Cinegy Support Tools 24.4

© Cinegy GmbH

Built 18.11.2026

Table of Contents

Preface . . . 1
Cinegy Reporting Tool . . . 2
1 Installation . . . 3
2 Report Generation . . . 6
2.1 Typical Mode . . . 6
2.2 Advanced Mode . . . 10
3 Cinegy Report Viewer . . . 17
3.1 Opening a Report . . . 17
3.2 Interface . . . 18
Summary . . . 18
System Information . . . 19
Products Information . . . 24
Supported Products . . . 27

Preface

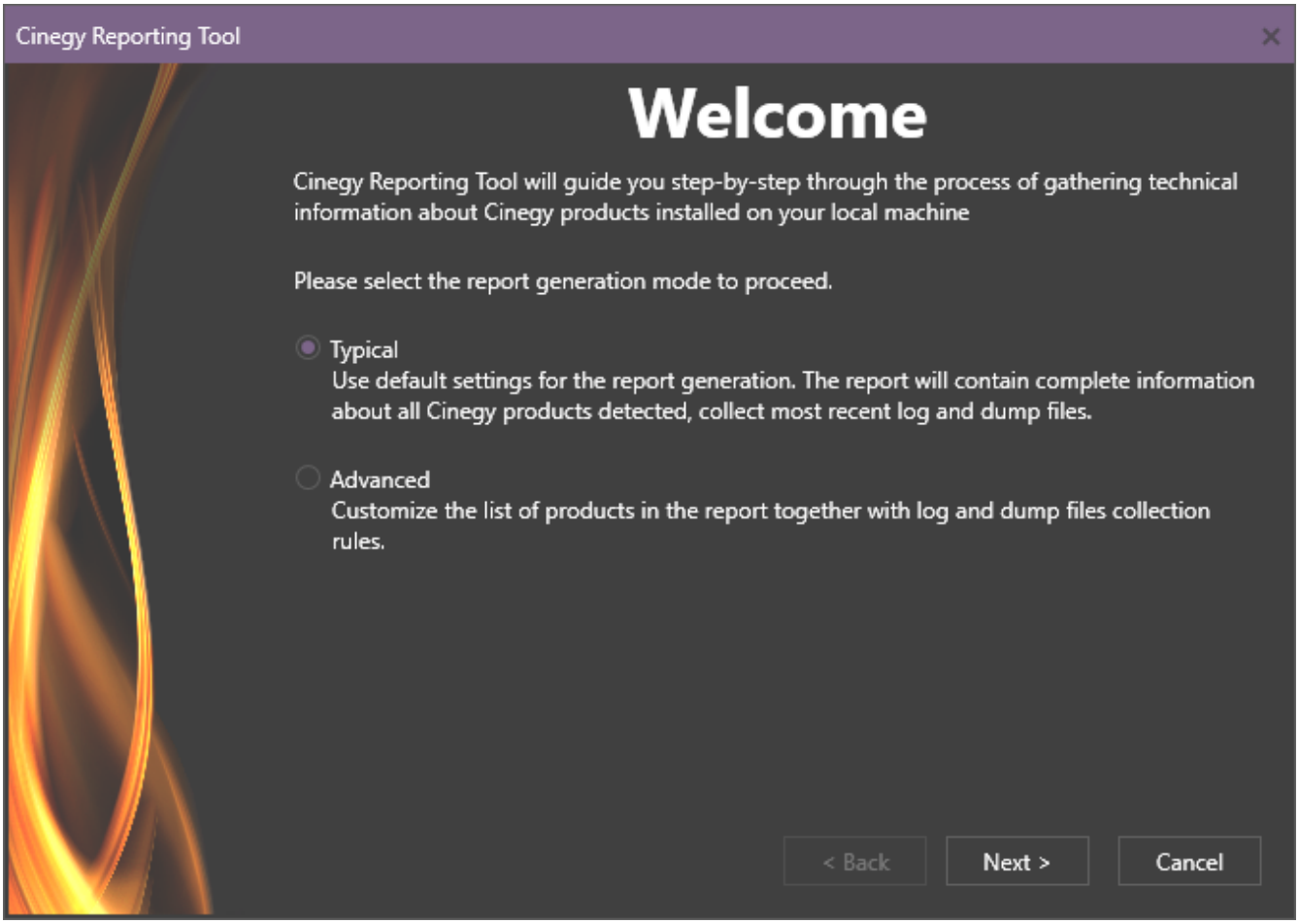
Cinegy Support Tools is a set of tools for collecting technical data about Cinegy installations.

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 that may occur.

Cinegy Reporting Tool

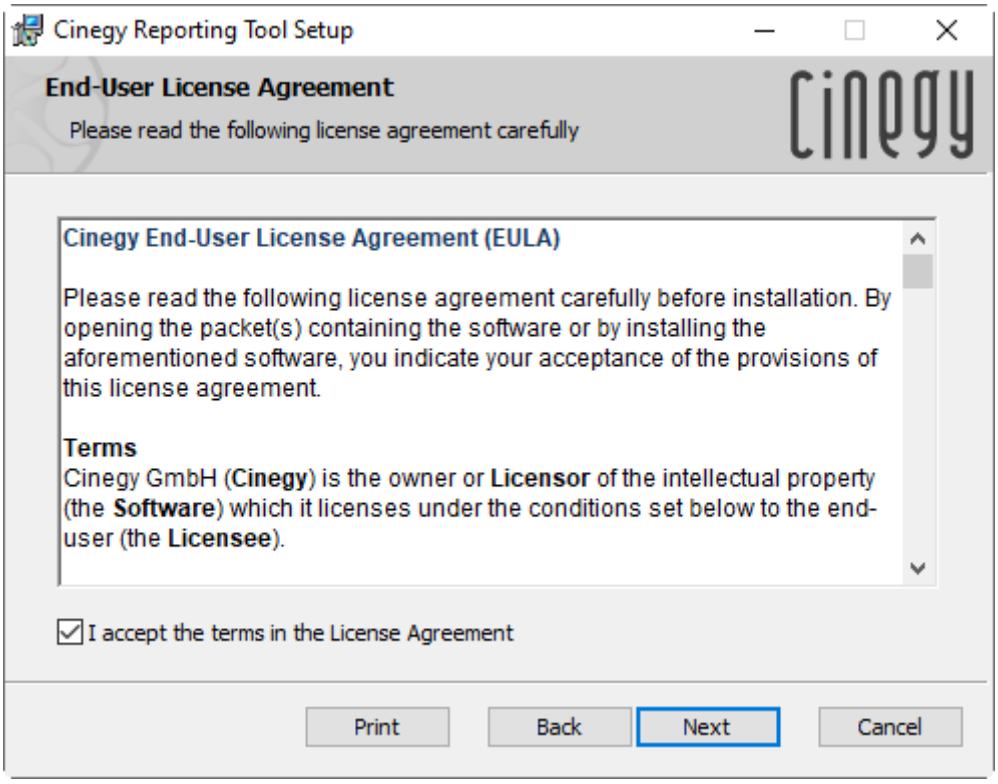
The Cinegy Reporting Tool is designed to collect information about the system and Cinegy products installed on your computer.

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 in the report.



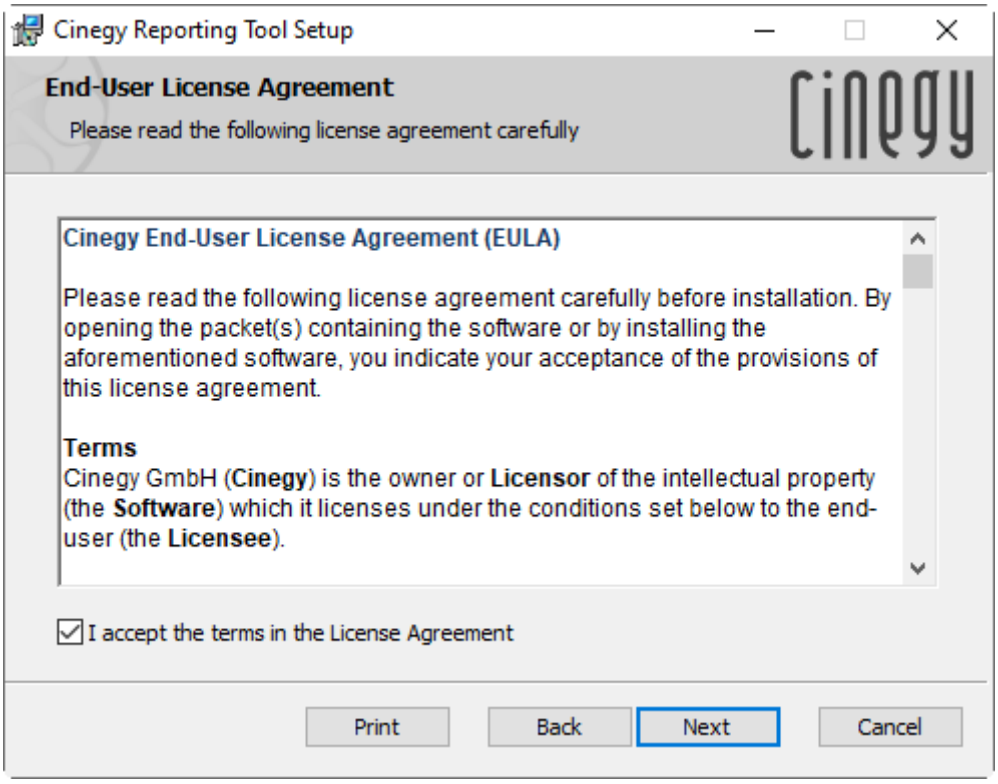
Chapter 1 Installation

To start the installation, run the Cinegy Reporting Tool.msi file. The setup wizard will be launched:

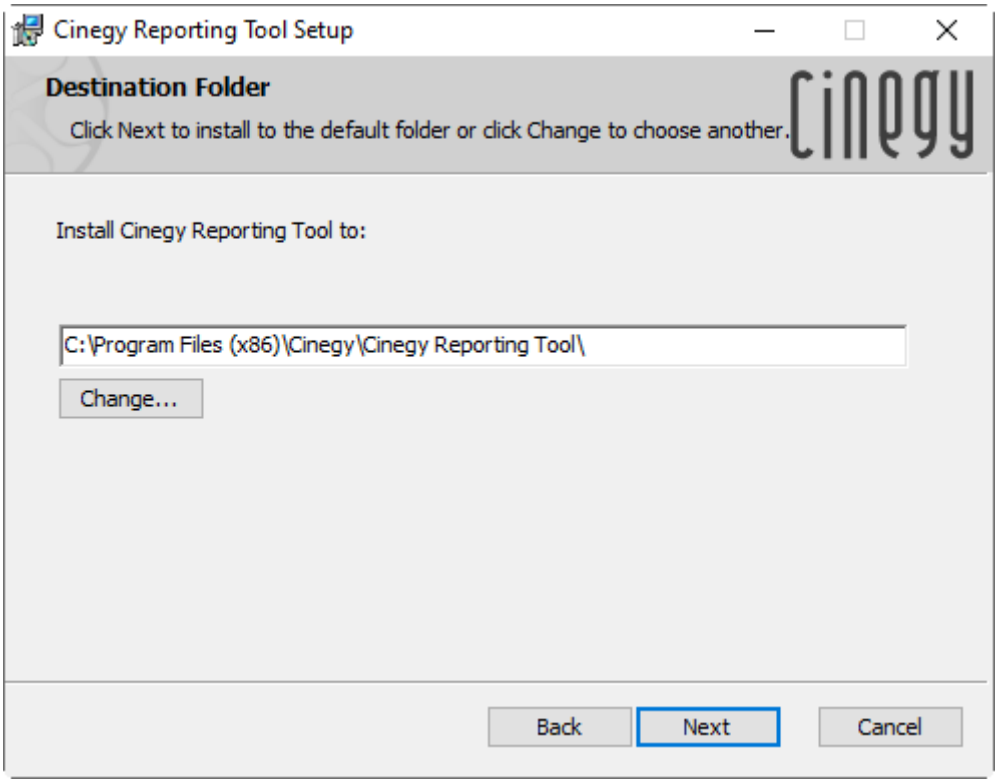


Press "Next" to proceed with the Cinegy Reporting Tool installation or "Cancel" to abort and exit the setup wizard.

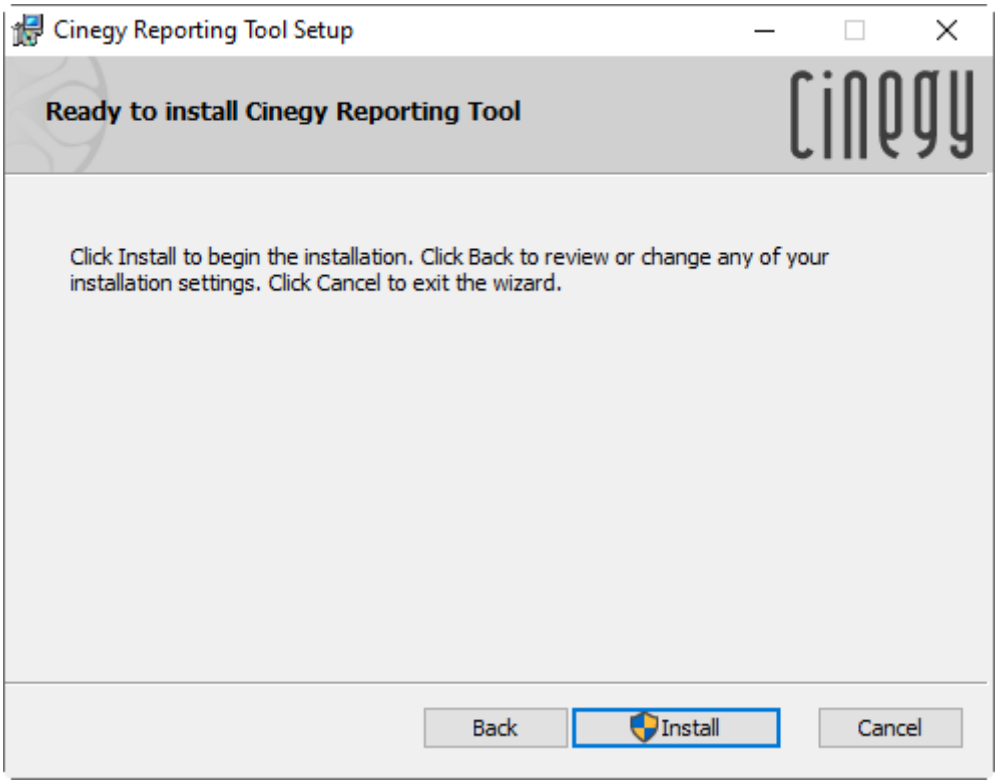
Read the License Agreement and select the checkbox to accept its terms. Press "Next".



Press "Next" to install the application to the default installation directory, or select another destination by clicking the "Change" button:



In the next window click the "Install" button to begin the installation.



The following dialog informs that the installation is completed successfully:



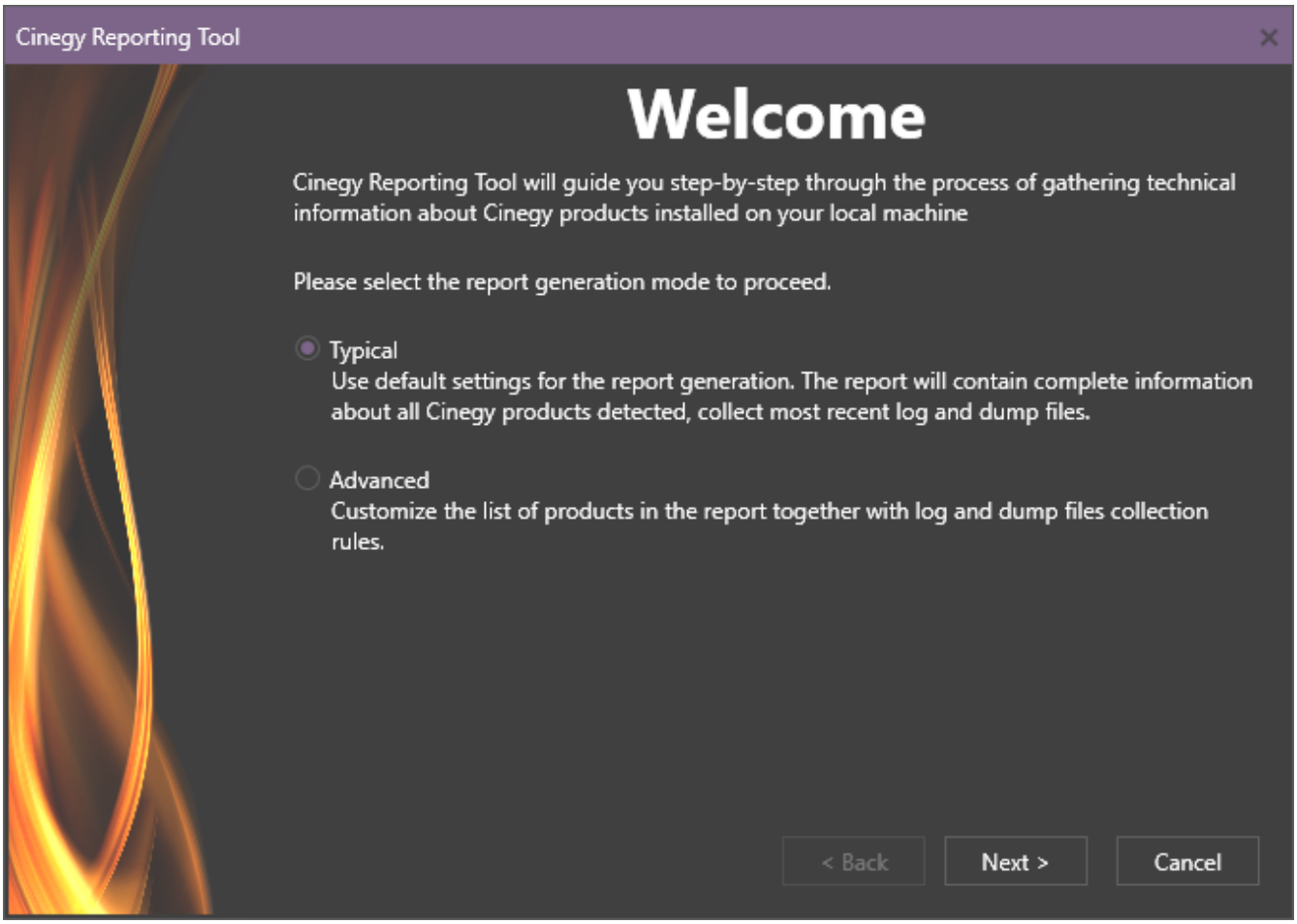
Press the "Finish" button to complete the installation process.

Chapter 2 Report Generation

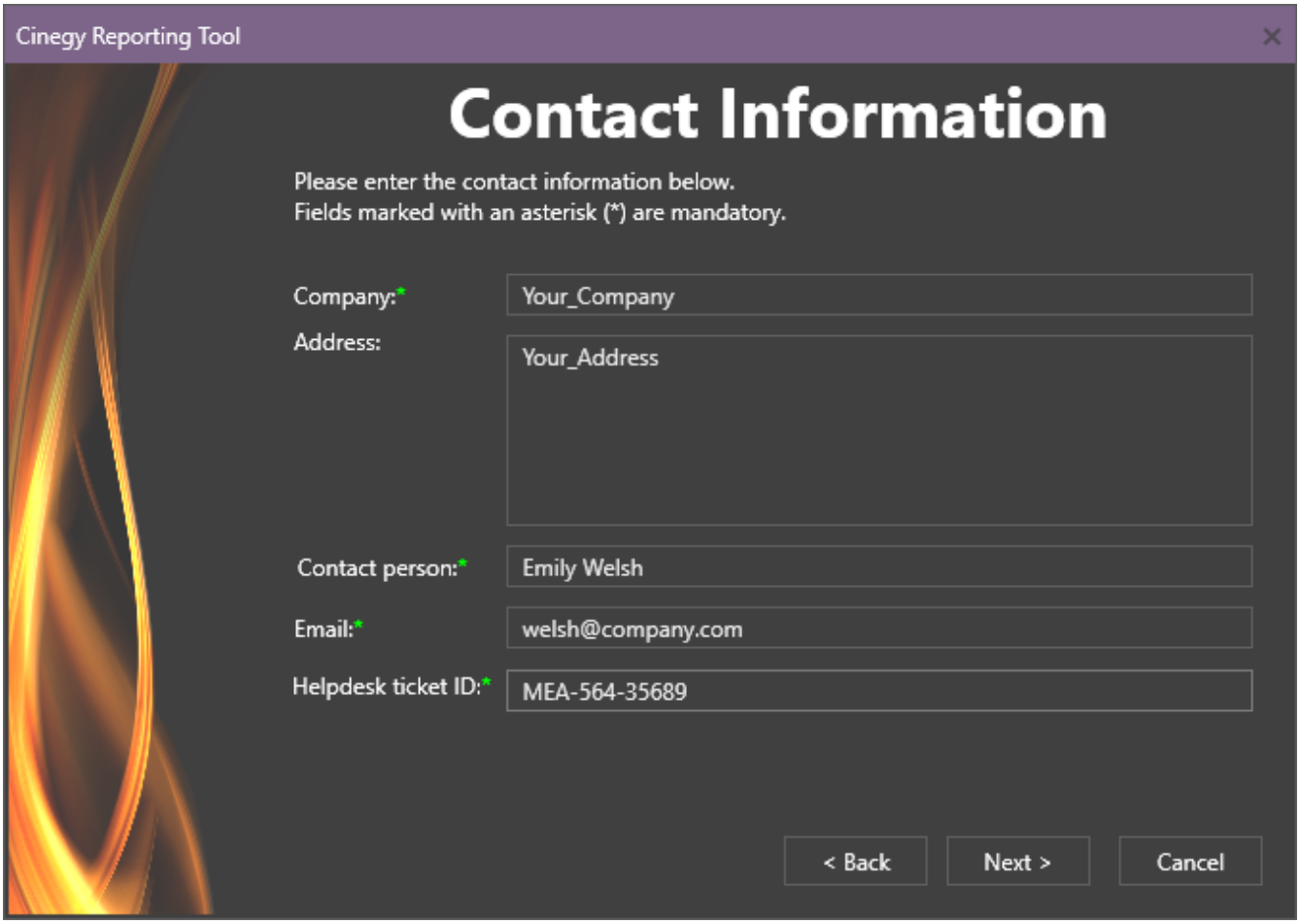
2.1 Typical Mode

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

Having launched the 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. In the next step provide your company contact information:

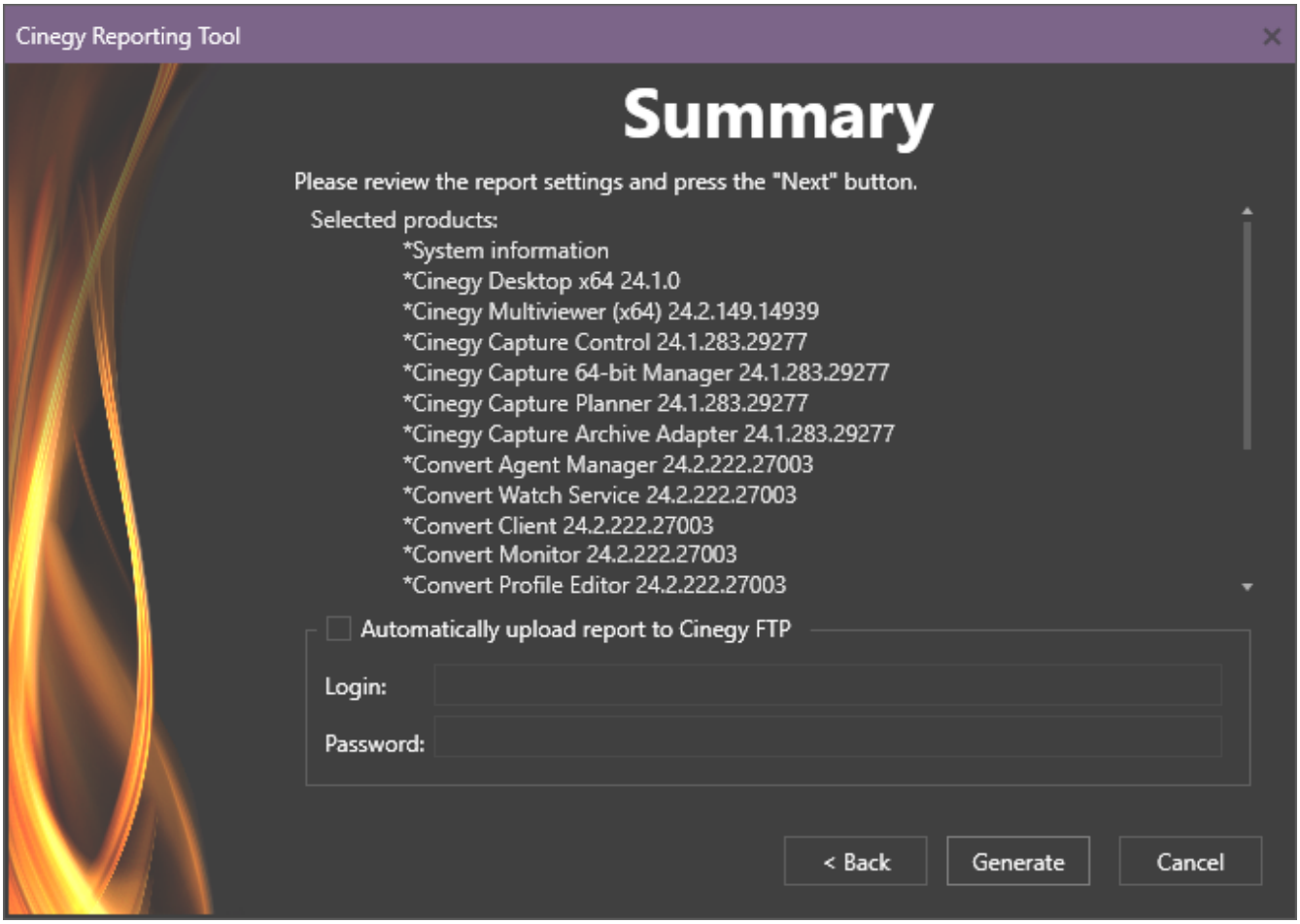


Specify the Helpdesk ticket ID of the issue submitted to the Helpdesk system, related to the report being generated.



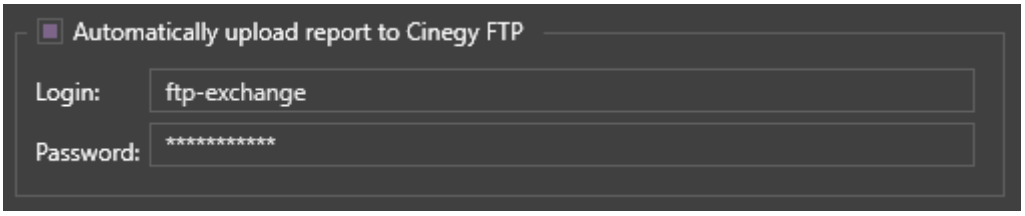
You may also be interested in reading the **How to Get the Best out of Cinegy Helpdesk** post to get acquainted with the basic Cinegy support procedures and workflow, as well as with recommendations on achieving a smooth and efficient support process and cooperation.

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 in the report by default:

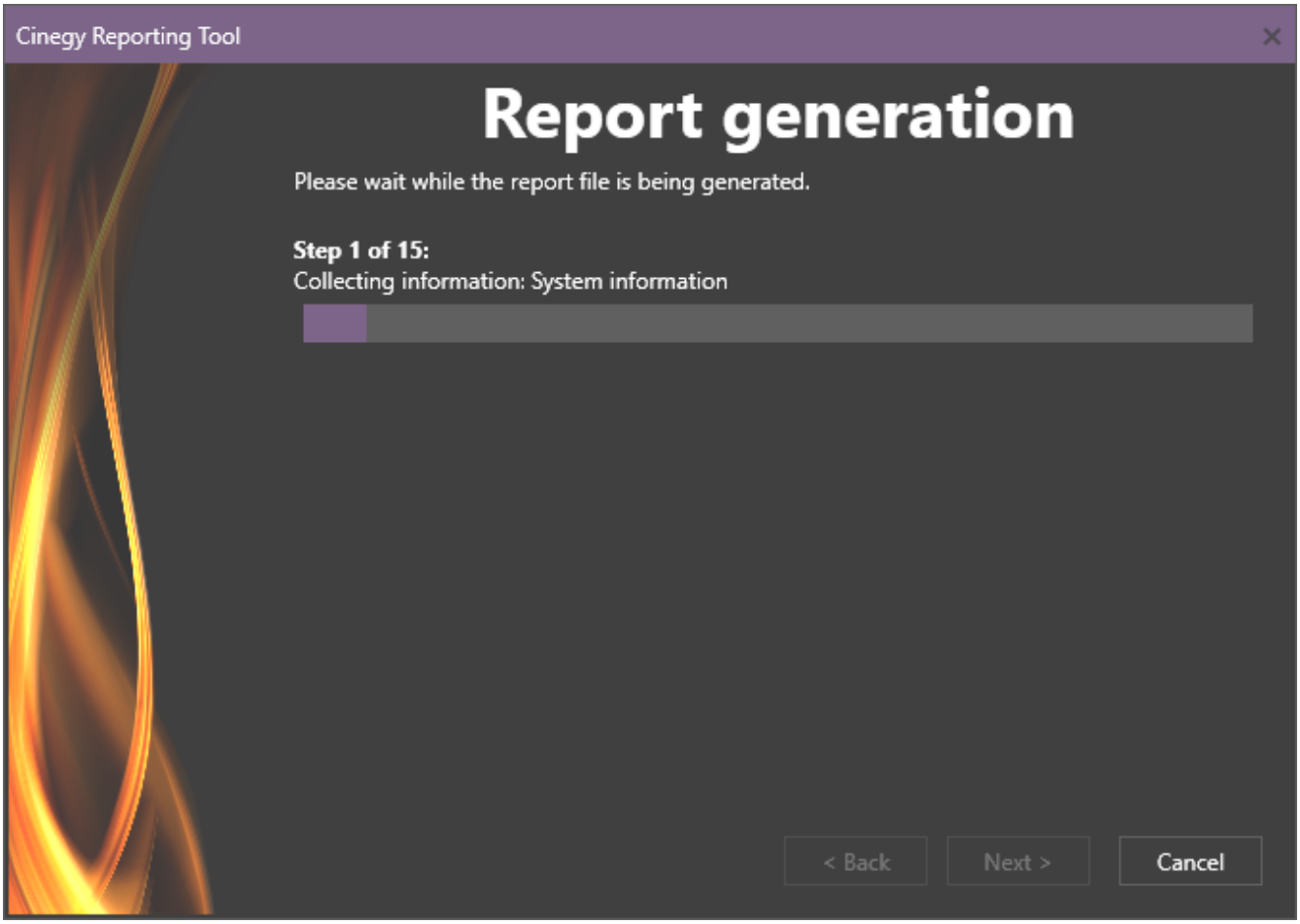


By default, all Cinegy products installed on your machine are selected in typical mode. Use the Advanced mode to customize the list of products, that will be added to the report.

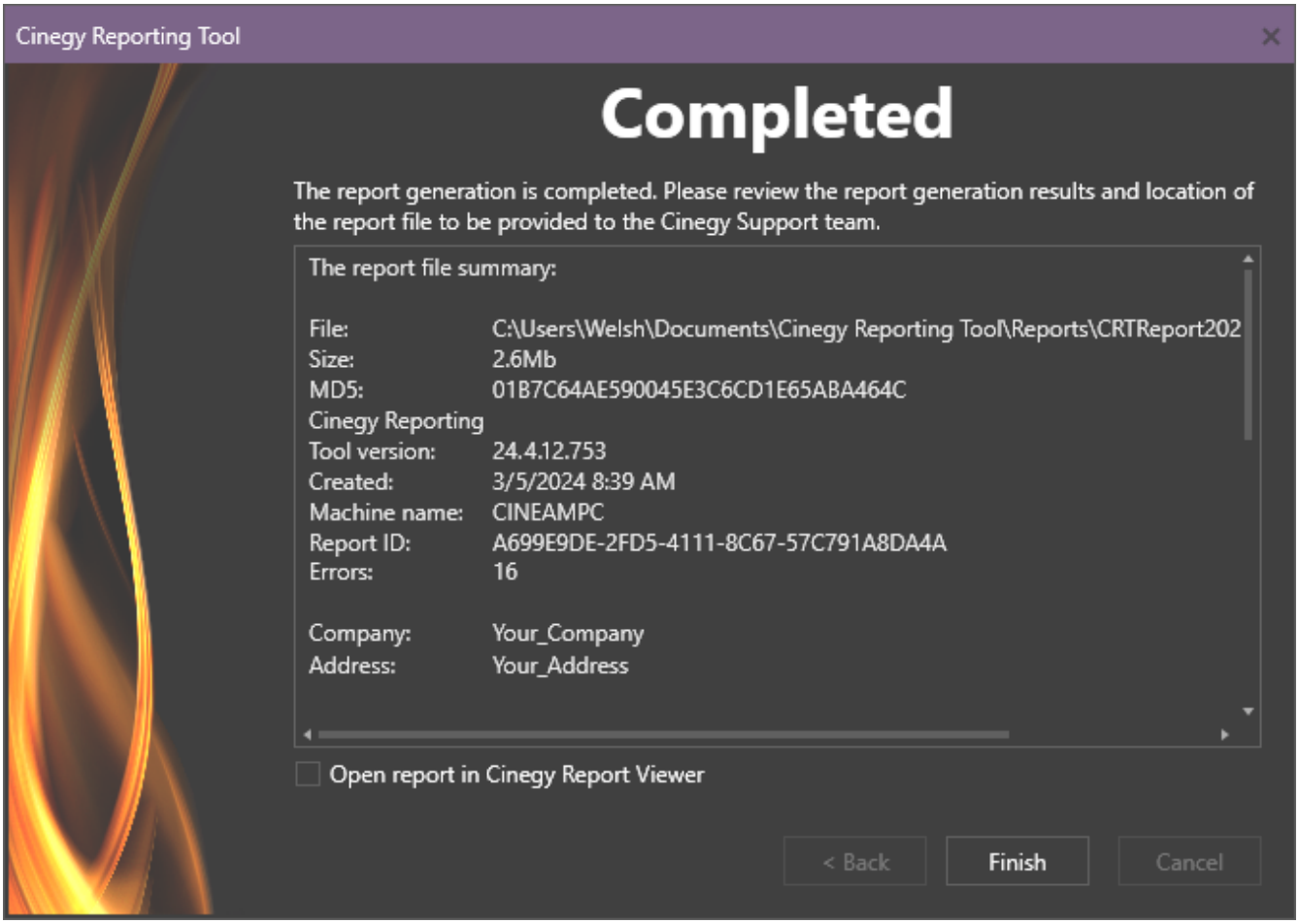
To automatically upload the generated report to the Cinegy FTP server for its analysis by the support team, select the corresponding checkbox and specify your Cinegy FTP credentials:



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



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

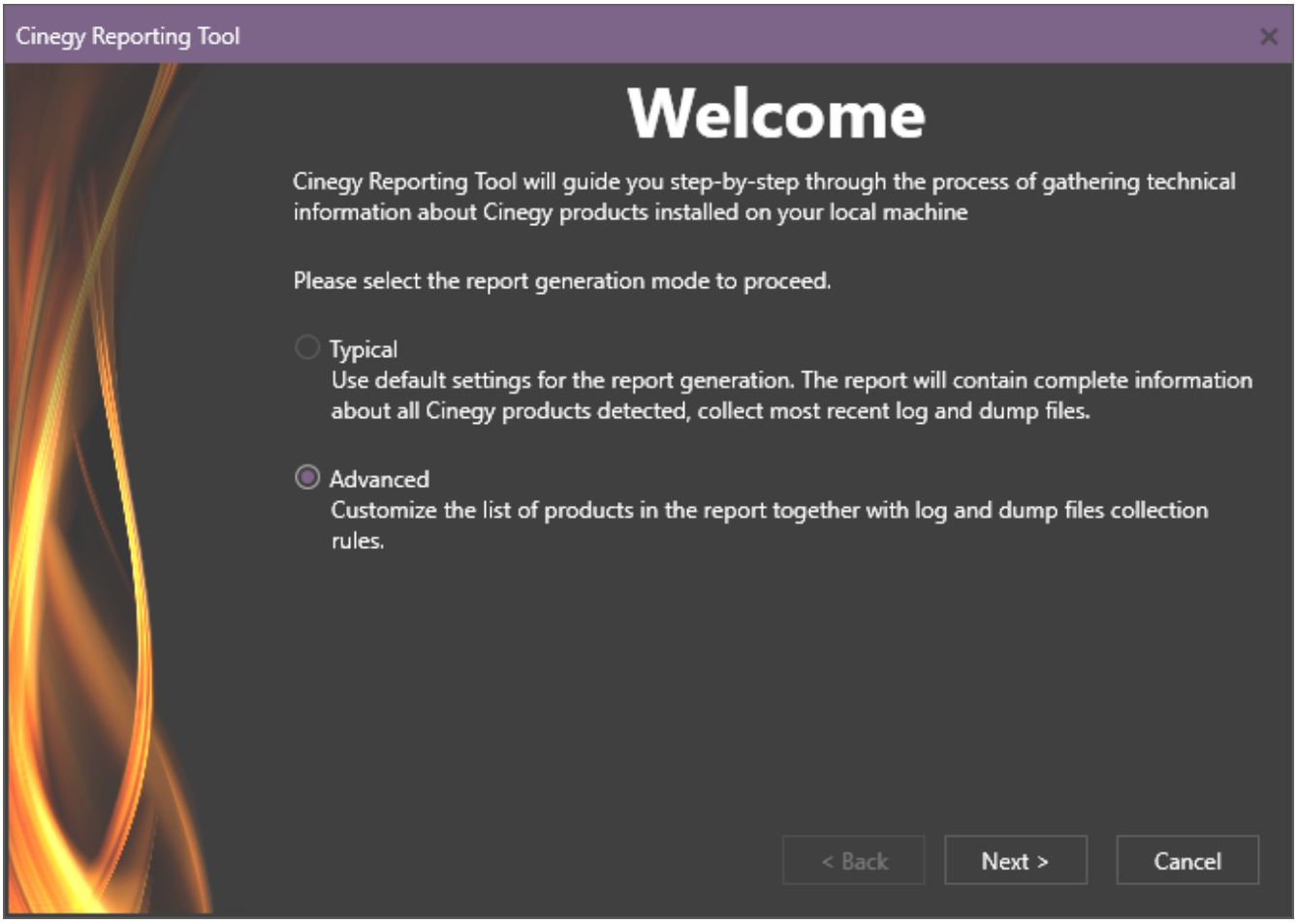


Select the corresponding checkbox to open the generated report in Cinegy Report Viewer.

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

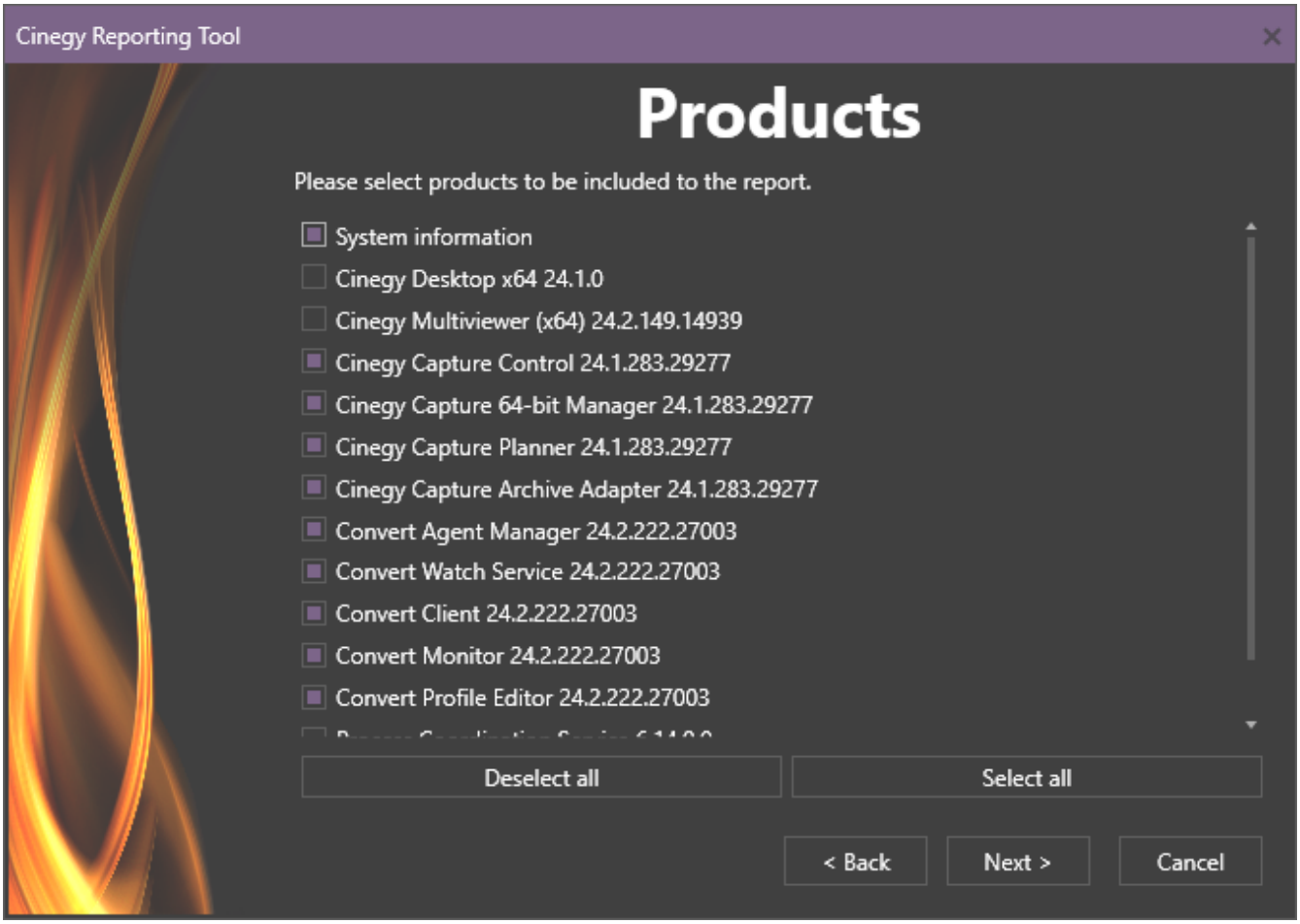
2.2 Advanced Mode

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



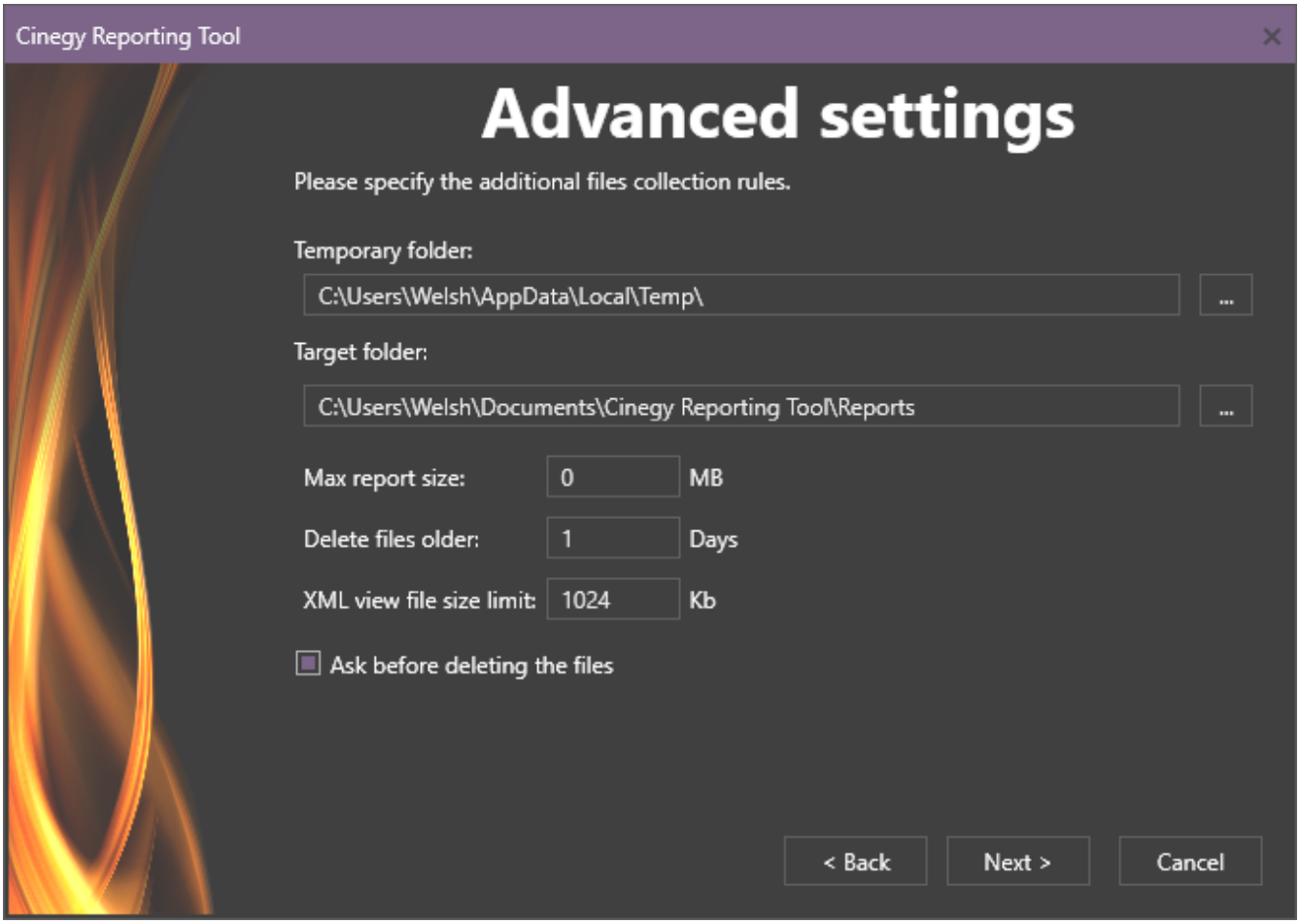
Select the "Advanced" mode and proceed to the next step, fill in the company information just like it is done for the "Typical" report generation mode.

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

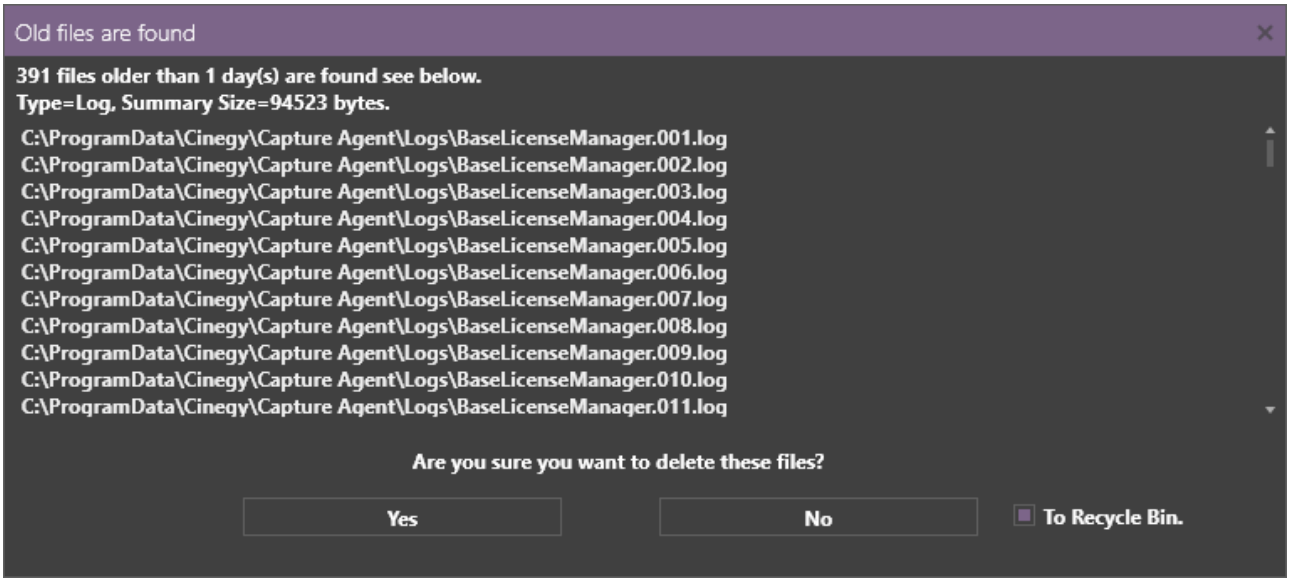


Select the checkboxes next to the desired products and proceed to the next step. To select or deselect all products, use the "Select All" or "Deselect All" buttons correspondingly.

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

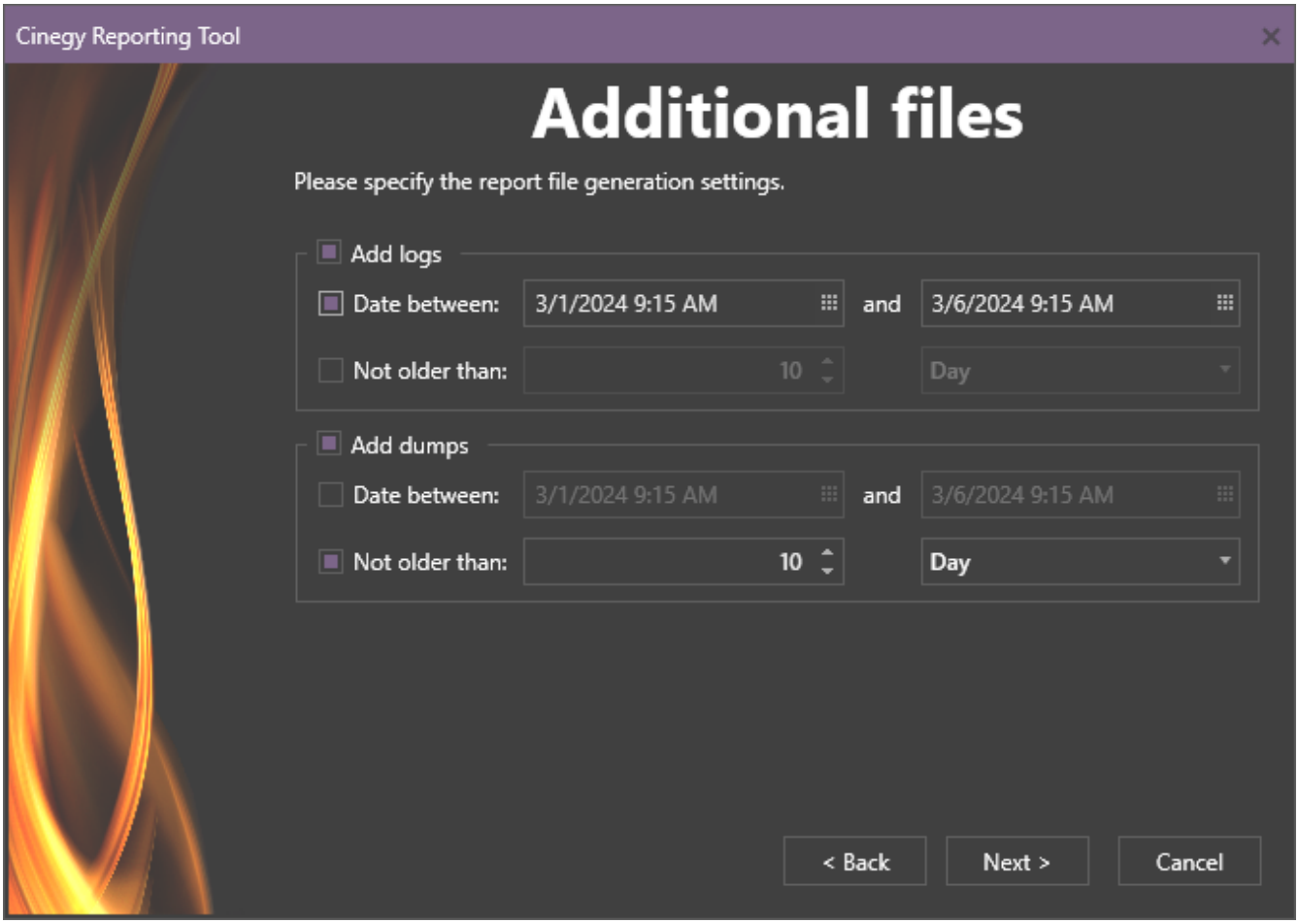


- **Temporary folder** – the folder to be used while the report data is being collected;
- **Target folder** – the folder where the resulting report archive files are placed;
- **Max report size** – the maximum size of the report archive file;
- **Delete files older** – the number of days before the expiry date, after which the old dump, log files will be deleted;
- **XML view file size limit** – the size limit for XML files is 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:



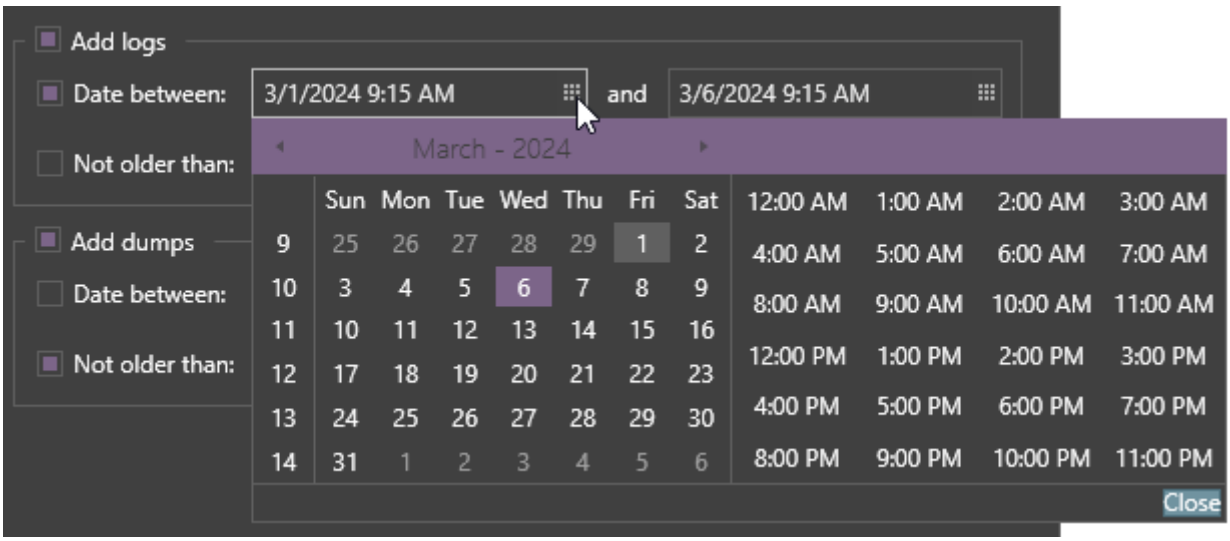
The dialog contains the list of expired files with an option to delete these files or move them to the Recycle Bin.

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

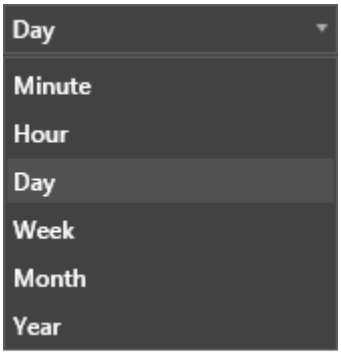
To set the specified date and time, press the ▦ icon on the right side of the date field. The calendar will be opened:



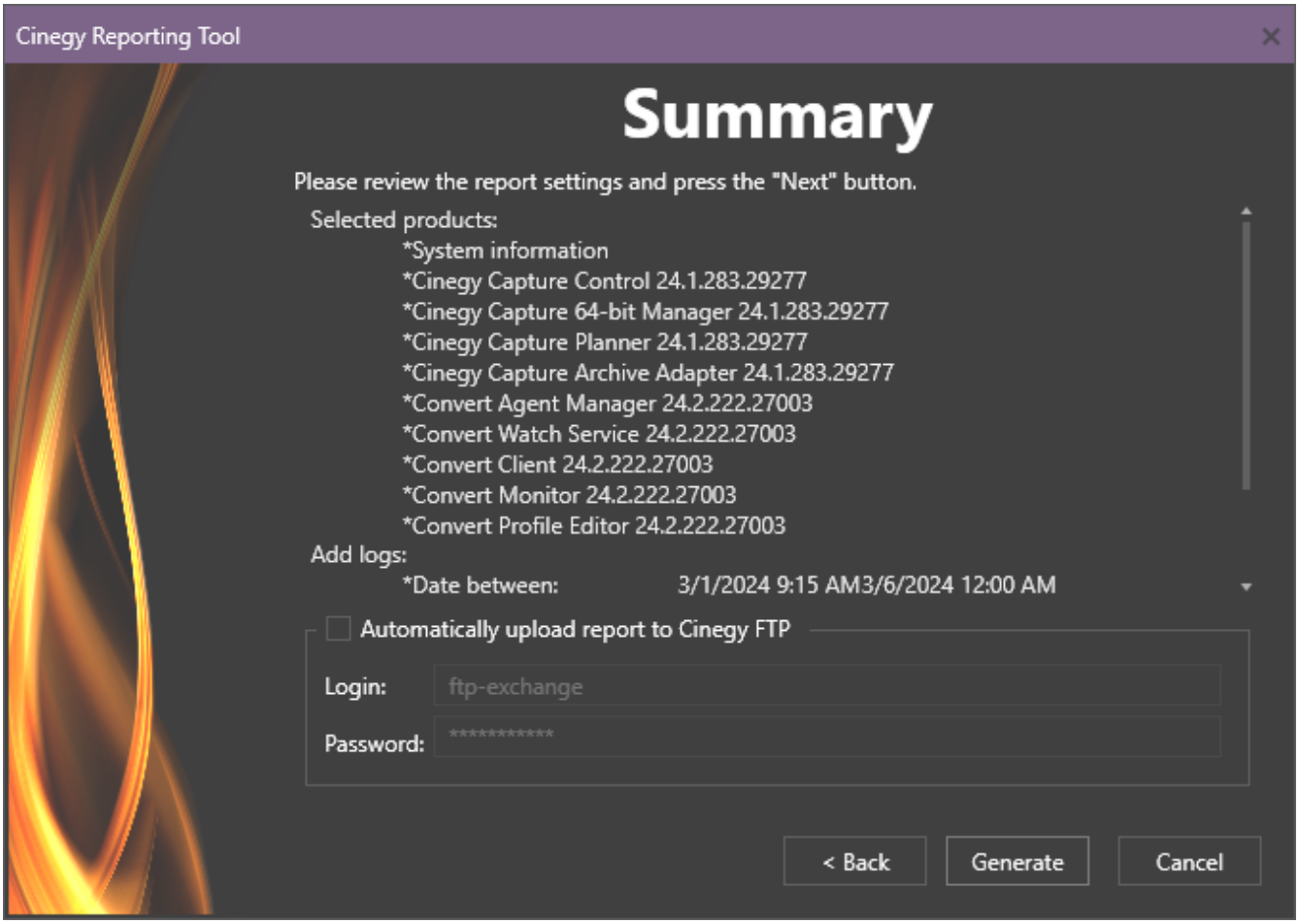
Select the desired date and time or enter them manually in the date fields.

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:

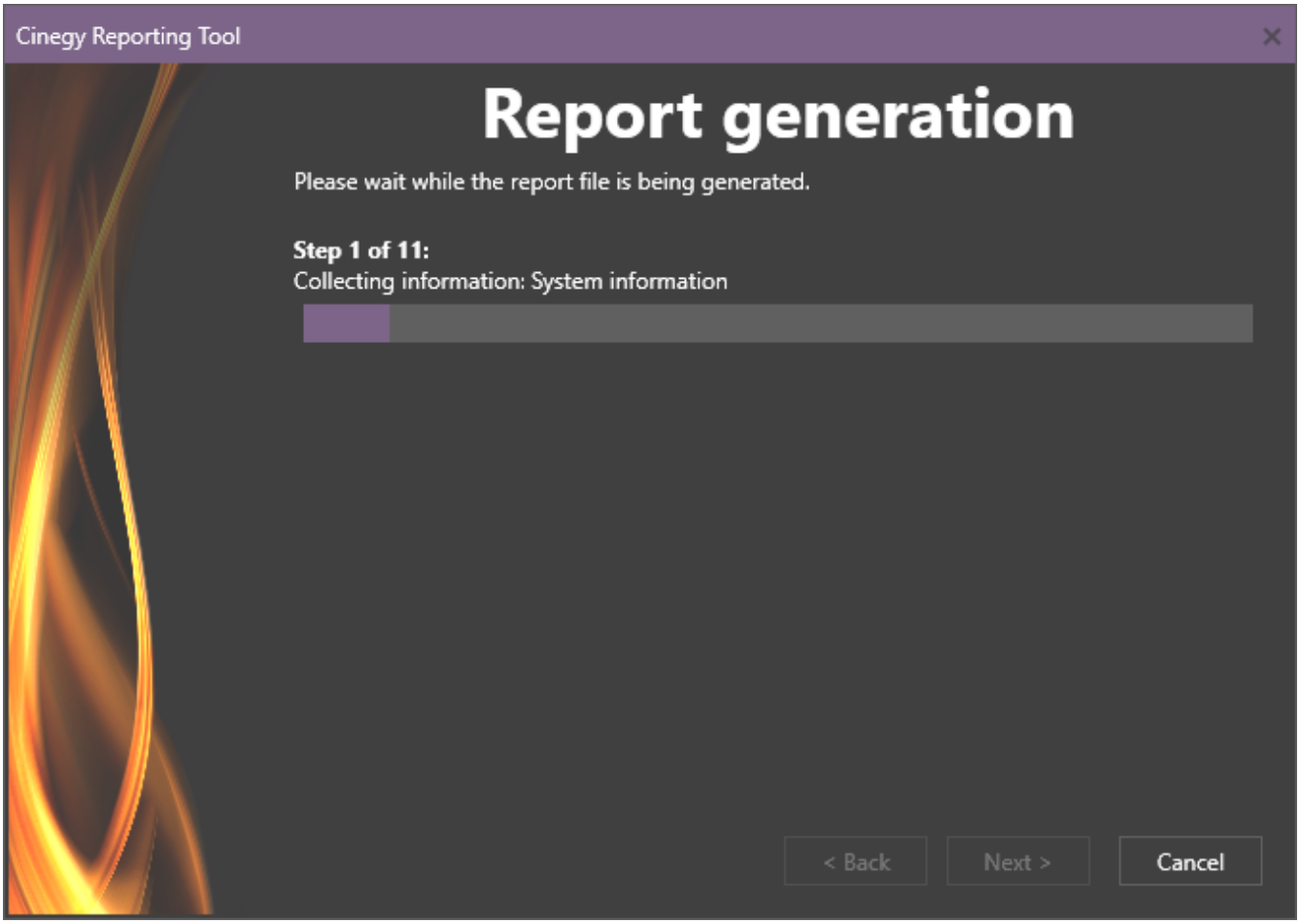


Having specified all the necessary parameters, proceed to the "Summary" window, where the report settings summary is displayed:

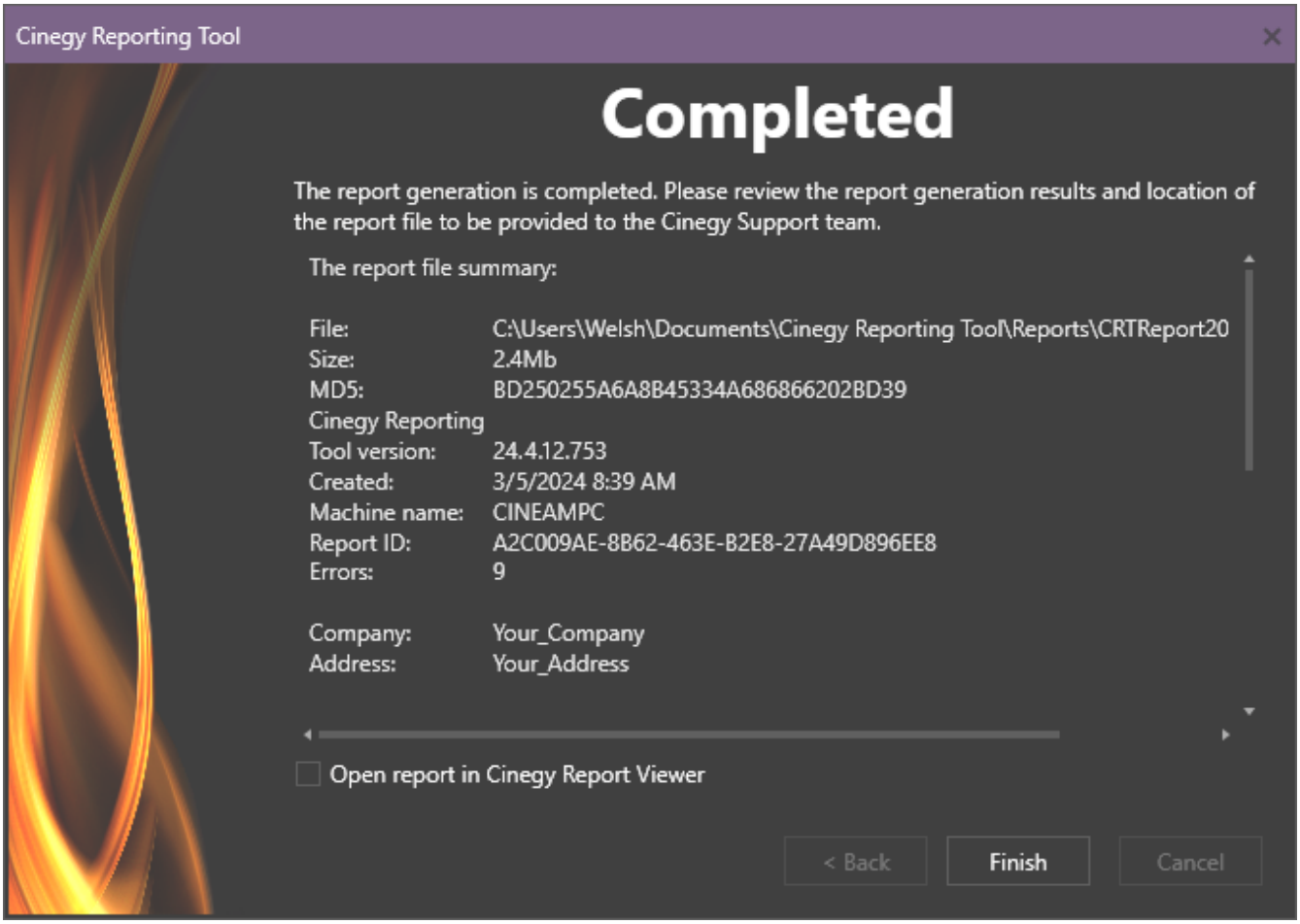


If necessary, select the "Automatically upload report to Cinegy FTP" checkbox and specify Cinegy FTP credentials for automatic uploading of the generated report to the Cinegy FTP service for its analysis by the support team.

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.

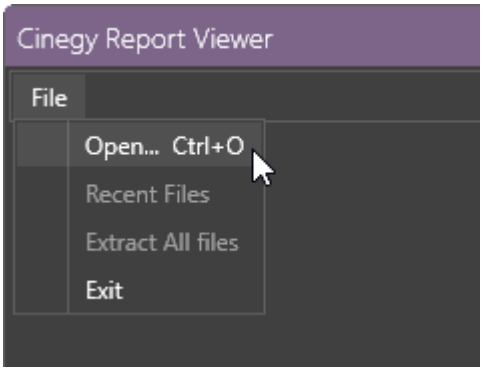
Press the "Finish" button to exit the Cinegy Reporting Tool wizard.

Chapter 3 Cinegy Report Viewer

Cinegy Report Viewer is a tool for viewing reports generated by the 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 the customer side may use it for initial issue investigation.

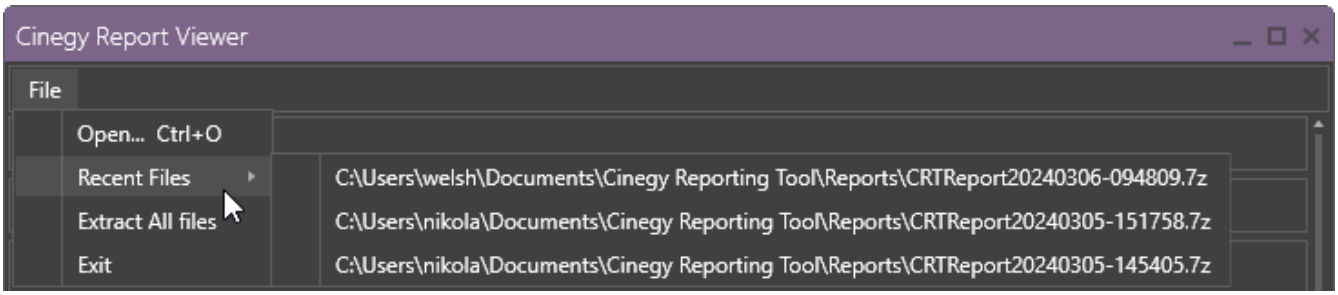
3.1 Opening a Report

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.

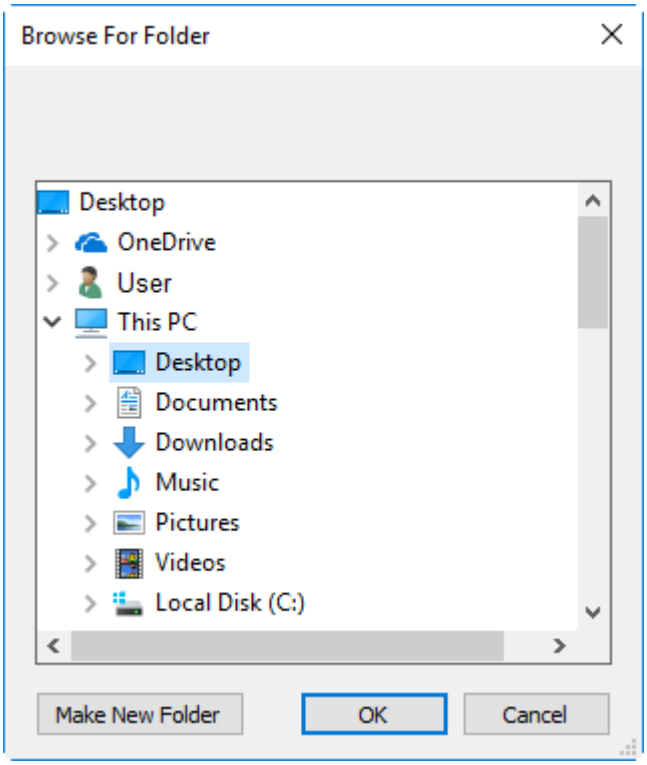


To automatically open the generated report in the Cinegy Reporting Tool, select the "Open report in Cinegy Report Viewer" checkbox at the final step of the Cinegy Reporting Tool. The report will be automatically opened after pressing the "Finish" button and exiting the Cinegy Reporting Tool.

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:



3.2 Interface

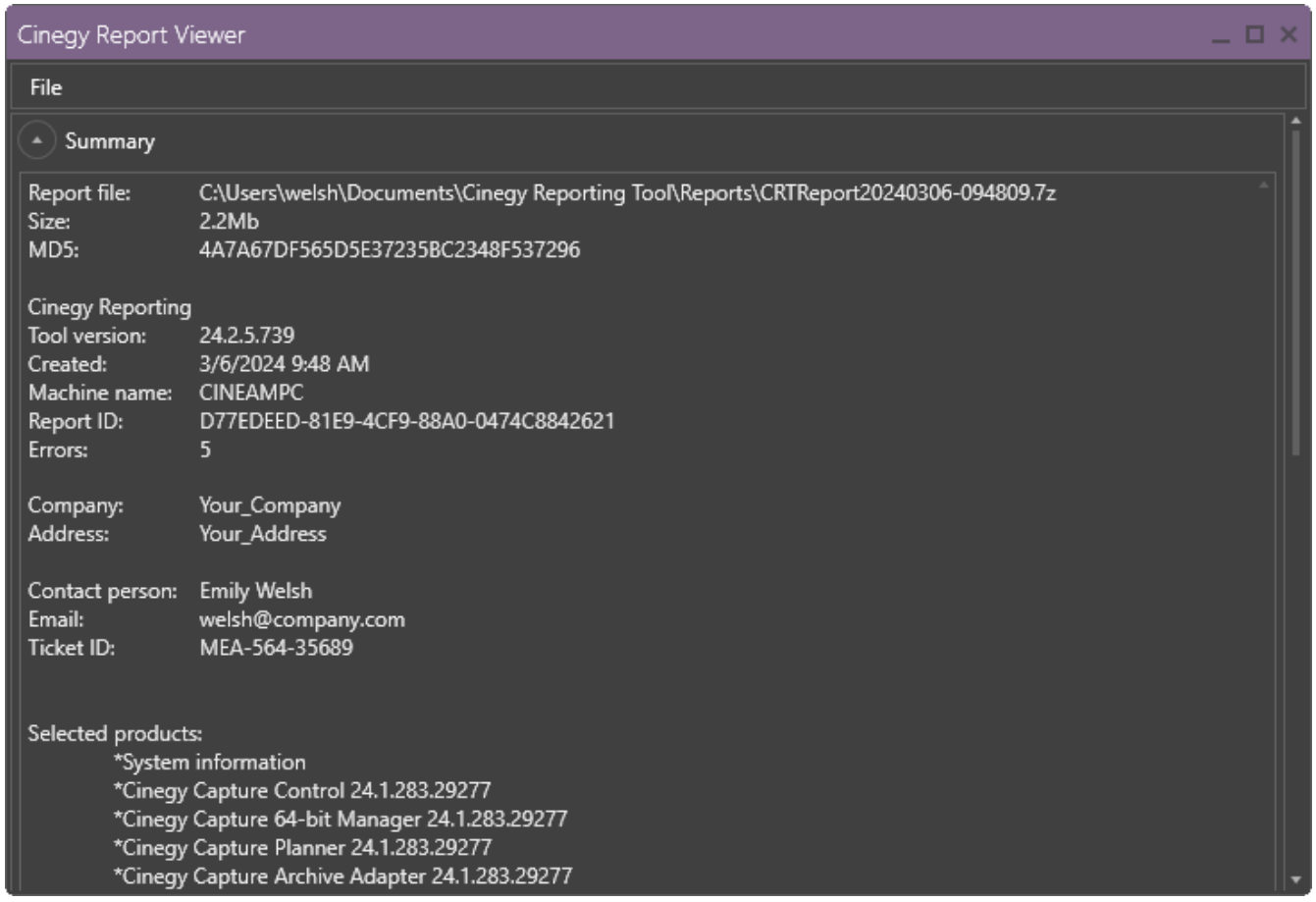
The Cinegy Report Viewer tool contains detailed information about all Cinegy products installed on your machine, divided into corresponding groups:



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

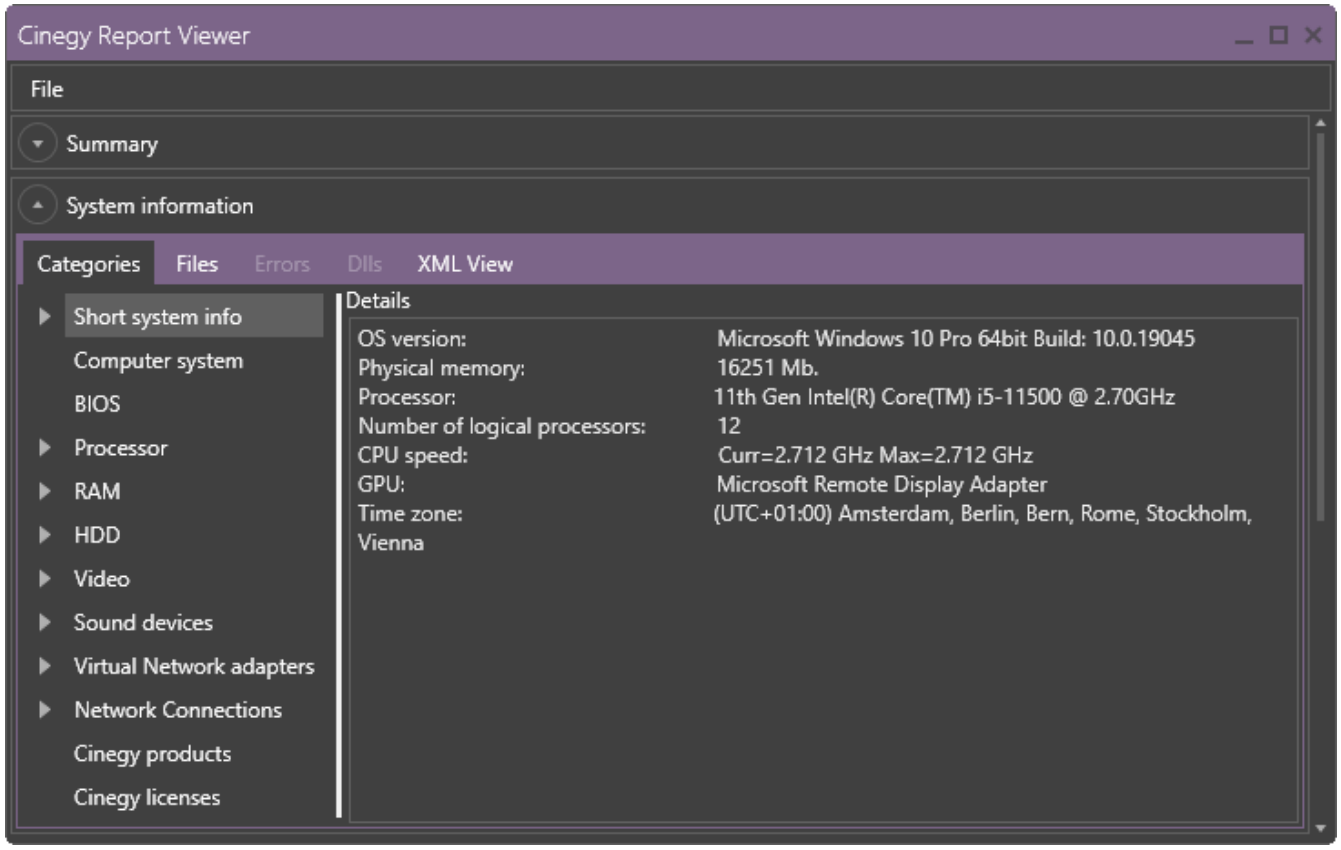
Summary

This section contains the report file summary:



System Information

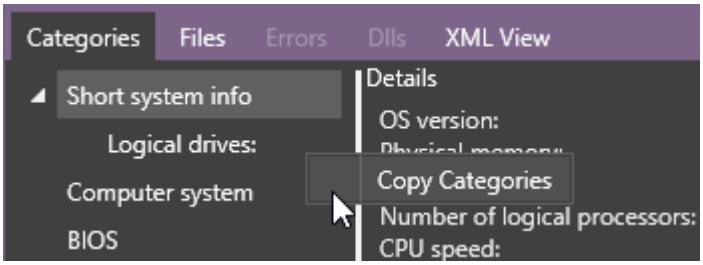
This section contains detailed information about your computer system:



Categories tab

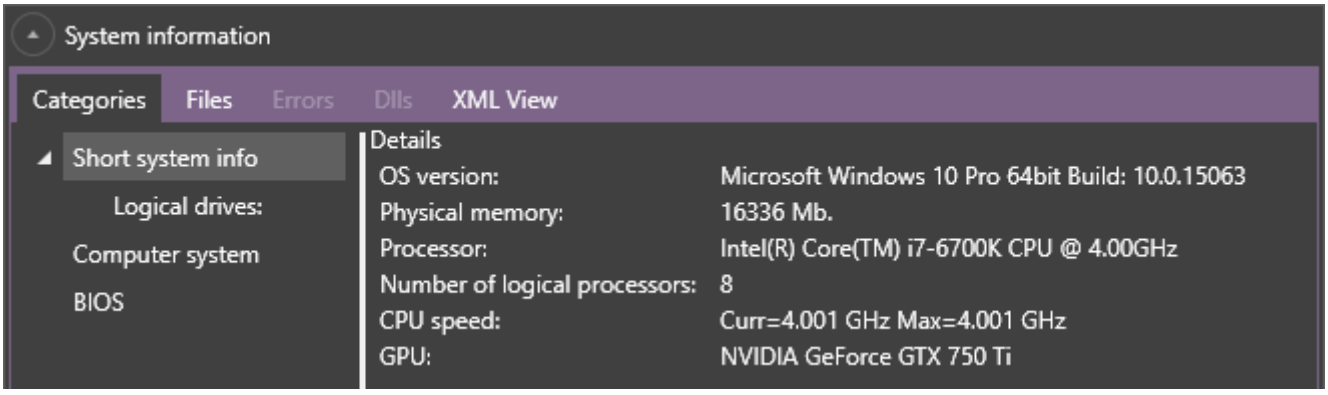
The "Categories" tab contains detailed system information divided into subgroups: Short system info, Processor, RAM, HDD, Sound devices, Network adapters, Cinegy products, and licenses.

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



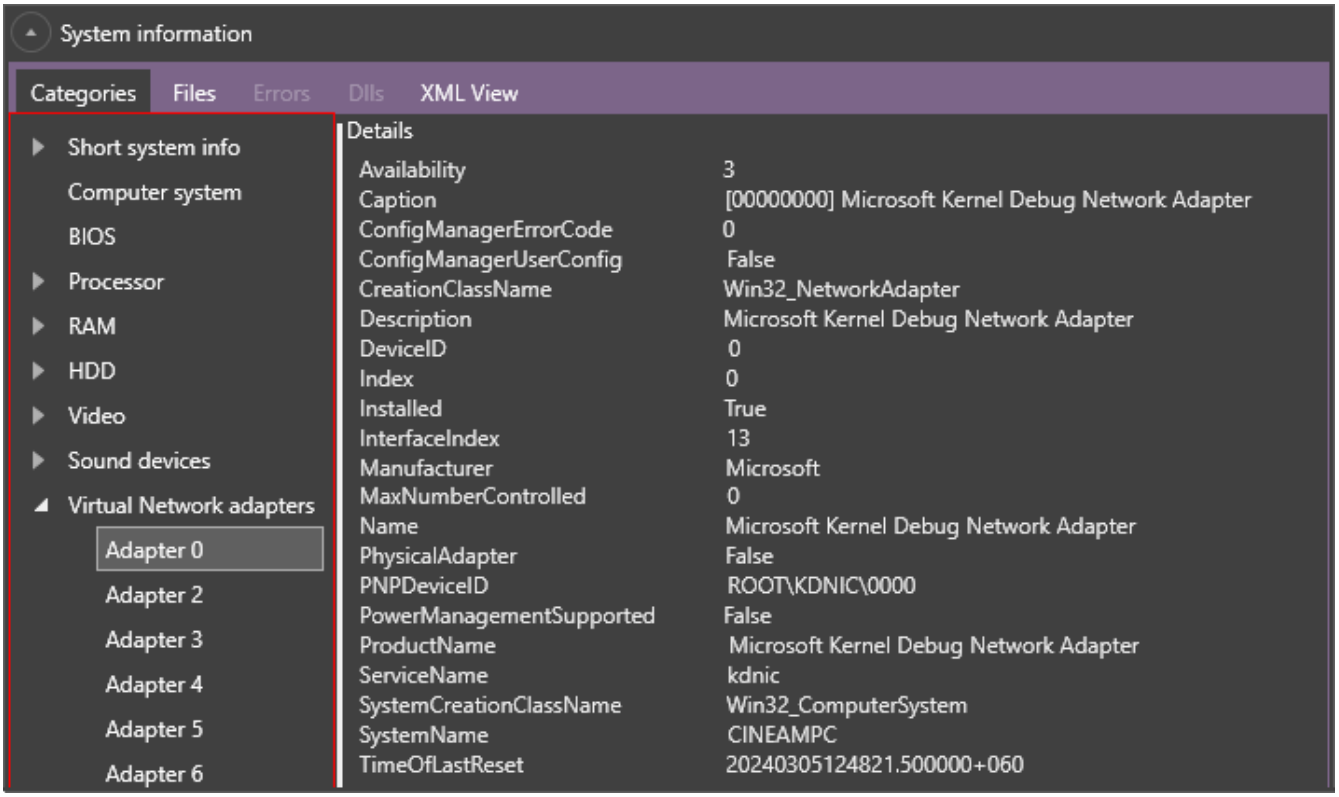
Short system info

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



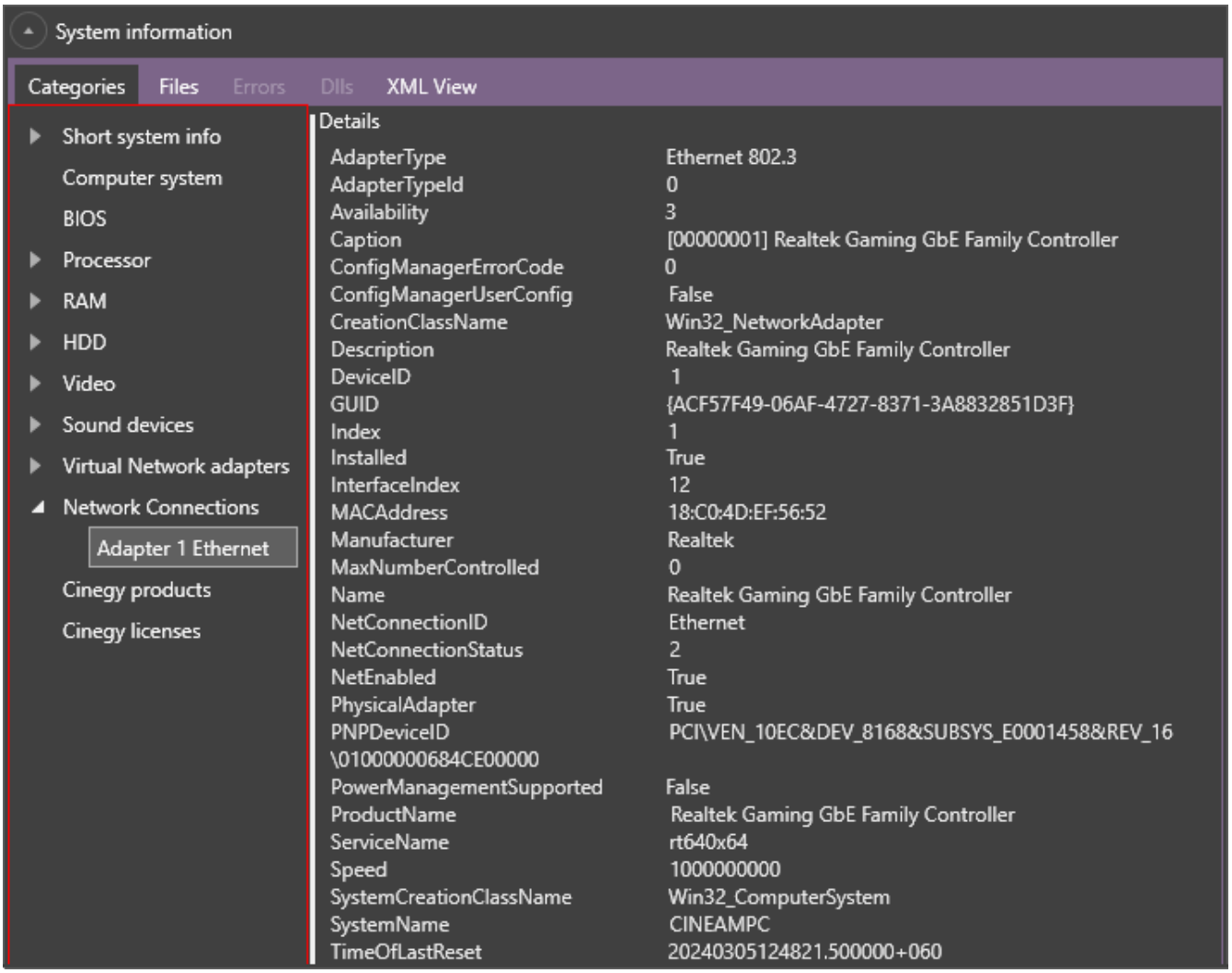
Virtual Network adapters

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



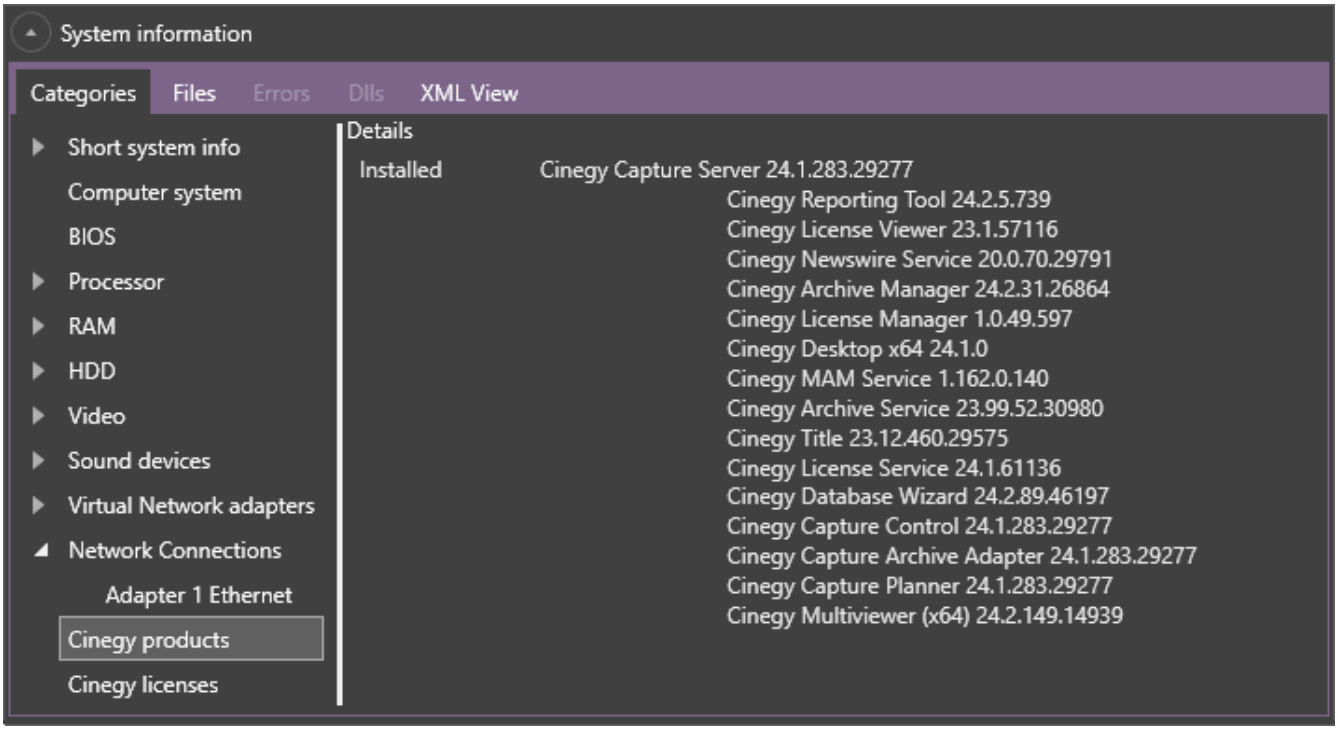
Network connections

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



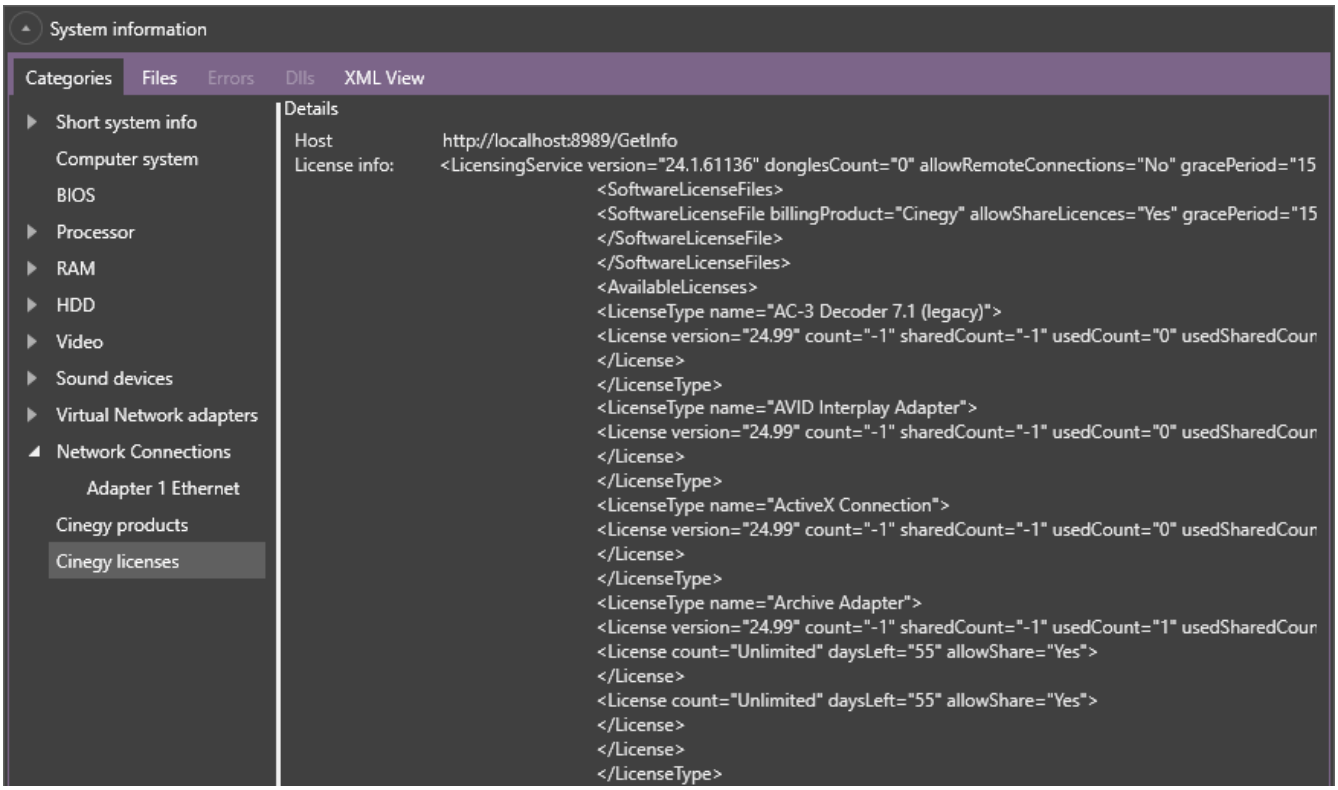
Products

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



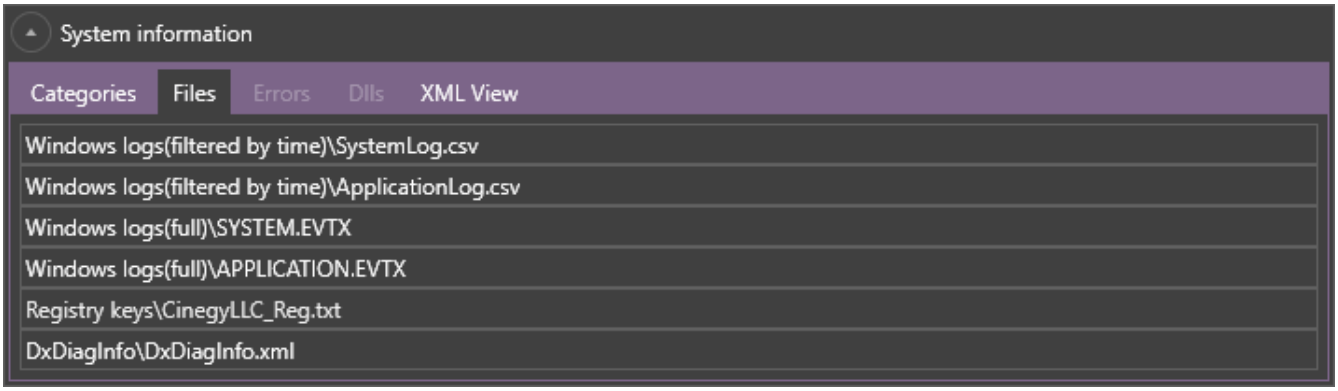
Cinegy licenses

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

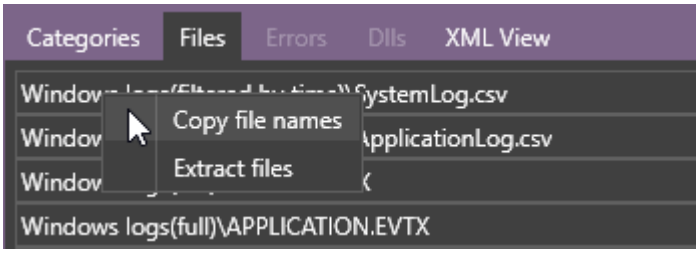


Files

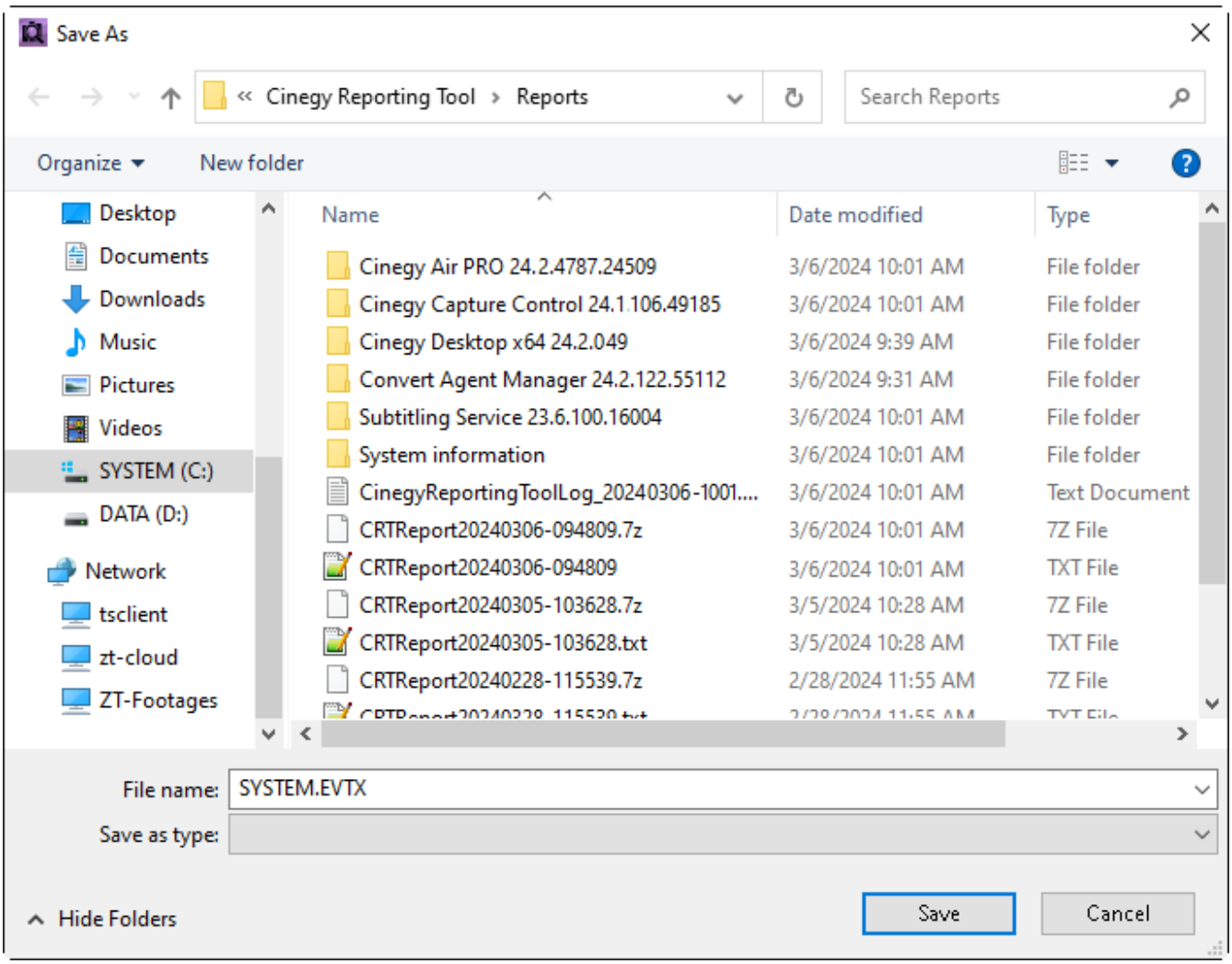
The "Files" tab contains the list of available log and configuration files included in the report, presented in the following formats: *.csv, *.txt, *.xml, and *.EVTX (Windows Event Logs):



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

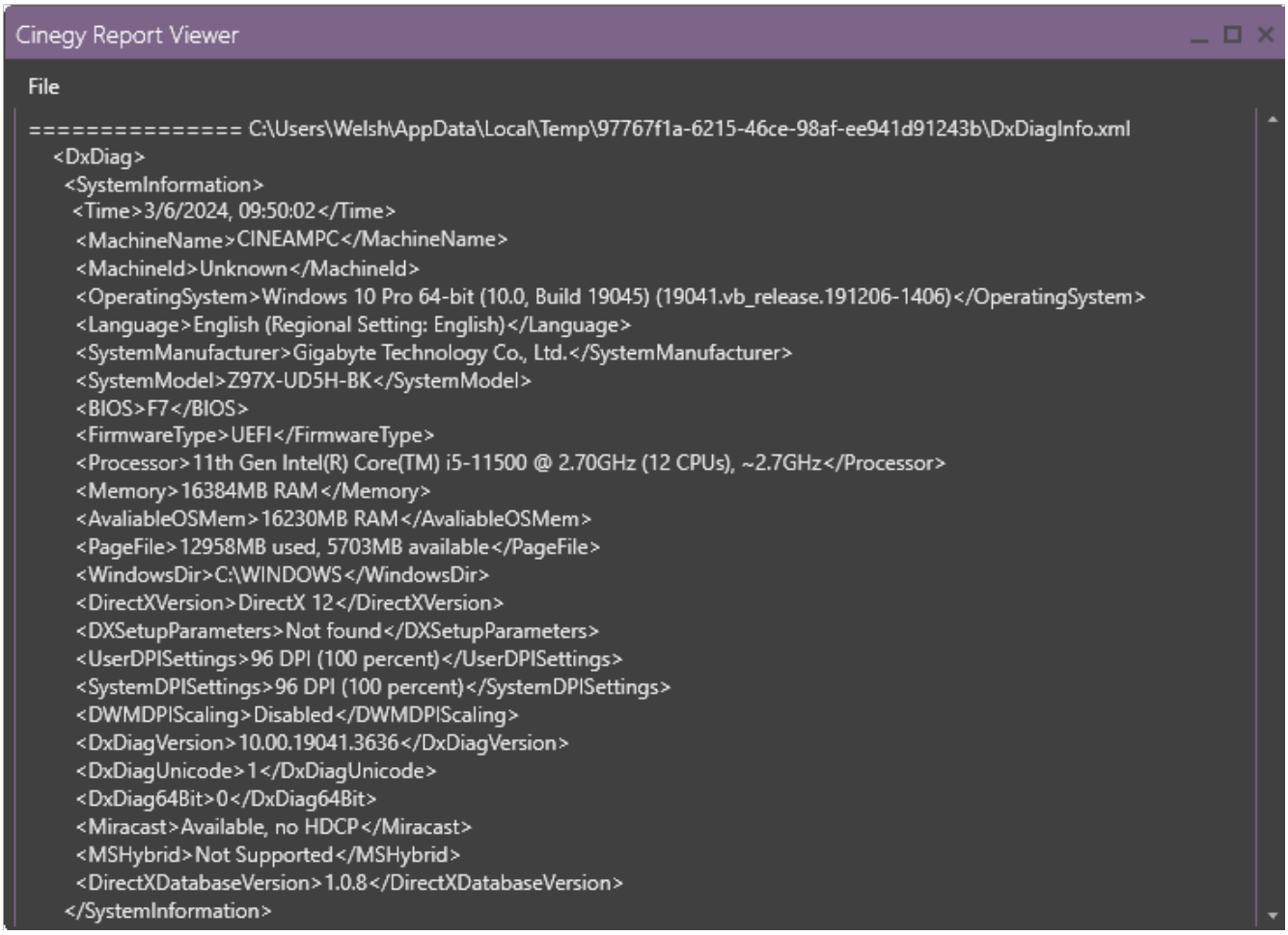


When clicking a file in this tab, a common "Save as" dialog is opened allowing you to save the file in the selected folder:

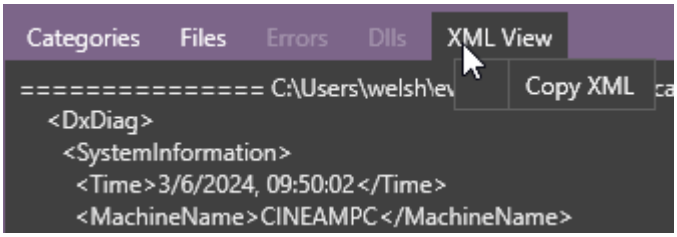


XML View

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



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

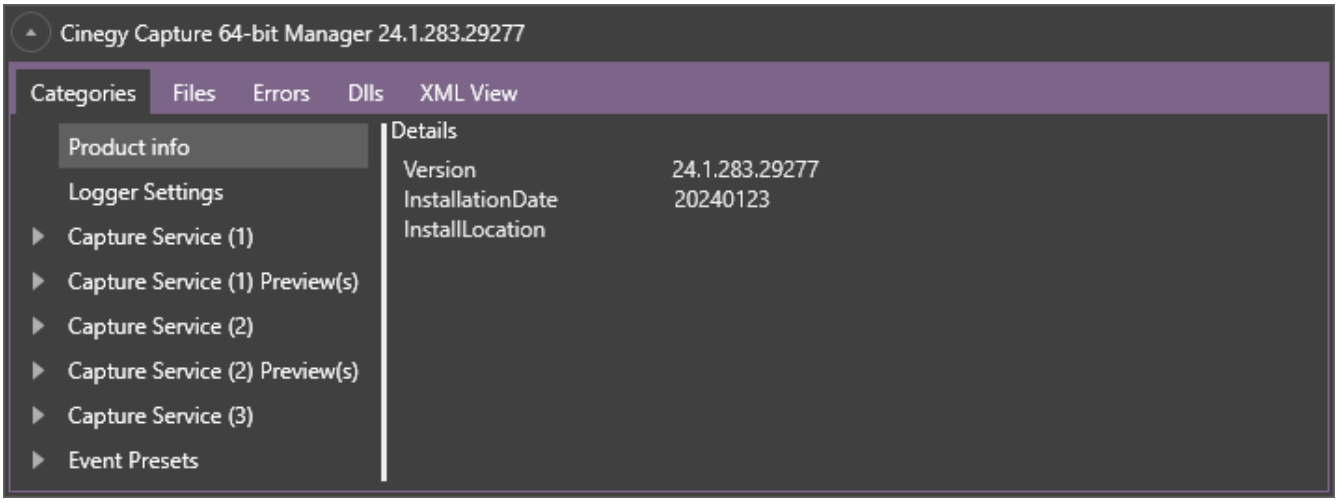


Products Information

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

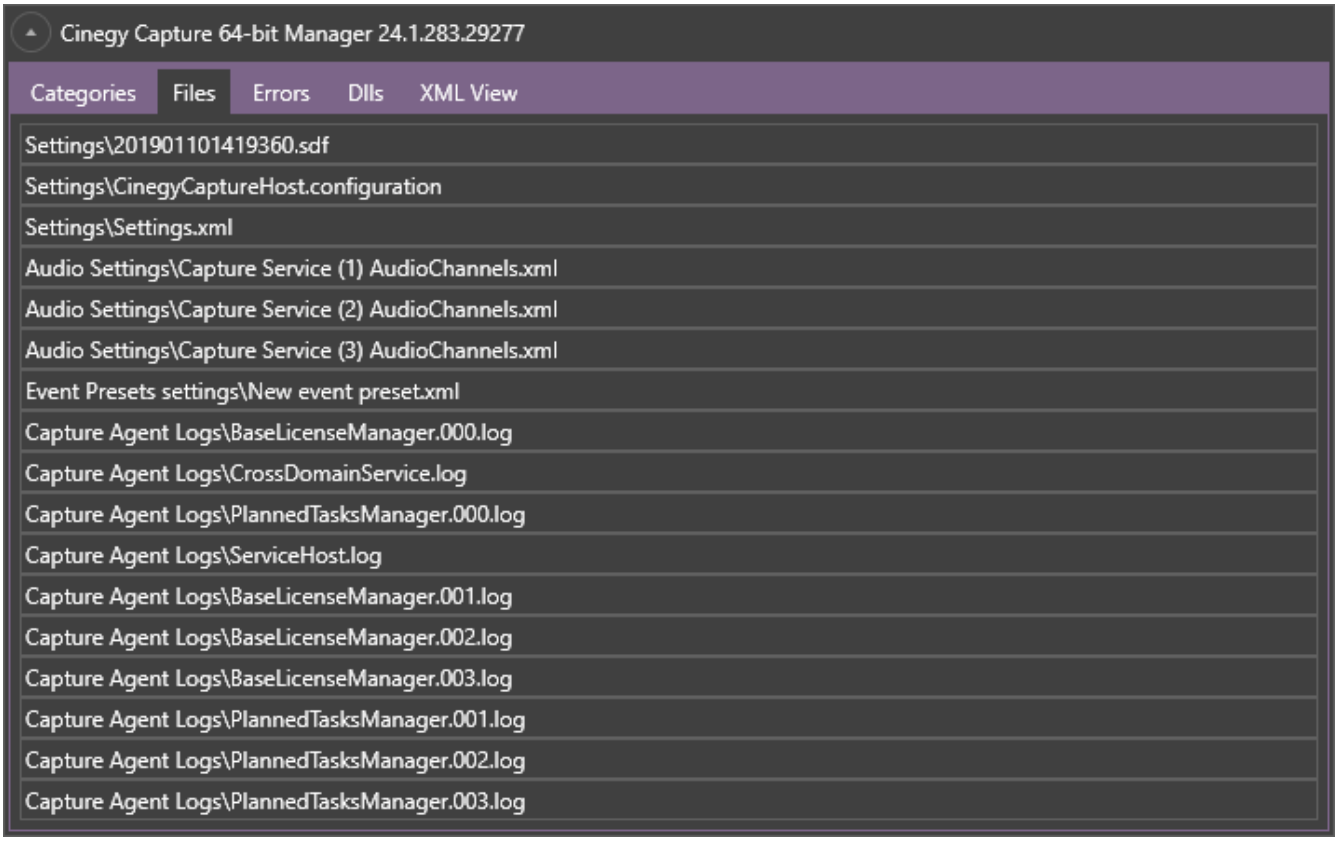
Categories

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



Files

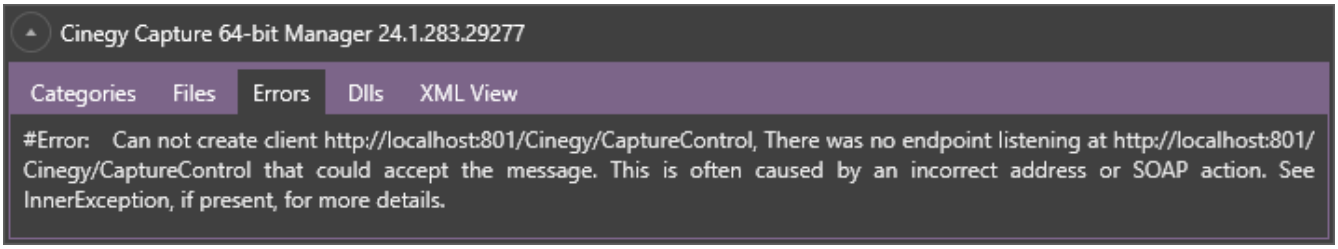
The "Files" tab of the selected product contains settings or configuration files, dumps, and other file types included in the report:



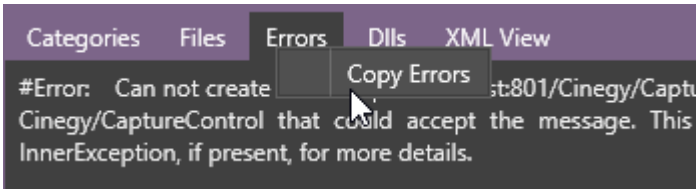
When clicking a file in this tab, a common "Save as" dialog is opened allowing you to save the file in the selected folder.

Errors

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

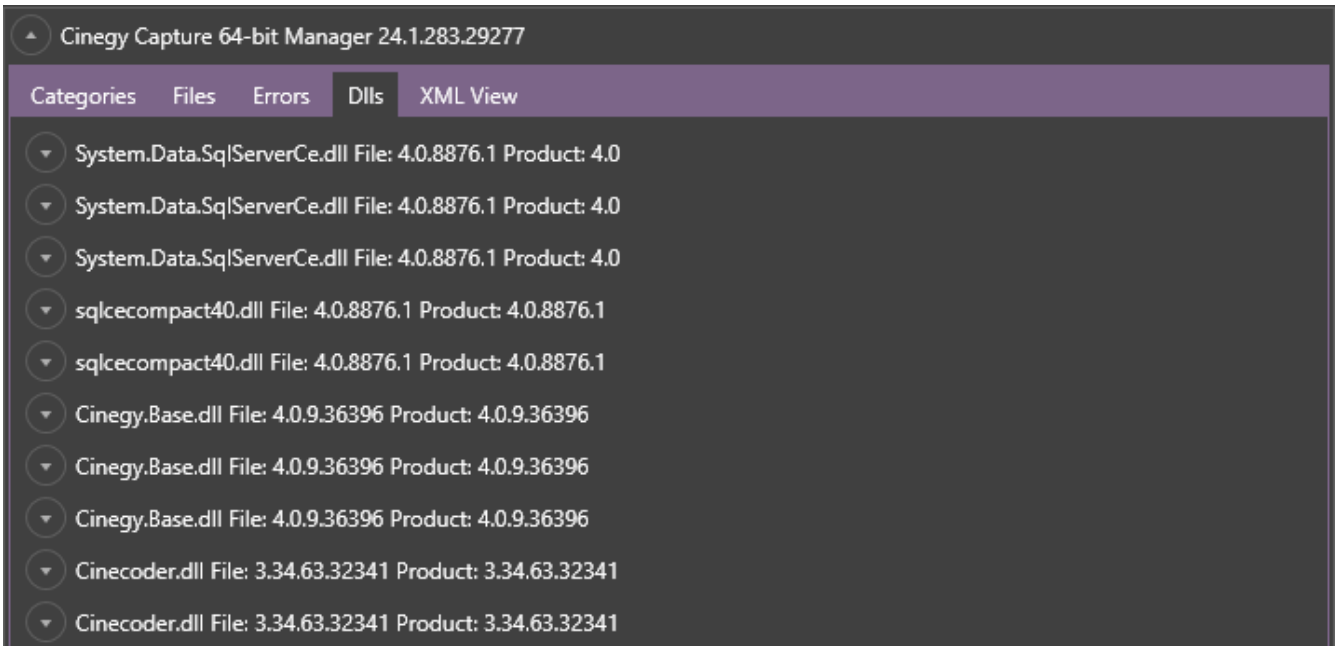


Right-click anywhere in the "Errors" tab and choose the "Copy Errors" command from the context menu to copy the provided errors to the clipboard:

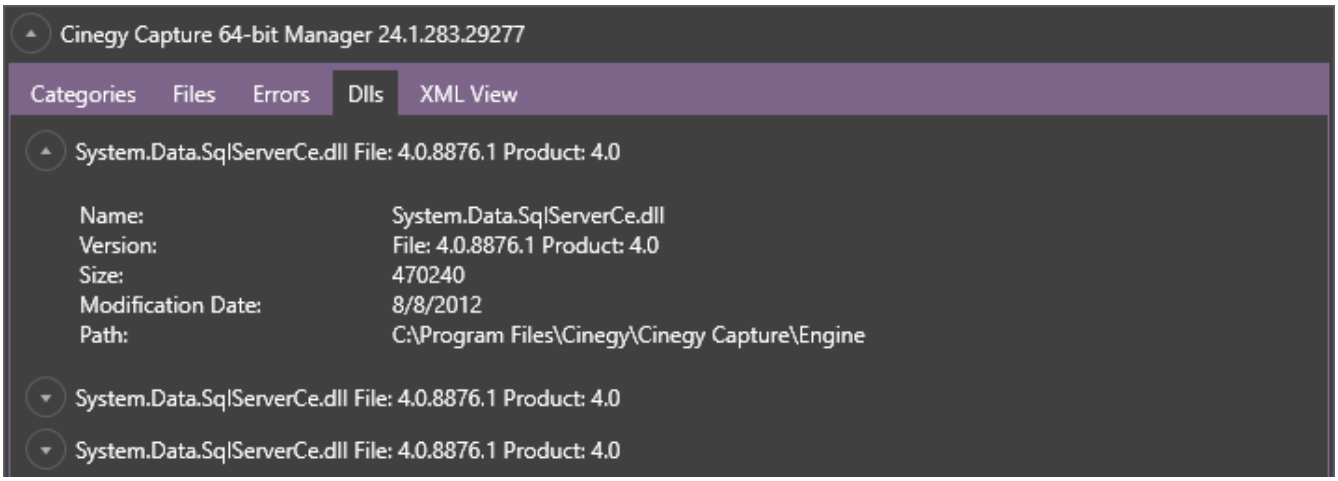


DIls

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

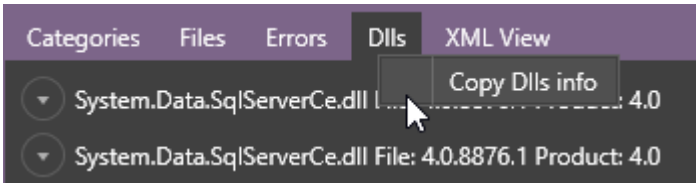


Each assembly/dll item can be expanded to view detailed information:



Right-click anywhere in the "DIls" tab and choose the "Copy DIls info" command from the context menu to copy dlls

information to the clipboard:



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 the archive Database file(s) – internal DB of the program Dumps Logs	Supported (detailed information)/ Partially supported/ Not supported (only version and installation date are 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 device information Virtual network adapters and network connections Details of Cinegy products and licenses
Cinegy EAS Gateway	XML config files Dlls information Logs	Supported
Cinegy Desktop	Dumps Registry files with settings Dlls information CMD\Import Tool Logs	Supported (including settings from Cinegy Desktop Configurator)
Cinegy Playout	XML config files Registry files with settings Dlls information Dumps Logs	Supported
Cinegy Event Manager	Registry files with settings Dlls information Logs	Partially supported
Cinegy Multiviewer	XML config files Layouts Dumps Dlls information Logs	Partially supported
Cinegy Studio PRO	XML config files AudioMatrix files Registry files with settings Dlls information Logs	Not supported
Cinegy Air PRO	XML config files AudioMatrix files Registry files with settings Active Playlist(s) CG templates from the adjusted folder Dumps Dlls information Logs	Supported
Cinegy Image Service	XML config files Dlls information Logs	Partially supported
Cinegy MAM Service	XML config files Dlls information Logs	Partially supported

Cinegy Product	Information Gathered	Settings Visualization (Categories Tab)
Cinegy Capture Control	XML config files Dumps Dlls information Logs	Supported
Cinegy Capture Manager	XML config files Database files Registry files with settings Dumps Dlls information Logs	Supported
Cinegy Capture Planner	XML config files Web Client files Registry files with settings Dumps+ Dlls information Logs	Supported
Cinegy Capture Archive Adapter	XML config files Database files Dlls information Logs	Supported
Cinegy Convert Agent Manager	XML config files Dlls information Logs	Partially supported
Cinegy Convert Watch Service	XML config files Dlls information Logs	Partially supported
Cinegy Convert Client	XML config files Dlls information Logs	Not supported
Cinegy Convert Monitor	XML config files Dlls information Logs	Not supported
Cinegy Convert Profile Editor	XML config files Dlls information Logs	Not supported
Cinegy Process Coordination Service	XML config files Dlls information Logs	Not supported
Cinegy Stream Switcher	XML config files Database files Dlls information Logs	Supported
Cinegy Route Browser	XML config files Dlls information	Not supported
Cinegy Route Control	XML config files Dlls information	Not supported

Cinegy Product	Information Gathered	Settings Visualization (Categories Tab)
Cinegy Route Directory Service	XML config files Database files Dlls information	Partially supported
Cinegy Route Directory Relay Service	XML config files Dlls information	Partially supported
Cinegy Route Manager	XML config files Dlls information	Not supported
Cinegy CG	config files cintitles Dlls information	Not supported
Cinegy Title	XML config files Database files Dlls information Logs	Not supported
Cinegy Subtitling Service	JSON config files Logs	Not supported
Cinegy Prompter	Registry files with settings Dlls information Dumps Logs	Supported
Cinegy Archive Service	Registry file with settings XML config files Dlls information Logs	Supported
Cinegy Archive Transfer	Registry file with settings XML config files Dlls information Logs	Supported
Cinegy Player	Logs	Partially supported
Cinegy Traffic Gateway	XML config files Used Power Shell files Dlls information Logs	Supported



Logs for some Cinegy products are gathered from the default folder and in case the file path was changed, logs would not be gathered.