



HD Radio Importer FAQ

STS-05-0002

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Q: What version of Windows is supported?

A: BE provided HD Radio Importer:

Windows XP and Later, including Server OS 2003, 2008 and 2012.

A: Importer v4.3.1 – Windows XP SP3 ONLY

A: Importer v4.4.7 – Windows XP SP3 and Windows 7 32-bit

A: Importer v.5.1.2 – Windows 7 and higher

Q: If I upgrade Importer to v4.3.1 or v4.4.7 do I have to upgrade my other HD equipment?

A: Yes, all HD equipment must be upgraded to version 4 in this order.

1. Exporter v4.3.2p1
2. Exciter v2.00.41
3. Engine card v4.0.0
4. Importer v4.3.1, or v4.4.7, or v5.1.2

Q: What is the minimum version of TRE that I need to be running?

A: TRE version 2.9 build 18

Q: Who do I contact to get a new iBiquity license?

A: See document: [New importer key instructions_Customer-BE.pdf](#)

Q: How do I obtain a Request Key?

A: Open the License Manager, Start | All Programs | iBiquity Digital | Importer | LicenseMgr, and click Get Request Key button.

Q: Where do I find when my license will expire?

A: Open the License Manager, Start | All Programs | iBiquity Digital | Importer | LicenseMgr, and it will indicate the date of expiration

A: Open the WebAdmin and choose Client Configuration tab.

Q: What will happen if I use both NIC's on my Importer?

A: This will break the iBiquity license and will cause the iBiquity applications not to run.

Q: How should my Network card be configured?

A: Both network cards should be enabled and only one actively used. If the second card is plugged in or disabled iBiquity license will no longer be valid.

A: Assign the active network card a static IP Address.

Q: How do I recover from a reboot for v4.3.1?

A: Launch and Run the Importer Control Panel then launch your HD capture clients (make sure it is connected to a sound card channel) and choose send.

Q: How do I recover from a reboot for v4.4.7?

A: Set Control Panel to auto start and place in the startup folder. Set the appropriate SPS Capture Clients to auto login and place in Startup.

Q: Can the Importer automatically start iBiquity applications after a restart/reboot?

A: Yes, only for v4.4.7

A: v4.3.1 is a manual process only.

A: v4..3.1 The Importer Control Panel can automatically run at startup. However the HD capture clients must be launch manually afterwards.

Q: What iBiquity application should be shown in Task Manager?

A: ControlPanel.exe, LogisticProcessor.exe, ConnectionManager.exe, Administrator.exe, LogService.exe, SPSCaptureClient.exe (per secondary channel)

Q: Where is the Importer log written to?

A: C:\Program Files\Biquity Digital\Importer\Importer4.X\log

Q: What do the different colors of logging mean?

A: By default, the log messages will be displayed in the control panel window. Error messages are displayed in Red, warnings in Yellow and debug in Black.

Q: How do I synchronize my Importer with my Exporter?

A: Login into the WebAdmin and on the Exporter tab click the Synchronize button.

Q: How do I make a configuration Active?

A: Login into the WebAdmin and click the Importer Tab and choose a configuration and click the Set button.

A: For more information Refer to STS-02-2059 Importer v4.X.X WebAdmin.pdf on your installation cd.

Q: How do I Edit or Add a configuration?

A: Login into the WebAdmin and click the Administration Tab choose the Configuration option.

A: For more information Refer to STS-02-2059 Importer v4.X.X WebAdmin.pdf on your installation cd.

Q: How do I save a custom configuration I have created in the WebAdmin?

A: Go to DBAdmin, Start | All Programs | iBiquity Digital | Importer | DBAdmin, and use the "Save User Configuration" function. This saves the configuration of WebAdmin to an .xml file.

Q: How do I restore a custom configuration I have created in the WebAdmin?

A: Go to DBAdmin, Start | All Programs | iBiquity Digital | Importer | DBAdmin, and use the "Merge User Configuration" function. Then select your saved .xml file.

Q: Is there a tool to backup and restore the SQL database without having to uninstall and re-install the software?

A: Yes, if you go to DBAdmin, Start | All Programs | iBiquity Digital | Importer | DBAdmin, you can do a backup database or restore a previous database.



Q: Where are the iBiquity Digital install directories?

A: Importer Core Files

C:\Program Files\iBiquity Digital\Importer\Importer4.X\Servers – exes, license manager, xml files

A: Importer Tools Files

C:\Program Files\iBiquity Digital\Importer\Importer4.X\Clients - SPS CaptureClient and xml files.
(DataClient and SPSSStreamingClient are not used)

A: SQL Database

C:\Program Files\iBiquity Digital\Importer\Importer4.X\database

A: Importer Logs

C:\Program Files\iBiquity Digital\Importer\Importer4.X\log – location for logs shown on-screen

Q: What Sound Cards can be installed in the Importer?

A: Audio Science: <http://www.audioscience.com/> and Orban <http://www.orban.com/>

5041 – 4 channels PCI only AES

5044 – 4 channels PCI Analog/AES

5111 – 1 channel PCI Analog/AES

5211 - 1 channel PCI-e Analog/AES

5641 – 4 channels PCI-e only AES

6622 – 2 channels PCI-e Analog/AES

Orban – 1100 – PCI Analog/AES - Has problems with AES data shift (obsolete)

Orban – 1101(PCI) and 1101e (PCIe) – Analog/AES - Fixes the AES data shift

Q: What version of the WDM Driver for Audio Science cards need to installed?

A: BE recommends installing the current WDM driver from the AS website.

Q: Can I upgrade AudioScience WDM Drivers without uninstalling the older driver?

A: Yes, the install will upgrade the driver. No need to uninstall the older driver.

Q: How do I make Audio Level adjustment?

A: To adjust audio level on Audio Science cards use ASI control app on the desktop.

A: Also each SPSCaptureClient module has a Gain adjustment.

Q: Having Audio Dropouts?

A: Open each SPS CaptureClient and choose Settings | SPS Settings and increase the Extra buffering, in Frames. Each Frame is 1.48 seconds of audio.

A: If there are dropouts on HD4 it's a 4th channel issue while using MP3 mode with extended bandwidth, the settings for SPS3 needs to be reduced by about 2kbps.

A: Make sure your STL has a minimum of 512Kbps

Q: What if I forgot the WebAdmin password?

A: Go to DBAdmin, Start | All Programs | iBiquity Digital | Importer | DBAdmin, and use the “save” function. This saves the configuration of WebAdmin to an .xml file. Open the xml file, and search for password, it should be listed along with the Login “admin”. Once you know it, go back and open WebAdmin, and change it using the client configuration tab, or continue using the old password.



Q: What Does ENH BW mean in the MP5 and MP6 configurations?

A: We recommend using MP1, MP2, or MP3 configurations only.

A: In the MP5 and MP6 modes the audio is sent by the HDC CODEC as core and enhanced audio streams (It is like the AM audio transport design where: Core= mono, Enhanced=Stereo layer) .
The P1 core portion of the stream is not addressable. However, the P2 Enhanced portion may be reduced to make additional bandwidth available for data services in the P2.

Q: Can I login using a Windows User Level account?

A: No, it must be logged in as an Administrator. If not then the Importer Control Panel will show the following error.



Q: What does this error message mean?

"Oct 01 01:30:03:492:W: hdr_dlmx: stream.cpp: 0145: [I2EDataIn link disconnected from 172.22.31.11:10000]"

A: Importer disconnected from Exporter. Trying to connect to Exporter via 172.22.31.11 on port 10000.

Q: What does this error message mean?

"Oct 01 01:30:04:445:W:LogisticsProces: AATMuxThread.cpp: 1386: [channel:P1 alfn is wrong Expect:2AB45E0E != Got:2AB4657E]"

A: Importer disconnected during receipt of a packet with a particular Absolute Layer One Frame Number (ALFN), and reconnected during the middle of another packet with a different ALFN. Since it's wrong, it throws it out until its get a complete packet.