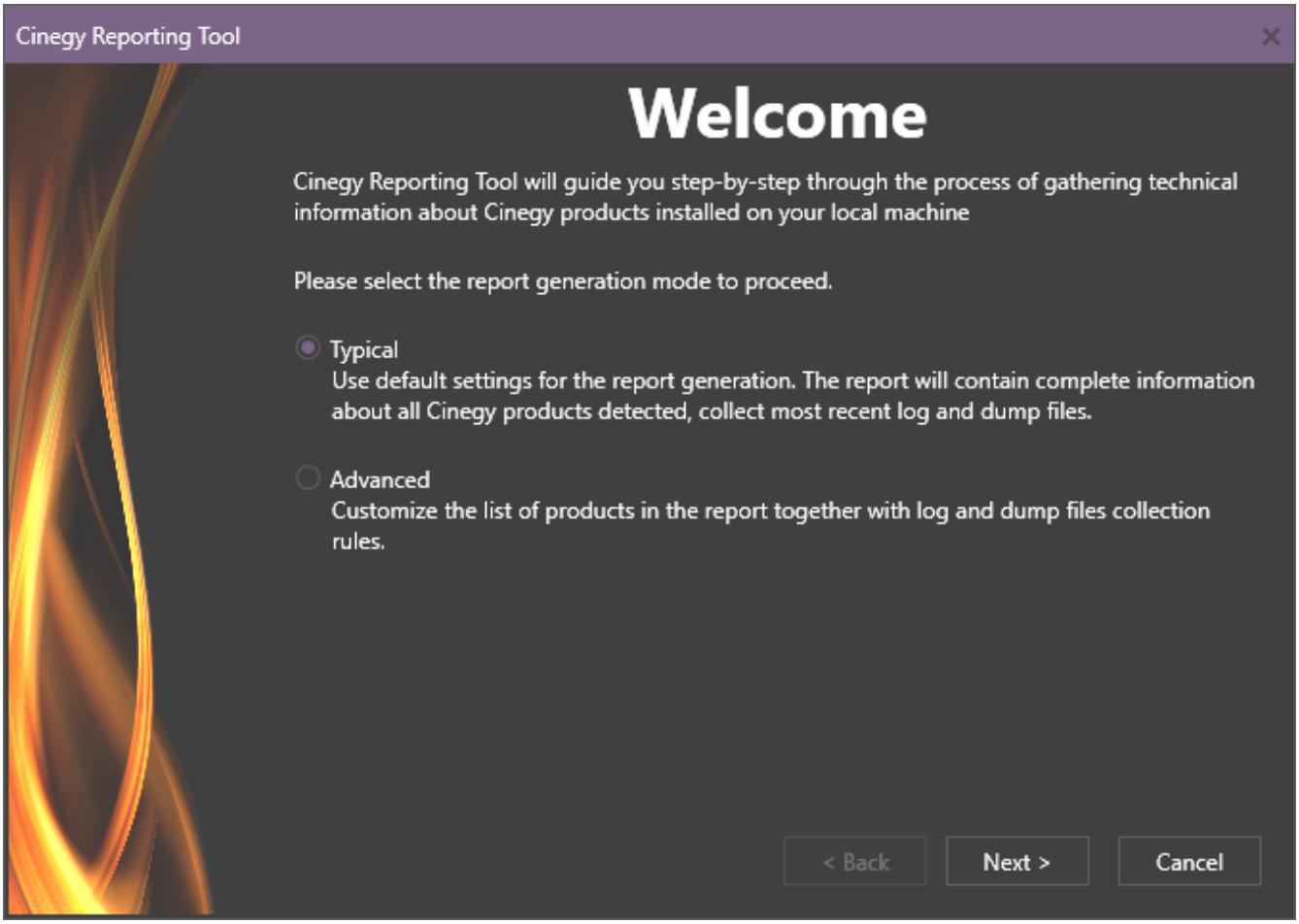


Chapter 1. Report Generation

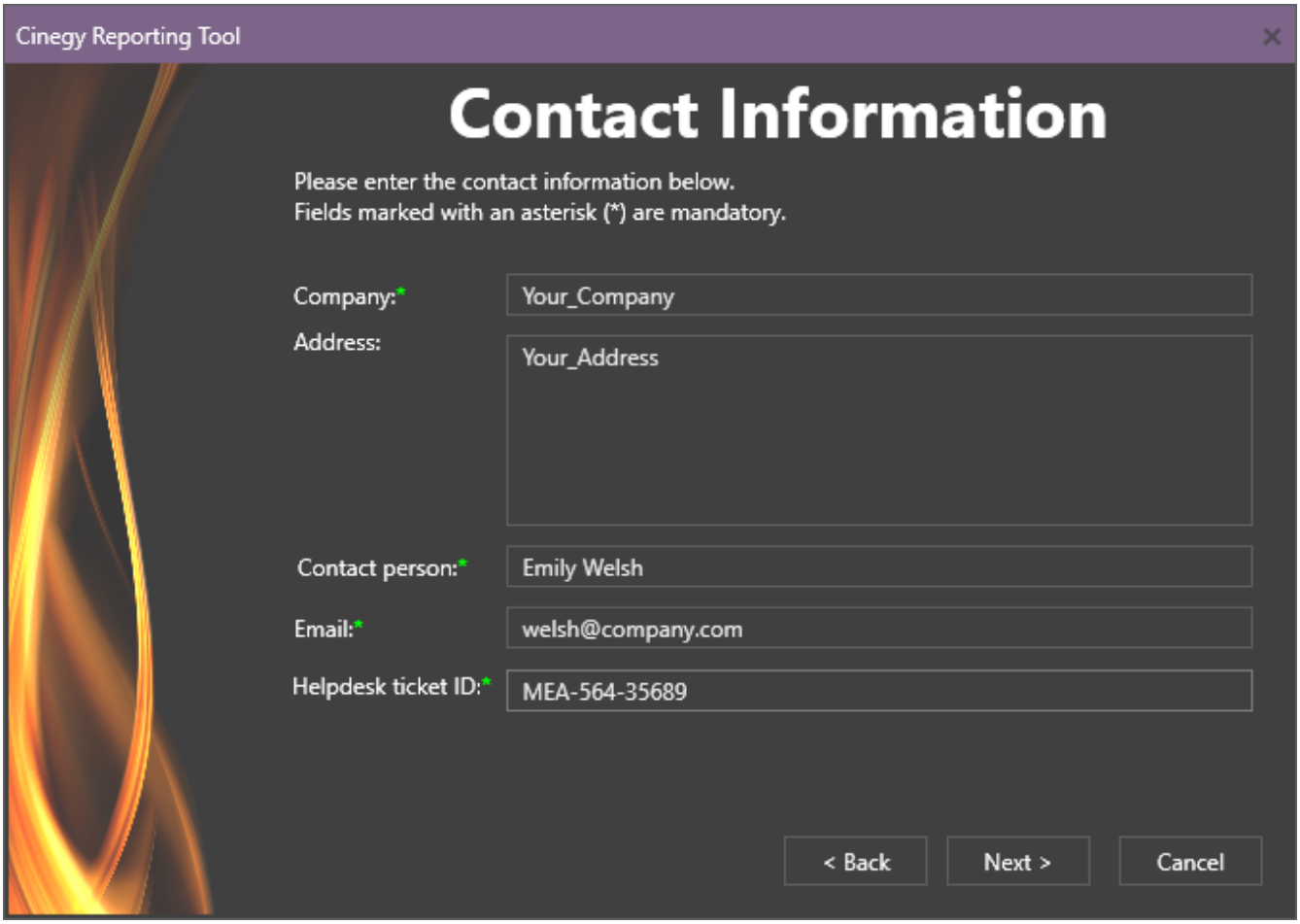
1.1. Typical Mode

Cinegy Reporting Tool allows to collect general information about system and all Cinegy products installed on your computer.

Having launched Cinegy Reporting Tool, on the "Welcome" page select the "Typical" mode to use the default settings for report generation:

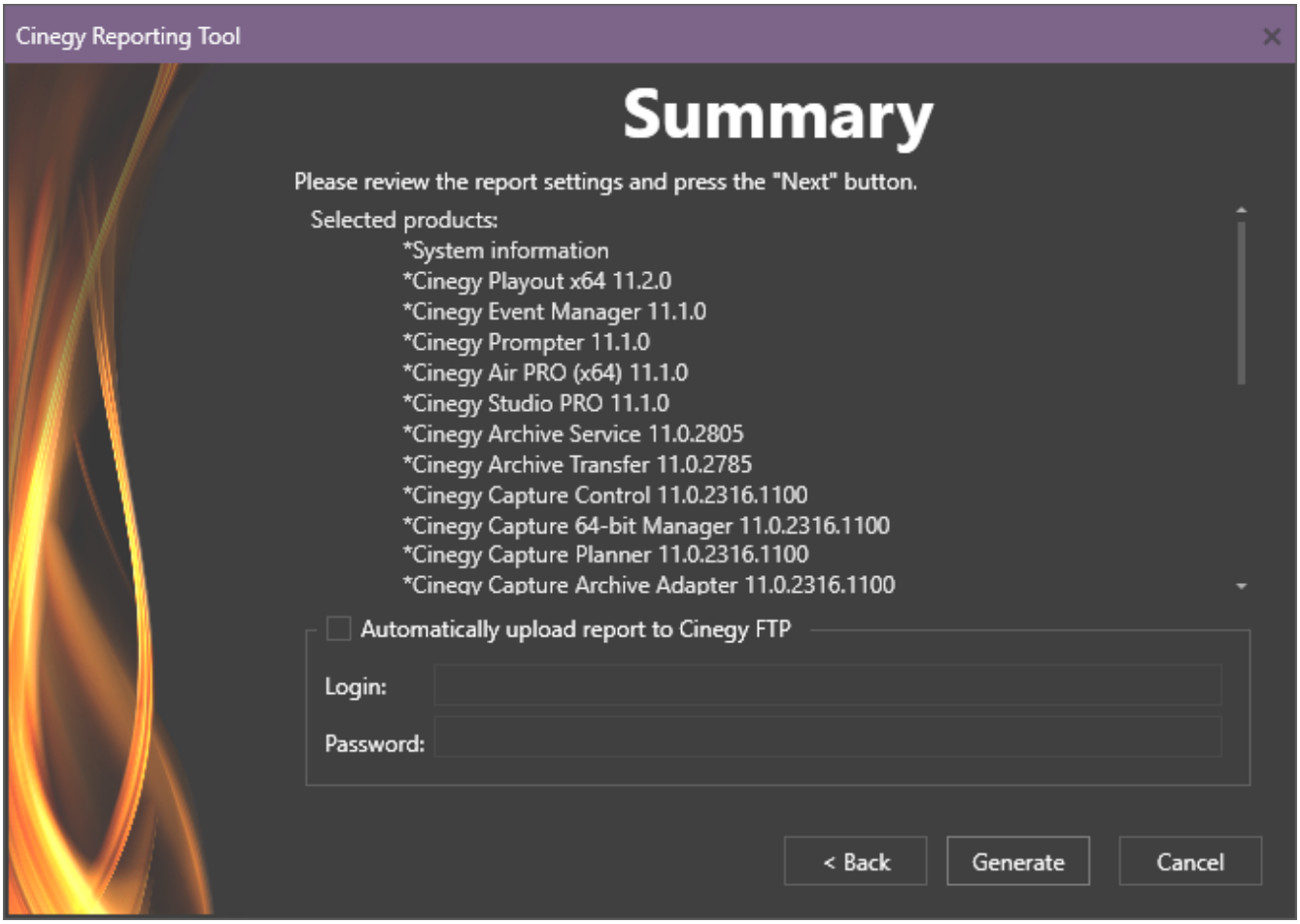


Press the "Next" button to proceed. On the next step provide your company contact information:



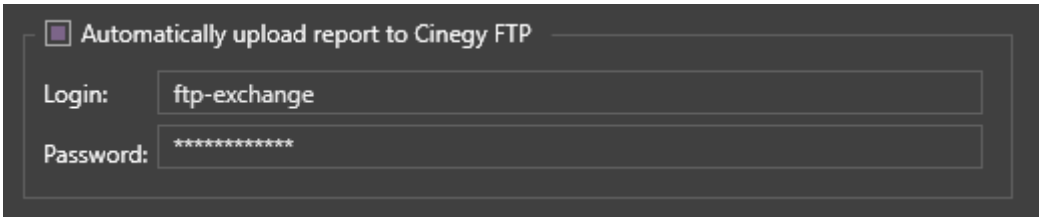
Specify the Helpdesk ticket ID of the issue submitted to the Helpdesk system, related to the report being generated.

Press the "Next" button to proceed to the "Summary" page, which contains the list of all installed Cinegy products and the information about what components will be included into the report by default:

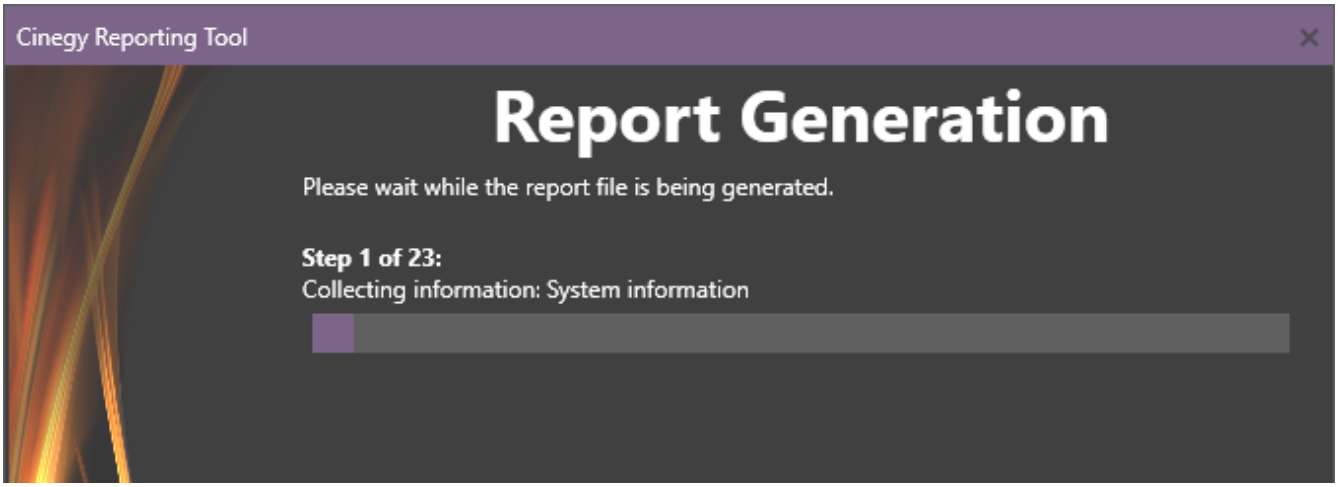


By default, all Cinegy products installed on your machine are selected in typical mode. Use the Advanced mode to customize the list of products, that will be added to the report.

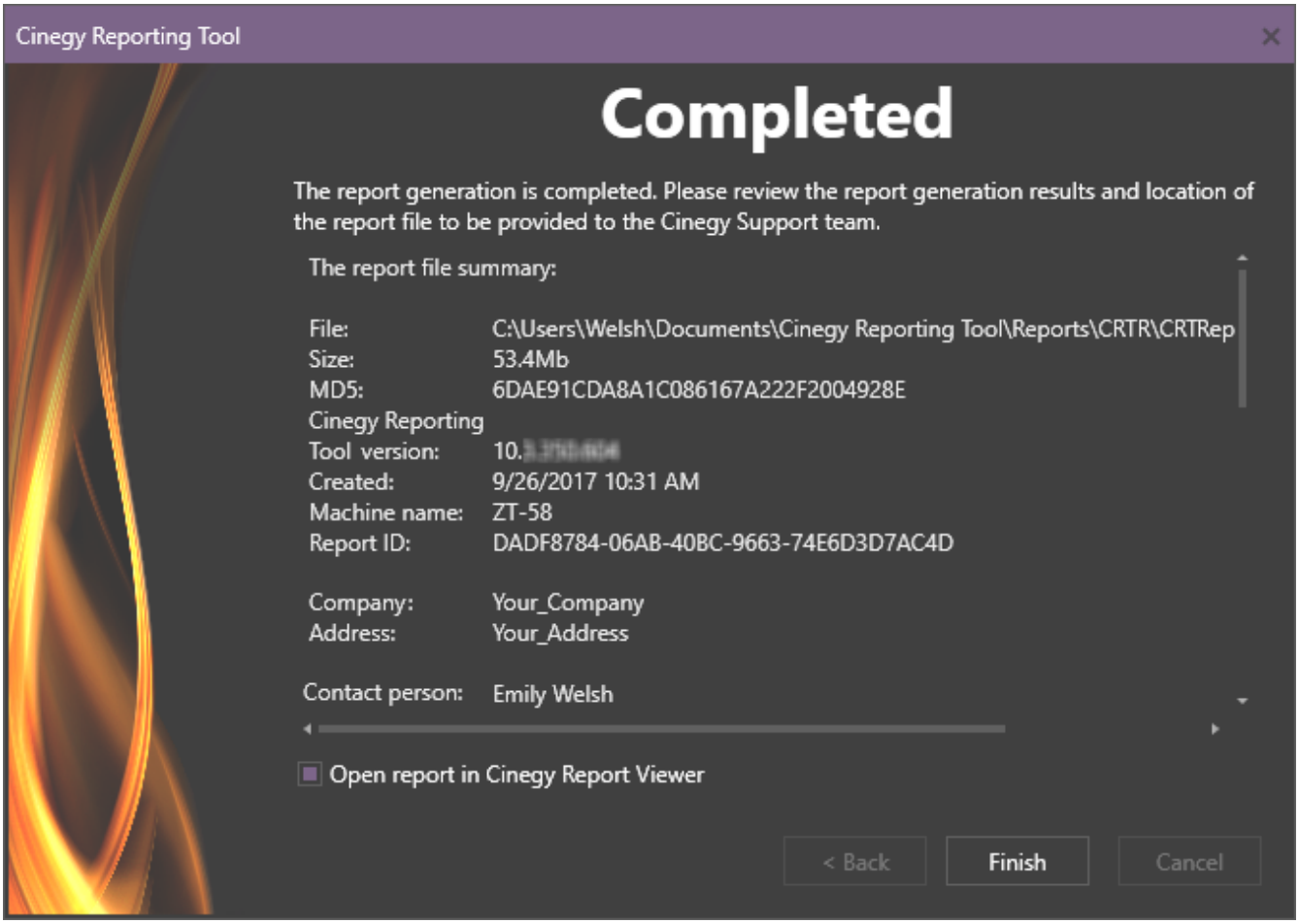
To automatically upload the generated report to Cinegy FTP server for its analysis by the support team, select the corresponding checkbox and specify your Cinegy FTP credentials:



Press the "Generate" button to begin the report generation:



The final step of the Cinegy Reporting Tool wizard contains the report file summary:

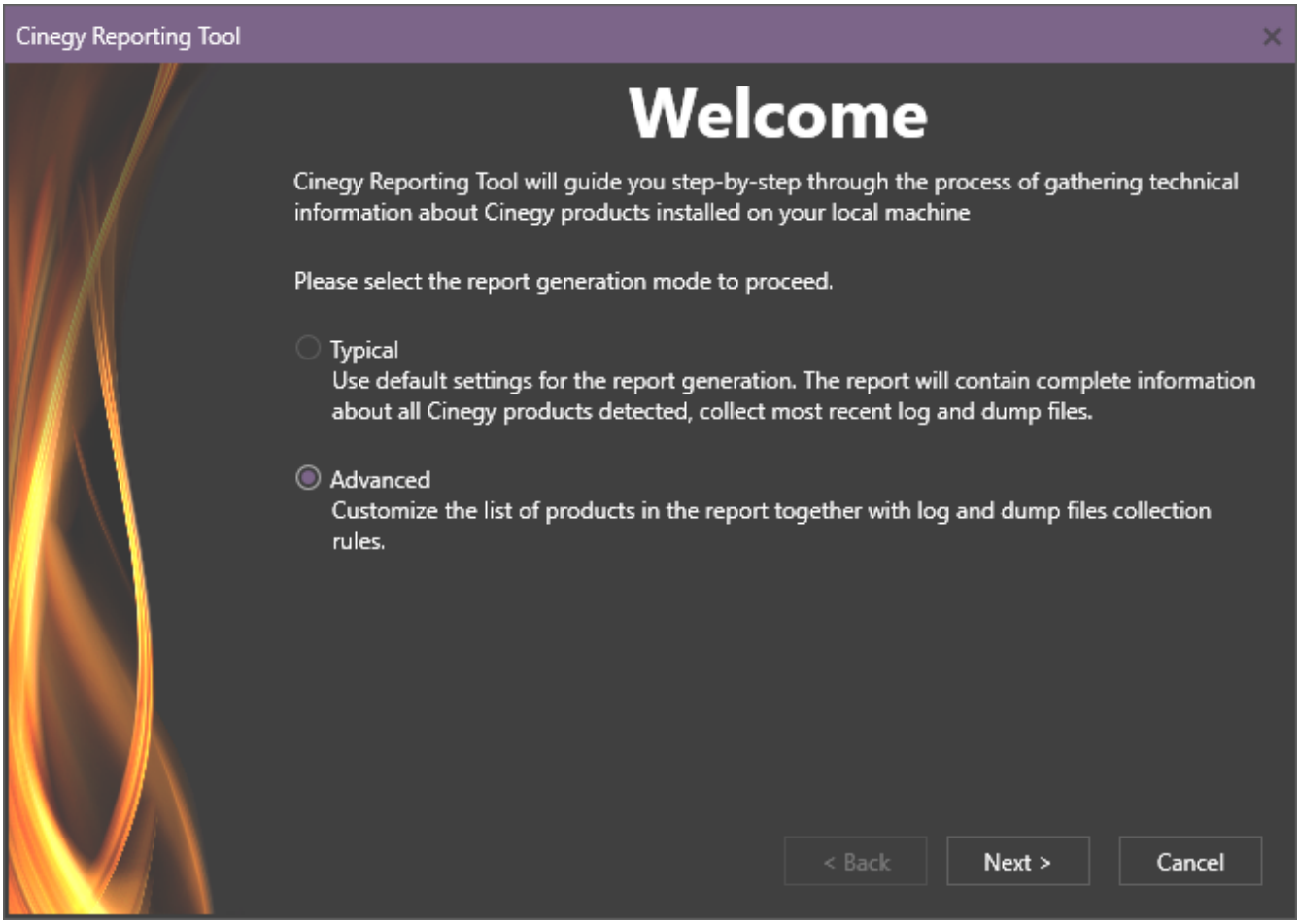


Select the corresponding checkbox to open the generated report in Cinegy Report Viewer.

Press the "Finish" button to exit Cinegy Reporting Tool.

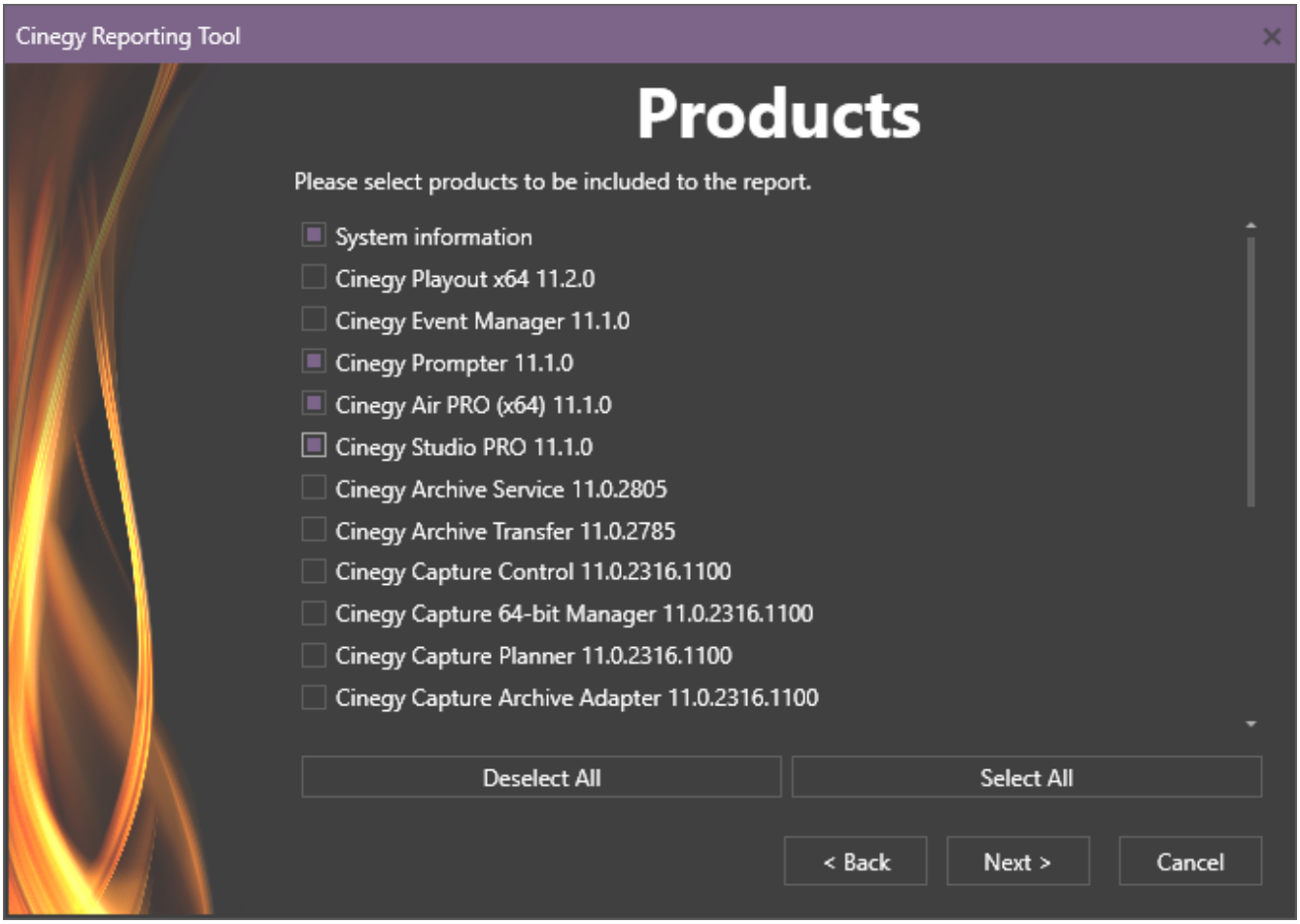
1.2. Advanced Mode

The Advanced mode of the report generation allows you to choose the components to be included into the report.



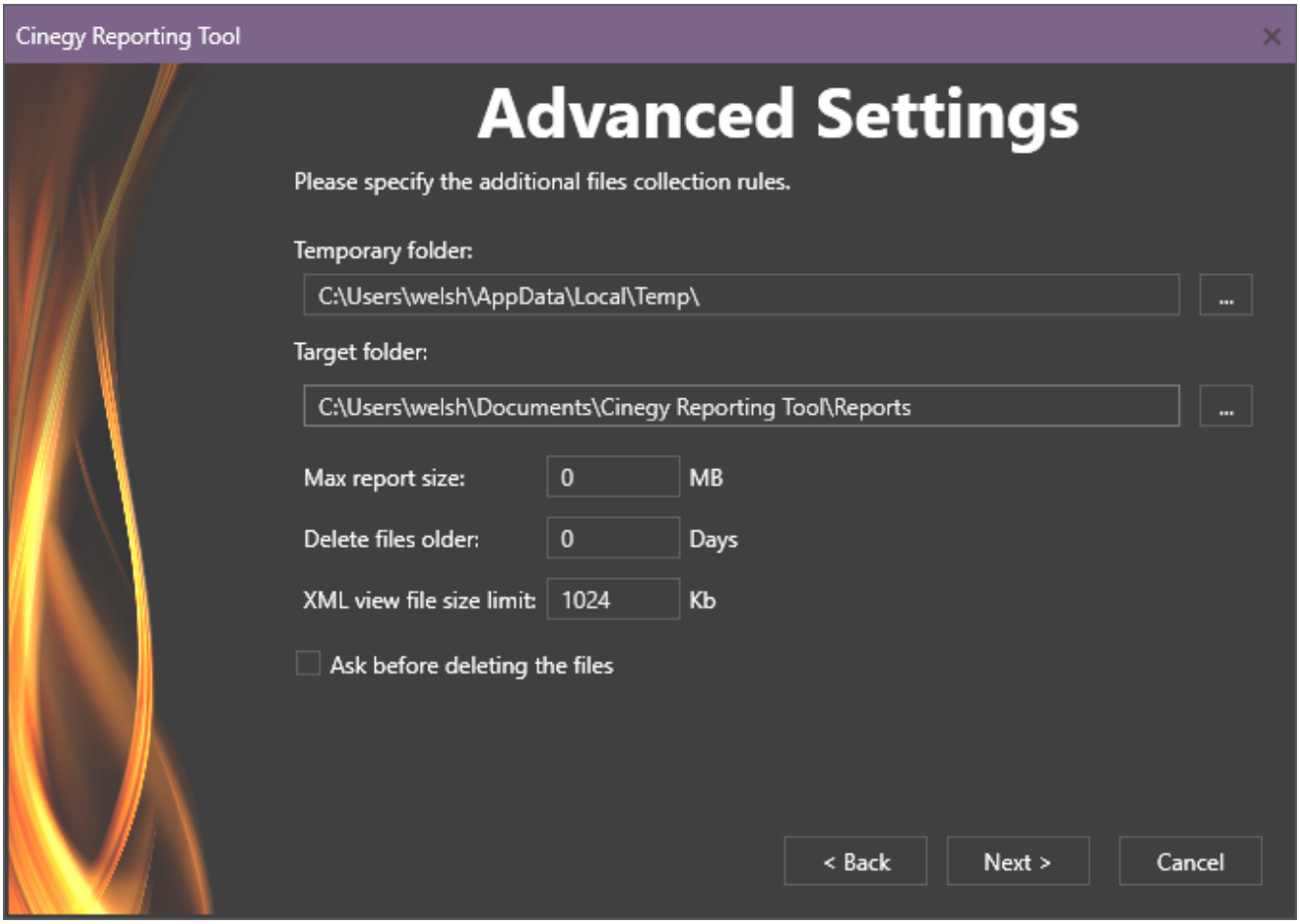
Select the "Advanced" mode and proceed to the next step, fill in the company information just like it is done for the "Typical" report generation mode.

On the "Products" window, select the products to be included into the report:

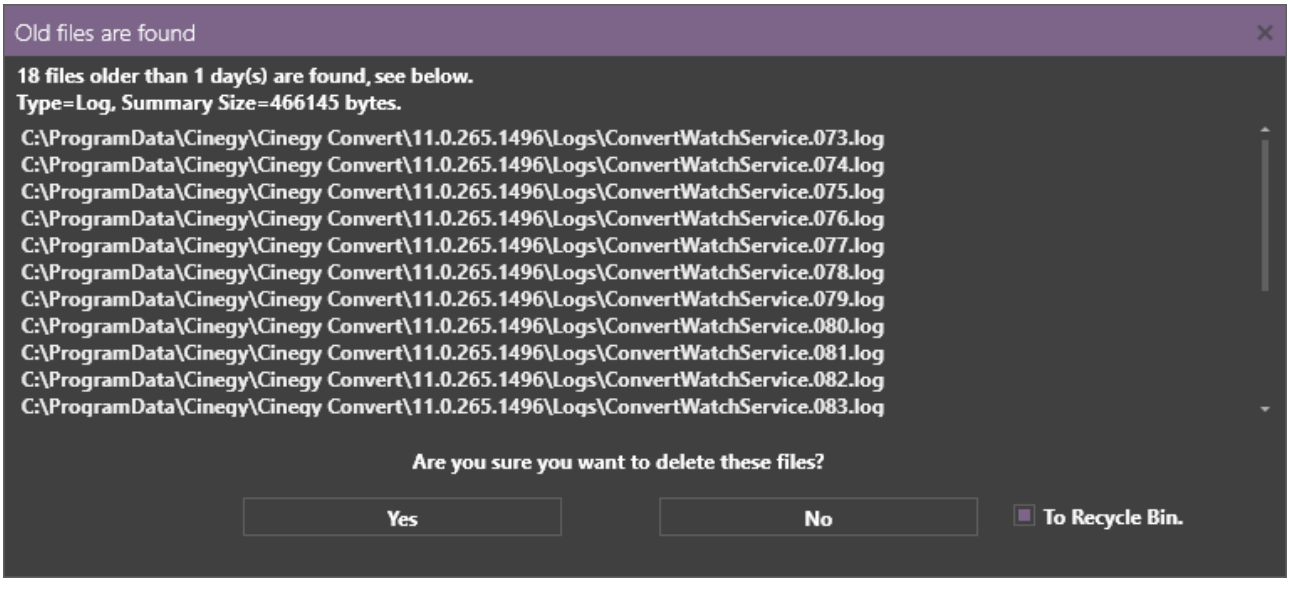


Select the checkboxes next to desired products and proceed to the next step. To select or deselect all products, use "Select All" or "Deselect All" buttons correspondingly.

Press the "Next button" to proceed to the "Advanced settings" screen and specify the additional settings for files collection rules:

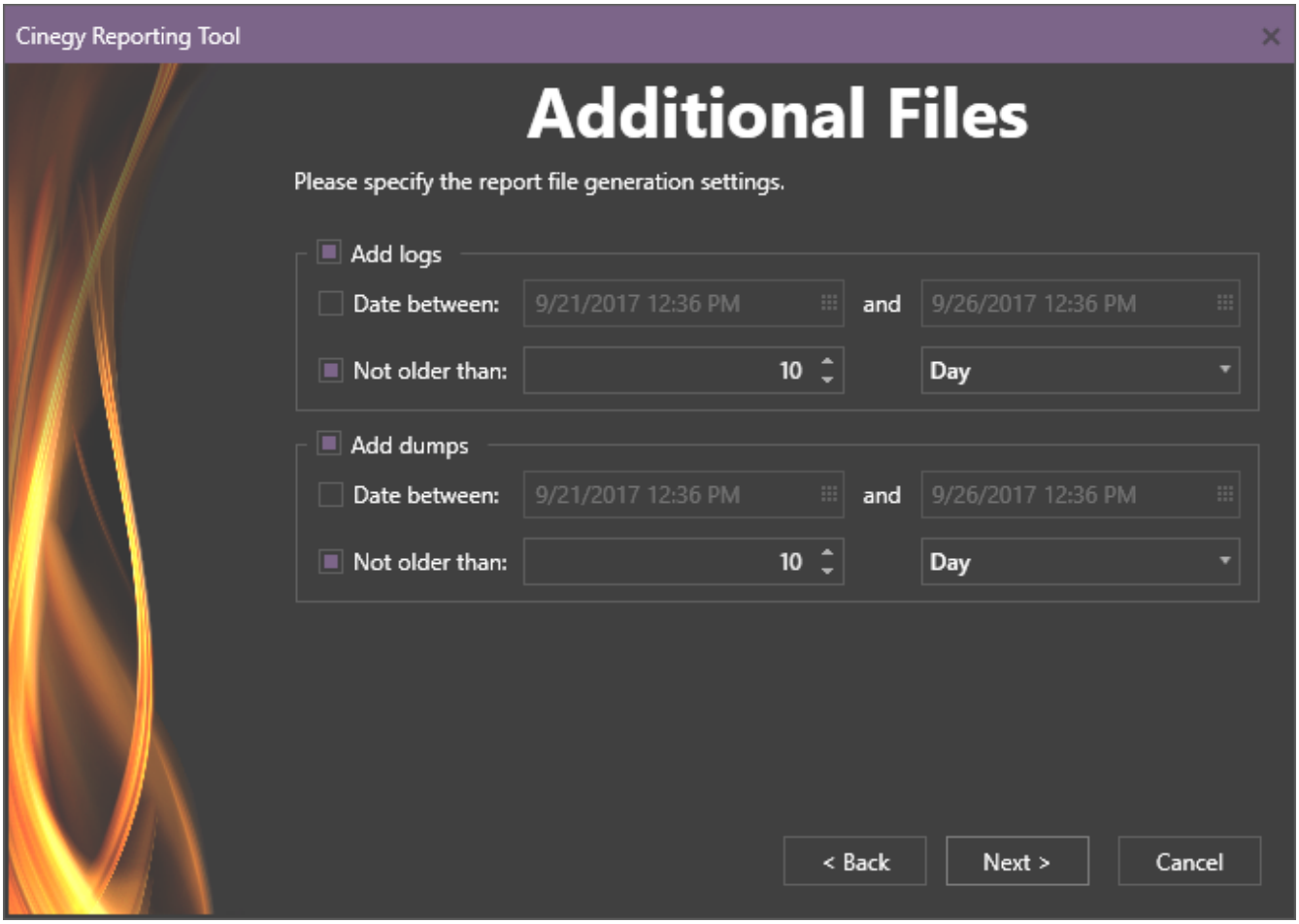


- **Temporary folder** – the folder to be used while the report data is being collected;
- **Target folder** – the folder where the resulting report archive files are placed;
- **Max report size** – the maximum size of the report archive file;
- **Delete files older** – the number of days before the expiry date, after which the old dump, log files will be deleted;
- **XML view file size limit** – the size limit for XML files, displayed on the "XML View" tab of Cinegy Report Viewer. The option is used to prevent application overload while opening large XML files. The default size value is 1 Mb;
- **Ask before deleting the files** – if this option is selected, the confirmation dialog will be invoked during the report generation:



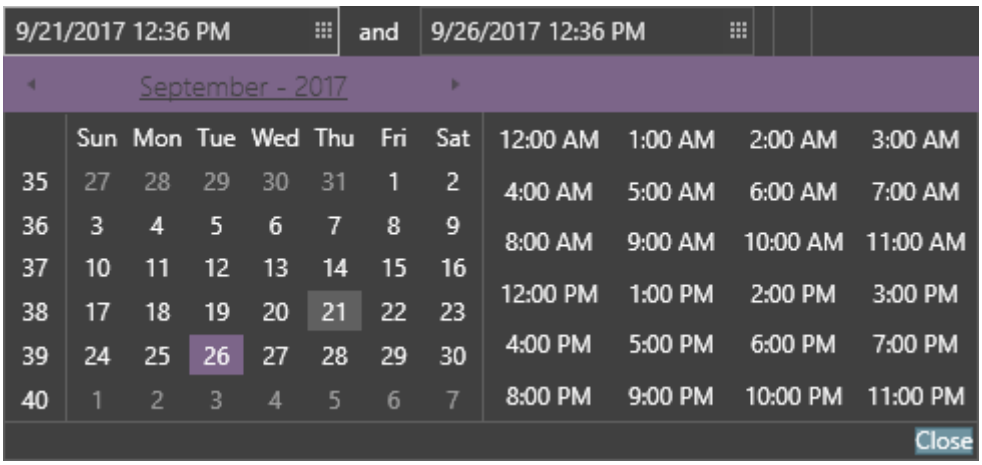
The dialog contains the list of expired files with an option to delete these files or move them to the Recycle Bin.

Having specified the necessary parameters, proceed to the "Additional files" window. Set the additional parameters for log and dump files, which will be included to the report:



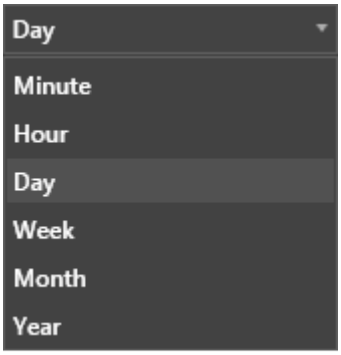
For each group it is possible to specify the time period when the files were created: between the defined time and dates and the set the expiration period.

To set the specified date and time, press the ▦ icon on the right side of the date field. The calendar will be opened:

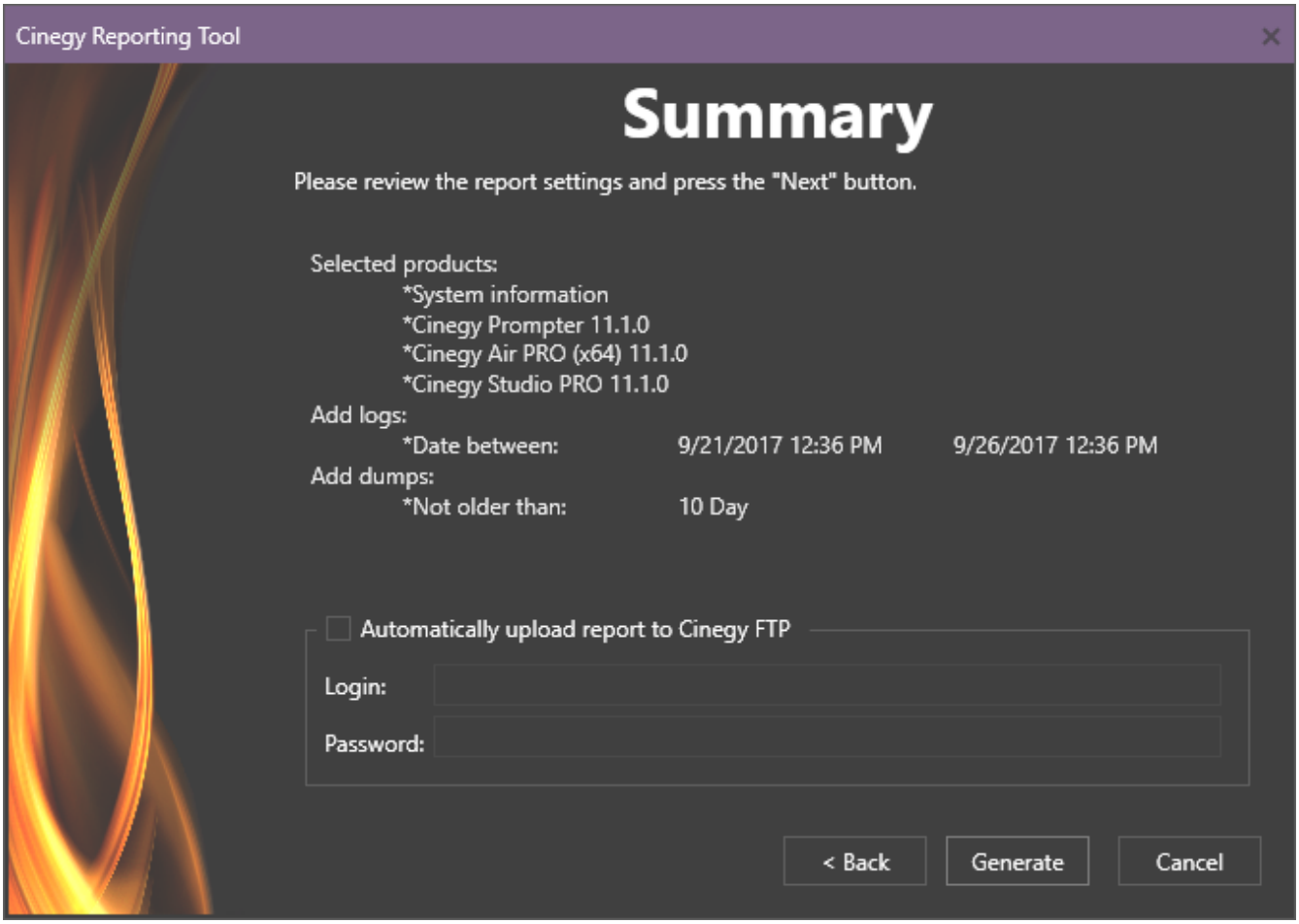


Select the desired date and time or enter them manually in the date fields.

To set the time period for files to be considered as old, select the value (minute, hour, day, week, month, year) from the drop-down list:

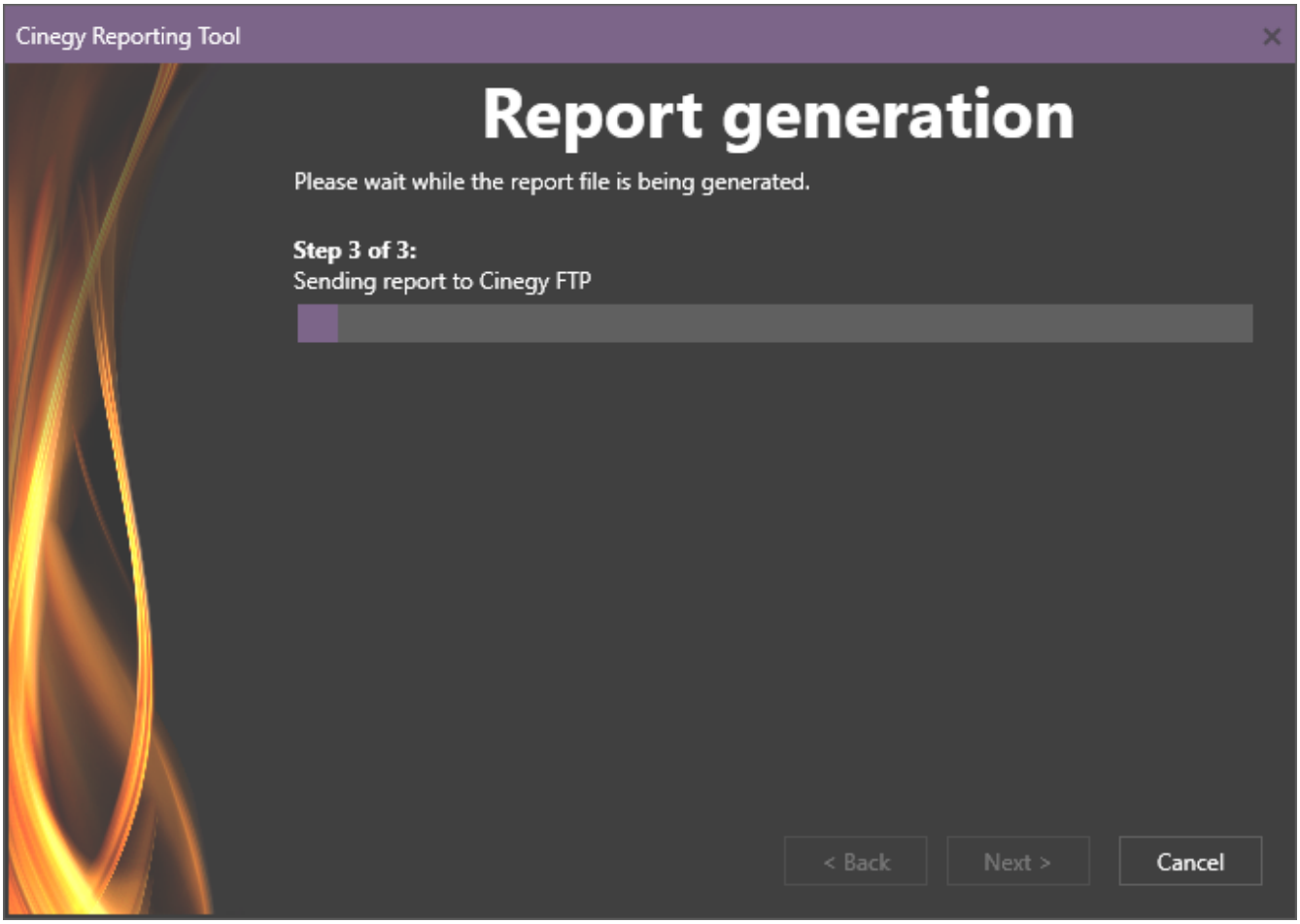


Having specified all the necessary parameters, proceed to the "Summary" window, where the report settings summary is displayed:

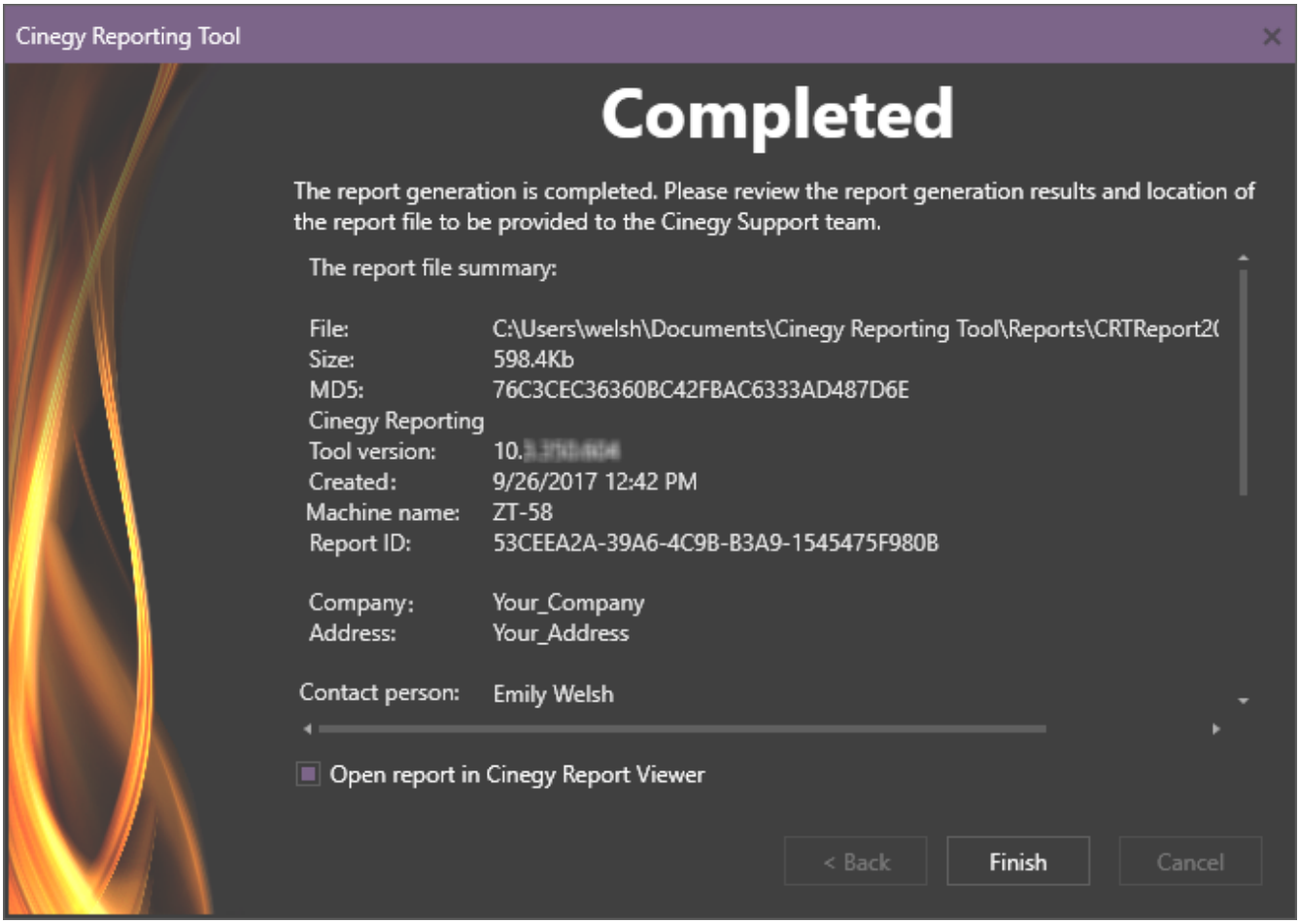


If necessary, select the "Automatically upload report to Cinegy FTP" checkbox and specify Cinegy FTP credentials for automatic uploading of the generated report to Cinegy FTP service for its analysis by the support team.

Press the "Generate" button to begin the report generation:



When the report generation is completed, the report file summary is displayed on the "Completed" step of the Cinegy Reporting Tool wizard:



Select the corresponding checkbox to open the generated report in Cinegy Report Viewer.

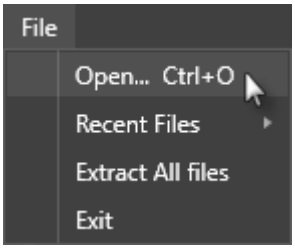
Press the "Finish" button to exit the Cinegy Reporting Tool wizard.

Chapter 2. Cinegy Report Viewer

Cinegy Report Viewer is a tool for viewing reports generated by Cinegy Reporting Tool. The reports contain technical information about the system, installed Cinegy products and their configuration. Cinegy Report Viewer is intended to be used by the Cinegy Support team to review issue reports, although system administrators on customer side may use it for initial issue investigation.

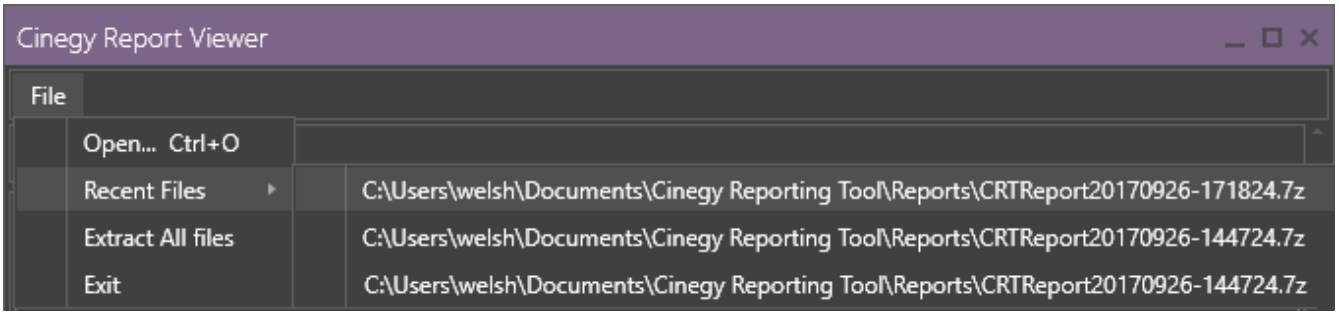
2.1. Opening a Report

To open a report, select the "Open" command from the "File" main menu or use the shortcut `Ctrl+O` and select the required file from the target directory or another folder.

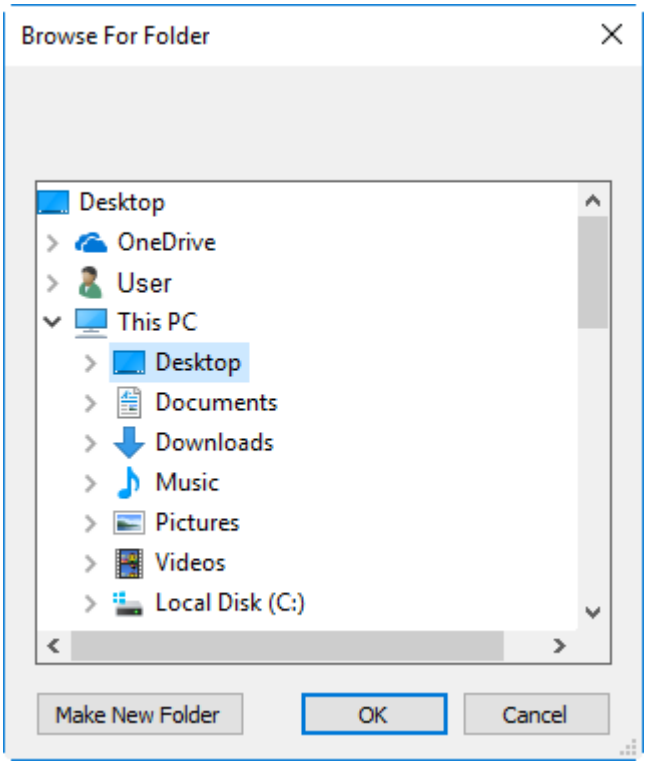


To automatically open the generated report in Cinegy Reporting Tool, select the "Open report in Cinegy Report Viewer" checkbox on the final step of Cinegy Reporting Tool. The report will be automatically opened after pressing the "Finish" button and exiting the Cinegy Reporting Tool.

To open recently used report files, select the "Recent files" command from the "File" menu:

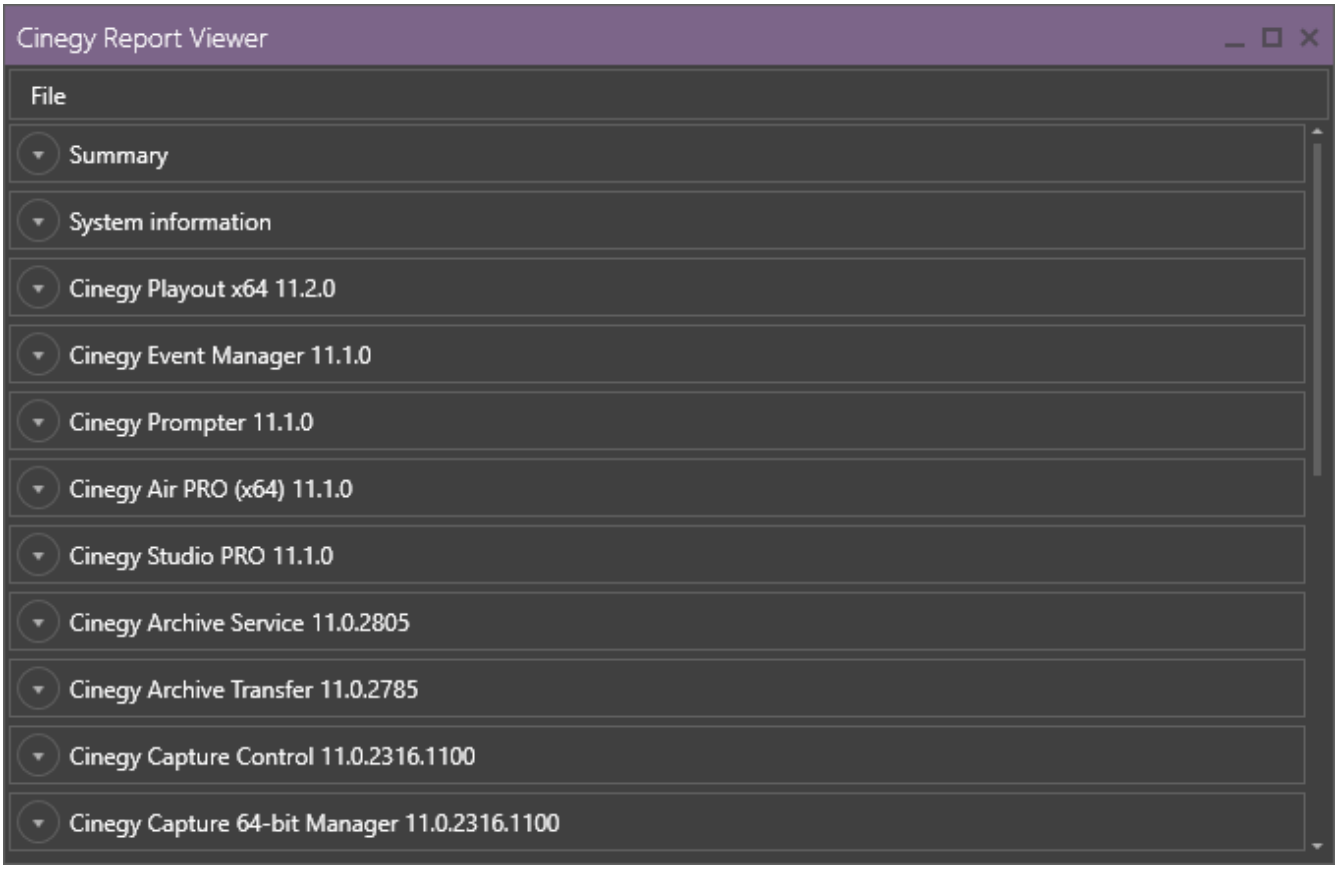


The report archive may contain additional files. To extract these files, choose the "Extract All files" command. Browse for the folder where these files will be extracted to:



2.2. Interface

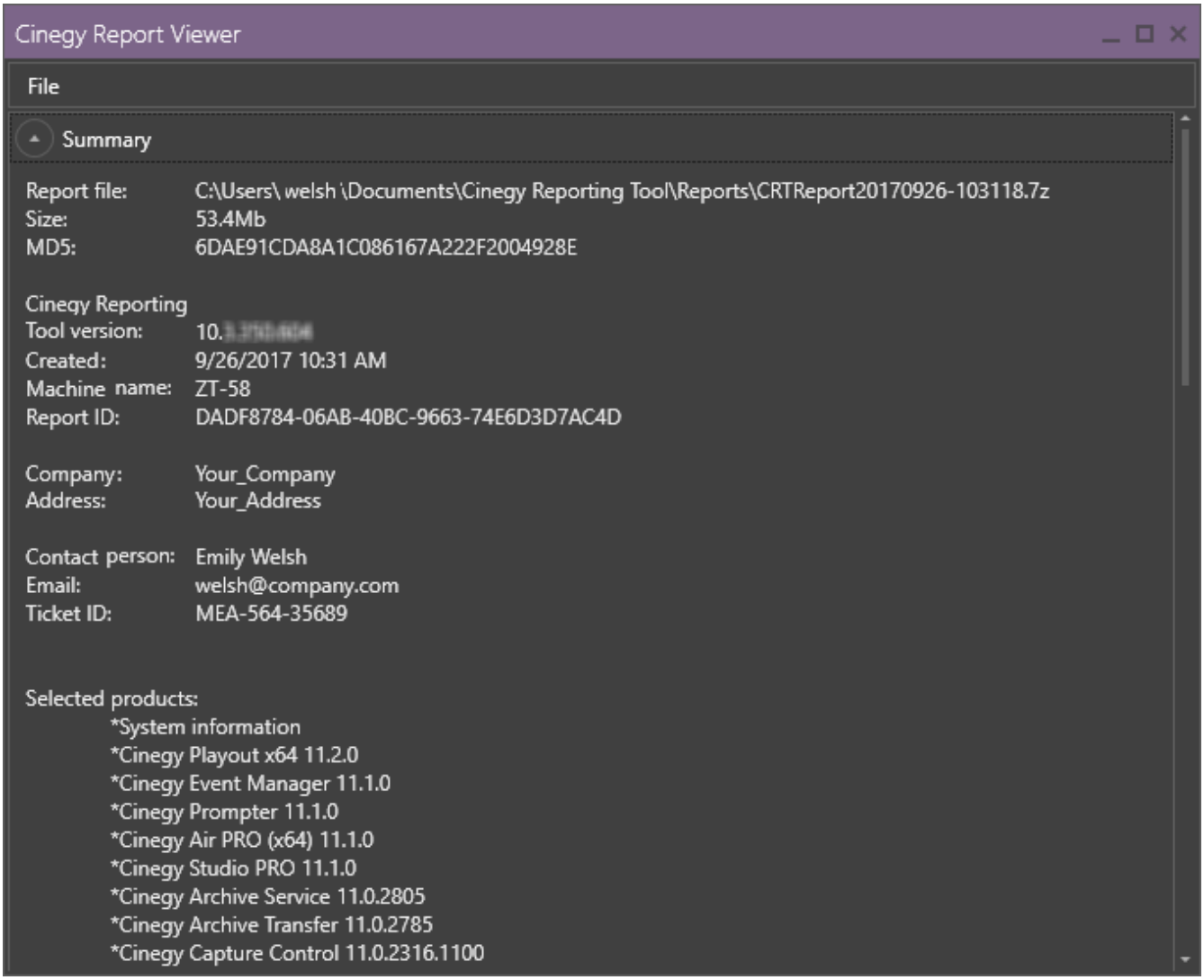
Cinegy Report Viewer tool contains detailed information about all Cinegy products installed on your machine, divided into corresponding groups:



To expand the desired group, press the corresponding down-arrow icon.

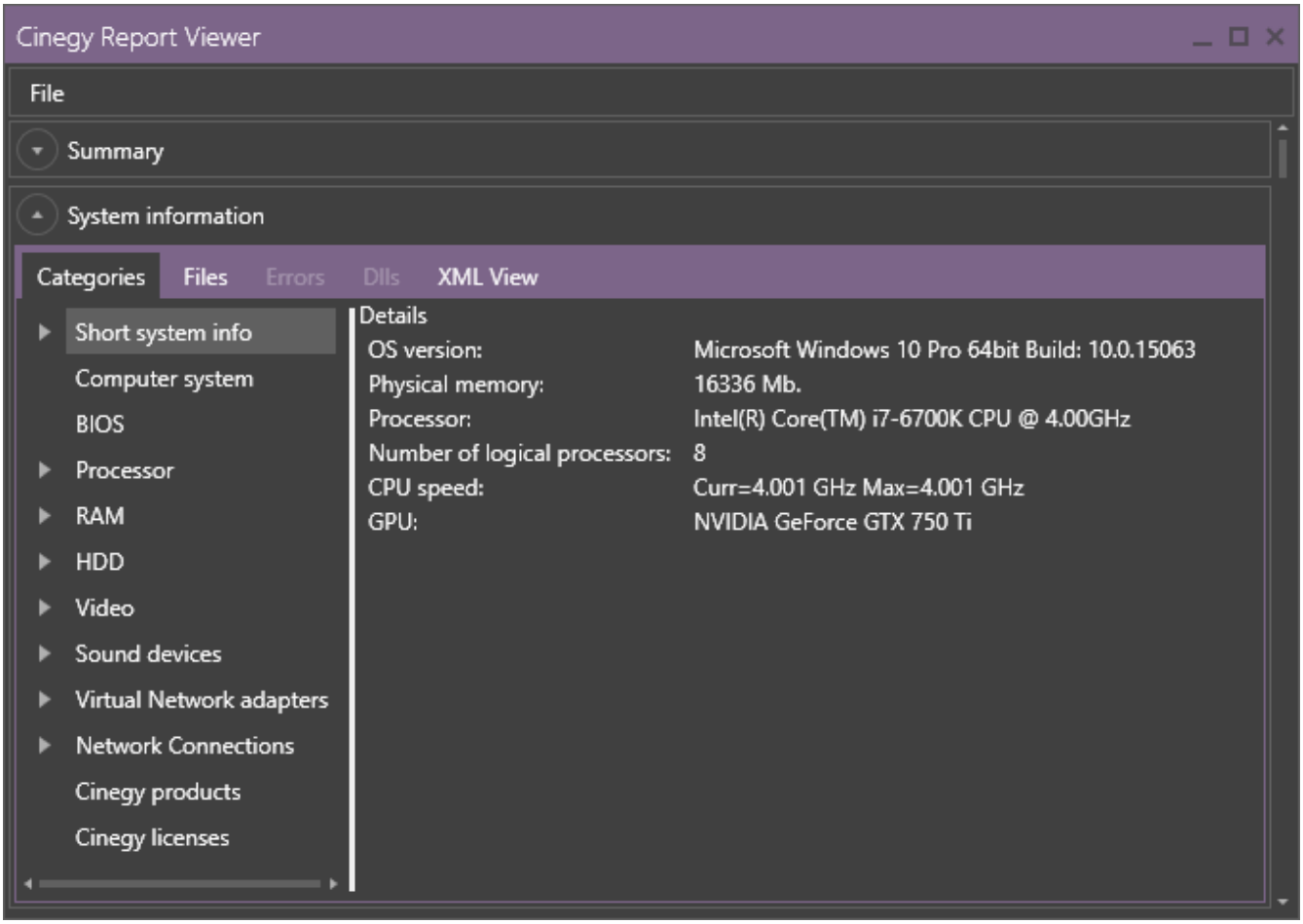
Summary

This section contains the report file summary:



System Information

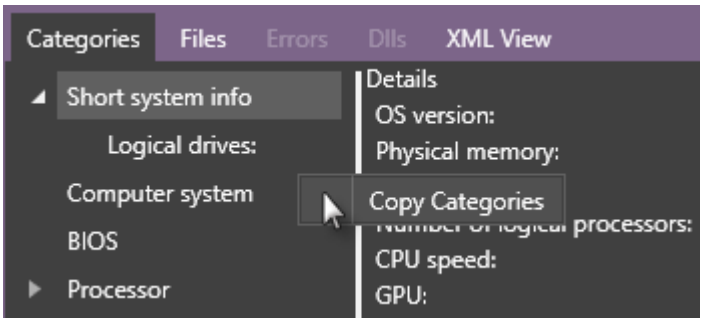
This section contains detailed information about your computer system:



Categories tab

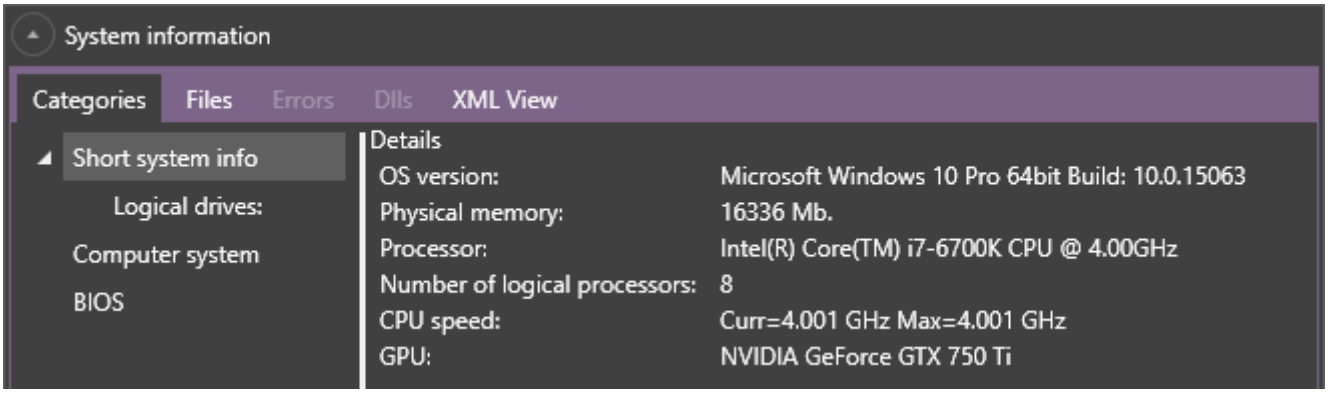
The "Categories" tab contains detailed system information divided into subgroups: Short system info, Processor, RAM, HDD, Sound devices, Network adapters, Cinegy products and licenses.

Right-click anywhere the "Categories" tab and choose the "Copy Categories" command from the context menu to copy all categories information to clickboard:



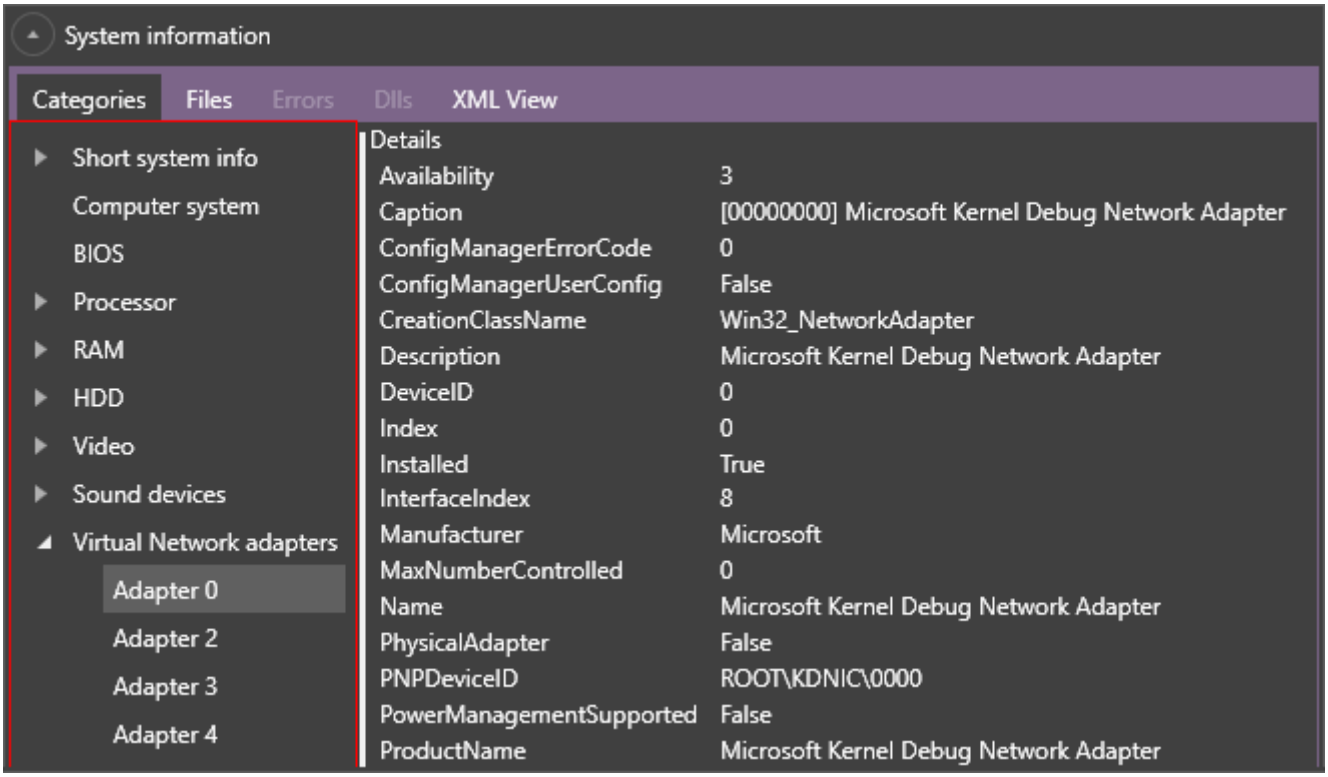
Short system info

Contains details on computer system, OS version, physical memory, processor name, CPU speed, GPU name, logical drivers, BIOS:



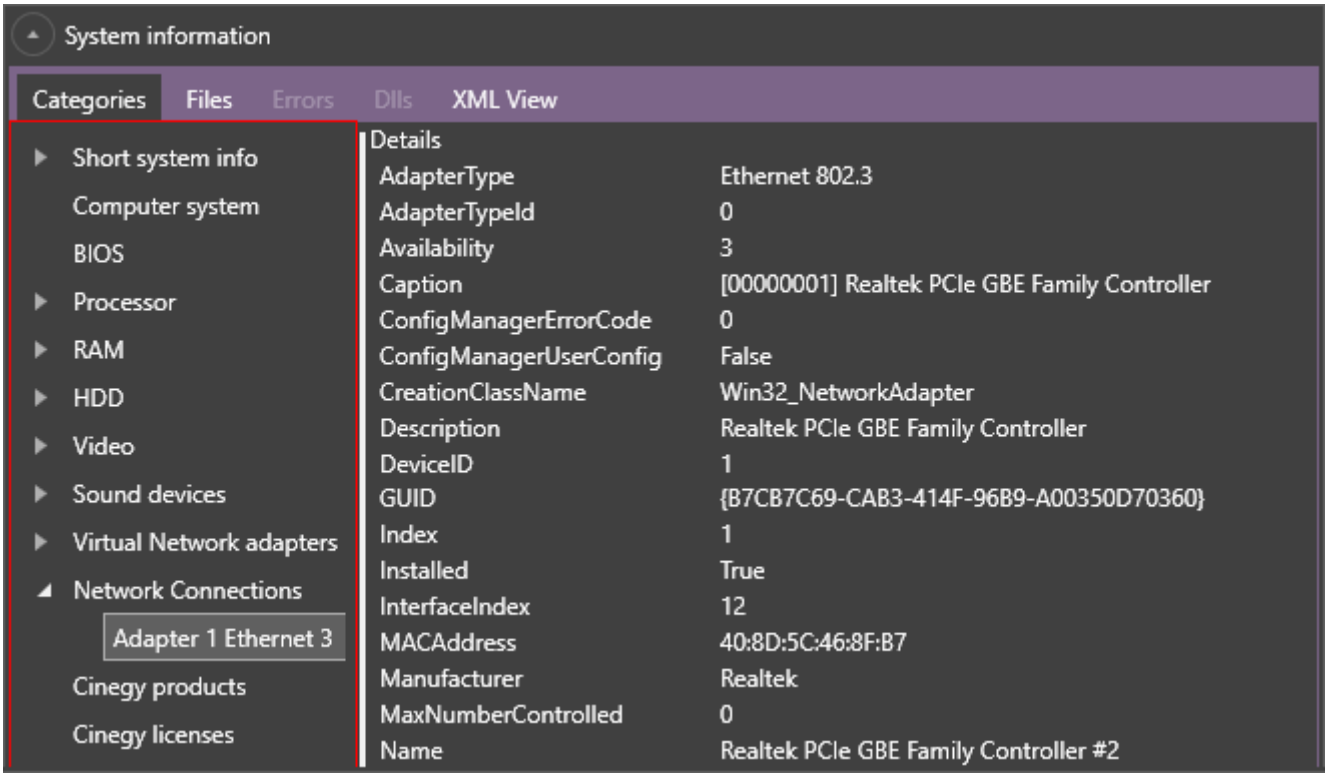
Virtual Network adapters

Contains the list of available virtual network adapters registered on the machine with detailed information on each one:



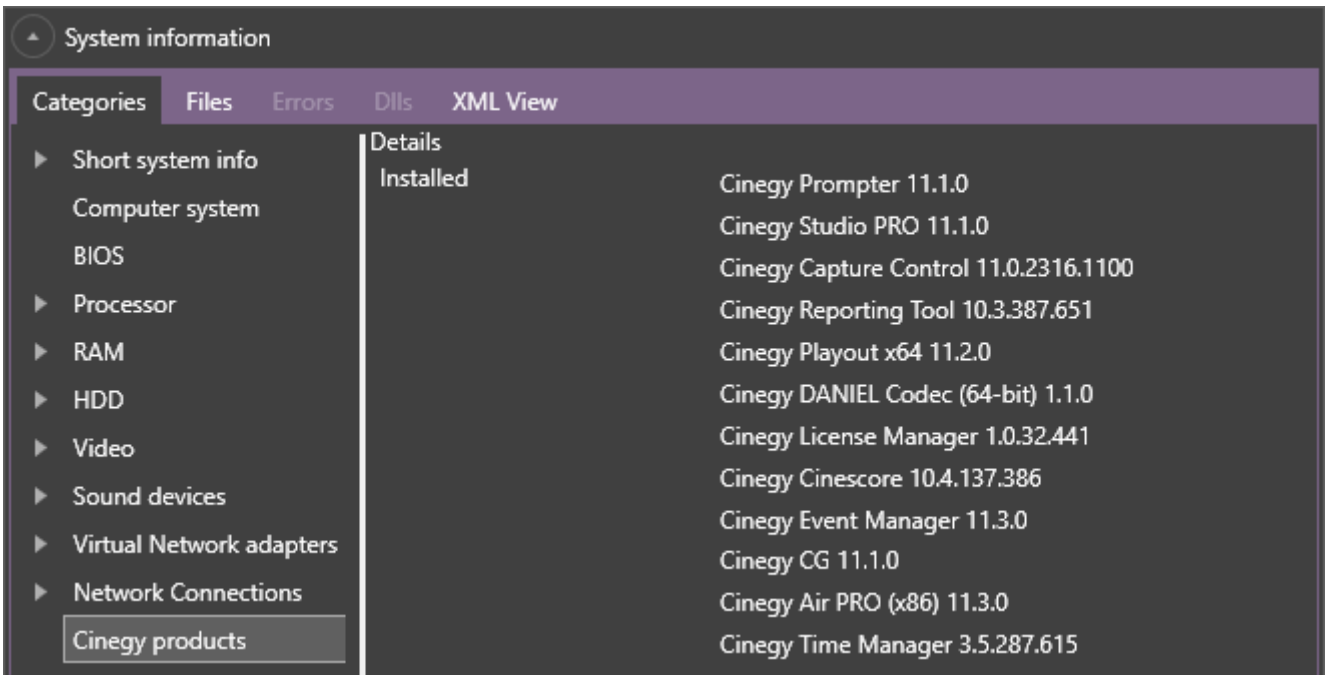
Network connections

Contains the list of available physical network adapters registered on the machine with detailed information on each one:



Products

Contains the list of Cinegy products and codecs installed on the machine:



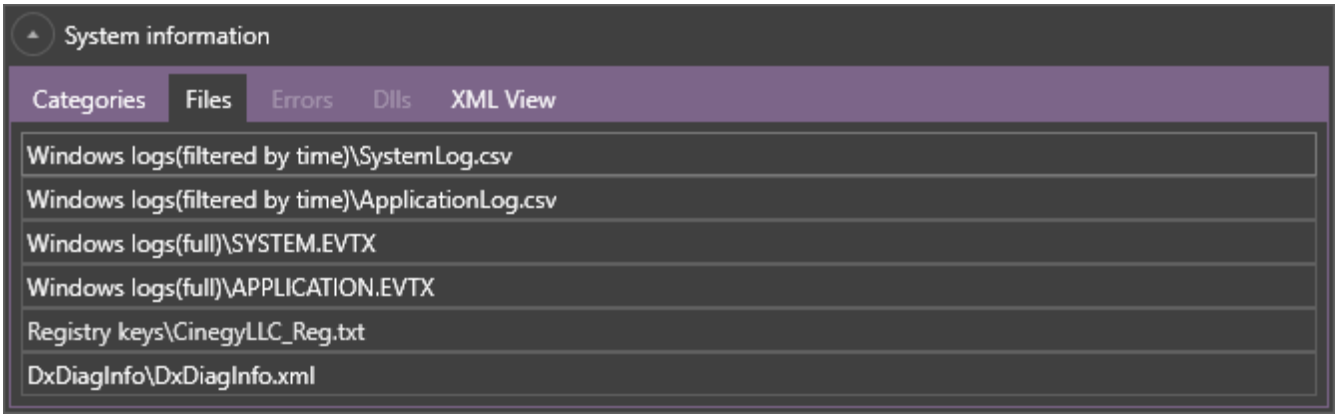
Cinegy licenses

Contains detailed information on dongles and Cinegy licenses registered on the current machine:

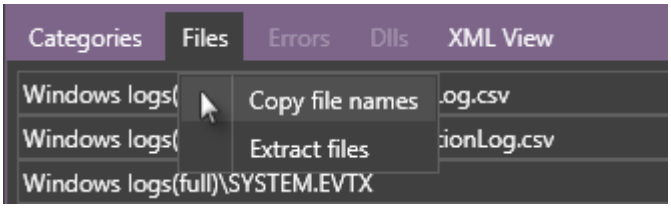


Files

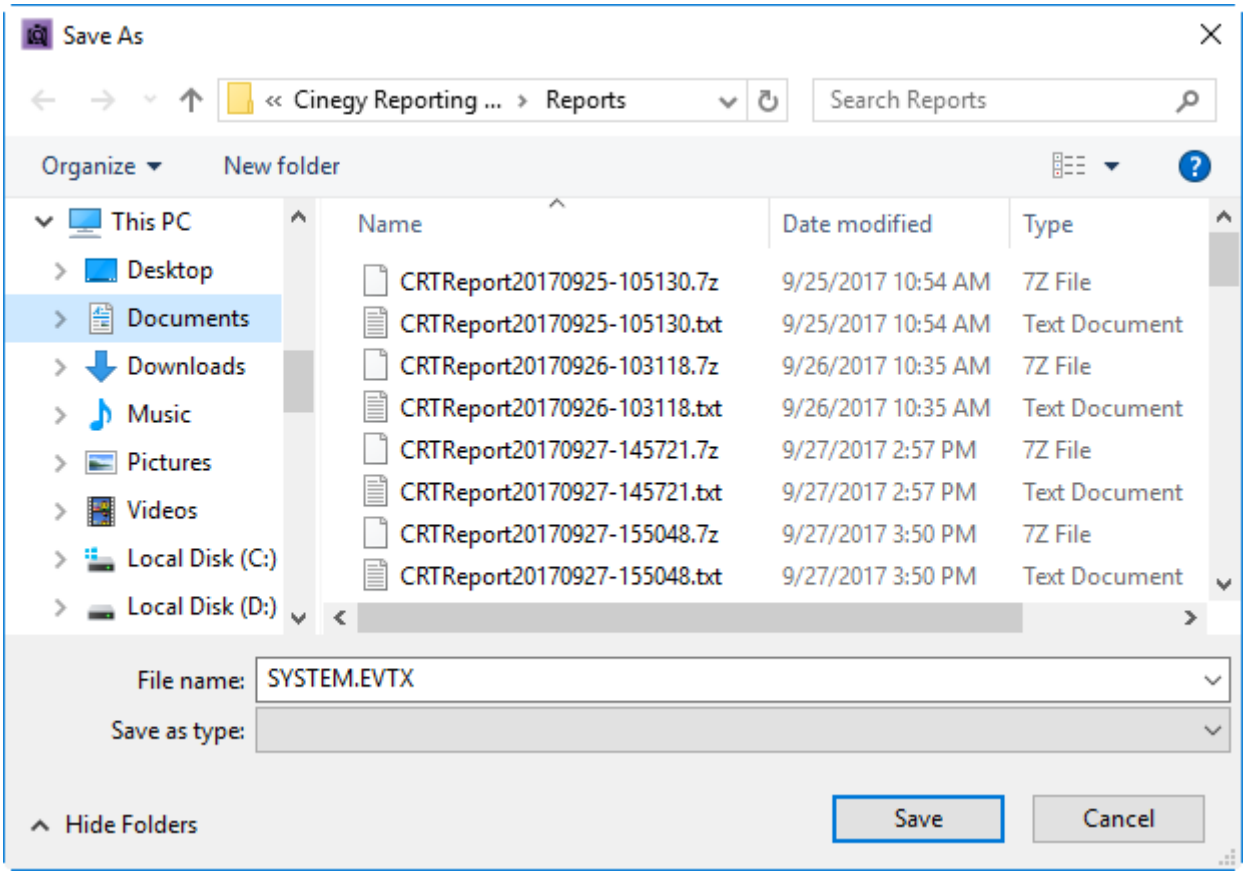
The "Files" tab contains the list of available log and configuration files included into the report, presented in the following formats: *.csv, *.txt, *.xml and *.EVTX (Windows Event Logs):



Right-click anywhere the "Categories" tab and choose the "Copy file names" command from the context menu to copy file names to clickboard, choose the "Extract files" command from the context menu to save all files to the selected folder:

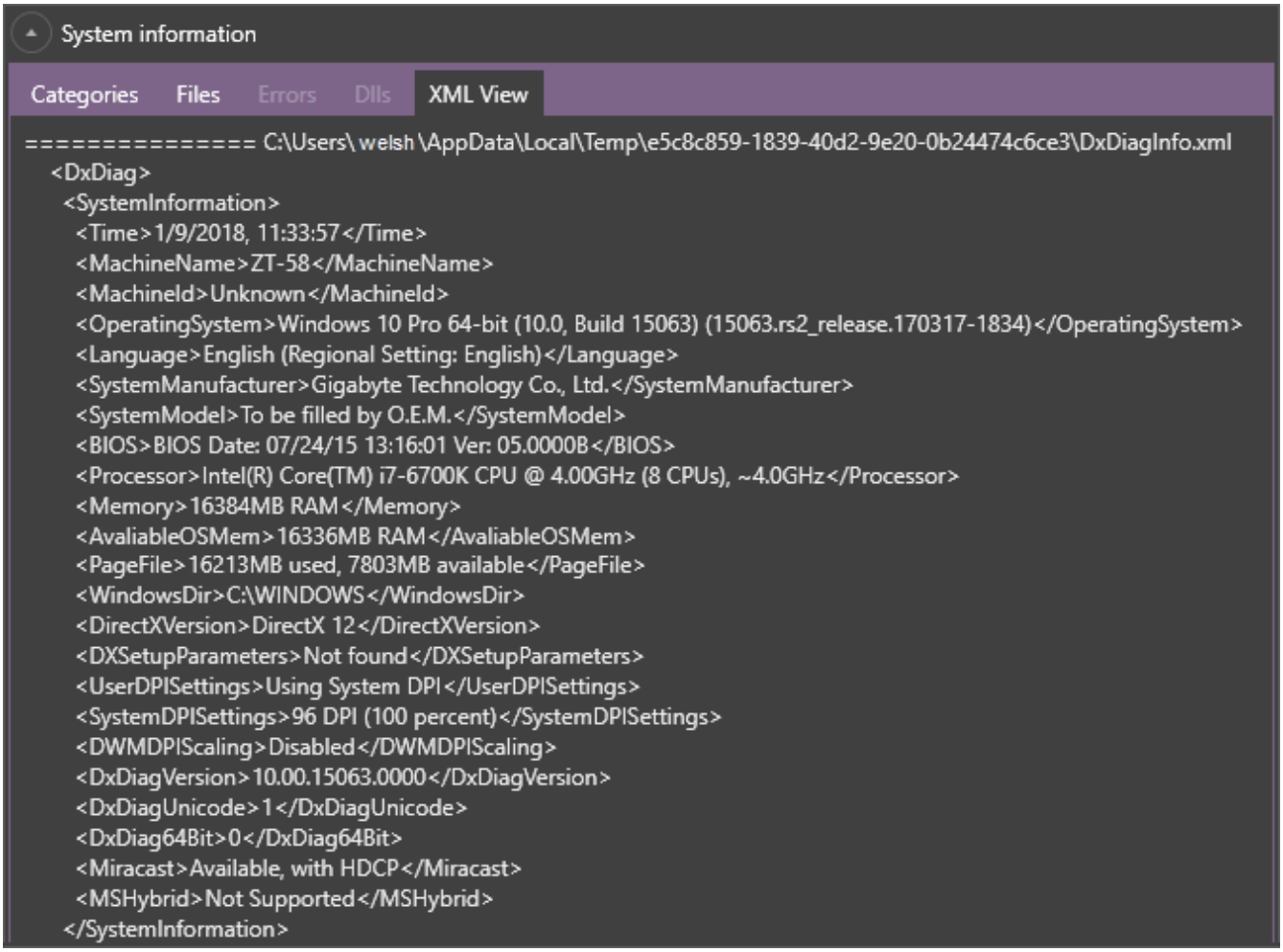


When clicking a file on this tab, a common "Save as" dialog is opened allowing to save file in the selected folder:

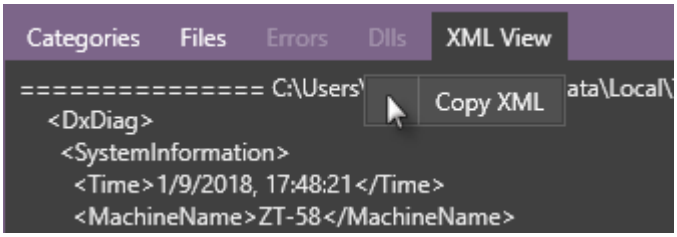


XML View

The "XML View" tab contains details on system settings in the XML format:



Right-click anywhere the "XML View" tab and choose the "Copy XML" command from the context menu to copy information in XML format to clickboard:

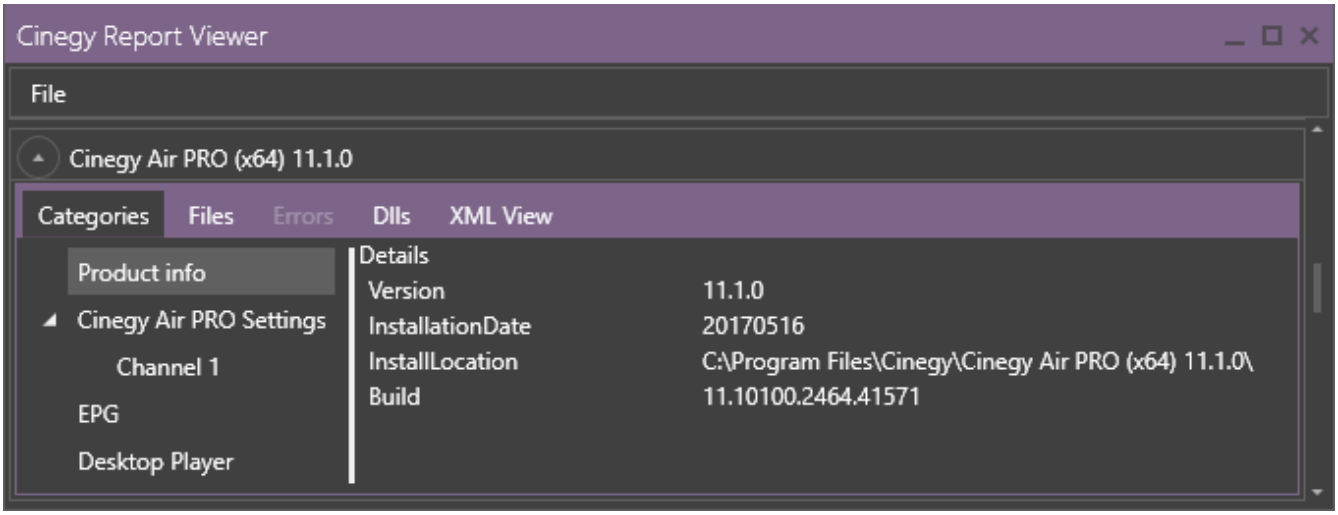


Products Information

For each installed product the information is divided into the groups topical for this particular product.

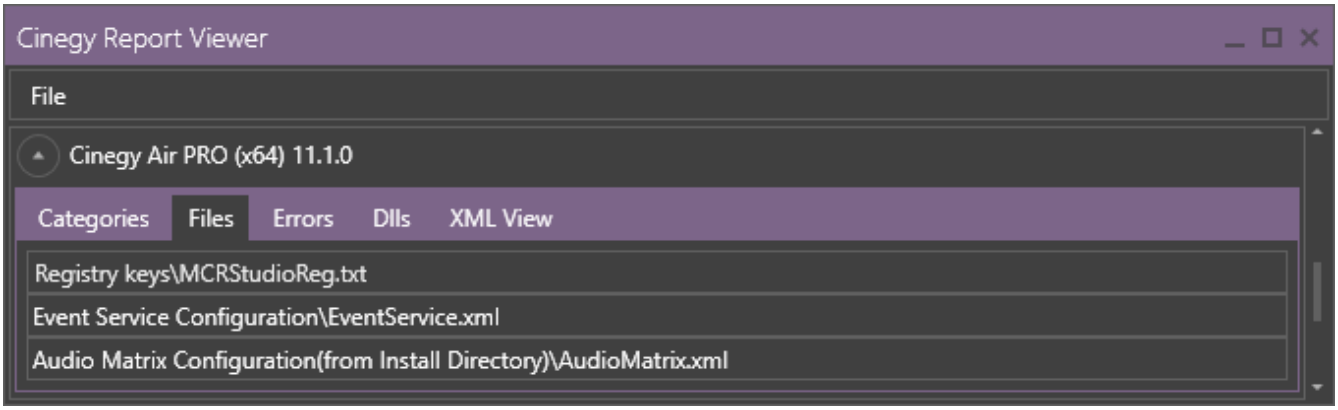
Categories

Select the desired category to view the detailed information on the product, product components and its settings:



Files

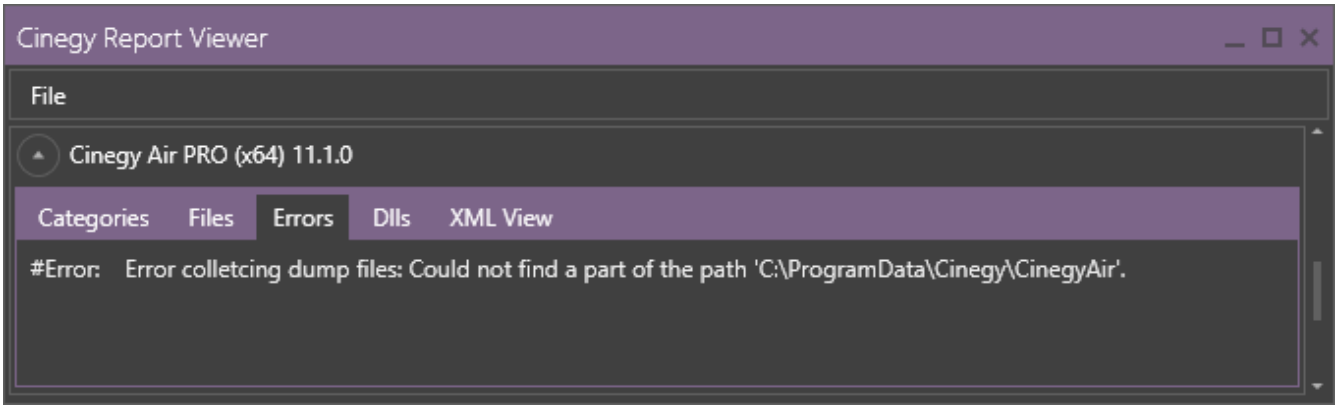
The "Files" tab of the selected product contains settings or configuration files, dumps and other file types included into the report:



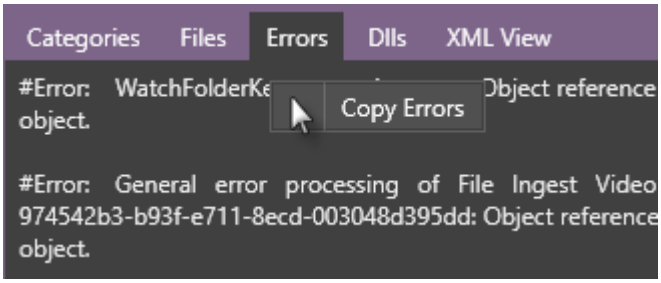
When clicking a file on this tab, a common "Save as" dialog is opened allowing to save file in the selected folder.

Errors

On the "Errors" tab of the selected product, the list of errors is presented:

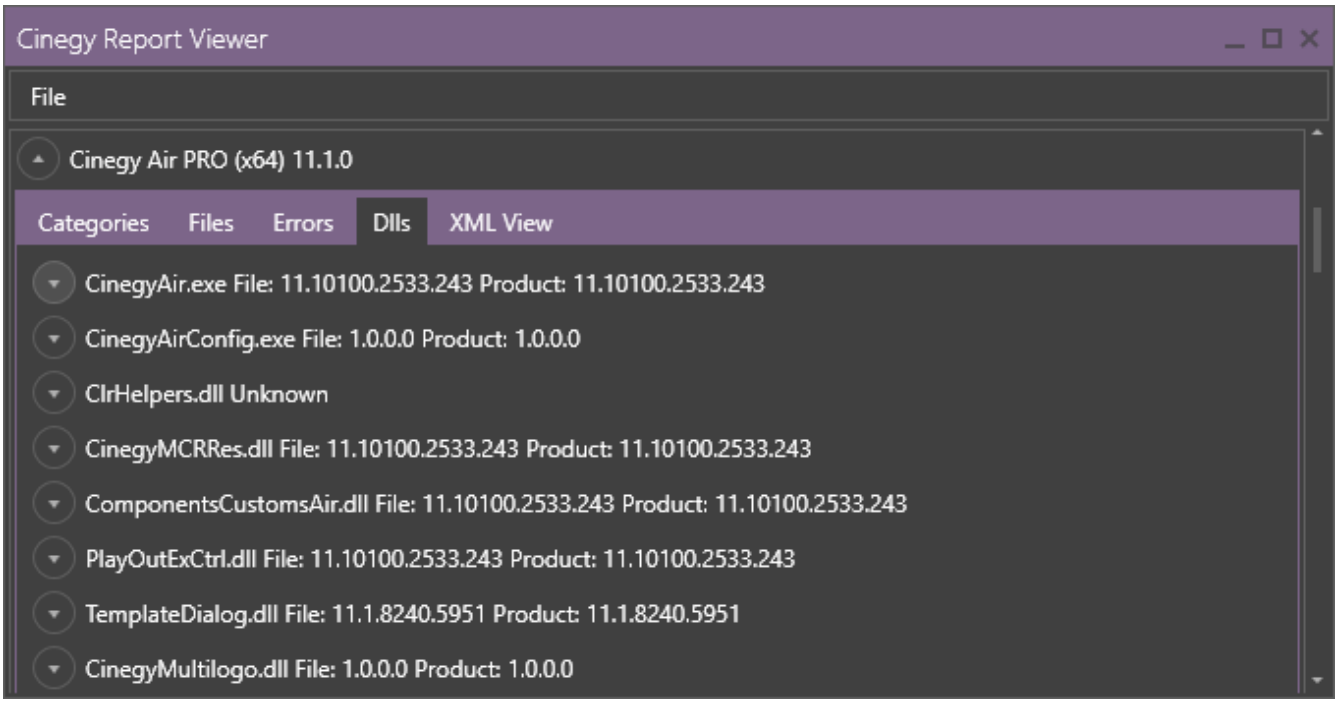


Right-click anywhere the "Errors" tab and choose the "Copy Errors" command from the context menu to copy provided errors to clickboard:

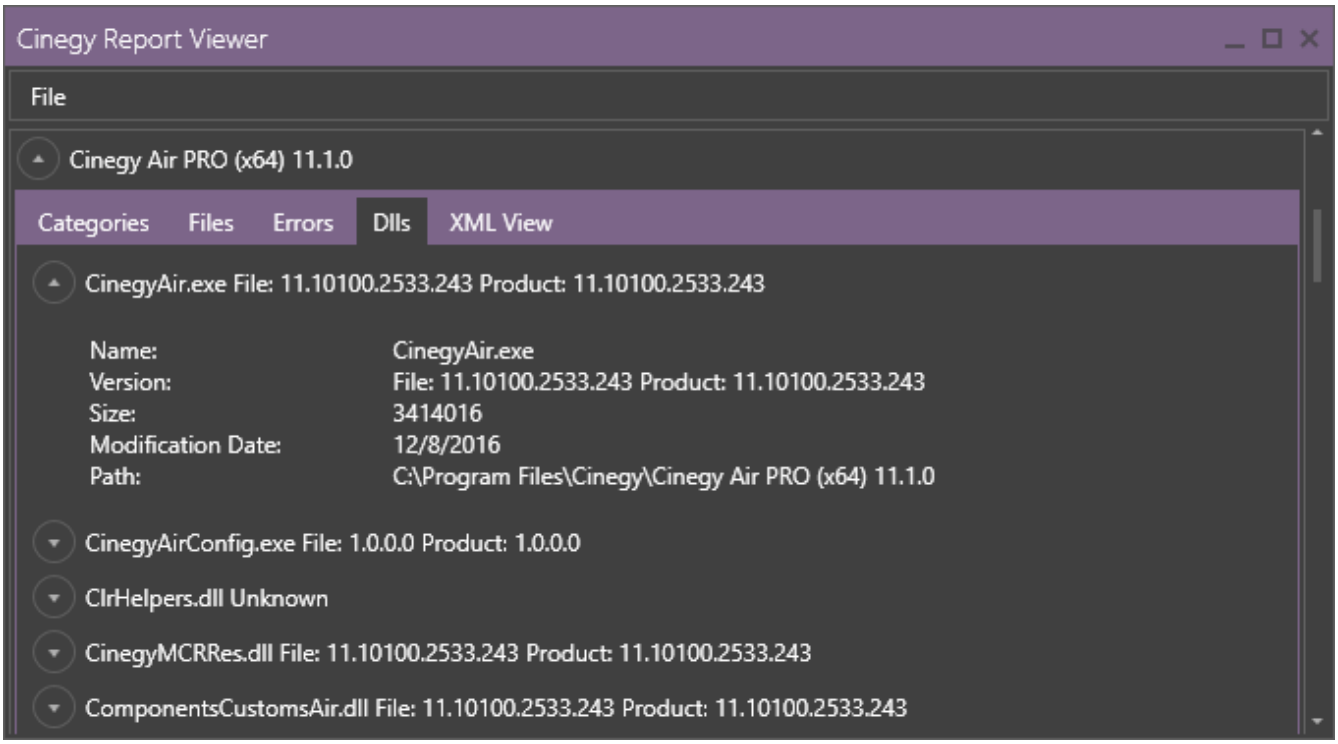


Dlls

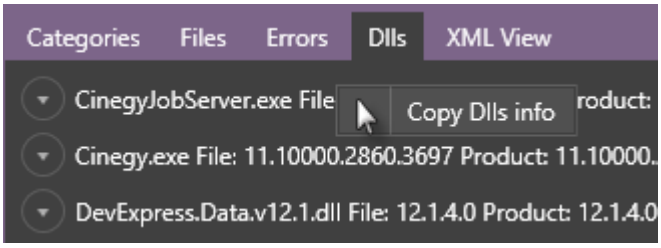
The "Dlls" tab of the selected product contains the list of installed dlls and their versions:



Each assembly/dll item can be expanded to view detailed information:

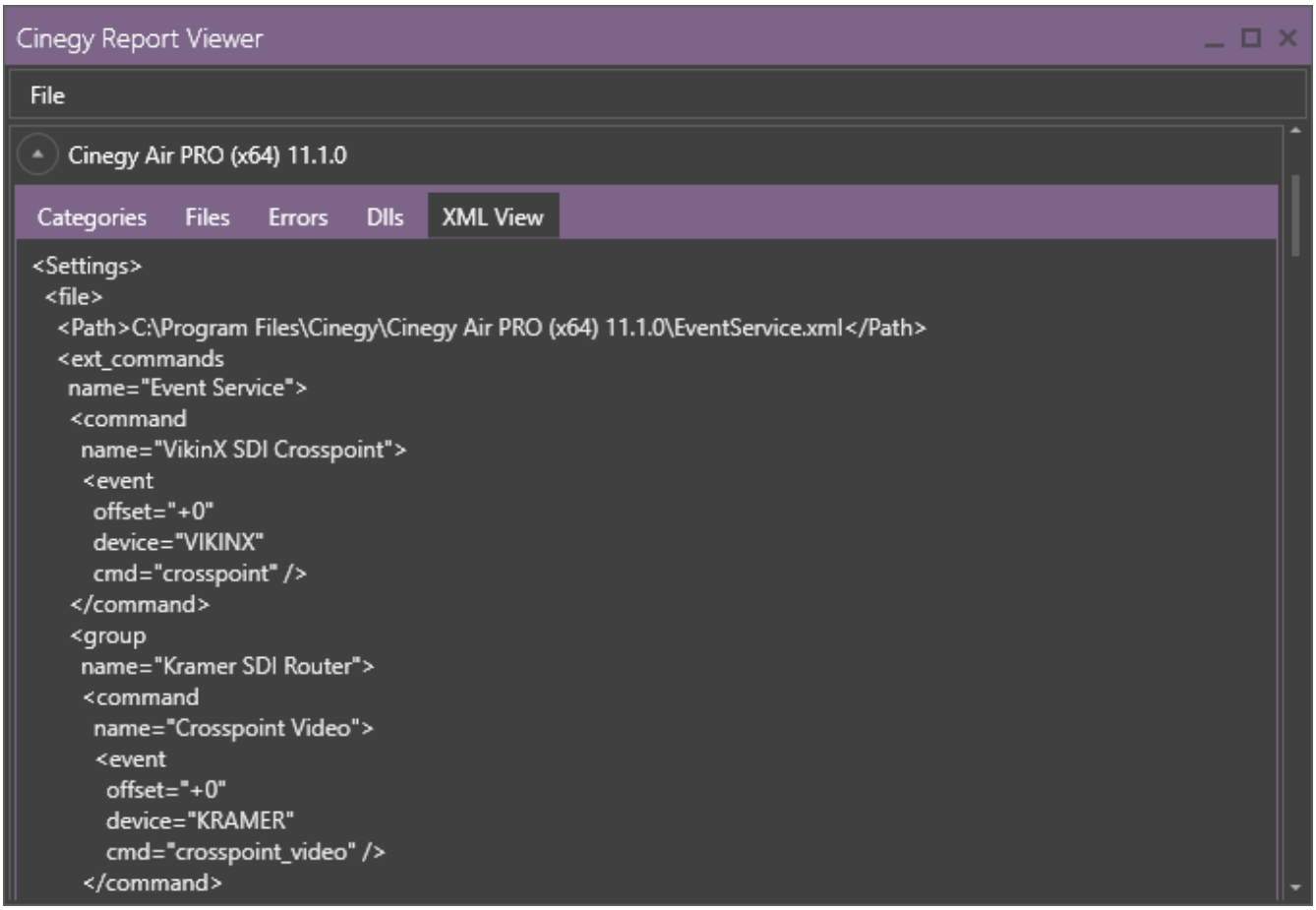


Right-click anywhere the "Dlls" tab and choose the "Copy Dlls info" command from the context menu to copy dlls information to clickboard:



XML View

On the "XML View" tab of the selected product, the settings file in the XML format is displayed:



Supported Products

Cinegy Product	Information Gathered	Settings Visualization (Categories Tab)
Products	Registry files with settings XML config files – not all settings are gathered in XML, only available files are added to archive Database file(s) – internal DB of the program Dumps Logs	Supported (detailed information)/ Partially supported/ Not supported (only version and installation date is displayed)

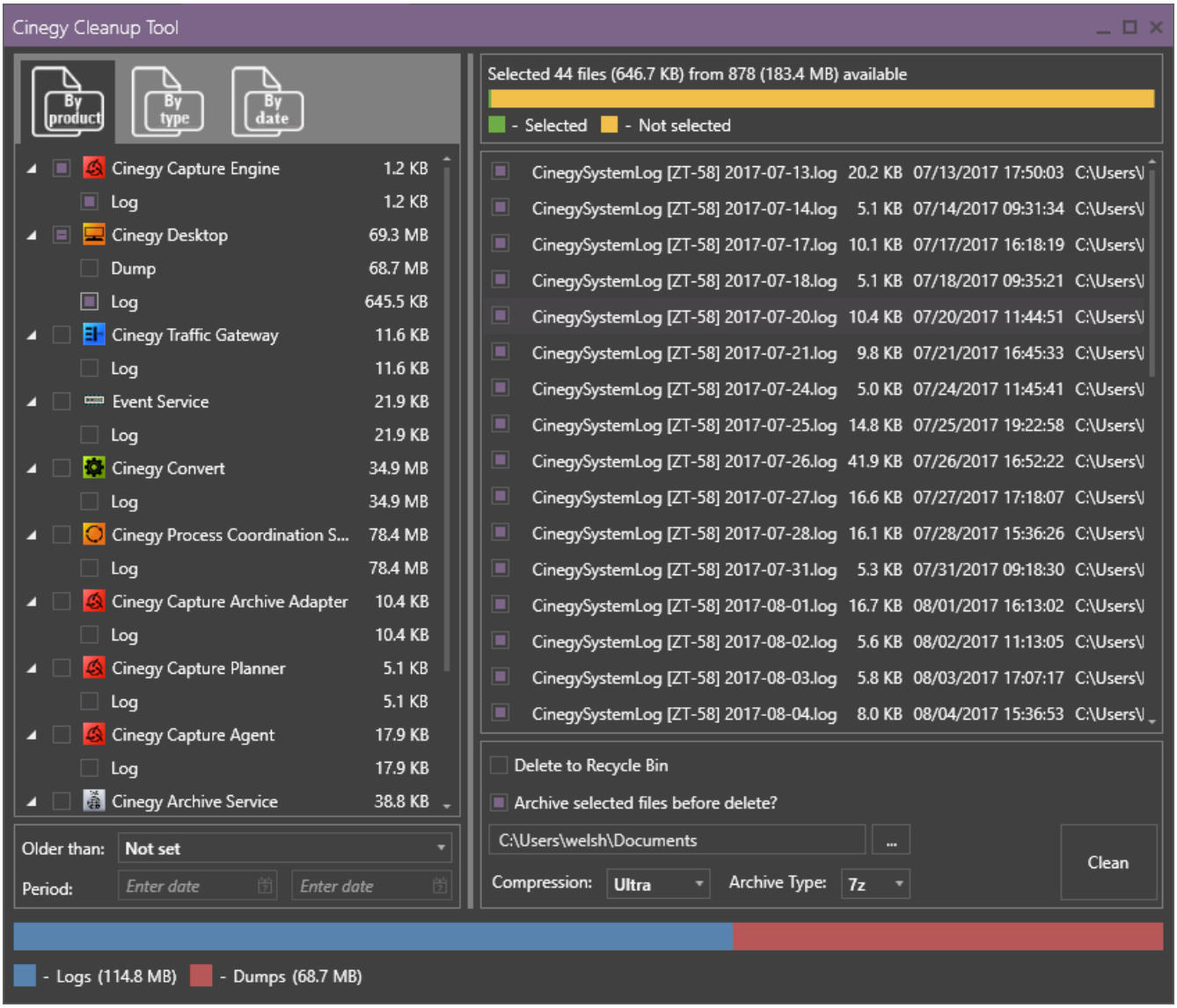
Cinegy Product	Information Gathered	Settings Visualization (Categories Tab)
System information	DXDiagInfo General Cinegy-related registry files Windows Logs (system and application)	Basic system info (CPU, RAM, GPU) Video card and sound devices information Virtual network adapters and network connections Cinegy products and licenses details
Cinegy Capture Manager	Database files XML config files Dumps Dlls information Logs	Supported
Cinegy Capture Control	XML config files Dumps Dlls information Logs	Partially supported
Cinegy Capture Planner	XML config files Dumps Dlls information Logs	Partially supported
Cinegy Capture Archive Adapter	XML config files Dlls information Logs	Partially supported
Cinegy Archive Service	Registry file with settings XML config files Dlls information Logs	Supported
Cinegy Desktop	Dump Registry files with settings Dlls information CMD\Import Tool Logs  Logs are gathered from the default folder. If the file path is changed, logs will not be gathered	Supported (all settings from Cinegy Configurator are displayed)
Cinegy Player Pro	Registry files with settings XML config files Dlls information No logging for Player PRO	Partially supported
Cinegy Player 3, GPU-based	Dumps Logs	Not supported
Cinegy Desktop Import Tool	Dlls information Logs	Not supported

Cinegy Product	Information Gathered	Settings Visualization (Categories Tab)
Cinegy Multiviewer	XML config files Layouts Dumps Dlls information Logs	Not supported
Cinegy EAS Gateway	XML config files Dlls information Logs	Supported
Cinegy Process Coordination Service	XML config files Dlls information Logs	Not supported
Cinegy Traffic Gateway	XML config files Used Power Shell files Dlls information Logs	Supported
Cinegy Air Control	XML config files AudioMatrix files Registry files with settings Active Playlist(s) CG templates from adjusted folder Dumps Dlls information Logs	Supported
Cinegy Studio PRO	Layouts XML config files AudioMatrix files Registry files with settings Dlls information	Supported
Cinegy Playout	Registry files with settings Dlls information Dumps Logs	Supported
Cinegy Live	XML config files Dlls information Dumps Logs	Supported
Cinegy Stream Switcher	XML config files Database files Dlls information Logs	Partially supported
Cinegy Convert Legacy (Watch Service/Job Server)	XML config files Dlls information Logs	Partially supported
Cinegy Convert PRO (All components)	XML config files Database files Dlls information Logs	Not supported

Cinegy Cleanup Tool

Cinegy Cleanup Tool is aimed at providing a user with a convenient way to analyze the system for the presence of "no longer needed" files generated by the Cinegy products and clean them up when necessary, helping users keep their machines clean and properly maintained.

Cinegy Cleanup Tool automatically collects dumps and log files and calculates the space used by them on the machine. The unused files may be removed from the machine with or without their local backup, according to your settings.



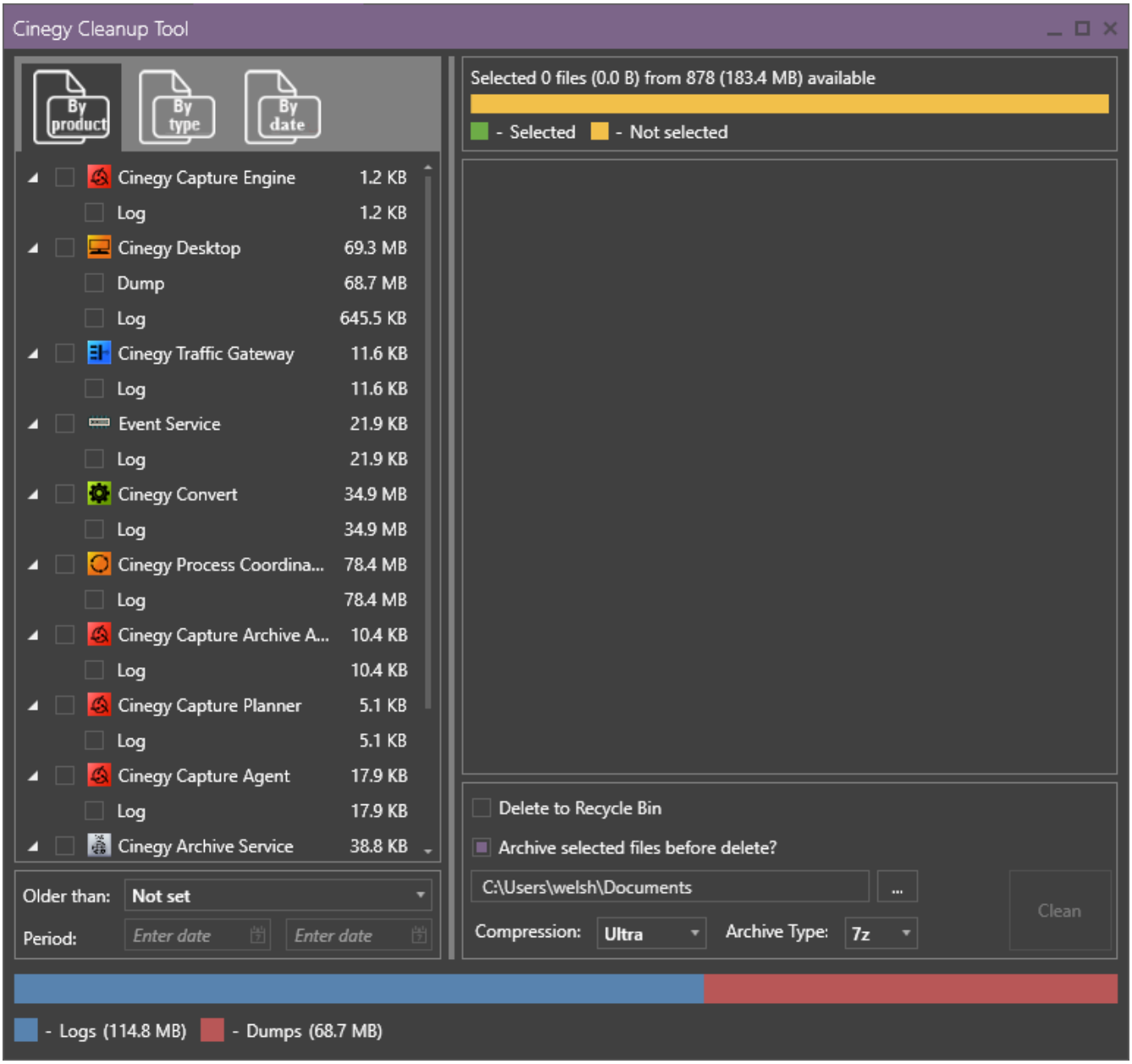
Chapter 3. User manual

3.1. Cinegy Cleanup Tool Interface

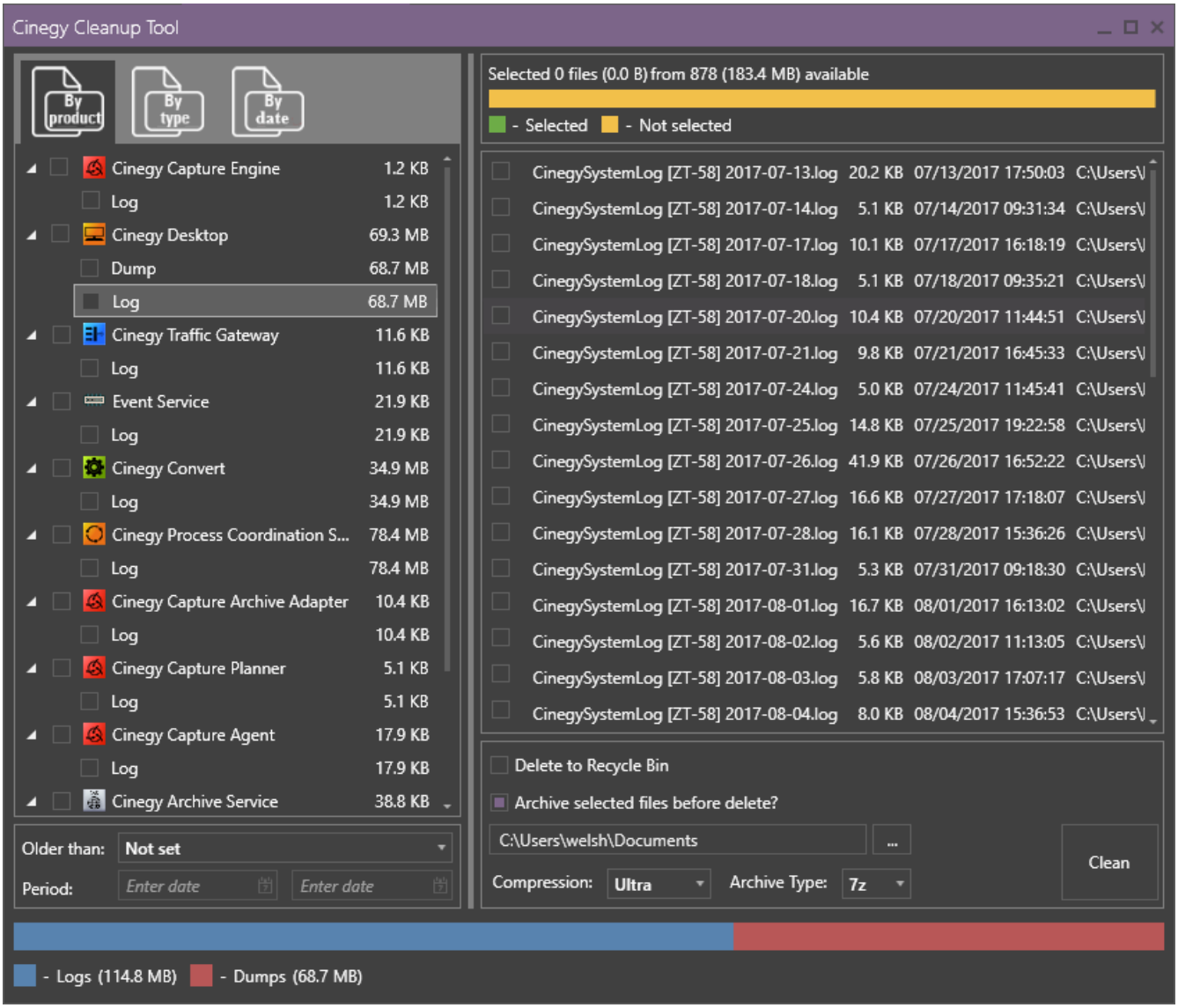


To launch Cinegy Cleanup Tool, double-click its desktop icon. Alternatively, go to Start > All Programs > Cinegy > Cinegy Cleanup Tool.

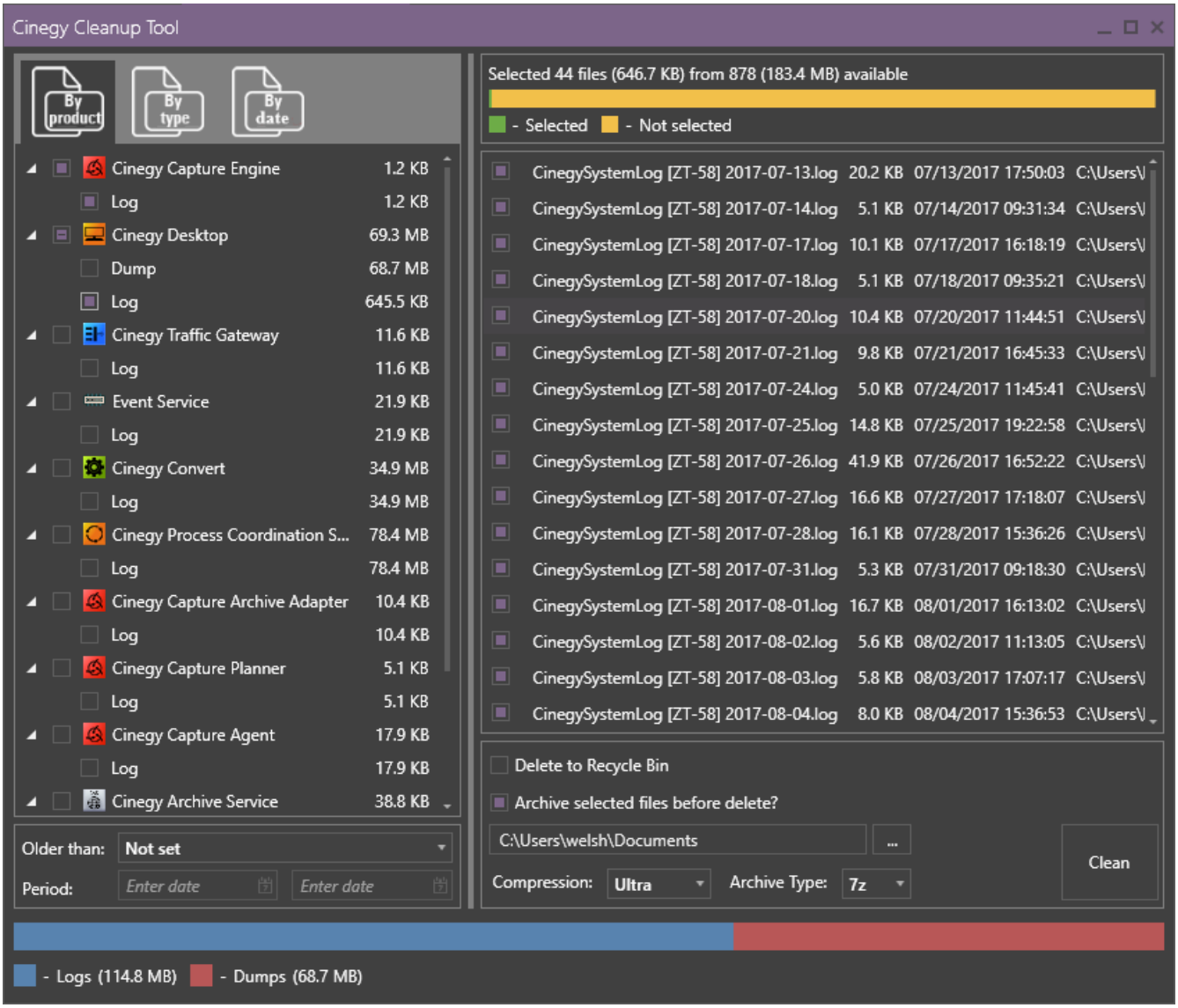
Once started, the tool scans the machine for the presence of any "leftover" of Cinegy products - logs and dump files. After the scan is completed, the main Cinegy Cleanup Tool window appears:



Select the desired products or file types to view details on unused files:



To define files for cleaning up, select the checkboxes next to desired products and file types:

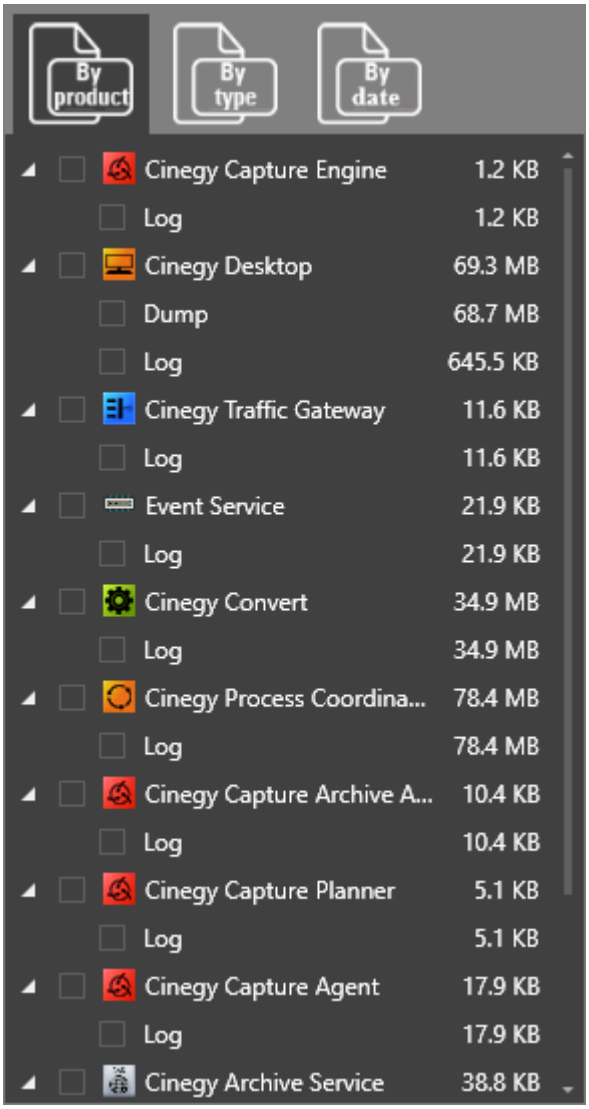


The Cinegy Cleanup Tool interface contains the following sections:

- **Tree view panel** *(on the left)* – displays the list of Cinegy products generated files and space used by them, organized into specific categories for your convenience. The information is grouped "By product", "By type" and "By date" filter parameters, displayed on corresponding tabs.
- **Details panel** *(on the right)* – displays detailed information on the Cinegy products generated files.
- **Statistics panel** *(at the bottom)* – represents the correlation between file types by space used by them.

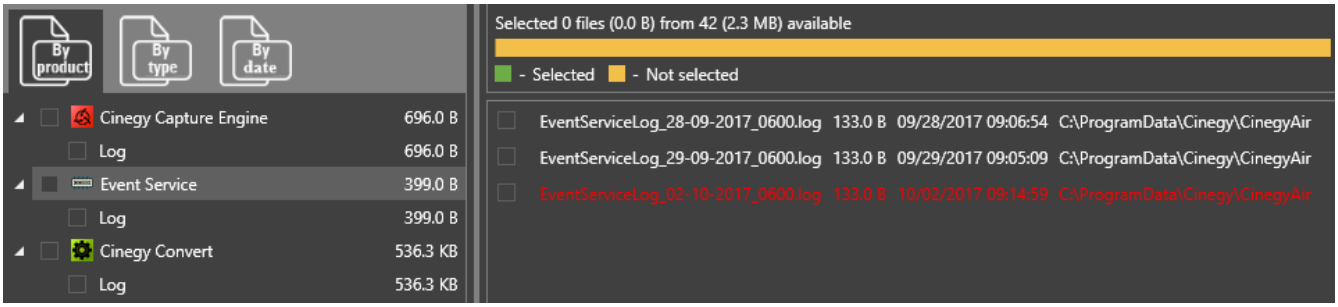
Tree View Panel

The leftmost panel of the main window contains a tree view of Cinegy products and option to select dump and log files, generated by Cinegy products:



Details Panel

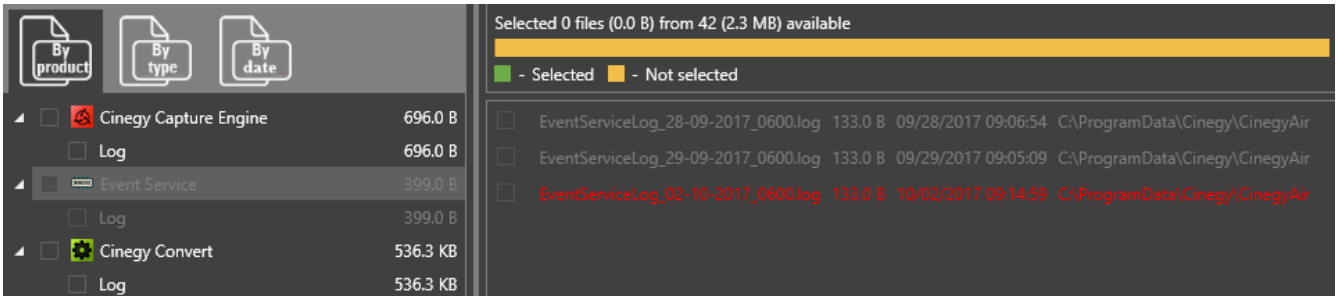
Once Cinegy product(s) or file category is selected in a tree view panel, the files related to the selected product are displayed on the Details panel (on the right) showing the system details/information as well. If the log or dump file is being written or used by the selected program, the corresponding file is highlighted in red and is unavailable for cleaning up:



You can also manually disable files for cleaning up for the selected program. To do this, right-click the selected product name and choose the "Disable" button from the context menu:



The log or dump files related to the product will be highlighted grey and unavailable for cleaning up:



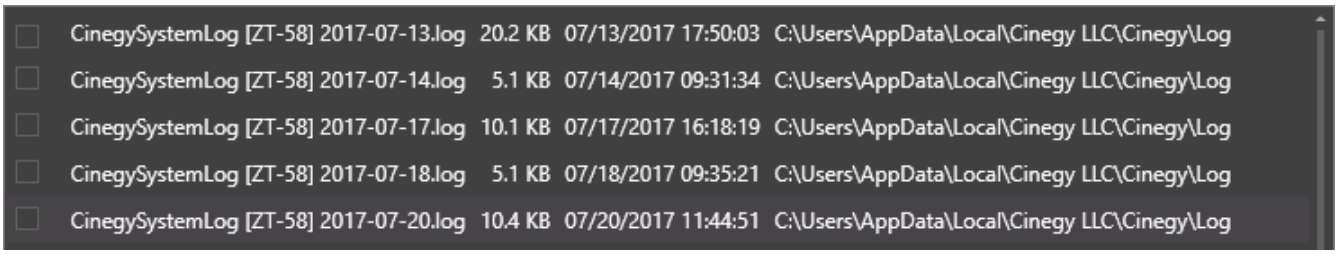
To resume access to the disabled files, right-click the necessary product name and choose the "Enable" button from the context menu:



The bar graph on the top of this panel represents the correlation between selected and available files, generated by Cinegy products and stored on the local storage, where the green part of the bar stands for selected files and yellow part – for remaining, unselected files. The bar graph display how much space can be freed on the machine after removal of the selected files:



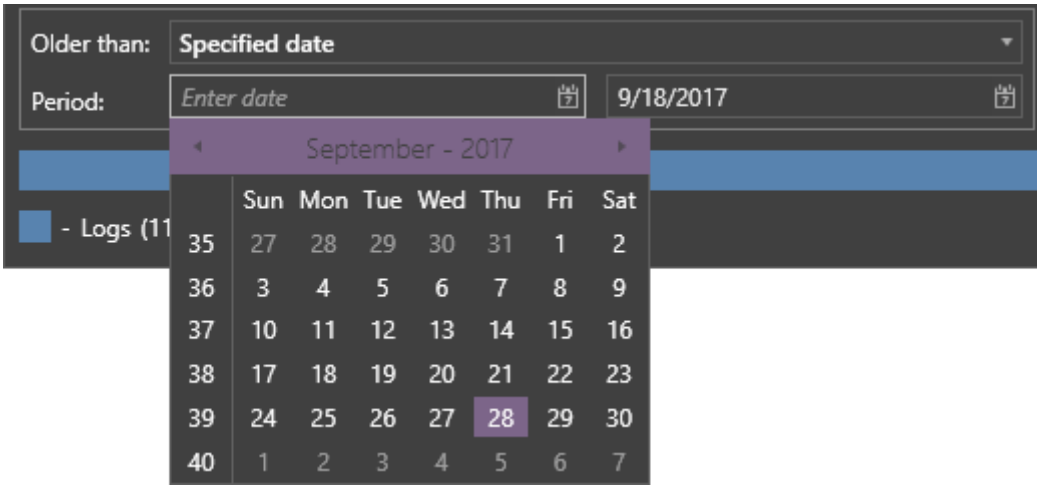
All files generated by a particular product or files of a certain type are listed below the bar graph in a table view displaying the corresponding details: file name, space used, creation date and file location:



To make cleaning up of the generated files more convenient, use the filter to define the desired time range in the corresponding drop-down list:

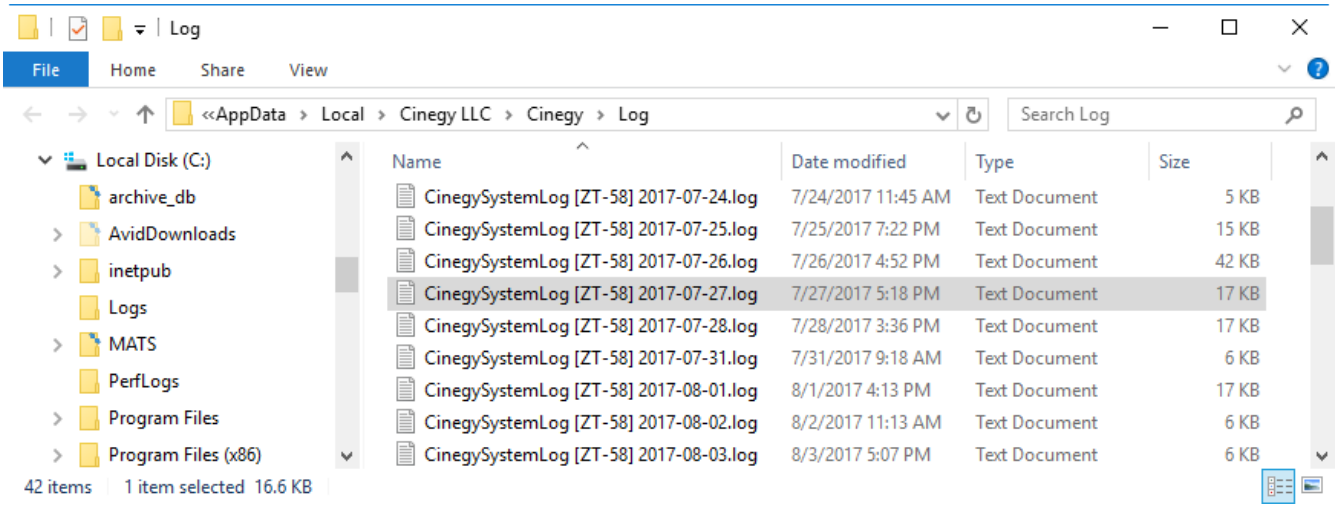


To narrow the files display to the specified date, choose the "Specified date" option from the "Older than" drop-down list and set the desired date in the pop-up calendar that appears:



The file list will be automatically updated according to filter settings.

To go to the local storage of the selected Cinegy product generated files, double-click a desired item in the table list; its directory will be opened in a separate dialog:



To copy a file path to the clipboard, right-click the desired item and use the corresponding context menu command:



Statistics Panel

The bar at the bottom of the Cinegy Cleanup Tool main window represents a correlation between log and dump files, generated by all Cinegy products:



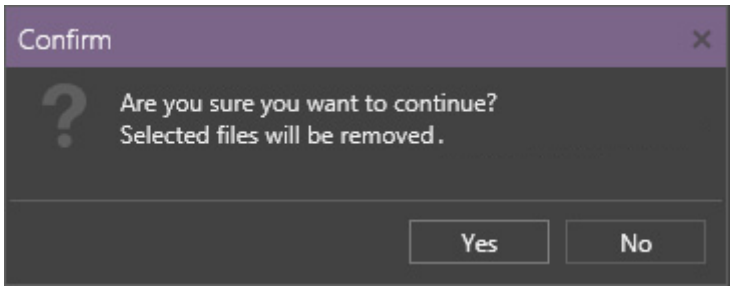
Cleanup Execution

Cinegy Cleanup Tool allows to delete unused files permanently or remove files from the location where they are stored on the machine.

By default, the permanent deletion mode is set.



To remove selected files, press the "Clean" button. The following confirmation dialog appears:

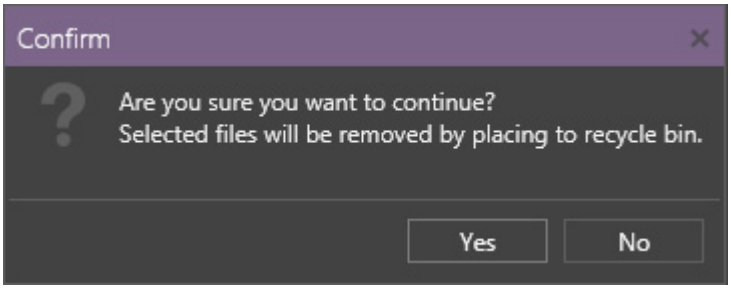


Press "Yes" to proceed with cleanup and delete the selected file(s) or "No" to cancel the operation. Once files are deleted, they cannot be restored.

To remove files by placing them to the Recycle Bin, select the corresponding checkbox before initiating the cleanup process and press the "Clean" button:



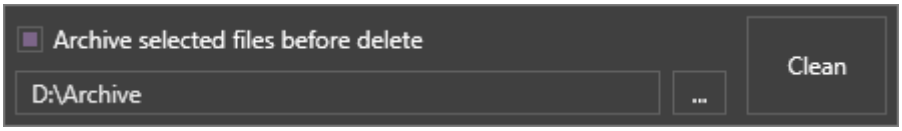
The following confirmation dialog appears:



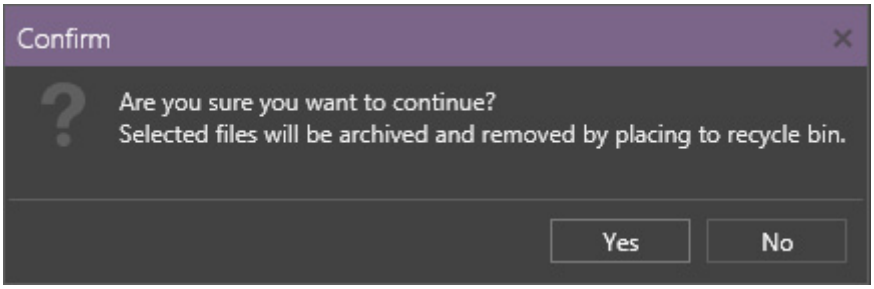
Press "Yes" to proceed and move the selected file(s) to the Windows Recycle Bin or "No" to cancel the operation. Once files are deleted, they are moved to the Recycle Bin and can be restored to their original location.

Files Archiving

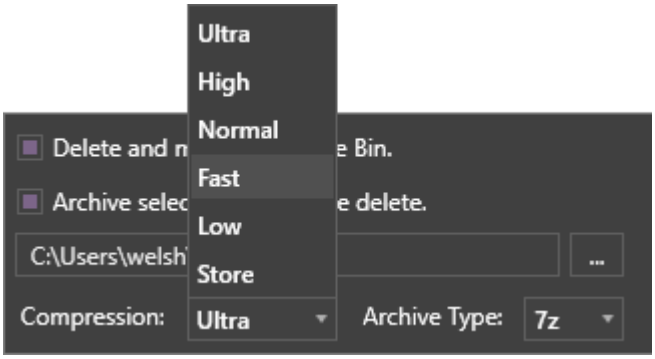
It is also possible to back up the selected file(s) before their removal via archiving them for further use. To do this, select the "Archive selected files before delete" checkbox and define the directory where the archive with selected file(s) will be created via the keyboard or using the "…" button:



Press the "Clean" button, the following confirmation dialog appears:

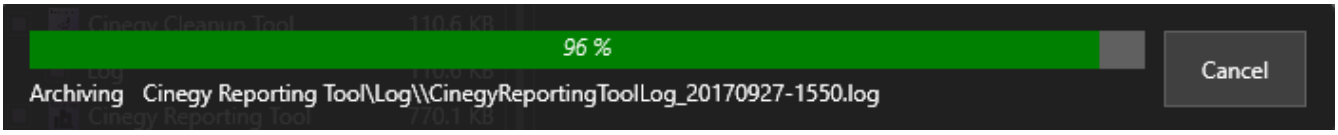


Define the archive type: 7z or ZIP and select the compression type from the drop-down list, available for the 7z archive type:



The file size limit for ZIP archives created in Cleanup Tool is 4GB

Press "Yes" to proceed with archiving the selected file(s) prior to their removal (moving them to the Windows Recycle Bin) or "No" to cancel the operation. The following progress bar appears:



As a result, the files selected for cleanup will be relocated to the compressed folder in the defined directory. The name of the compressed folder is generated automatically and defines the exact date and time of the cleanup operation.

The batch log files are stored in the folder: C:\ProgramData\Cinegy\Cinegy Cleanup Tool\Version\Logs

Supported Products

Cinegy Product	File Types to Be Cleaned
Cinegy Capture Engine	Dumps, Logs
Cinegy Capture Control	Dumps, Logs
Cinegy Capture Archive Adapter	Logs
Cinegy Archive Service	Logs
Cinegy Capture Planner	Logs
Cinegy Capture Agent	Logs
Cinegy Desktop	Dumps, Logs
Cinegy Desktop Import Tool	Logs
Cinegy Multiviewer	Dumps, Logs

Cinegy Product	File Types to Be Cleaned
Cinegy EAS Gateway	Logs
Cinegy Process Coordination Service	Logs
Cinegy Traffic Gateway	Logs
Cinegy Air PRO	Dumps, Logs
Cinegy Playout	Dumps, Logs
Cinegy Live	Dumps, Logs
Cinegy Stream Switcher	Dumps, Logs
Cinegy Convert	Logs
Cinegy Cleanup Tool	Logs
Cinegy Event Service	Logs
Cinegy Cinegy Reporting Tool	Logs

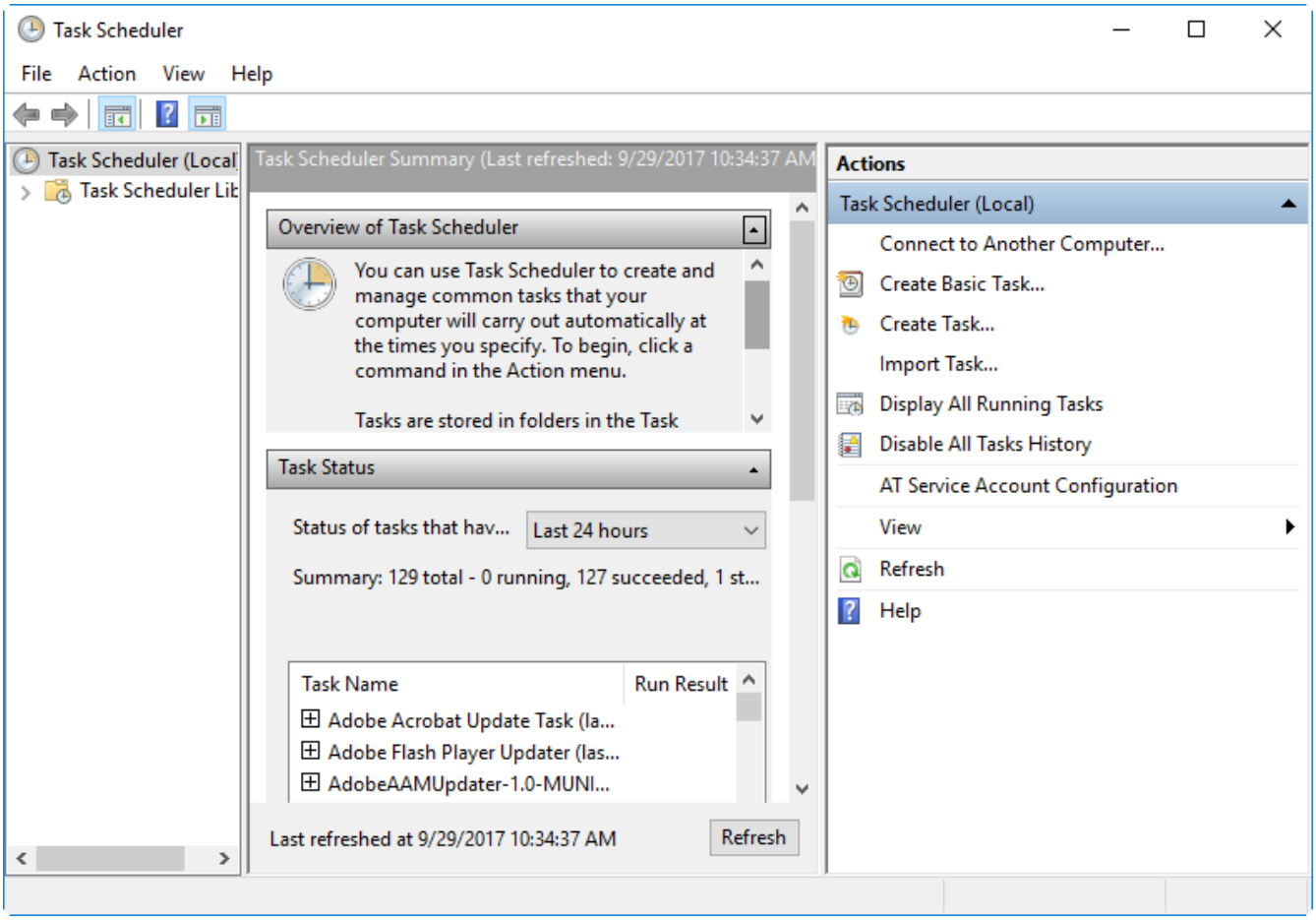
3.2. Cinegy Cleanup Tool and Task Scheduler

The Cinegy Cleaup Tool functionality can be extended with the help of standard Microsoft Windows administrative tool - Task Scheduler, which allows to automatically initiate and execute tasks, according to predefined criteria.

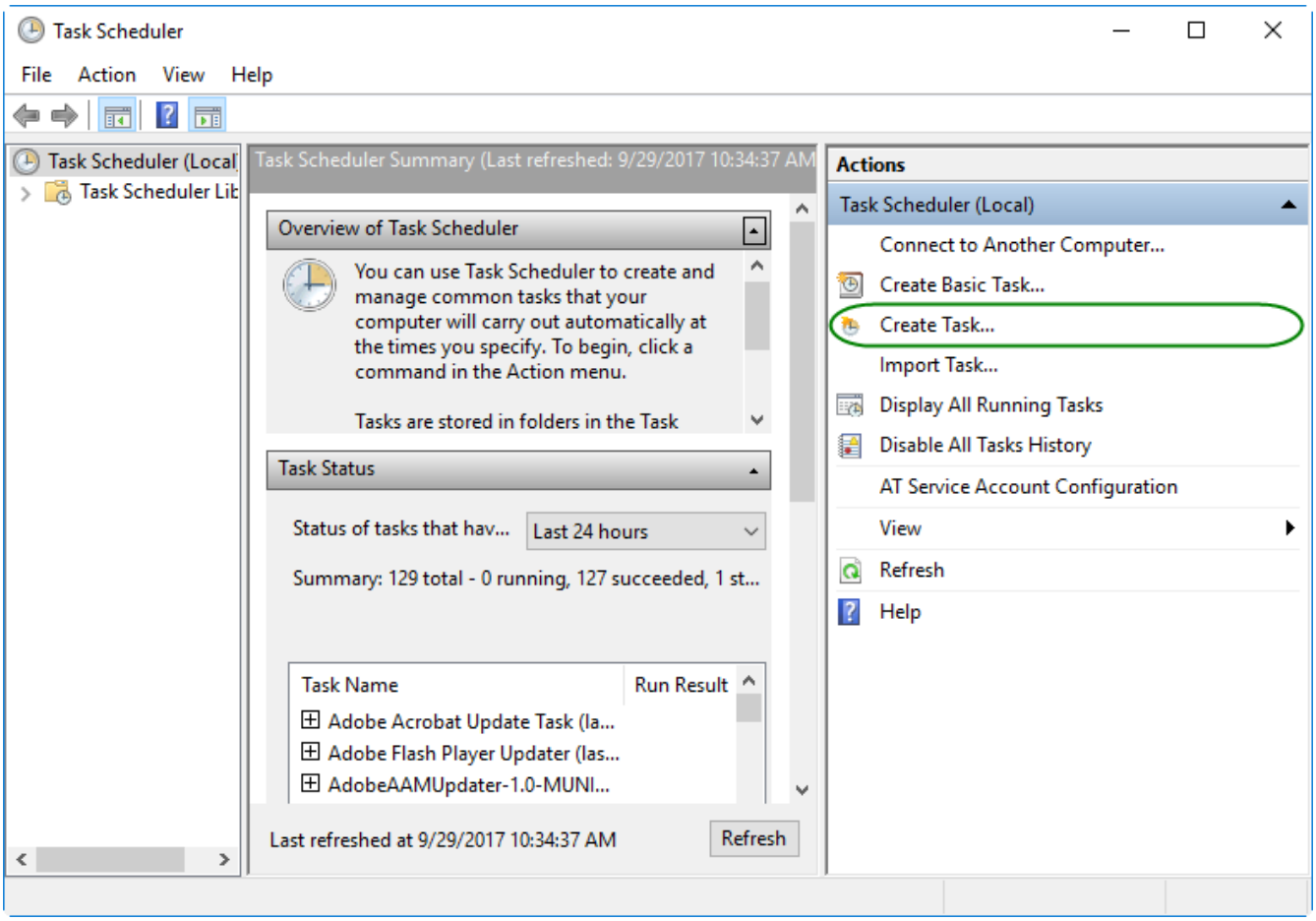


To launch Task Scheduler tool, navigate to Start > Programs > Windows Administrative Tools > Task Scheduler.

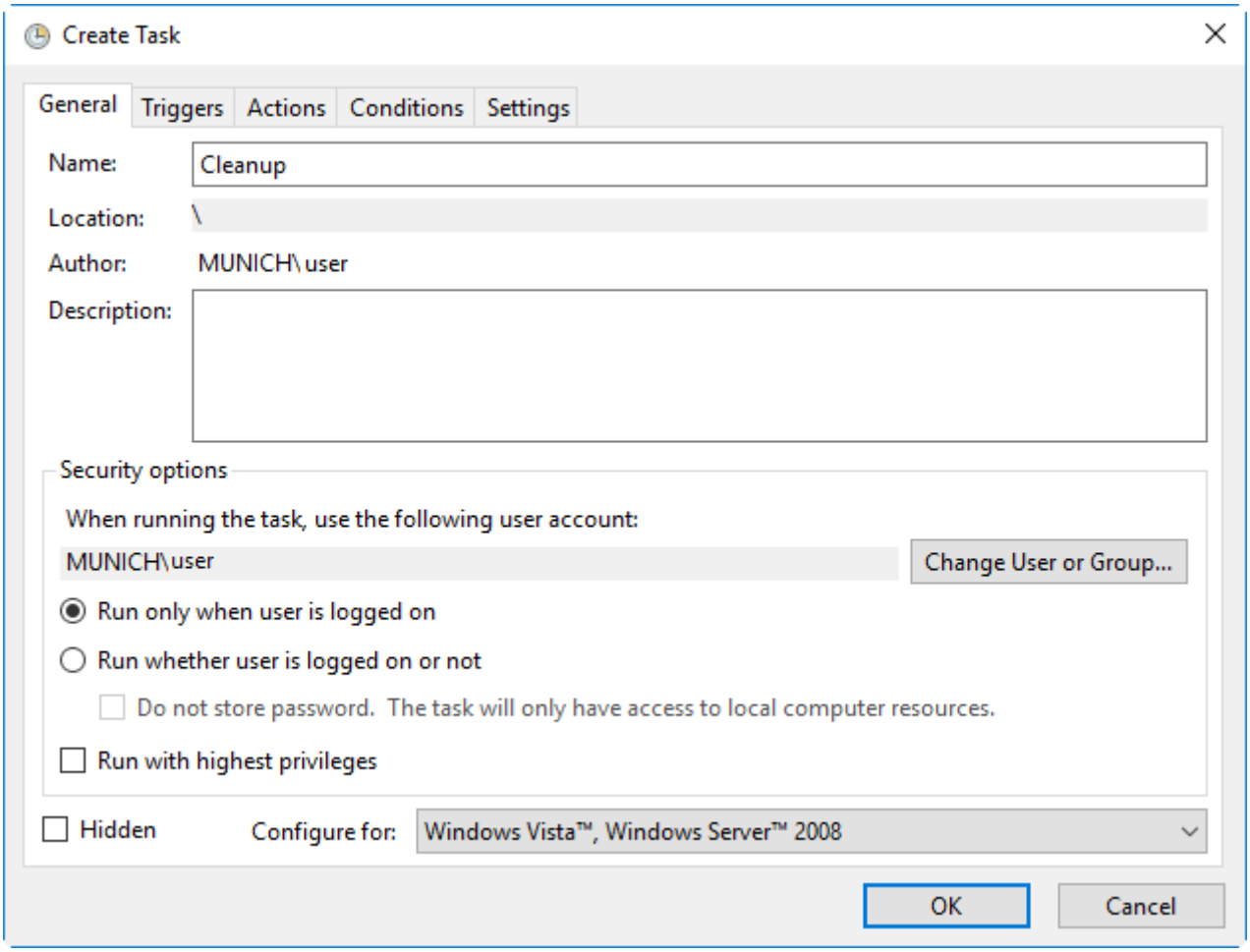
The client application will be launched:



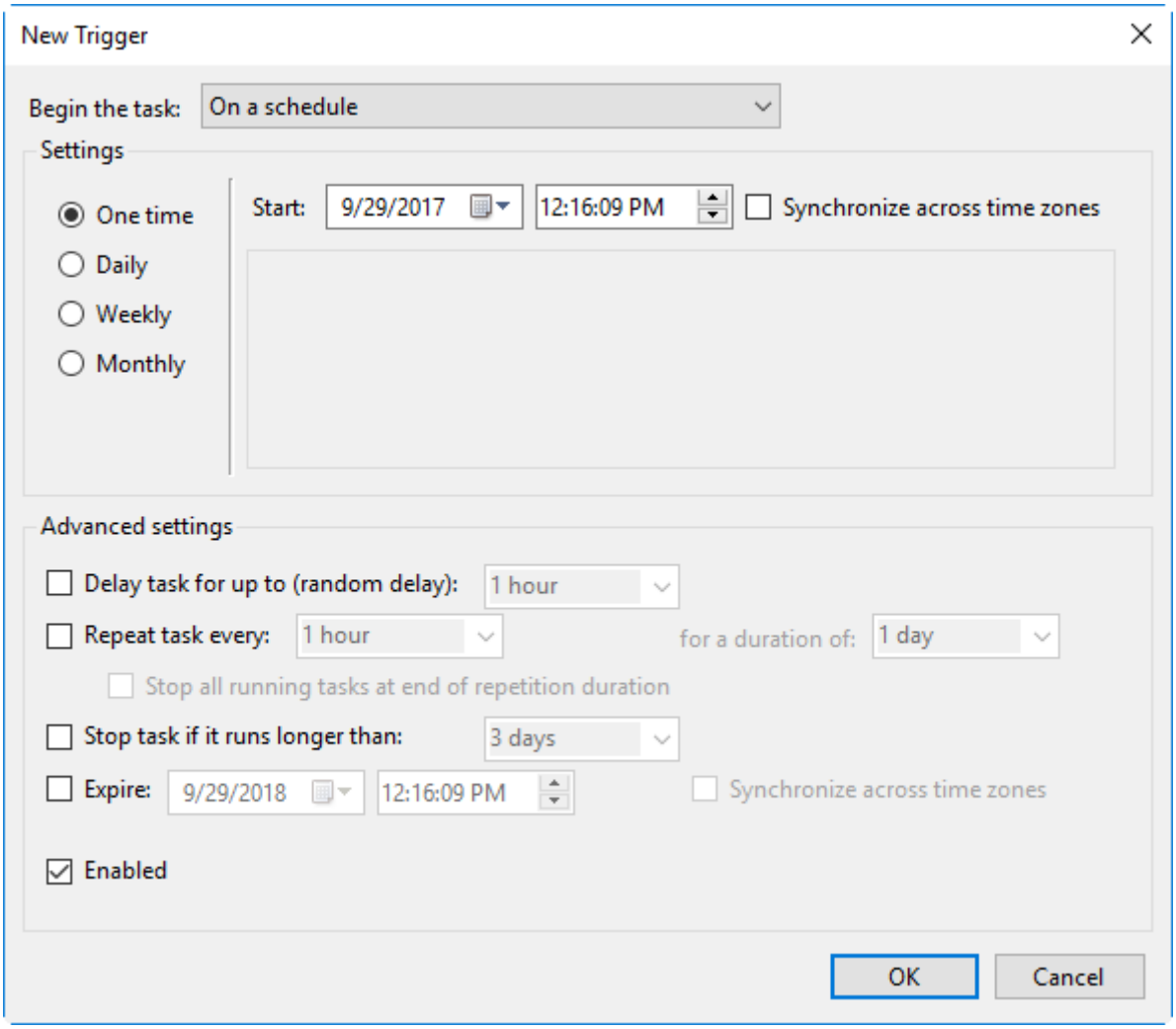
To create a new task navigate to the "Actions" menu on the left and click the "Create Task…" command:



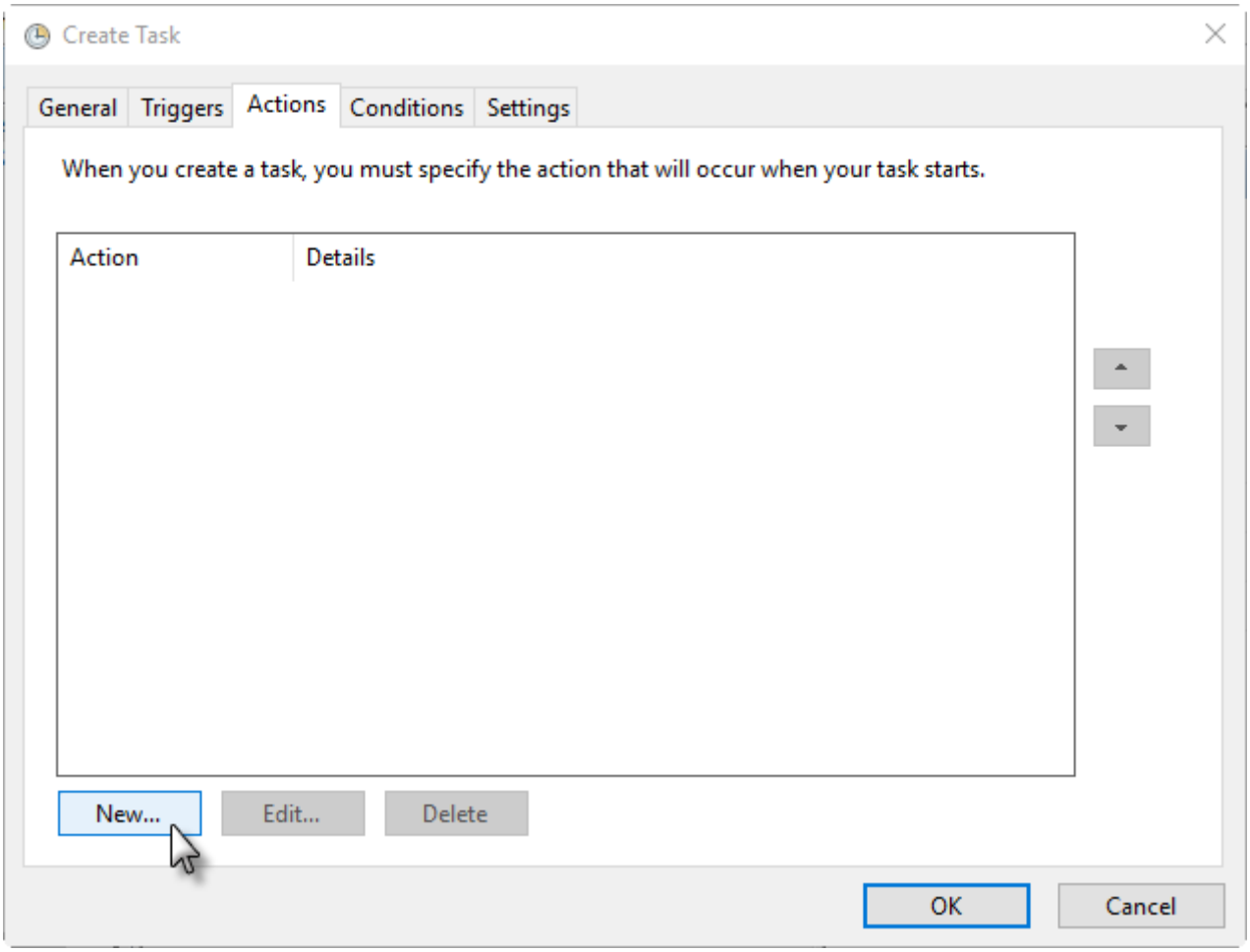
On the "General" tab of the window that appears, specify the task name and perform the security settings, if required:



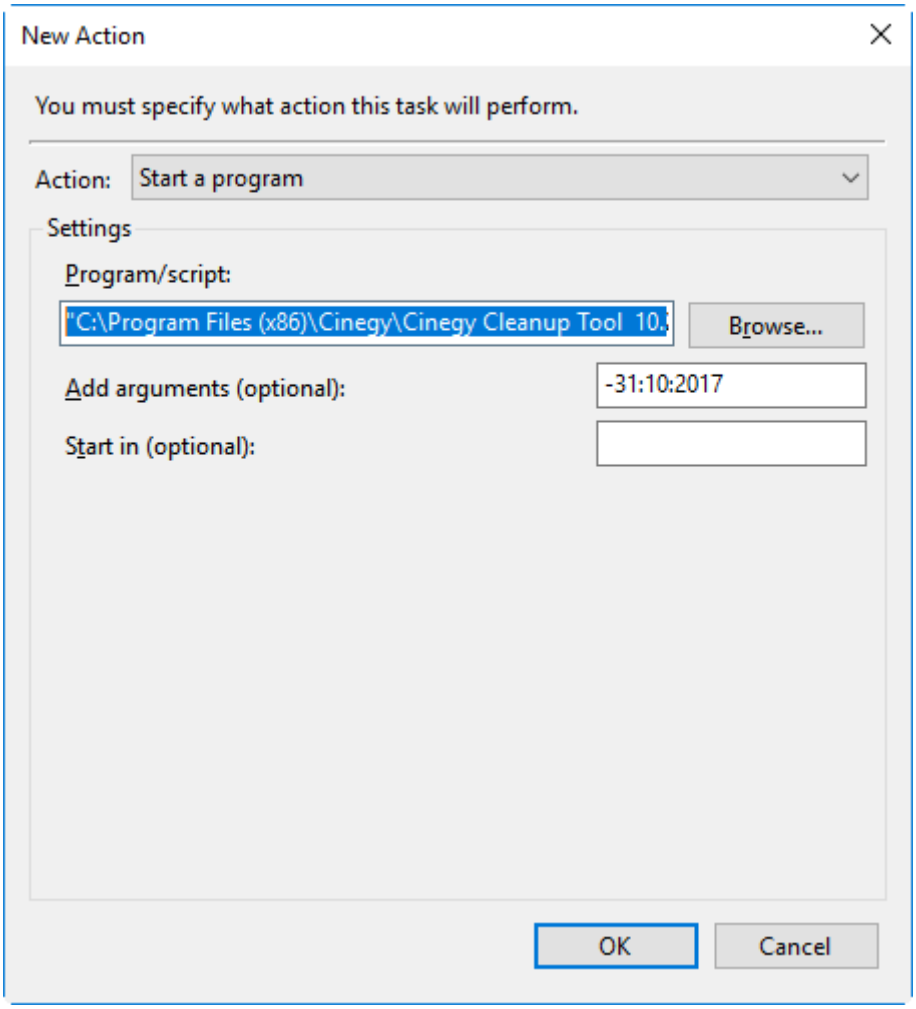
On the "Trigger" tab, you can optionally set time-based or event-based criterion, that will start the task execution, and press the "OK" button save changes:



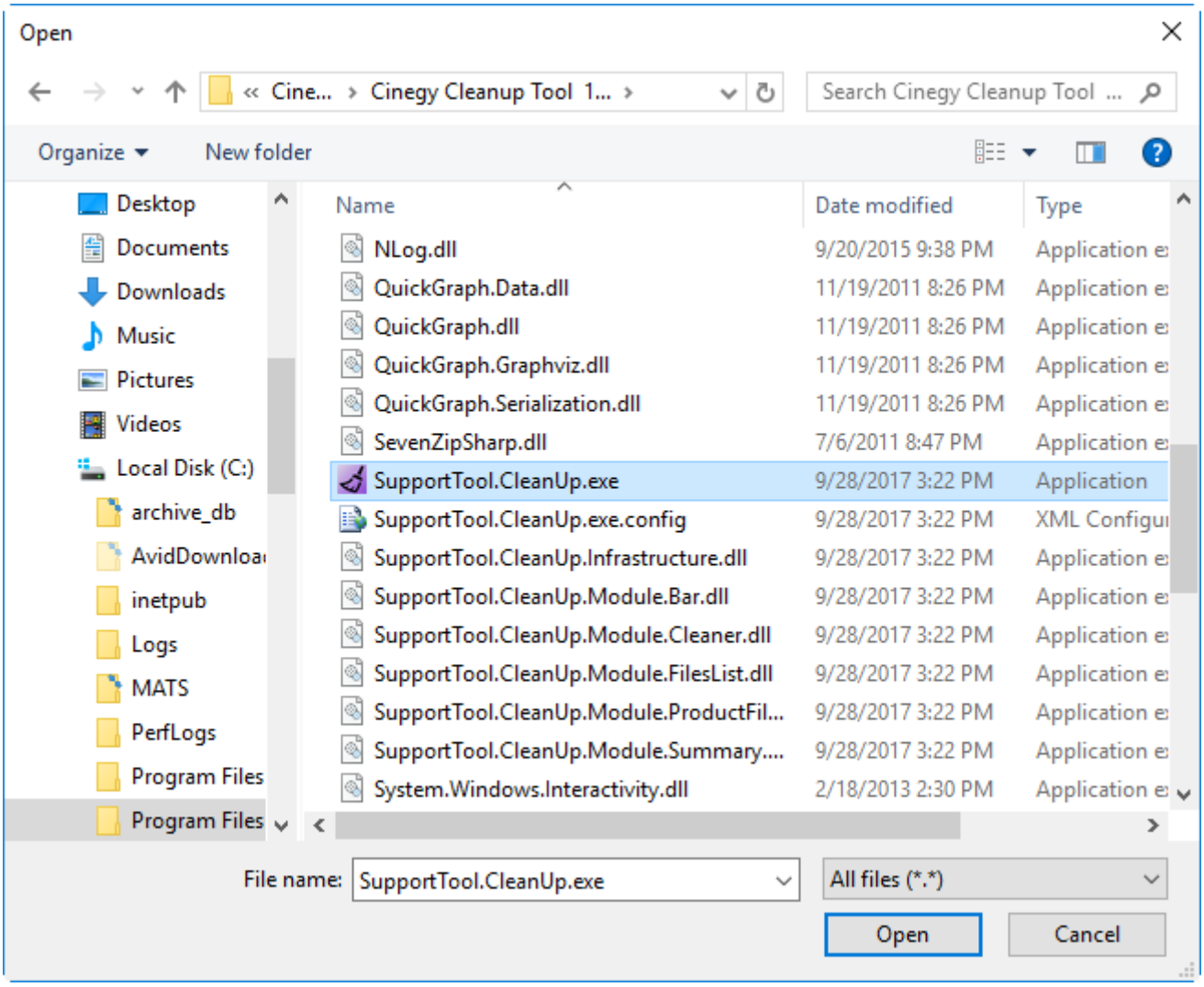
Navigate to the "Actions" tab and press the "New" button to create a new action, which will be executed when the scheduled task is run:



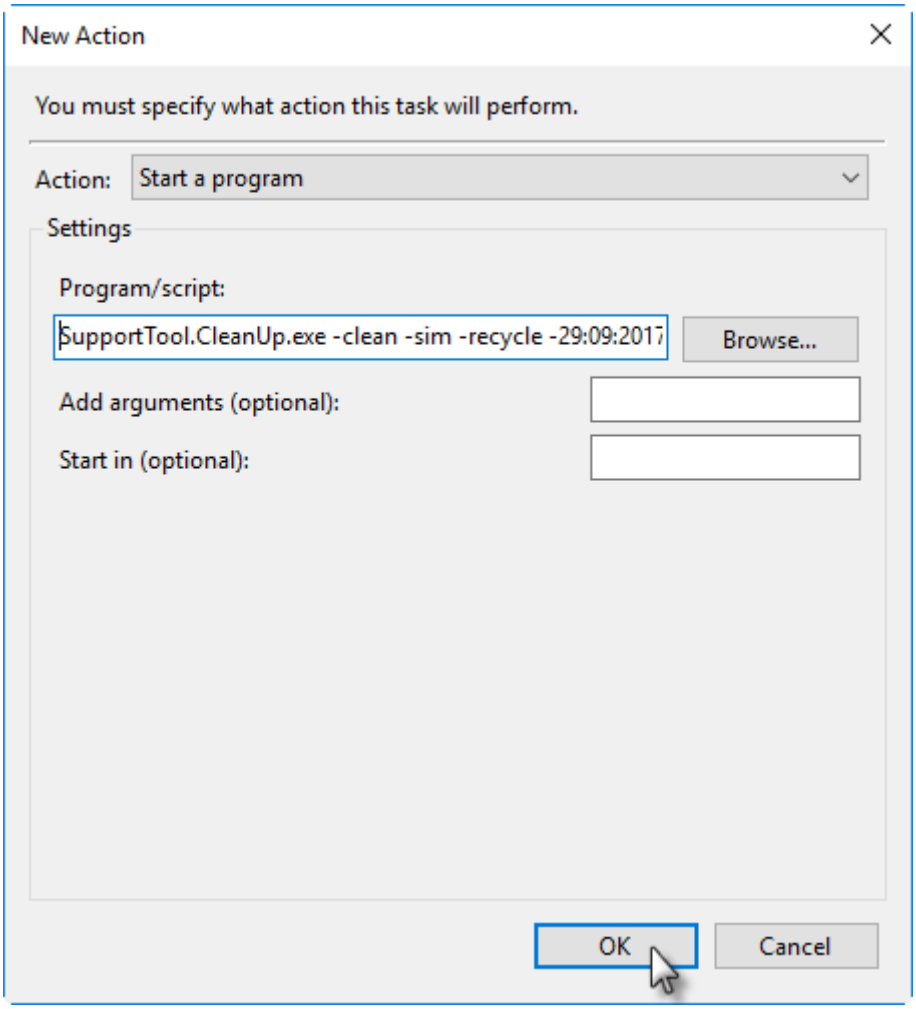
In the "Program/script" text field of the window that appears, enter the program location `C:\Program Files (x86)\Cinegy\Cinegy Cleanup Tool <build number>\SupportTool.CleanUp.exe`, specify the "Arguments" or "Start in" parameters and press the "OK" button to save the action:



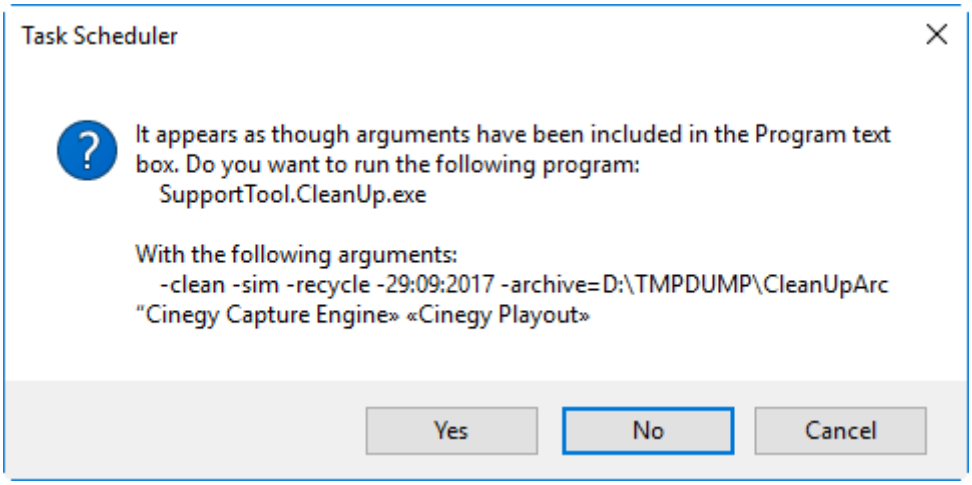
Alternatively, use Browse... to open the Cinegy Cleanup Tool program files folder and select `SupportTool.CleanUp.exe` file:



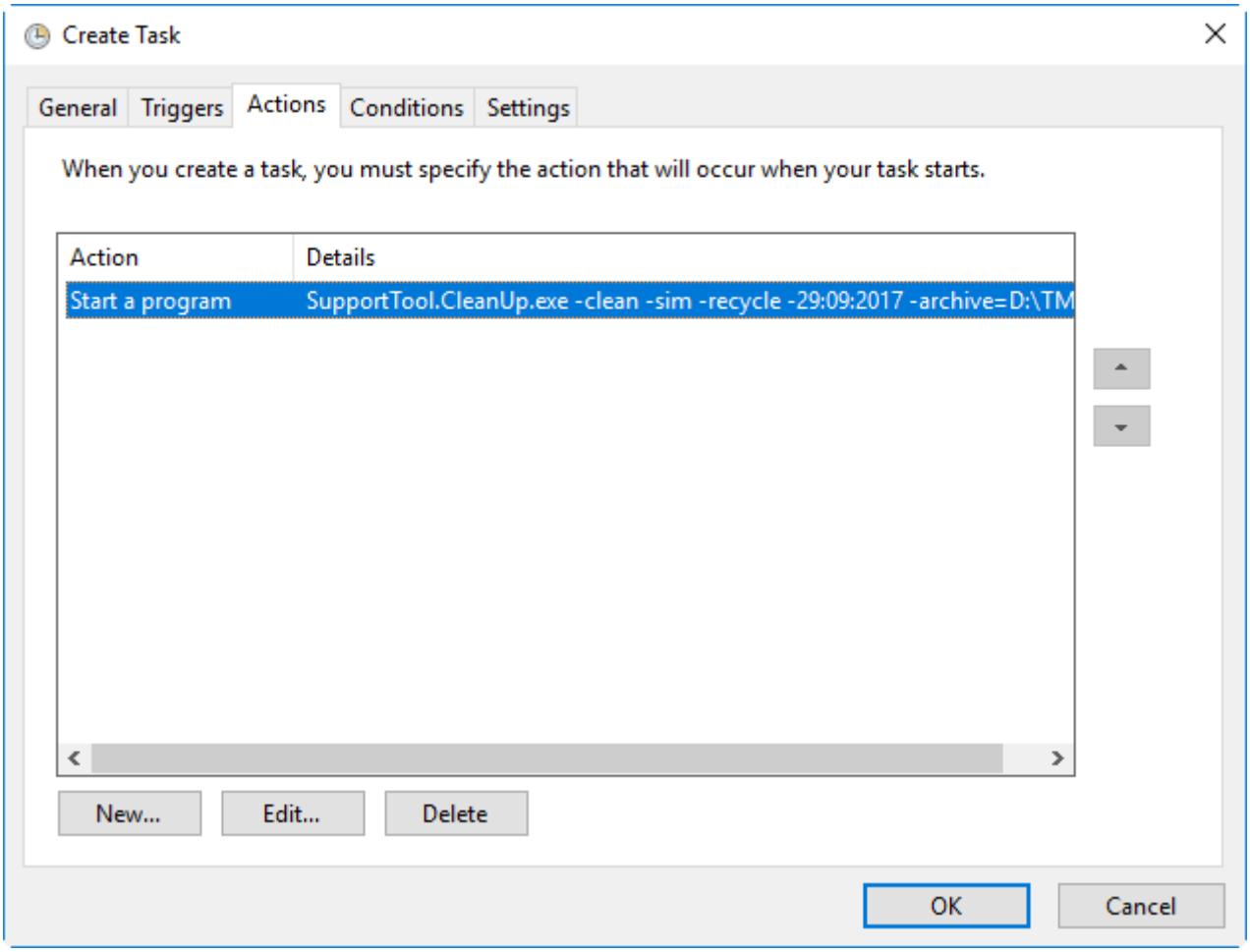
You can also enter the script code with arguments to the "Program/script" text field:



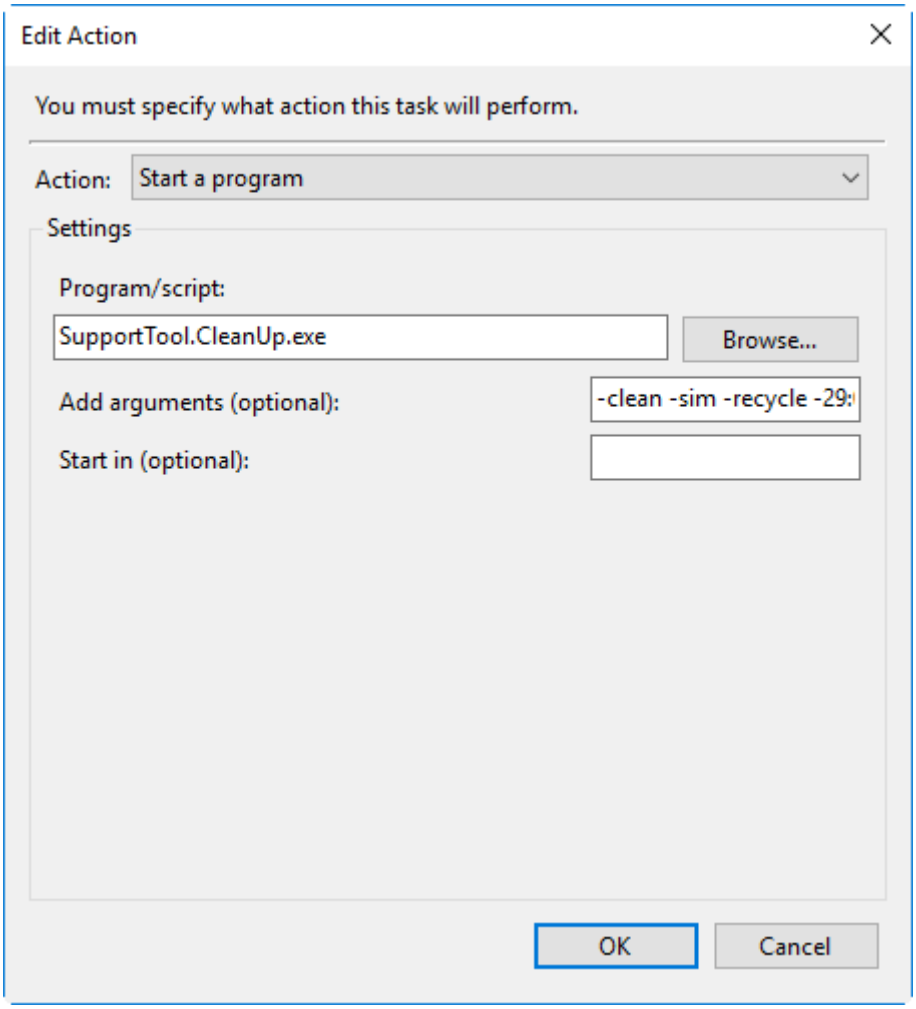
The Task Scheduler tool will automatically separate the arguments from the program/script name. On the confirmation window that appears, press the "Yes" button to proceed:



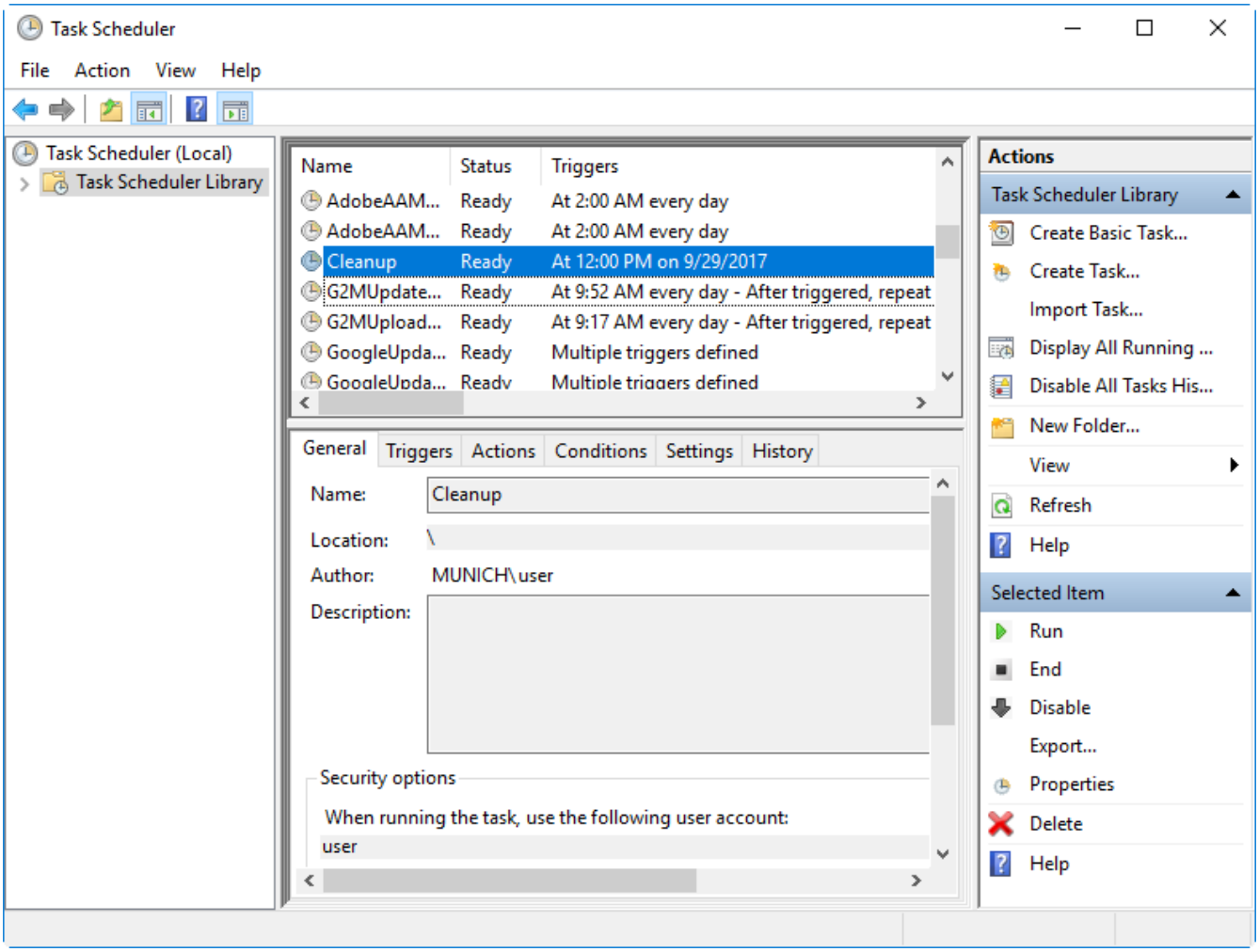
The created action will be added to the list with parameters displayed in the "Action" and "Details" columns:



Press Delete to delete the task and Edit... to view details and change the action parameters of the created task:



Having specified all the necessary action parameters, press the "OK" button to save changes and the created task will be displayed in the Task Scheduler Library list:



The tables below contain a detailed description of each action and the settings, required for scheduling Cleanup tasks.

Obligatory actions:

Name	Program/script	Argument
Run Cinegy Cleanup Tool	`SupportTool.CleanUp.exe`	<script file>

Obligatory and optional arguments:

Argument	Description
Obligatory arguments	
`-clean`	Start program in batch silent mode for cleanup
`-sim`	Start program in special simulation mode when the archive of files is created without actual files deletion (for testing purposes only)
Optional arguments, followed after the first obligatory argument in sequential order:	
`-recycle`	Delete file(s) and move to Recycle Bin
`-NN…`	Delete files older than NN days, where "NN" stands for number of days *Example:* `-6 , -360`
`-DD:MM:YYY`	Delete files that were created/modified before DD:MM:YYY date *Example:* `-31:10:2017`

Argument	Description
`-archive=arcpath`	Archive files to the selected folder before deleting *Example:* `-archive=D:\CleanupArchieves`
`-7zcomplev=XXX`	Archive files in 7z format, where "XXX" stands for compression type: "Ultra", "High", "Normal", "Fast", "Low", "Store". The default compression type is "Ultra". *Example:* `-7zcomplev=High`
`-zip`	Switch program to ZIP format
`-idletime=NN`	Decrease the high disk usage and CPU ring compression. The "NN" stands for pause duration in ms between compression and is used only for "-7zcomplev" arguments *Example:* `-idletime="5000"`



The arguments without "-" in the first position are treated as Product names to clean up.

Examples:

`SupportTool.CleanUp.exe -clean` Full cleanup for all Cinegy Products

`SupportTool.CleanUp.exe -clean -6` Cleanup files older than 6 days for all Cinegy Products

`SupportTool.CleanUp.exe -clean -sim -31:10:2017 -archive=D:\TMPDUMP\CleanUpArc "Cinegy Capture Engine" "Cinegy Playout"` Archive all Cinegy Capture Engine, Cinegy Playout generated files created before 31.10.2017 to D:\TMPDUMP\CleanUpArc with simulation mode (without actual file deletion) enabled.