

## **X2O MEDIA PLAYER-Q FAQs**

### **SETUP AND SUPPORT**

#### **How do I set up a X2O Media Player?**

You can find step-by-step instructions in the [X2O Media Player-Q Setup Guide](#)

#### **Who do I contact for support?**

You can get support for X2O Media Players through your regular X2O Media support channels. For more information visit <https://www.x2omedia.com/support>

### **CONTENT**

#### **How much space is there for content on a X2O Media Player?**

100 GB free for content.

### **HARDENING AND SECURITY**

#### **Should I enable Windows Update?**

Unlike most versions of Windows 10, Windows 10 IoT allows rich control over whether and when Windows Updates are applied. On X2O Media Players, Windows Update is disabled by default for several reasons:

- Many Windows updates, including security updates, are of no benefit in a digital signage context, and are at best unnecessary.
- Occasionally, a Windows update can have a negative effect on system behavior.
- In many cases, the administrator will want to control the timing of the bandwidth and the system restart that is needed.

## **Should I enable anti-virus?**

As configured, X2O Media Players do not have any antivirus or antimalware software enabled. Because the threat model of a digital signage network is very different than a PC used to access arbitrary web sites and documents, this is often the most appropriate choice, with antivirus and antimalware in place instead at the point of entry.

Should circumstances or policy dictate that antivirus software be used, a duly-licensed solution can be installed and enabled prior to deployment. Considerations include:

- Antivirus software can impact system stability. Since antivirus software has to interact deeply with the operating system, X2O has occasionally seen a negative impact on system stability when antivirus is enabled.
- Similarly, antivirus software can impact system performance.
- Antivirus software generally receives frequent updates to the patterns it searches for. You need to plan a strategy for automatic or manual updating.

When adding or updating antivirus software, it is recommended you perform testing for stability and performance to ensure no negative effects. In addition, it is recommended to schedule nightly or weekly restarts of the X2O Media Player in order to help preserve stability.

Note that if you enable Windows Defender, it will not receive virus/malware definition updates unless you also enable Windows Update.

## REMOTE ACCESS

### How can I remotely access a player?

There are two options to remotely access X2O Media Players.

#### **X2O Remote Manager**

The X2O Remote Manager is a Windows desktop application which provides remote connectivity, monitoring, and maintenance for X2O Media Players. It also has the ability to show a thumbnail of what is currently playing, verify the content on the player, browse its hard drive, copy files, access logs, and many other functions. It is the best option to monitor and perform tasks on the player as it allows rebooting of the whole media player or just restarting the player software. Note that the agent component of the media player must be running for the Remote Manager to connect to the player. Unless you have an on-premise X2O Server installation where a copy of the Remote Manager runs, or you already have a license to run it on separate Windows PC, you will need to buy a license to install the Remote Manager application. If you need such access, please contact your X2O sales representative.

#### **Remote Desktop Connection**

X2O Media Players can also be accessed via the Microsoft Remote Desktop Protocol (RDP). By default, this protocol uses TCP port 3389, though this can be changed. You can use various Remote Desktop clients to make the connection. In some network configurations (e.g. Public networks), the necessary ports are blocked by the Windows Firewall. You will need to configure the firewall to allow Remote Desktop.

#### **During the Remote Desktop session:**

- The local display will switch to show the Windows account lock screen.
- You will have remote access to the Windows desktop, from which you can inspect things or perform various maintenance or diagnostic actions.

**Important note:** *At the end of the Remote Desktop session, the local session does not log on automatically. It remains showing the Windows account lock screen, which is not desirable for a running player. Your final action should be to remotely reboot the player.*

Therefore, Remote Desktop is suitable mostly for limited administrative cases when the X2O Player software is not running or does not need to be running.

## **TROUBLESHOOTING**

### **Why is my player displaying a black screen?**

There are many reasons why a screen may be black. This is typically caused by one of the following:

- Is there power to the Player and the display?
- Is the HDMI cable connected between the player and the display?
- Is the display set to show the desired video input?

### **Why is my player displaying a black screen with a small X2O logo in the center?**

This indicates that the player is ready but no content has been assigned to that player. To have content assigned, you need one of the following:

- A schedule with content expected to play at date & time. Ensure that the player not showing content is assigned to that schedule.
- Load a channel or playlist directly on the player to start playout.