

Network Installation Tips

This article provides troubleshooting tips for each type of networking method as well as some general information about network installations.

BrightSign Network

- Test Internet connectivity and change the DNS if the Yellow & Red LEDs on the player are flashing together (indicates Internet or Server connection problems)
- Verify a project is published to the Group you are using or the Status will be red (in BrightAuthor, under the Manage tab)
- Publish and confirm a project set to play All Day, Every Day to rule out Time or Time Zone problems
- Check the Download Progress and Info of devices for any errors. Click the Manage tab, Status, then right-click a device within a Group to select either Download Progress or Info.

Simple File Networking

- Confirm that you've selected publishing with Simple File Networking by verifying the presence of the current-sync.xml file in the web directory
- Test mime types using a web browser by downloading autorun.brs and a file from the pool folder. The addresses should look something like this:
 - <http://www.mywebserver/brightsign/autorun.brs>
 - <http://192.168.2.101/brightsign/lobby/pool/sha1-3523482A41FE2A0D5F77F61D0D2FD77E0BB64360>
- Check the log file on the flash card for problems when downloading files
- For more troubleshooting tips on Simple File Networking, visit the FAQs on our website: <http://brightsign.zendesk.com/forums>

Local File Networking

- We recommend configuring the unit with a Manual IP address, and disabling Bonjour in BrightAuthor by clicking Edit > Preferences > Networking, and then unchecking the box beside 'Enable Bonjour'
- We recommend enabling the Diagnostic Web server
- Make sure http port 8080 is open, as BrightAuthor communicates with the BrightSign through this port
- Make sure BrightAuthor isn't blocked by any Antivirus or firewall software
- Note, proxy servers are not supported in BrightAuthor 2.5 and earlier versions

All BrightSign installations require creating setup files and loading them onto an SD card that remains in the unit. If you regularly publish via a networking method, but replace the setup card with a locally published playlist, the unit will not check for or accept network updates.

When a unit is setup for network updates, the display will remain blank until it successfully downloads a scheduled playlist.

The following are addresses that BrightAuthor starting with version 2.3 needs to be able to communicate through, so please make sure that your firewall is configured accordingly:

1. <https://services.brightsignnetwork.com/> (used for general BrightAuthor operations);
2. <http://fileservices.brightsignnetwork.com:9990/> ports 9990-9994 (used for file uploads)
3. <http://bsnm.s3.amazonaws.com/> or <https://bsnm.s3.amazonaws.com/> (the main repository of user-generated content and some system directories for BrightAuthor)

BrightSigns need to be able to communicate through:

1. <https://services.brightsignnetwork.com/>
2. <http://bsnm.s3.amazonaws.com/> or <https://bsnm.s3.amazonaws.com/>
3. UDP port 123 (used for setting the date and time on the player)