



How to troubleshoot content schedules

Description

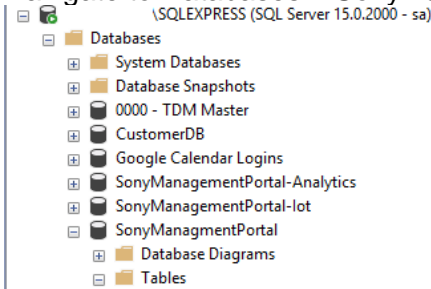
This guide explains how to troubleshoot content schedules for on premise installations.

Requirements

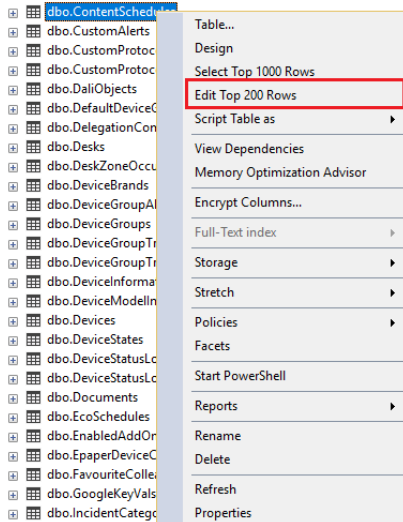
- Manage for TEOS
- Access to the SQL databases

It could be that your content schedules are not showing in the web interface of TEOS, this could be caused by a content schedule with a faulty configuration. To solve this the database entry needs to be adjusted. Please follow the steps in order to resolve this issue.

1. Open the SQL Management Studio (SSMS) and login with a sysadmin user like 'sa'.
2. Navigate to Databases > SonyManagementPortal > Tables.



3. Right click the table 'dbo.ContentSchedules' and select the option 'Edit Top 200 Rows'.



4. In the window on the right side you will find the created content schedules. Verify if there is a content schedule which has a recurrence set to 'True' with a recurrence rule set to 'NULL'.

Id	Name	Recurrence	Start	Stop	DeviceGroupId	ContentSched...	TdmPresentati...	MediaFileId	Url	RecurrenceRule	DeviceId	Tdm5ContentId	Tdm5ContentT...
32	TEOS Test	True	2024-10-22 14:0...	2024-10-22 18:0...	NULL	1	NULL	NULL	NULL	NULL	505	3cfc57ab-85b6-...	2

5. If this is the case, adjust the value for 'Recurrence' to 'False'.

Id	Name	Recurrence	Start	Stop	DeviceGroupId	ContentSched...	TdmPresentati...	MediaFileId	Url	RecurrenceRule	DeviceId	Tdm5ContentId	Tdm5ContentT...
32	TEOS Test	False	2024-10-22 14:0...	2024-10-22 18:0...	NULL	1	NULL	NULL	NULL	NULL	505	3cfc57ab-85b6-...	2

6. Now reload the page to verify if the content schedules are showing again. If they are not showing please double check for any other content schedules with the same issue.

The issue has been solved in case the content schedules are showing up again.

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