

# Troubleshooting U159


Error: bad state of transport stream (TS)

# Possible issues / errors



Sometimes U159 reports bad state of a transport stream:

Active Alarm Table			
Time	Component	Severity	Message
2021-12-01 10:09:40+01:00	Redundancy.GroupStateError	error	TS-Mux: TS 65 Redundancy: Unnamed Redundancy 1, active Group: Unnamed Group 1 state is BAD

System Log 		Show: <input checked="" type="checkbox"/> EMERGENCY <input checked="" type="checkbox"/> ALERT <input checked="" type="checkbox"/> CRITICAL <input checked="" type="checkbox"/> ERROR <input checked="" type="checkbox"/> WARNING <input checked="" type="checkbox"/> NOTICE <input checked="" type="checkbox"/> INFORMATIONAL <input checked="" type="checkbox"/> DEBUG	
3:	2021-12-01 10:15:40+01:00	INFORMATIONAL	current user level: 15
2:	2021-12-01 10:15:03+01:00	ERROR	TS-Mux: TS 67 Redundancy: Unnamed Redundancy 1, active Group: Unnamed Group 1 state is BAD
1:	2021-12-01 10:15:00+01:00	INFORMATIONAL	current user level: 15

# Step 1: Follow up the error



Active Alarm Table			
Time	Component	Severity	Message
2021-12-01 10:09:40+01:00	Redundancy.GroupStateError	error	TS-Mux: TS 65 Redundancy: Unnamed Redundancy 1 active Group: Unnamed Group 1 state is BAD

## ASTRO EdgeQAM U159

### TS Multiplexer Settings

Time: 2021-12-01 10:21:17+01:00, Up: 1d 18h 10m 39s, SW: 6920, HW: 1  
Name: U159.1, Location: Hettstedt, Contact: ASTRO Support

admin is logged in  
(timeout in > 9 minutes)

Status

IP Interfaces

Network

IP RX Channels

**TS Multiplexer**

RF Settings

RF Channels

TS Processing

BAT

Monitoring

User Settings

Mux navigation: previous / [next](#)

Alias "TS 65"

Switch Time: 1, Switch Back Time: 60, auto redundancy active

Redundancy "Unnamed Redundancy 1"

**Status**

Health: OK HOT

Active: true

**Failed services: 1**

**Services below threshold: 1**

Services CC Errors: 0

Services Scramble Errors: 0

Services Video Missing: 0

Services Audio Missing: 0

Group "Unnamed Group 2", Priority 1

Select sort option... ▼

Actual Mux Output

- "RF 314.00 MHz" [3/133]
- Beate Uhse HD, SID 133 (H)
- Sky Documentaries HD, SID
- Sky Sport F1 HD, SID 17 (H)
- BDL VoD, SID 200 (user defin
- Sky Sport 8 HD, SID 318 (H)
- Eurosport360HD 6, SID 320
- Sky Sport Austria 5 HD, SID

- Failed service: service is declared in SDT, but not present
- Services below threshold: real bitrate smaller than configured one

## Step 2: Localize the error



- Go to menu “IP-RX”
- push [i] button for details of incoming stream

IP RX Settings - (4 Channels)												
No.	State	Address	Port	FEC	VLAN	Data Port	Source Address	TS-ID	ON-ID	TS-Info	Alias	Action
1.	hot	232.1.1.65	10000	<input type="checkbox"/>	0	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	0.0.0.0	3	133		Beate Uhse HD <input type="checkbox"/> manual	
2.	hot	232.1.1.67	10000	<input type="checkbox"/>	0	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	0.0.0.0	2	133		Sky Cinema Family HD <input type="checkbox"/> manual	
3.	hot	232.2.1.65	10000	<input type="checkbox"/>	0	<input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	0.0.0.0	3	133		Beate Uhse HD <input type="checkbox"/> manual	
4.	hot	232.2.1.67	10000	<input type="checkbox"/>	0	<input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D	0.0.0.0	2	133		Sky Cinema Family HD <input type="checkbox"/> manual	

## Step 2: Localize the error



Transport Stream [3]

- Details
- Services [17]
  - 8 - Sky Cinema Fun [2845.51 kbit/s]
  - 9 - Sky Cinema Action [3637.80 kbit/s]
  - 16 - Sky Documentaries HD [15562.37 kbit/s]
  - 17 - Sky Sport F1 HD [15116.54 kbit/s]
  - 28 - Boomerang [4506.63 kbit/s]
  - 133 - Beate Uhse HD [917.17 kbit/s]**
    - ID: 133
    - PMT: 103
    - PCR: 2047
    - PIDs: 2047 2051
    - Provider: SKY
    - Name: Beate Uhse HD
    - pmt\_status: TABLE\_PRESENT
    - running\_state: running
    - ca\_mode: controlled by CA system
    - Bitrate: 917.17 kbit/s**
    - CC state: false
    - CA state: true
  - 200 - BDL VoD [12.09 kbit/s]
  - 312 - Sky Sport Bundesliga 7 [0.00 kbit/s]
  - 313 - Sky Sport 8 [0.00 kbit/s]
  - 317 - Sky Sport Bundesliga 7 HD [0.00 kbit/s]

Service type: HD-TV.

Per default the threshold for HD-TV is 2000 kbit/s.

Here HD-TV is running with 917 kbit/s → Error!

- 16 - Sky Documentaries HD [15650.60 kbit/s]
- 17 - Sky Sport F1 HD [13208.21 kbit/s]
- 28 - Boomerang [4574.99 kbit/s]
- 133 - Beate Uhse HD [921.68 kbit/s]
- 200 - BDL VoD [12.85 kbit/s]
- 312 - Sky Sport Bundesliga 7 [0.00 kbit/s]
- 313 - Sky Sport 8 [0.00 kbit/s]
- 317 - Sky Sport Bundesliga 7 HD [0.00 kbit/s]
- 318 - Sky Sport 8 HD [0.00 kbit/s]
- 320 - Eurosport360HD 6 [0.00 kbit/s]
- 326 - Sky Sport Austria 5 HD [0.00 kbit/s]
- 327 - Sky Sport Bundesliga 8 HD [0.00 kbit/s]
- 328 - Sky Sport 9 HD [0.00 kbit/s]
- 330 - Eurosport360HD 7 [0.00 kbit/s]
- 4024 - Pace DS 830 NP [0.00 kbit/s]**
  - ID: 4024
  - PIDs:
  - Provider: SKY
  - Name: Pace DS 830 NP
  - pmt\_status: undefined
  - running\_state: running**
  - ca\_mode: not scrambled
  - Bitrate: 0.00 kbit/s**
  - CC state: false
  - CA state: false

PIDs [63]

Service type: data-broadcast.

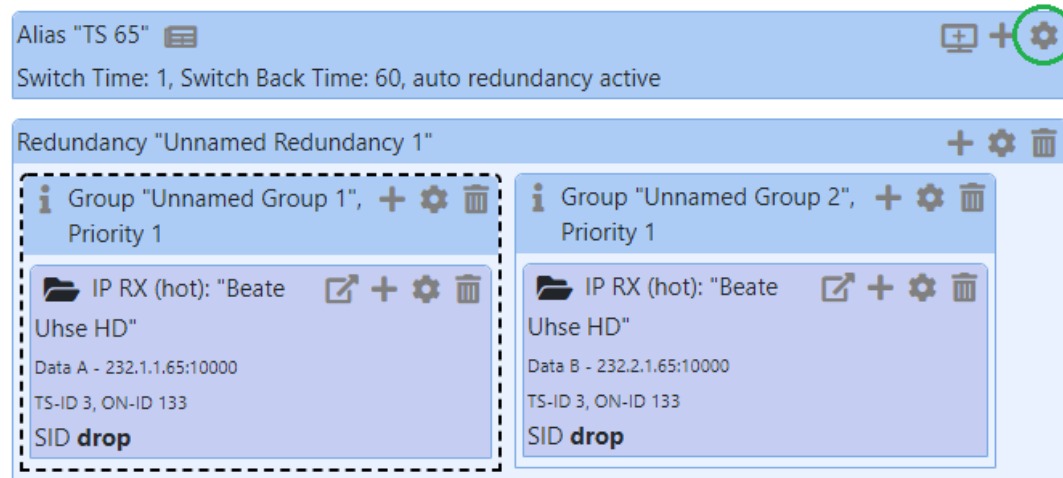
Per default the threshold for HD-TV is 5 kbit/s.

Here service is running but 0 bitrate → Error!

## Step 3: Error handling



- Go to menu “TS-MUX”
- Select the needed TS-MUX
- push [gear] button for details of mux



## Step 3: Error handling



### Default parameters:

Edit settings of output	
Setting	Value
Alias:	TS 65
Auto Redundancy:	<input checked="" type="checkbox"/>
Switch time:	1
Switch back time:	60
Service switch time:	10
Service switch back time:	60
Minimum datarate for HDTV services (kbit/s):	2000
Minimum datarate for SDTV services (kbit/s):	750
Minimum datarate for radio services (kbit/s):	32
Minimum datarate for other services (kbit/s):	5
TS-ID out:	
ON-ID out:	

### Customized parameters:

Edit settings of output	
Setting	Value
Alias:	TS 65
Auto Redundancy:	<input checked="" type="checkbox"/>
Switch time:	1
Switch back time:	60
Service switch time:	10
Service switch back time:	60
Minimum datarate for HDTV services (kbit/s):	750
Minimum datarate for SDTV services (kbit/s):	250
Minimum datarate for radio services (kbit/s):	32
Minimum datarate for other services (kbit/s):	0
TS-ID out:	
ON-ID out:	