

Troubleshooting & Recovery

The playbook for when something breaks — Sunday-morning triage, the full symptom table, backups, and how to reset without losing your history.

VERSION

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KEEP AT

FOH + the rack

WHAT'S INSIDE

1

Sunday morning triage

The five-minute pre-service sweep

3

Where your data lives

Backups and what each file holds

5

Reading the logs

Diagnostics the system already ran

2

Symptom table

Every known failure and its fix

4

Resets and recovery

From a stuck widget to a dead host

1 Sunday morning triage — five minutes, in order

- 1 **Status page.** All green? Anything red has usually already been diagnosed — read the flag before touching hardware (click the device for its full record — where it's plugged in, cable label, notes; click a switch for its live port map). Vendor section down = internet problem, not your gear.
- 2 **Mics page.** Batteries fresh, RF strong, and check the Wireless Health flags — a pack flagged "draining fast" gets swapped now, not at 9:25.
- 3 **Maint board.** Any URGENT tickets from the week? Don't discover them mid-service.
- 4 **Dashboard, Producer view.** Plan loaded from PCO, ProPresenter connected, stream stats at zero-but-live-capable. Run of Service checklist as you go.
- 5 **One test.** Fire the first presentation in ProPresenter and confirm the plan highlights it. Undo with PCO LIVE if needed.

! READ THIS BEFORE YOUR FIRST READINESS RUN ON 1.1.0 Beta 45. Rows that have always been green may now be amber or red, and that is the fix — not a new fault. Until this release the Pre-Service Readiness board only knew one way for a connector to fail: to crash. Eight of the connectors do not crash when they fail — they *return* an error — and the board printed **PASS** on every one of them. For Smaart and the ProPresenter stage connector that is the *only* way they ever report a failure, so those two rows could not go red at all. The **AJA HELO** row was worse: it threw its own errors away and reported "Connected" with the encoder unplugged. The board now reads the answer the connector actually gave. **Nothing about your rig has changed; what changed is that the board stopped agreeing with everything.** Work the new red rows the way you would any other connector failure — the row names the reason and the address it could not reach. If a critical row is red the verdict is **NO-GO**, which is the board doing its job, and it has never blocked anything: it is advice, and you decide.

i **Amber now means "could not be read", not "fine".** A check the engine cannot get a verdict out of — a connector with no test at all, or one that answers without saying whether it worked — is now **amber and says so on the row** instead of being counted as a pass. Amber alone still leaves the overall verdict at GO; it is there so an unreadable check stops looking like a healthy one.

2 Symptom table

SYMPTOM	FIX
The switch port map says “as of 40s ago” instead of reading live	That is not a fault. A switch is asked for its port table at most once every 90 seconds and the answer is shared between everything that wants it, so the panel now states above the table whether you are looking at a cached reading and how old it is. A port that changed a moment ago can therefore still read the old way for up to a minute and a half. Nothing is wrong with the switch, the SNMP community string or the network path — if any of those were wrong you would get the error message naming the failing step instead of a table. If you need certainty right now, wait for the age to reset and re-open the panel. A second line under the table says whether the switch’s MAC table was read on that pass: “ wasn’t read on this pass ” means the reading skipped it to stay cheap and the connected-device column comes only from the Switch / port field in Admin → Devices — it does <i>not</i> mean the switch has no MAC table.
The device tiles all look healthy and you are not sure anything is really being checked	Look for the banner at the top of the Status page reading “ DEMO MODE — device state is simulated ”. In demo mode nothing is probed at all : no device is pinged, no switch is read over SNMP and no diagnosis runs, so every dot, latency figure and drop count on screen is made up for demonstration. The “ All systems online ” chip no longer goes green in demo either — it reads “ Simulated — nothing measured ”. This is the state a fresh install boots in. Turn real monitoring on at Admin → General → Mode → Live; the board starts measuring on the next cycle and its down-timers start from that moment, so you will not get an alert storm about devices that were never checked.
The server log says the port is already in use and it is waiting	Read the sentence — it is the diagnosis, not a crash. Something else already holds port 4400: almost always a second copy of AV Central that is still running, occasionally an unrelated program. The watcher checks the port <i>before</i> it starts the server, so it does not spawn at all; it names the condition in plain English, records one <code>watch:port-busy</code> entry in the device log, and retries on a widening delay (1s, 2s, 4s... up to a minute) rather than restarting in a tight loop. Stop the other copy, then wait — it will come up on its own , or start this one with a different <code>PORT</code> . A run that stays up for half a minute resets the delay, so an ordinary crash still recovers in about a second as it always did. If you had a wall of identical exit-code lines in the log before, this is what they were.
Page won't load from another computer	Host running? (<code>http://localhost:4400</code> on the host). Then the host firewall — allow inbound 4400.
Widgets frozen / red dot in top bar	Live feed dropped; it reconnects automatically, refresh if not. Disable sleep on the host machine.
Connector test fails (cloud API)	Re-paste the credential (copied spaces are the usual culprit). Status page vendor section tells you if it's their outage.
Connector test fails (local device)	IP changed. Check the device's actual address against Admin → Integrations, then fix the DHCP reservation.

Pre-Service Readiness has gone red on rows that were always green (first run on Beta 45)	Expected, and it is the fix. Before Beta 45 the board treated a connector that <i>returned</i> an error as a PASS — it only noticed a connector that crashed. Smaart, the ProPresenter stage connector and six others report failure by returning, so their rows could not go red; the board was green because it was not reading the answer, not because the rig was healthy. Treat each new red row as a real connector failure and work it from Admin → Integrations → Test connection, which now gives the same verdict the board does. Nothing changed in your rig on the day you updated.
Readiness says NO-GO and the AJA HELO row is red	The HELO is genuinely not answering — and before Beta 45 this row could not fail: it swallowed its own errors and printed “Connected” with the encoder unplugged, or with no IP entered at all. The row now names the address it tried (default <code>10.5.70.105</code>, port 80). Check the encoder is powered and on the network, that its IP still matches Admin → Integrations → HELO, and that the host can reach <code>http://<helo-ip>/config</code> in a browser. HELO is a critical check on most installs, which is why one red row takes the whole verdict to NO-GO; the verdict is advisory and blocks nothing.
A readiness row is amber and says it could not be read	Also new in Beta 45, and deliberate. A check whose connector gives no readable verdict — no test method, or an answer that never says whether it worked — used to be counted as a pass. It is now amber, with the reason on the row. Amber does not make the verdict NO-GO; it exists so a check nobody can read stops looking like a healthy one.
The AV Drawings — Patch Warnings tile used to read green and now reads “No clashes among known spans” with an amber “N spans not checked” (first run on Beta 46)	Expected, and it is the fix — nothing changed in your rig. The clash scan can only see a collision on a fixture’s first DMX channel unless somebody has recorded how many channels that fixture occupies. Until Beta 46 the tile drew a green “No patch clashes” over a scan that had not been able to check those fixtures at all, so a rig with unverified patch looked identical to a clean one. The tile now says what it actually checked, drops the green, and names the count it could not judge. There is nothing to do at the lighting desk. Someone with AV Drawings access opens those fixtures and either sets a DMX footprint or picks a library type and mode; the chip clears on the next refresh (the tile re-reads every five minutes). Until then the patch is <i>unverified</i> — not clashing, and not proven clean either.
Patch Warnings shows “N unpatched” and you are not sure whether that is a fault	It is not a clash and is never counted as one — those fixtures have no DMX address at all, so there is nothing for them to collide with. It is a completeness note about the drawing, not a warning about Sunday. Separately, if the tile says more clashes exist than it has listed, that is the per-venue display cap; open AV Drawings for the full patch rather than assuming the list is everything.
Auto-advance missed an item	Admin → PP → PCO Links — the presentation name drifted from the linked name.
Alert: “Auto-advance failed: PCO 403 on .../live/go_to_next_item”	Planning Center is refusing to let the dashboard control LIVE — almost always a permission issue, not a connectivity one (reads still work, only the write fails). In Planning Center, find the account tied to your dashboard’s Application ID/Secret (Admin → Integrations → Planning Center) and confirm it has Editor or Administrator permission on the relevant Service Type — Viewer/Scheduler cannot control LIVE, even while a live session is already running. As of 1.0.1 this alert no longer repeats on every item change; you’ll see it once, then a quiet cooldown before it alerts again if it’s still broken.
Stage message not on stage screens	ProPresenter GFX 1 needs a Message named “Stage” with a text token; connector enabled; mode = Live.

Report didn't generate	Reports start/stop with Planning Center LIVE . If nobody operated LIVE, no report — that's by design. Also check Admin → General → Service reports: runs shorter than the minimum (default 15 min) are skipped as false starts. BoxCast can drive reports only if PCO's "drive service" is off.
A junk report appeared mid-week	Shouldn't happen anymore — reports only archive when PCO LIVE ran longer than the minimum. If you see one, check that "Archive only when Planning Center LIVE ran" is still on in Admin → General → Service reports.
Device alert fired for a blip	Raise the down-window: Admin → Alerts → "after it has been down for" (default 60 s). Nothing fires until a device has been down that long, and the alert acks itself on recovery.
Digest didn't arrive Monday	Admin → Email Digest → Send test. Gmail = App Password required; some networks block 465/587 outbound.
Webhook silent	Send test. Discord URLs need /slack appended. Check the event toggle you expected is on.
Stream Deck button dead	Key mismatch (controlKey) or Companion machine can't reach the host. Test the URL in a browser first.
Fader labels didn't sync	dLive connector enabled + reachable, and the dLive channel column filled in Mic Assignments.
Battery/RF shows "—"	Receiver unit names in the Shure connector must match the unit column in Mic Assignments; verify the receiver answers in WWB. The wireless widget shows a "not reachable — check TCP 2202" chip naming any receiver that isn't answering. If the pack names have gone generic at the same time, use the row below — the two symptoms share one poll.
Packs show "Mic 1" / "Wireless 2" instead of real names (on screen or on the printed sheet)	The dashboard shows the Channel Name programmed on the receiver and falls back to the label in Mic Assignments when the receiver doesn't report one. So this is an answer from the hardware, not a dashboard setting — and there are only two causes. Battery, RF and the channel name all arrive in the same poll, so the Mics page tells them apart in one glance: • Batteries and RF are showing, but the names are generic → the receivers are answering fine and those channels have no Channel Name programmed. Set them in Wireless Workbench (or on the receiver front panel) and they flow through on the next poll — nothing to change in the dashboard. • Battery and RF are blank too → the receivers aren't answering the dashboard host on 10.5.70.22 — .25 port 2202. A network path, a firewall, or network control switched off on the receiver. Fix that first and the names come with it; the Wireless widget names the failing receiver on its "not reachable — check TCP 2202" chip.
Smaart shows no SPL	Admin → Integrations → Smaart → Test connection — it reports your exact Smaart product/version, whether it's supported, and a live value. Checklist: (1) API server enabled in Smaart's Options → API, on the port you entered; (2) a calibrated SPL input is running in Smaart (no calibrated input = nothing to read); (3) you're on a supported build — API v3 = full Smaart v8.3.0–v9.0.1, Smaart Di 2.1+, Smaart SPL (Smaart 7 / 8.0–8.2 use an older API this can't read); (4) the rig's firewall allows the API port from the host. Smaart Di has no calibrated inputs, so it can't stream SPL.
Smaart SPL works but the RTA is blank	The RTA streams from a Smaart spectrum measurement (separate from the calibrated SPL input). Start/keep a spectrum measurement active in Smaart and the bars fill in; the SPL Meter widget's RTA line says exactly what it's waiting for. Banding is selectable (Admin → Integrations → Smaart, default 1/3 octave).

A mic shows OFFLINE	That's correct behavior, not a fault — the pack has no live telemetry (transmitter powered off, or the receiver is unreachable). It shows OFFLINE on the board, Wireless widget, and Mics page instead of a battery state. Power the pack on / check the receiver, and it returns to a live battery + RF reading.
Switch port map won't load	SNMP must be enabled on the switch and UDP 161 reachable from the host; community string in the device's  record must match. The error message names the failing step.
Wireless health empty	History only records while a service is live (or in training replay). It builds up over the first couple of Sundays.
Training replay won't start	It needs at least one archived report. Run "Finish demo service now" in demo mode to create one.
Everything is weird after an edit	Admin → Discard draft, or as a last resort see Resets below.
UPS shows unreachable	SNMP isn't answering. Check: (1) the community string matches, (2) SNMPv1/v2c read access is actually enabled, (3) UDP 161 is allowed between the dashboard host and the device. Admin → Integrations → UPS & Power → Test connection tells you which unit failed.
Switch shows down on Status	A switch is an ordinary pinged device, so this is a ping failure, not an SNMP one — the switch is off, unplugged, or unreachable from the host. (SNMP only affects the extras: the reported name and uptime, and the port map.) There is no Integrations card for switches; the auto-diagnosis on the alert names the deepest failing hop.
Encoder Health says DOWN but the stream is fine	The telemetry URL is unreachable or the JSON moved. Open the stats URL in a browser from the dashboard host; if the JSON loads, re-check the field paths (dot notation, case-sensitive). The stream itself is not affected by telemetry.
Countdown milestones never fire	(1) Admin → General → countdown Enabled? (2) Service times must look like 9:30am. (3) Milestones only fire while the service is not live. (4) Check the server clock: <code>date</code> on the host.
UPS alert: ON BATTERY	Not a dashboard problem — the rack lost utility power. The alert includes minutes of runtime left. Get eyes on the rack and the breaker; the alert clears itself when power returns.
Spotify widget says "not connected"	The one-time Connect wasn't finished, or the Redirect URI doesn't match. Since Nov 2025 Spotify rejects any redirect that isn't a loopback literal, so it must be exactly <code>http://127.0.0.1:4400/api/spotify/callback</code> — a LAN IP or "localhost" fails with "Insecure redirect URI." Reconnect from the server itself at <code>http://127.0.0.1:4400/admin</code> (or over an SSH tunnel: <code>ssh -L 4400:localhost:4400 <host></code>) — connecting from a LAN IP won't work. Playback control also needs Spotify open on the target device and a Premium account.
PCO sync alert says "0 changes" repeatedly	That's healthy — the schedule ran and nothing moved. Pin the wrong plan? Check the plan picker in Admin → Integrations → Planning Center.
Parent page code stuck on the side screens	Clear it from /paging (× next to the code), or wait for the auto-expire window (Admin → Screens & Displays → Paging). Still stuck = ProPresenter on GFX 1 lost its connection; check the Message named "Parent Page" exists there.
Show-file upload fails	Files over 200 MB are rejected — zip the show folder first. Uploads also need Admin access.

Port map says a port is down but the device works	The port map uses the switch's own port numbering (ifIndex). On stacked or chassis switches these can differ from the faceplate label, so match by the port name and alias the map shows rather than by position. If the right port is up but shows nothing connected, the device's MAC address or its Switch / port field is missing from its ⓘ record in Admin → Devices. (Per-port watch alerts were removed in v1.1.0 Beta 18 along with the Network Switches connector.)
Software update rejected	The zip must be a full dashboard release (its own package.json, server, and client inside). Partial zips and other apps are refused by design — grab the real release zip and retry.
Standby tile is empty	Usually correct, not broken — it goes silent rather than guess. It shows nothing when no service is running, when ProPresenter isn't reporting a live slide, when a cue is anchored to a word that isn't in this week's script, or when the plan item has no scheduled length. The most common real cause of a permanently silent <i>slide</i> readout is that the item's ProPresenter machine has never been set — Admin → Links, or 🗣️ source on the item. Without it the "your item starts in -N min" half still works and the "you're N slides out" half never will. Also check the position isn't set to off in Admin → Roles & Positions → Standby warnings.
A signage TV is stuck on one page	Somebody held it. Move the mouse on that screen and the corner control appears — the middle button toggles Static (pause icon) / Scrolling (play icon). The hold is stored in the dashboard config, not the browser, so refreshing or power-cycling the TV will not clear it. A Stream Deck next/previous/jump press also holds the screen on purpose. From Companion, <code>signage-toggle?...&mode=scroll</code> forces it back to rotating.
A signage Stream Deck button moves the wrong TV (or none)	The <code>&screen=</code> in the button URL must match the name the TV gives itself in its own address (<code>/signage?screen=lobby</code>). Leave <code>&screen=</code> off and the button drives the screen called <code>default</code> , which is any TV opened at plain <code>/signage</code> . Names are squeezed to lowercase letters, digits, <code>-</code> and <code>_</code> , so <code>Lobby TV!</code> becomes <code>lobbytv</code> on both sides. A wrong control key returns 401 and a missing <code>&page=</code> returns 400 with the reason — open the URL in a browser to see which.
A signage page shows "This page isn't loading on screen"	That is the honest fallback, not a crash — the embedded page didn't answer within about six seconds. The address it tried is printed underneath. Open that address in a browser from the dashboard host: if it fails there too, the target is down (the Production Atlas on port 4600 is the usual one). Check the address on the row in Admin → Screens & Displays → Signage rotation.
The Print button has gone from the Mics page	Moved in v1.1.0 Beta 20 to Admin → Mic Assignments (↓ Print assignment sheet), next to the roster it prints. It is not on <code>/mics</code> any more — that page doubles as a wall/TV view. The sheet is still a direct, ungated download at <code>/api/mics/pdf</code> if you want a bookmark at the rack.
The printed sheet doesn't show the changes I just made	It renders what is live , not the draft on the Admin tab. Press ⬆ Push live , then print again.
Clicking through from AV Central doesn't sign me in	Read the message on screen; there are only three. <i>"Sign-on isn't switched on for this dashboard yet"</i> means the feature is off or the shared secret was never pasted in — Admin → General → AV Central sign-on, and see §6 of the Setup Guide. <i>"That link had already been used, or had been sitting too long"</i> is normal: the hand-off is single-use and lasts two minutes — click through from AV Central again. <i>"We couldn't confirm who you are"</i> means the two sides do not hold the same secret. In every case the dashboard itself is fine: pick a position and carry on. Admin from that browser then needs an Admin-level approved machine — there is no PIN to fall back on any more.

Somebody had admin and you don't know why	Two legitimate causes. AV Central sign-on marks them an admin on its Service module — every accepted hand-off is written to the device log under AV Central SSO. Or they were sitting at a computer approved at Admin level, in which case the machine out-ranks the person by design. AV Central → Settings → Activity Log answers it properly (it was Admin → Activity Log until Beta 40): it names the person where there was one and the machine where there wasn't. To end the first, untick Enabled in Admin → General → AV Central sign-on and Push live; to end the second, revoke that machine.
The green bar at the bottom of /signage is gone	Removed in v1.1.0 Beta 19, deliberately, and there is no setting to bring it back. The page dots still show which page of how many you are on.
Can't find Trusted machines, Church name, Settings safety, the Activity Log, Software update or Restart server in Admin	They moved to the AV Central Settings page — the update and restart buttons in v1.1.0 Beta 39, the other four in v1.1.0 Beta 40. Open AV Central, then Settings. Nothing was reset and nothing changed meaning: they are still the Service Dashboard's own settings, still written through its draft, so Push live still applies them. Where a card used to be, Admin → General now prints one line naming where it went. Two stale pointers to know about, because neither is a fault: the server's start-up log still says "Admin → General → Trusted machines" for the Recovery machine, and any note you have written down saying the same is now one hop out of date.
The Software update / Restart server button in Admin answers with a message instead of doing anything	That is deliberate, not a fault. The dashboard's own pair were retired once AV Central and the Service Dashboard became one process — two buttons restarting the same single server was a trap. They now reply with a sentence naming where the control went rather than a bare "not found", because somebody who has used that button before needs telling. Use AV Central → Settings.
The church logo disappeared from the top corner after a Push live	A real bug, fixed in v1.1.0 Beta 39. If any Admin browser was holding a settings draft loaded <i>before</i> the logo was uploaded, the next Push live wrote that older draft over live and dropped the logo pointer with it. The image was never deleted — it stayed on the host — but every page went back to no logo, which reads exactly like an upload that never worked. It cannot happen again; the file slots are now carried into the draft before every publish. The fix is forward-only: it cannot restore a pointer already lost. Open <code>http://<host>:4400/api/files/logo</code> — an image means you are looking at a cached page, "not found" means re-upload it once in Admin → Files and it will stay.
A trusted-machine enrolment link doesn't seem to do anything	Two different things were wrong and both are fixed. Until v1.1.0 Beta 39 a link that <i>worked</i> dropped you on the AV Central sign-in page instead of the dashboard, so a successful enrolment looked like a failure; it now lands on the dashboard. And until v1.1.0 Beta 40 a link that was <i>refused</i> — wrong token, already used, expired — said nothing at all: the refusal was written to the log and to a URL nothing read, so it looked identical to nothing happening. It now tells you it was refused. If you get that message, mint a fresh link from AV Central → Settings → Trusted machines.
Signing in to AV Central and clicking Service Dashboard lands on somebody else's position	Fixed in v1.1.0 Beta 39. The position used to ride on the old sign-on token, which the merge removed, so the dashboard opened on whatever position that browser was last left on — a shared booth machine therefore handed you the last person's widgets. Coming in through AV Central now puts you on your own position every time. That is deliberate and it applies every time, so if you deliberately switch position and then come back through AV Central you will be returned to your own; change it from the position picker in the header.

The top bar has gone red / amber and nobody knows what it means	New in v1.1.0 Beta 39, and it is a readout, not a fault. Read the word, not the colour: ALERT = a critical alert is active and unacknowledged, WARNING = a warning is active, LIVE = a service is running, STANDBY = no service running. Worst wins, so ALERT beats everything. Clear it by dealing with the alert underneath it — the Alerts widget and the Status page say which. The word exists because green and amber are all but identical to a red-green colourblind operator. Wall screens and kiosk pages deliberately never show it.
The Screens ▼ menu has gone from the top bar	Merged in v1.1.0 Beta 39 into the position picker, which is now one control. Click your position name in the header: your positions are at the top, and below a dividing line, under a Screens heading, are the link-only screens with their addresses beside them. The Screens group shows for administrators only — if it is missing for a volunteer, that is the design, not a fault. The seven screens are all still reachable by typing their address, exactly as before; the menu is a convenience, not a gate.
Can't find a stage or paging setting in Admin → General	They moved in v1.1.0 Beta 19. Parent paging and both stage-display cards (now merged into one, Stage display — messages & notifications) are on the Screens & Displays tab — the tab that used to be called Signage & Board. Nothing was reset; only the location changed.
Somebody is asking for the Admin PIN	There is no longer one — it was retired during the merge and nothing in the dashboard accepts it. Admin is a signed-in AV Central administrator or an Admin-level approved machine. This is true whether access control is switched on or off. The only PIN left anywhere is the separate parent-paging PIN on the paging screen.
Nobody can reach Admin at all	In order: open an Admin enrolment link from your password manager on any browser; failing that, find the Recovery machine's enrolment link in the server's start-up log; failing that, read it out of <code>access.trustedMachines</code> in <code>server/data/config.json</code> on the host. There is no PIN and no reset button, so keep one of the first two reachable <i>before</i> you need it.
The QR code on a sticker / the volunteer board / an event card won't scan	Fixed in v1.1.0 Beta 38, and it affected every QR code this dashboard has ever produced — three separate faults in the code generator meant none of them could be decoded by anything, despite looking perfectly normal. Nobody's phone was ever at fault. Reprint anything with a QR code on it that is still in circulation.
A scanned sticker says "This sticker is not active"	It has been revoked, or it was never real. The dashboard gives the same answer to both on purpose, so nobody can probe the difference. Nothing was reported. Check <code>/stickers</code> — the sticker may have been revoked when the gear was replaced, in which case print a new one.
The in-house video feed is frozen but the indicator is green	That was true until v1.1.0 Beta 38 and is no longer possible: the indicator used to be green whenever the connector was switched on, so it reported the checkbox rather than the picture. It now reports whether a frame actually arrived, and says what happened underneath. If it is red now, the bridge stopped — check OBS's virtual camera and the VLC publish on the bridge machine.
The in-house video feed shows a broken image on every screen	The bridge URL is not MJPEG. HLS (<code>.m3u8</code>) has never worked here and cannot — both surfaces draw the feed into an image, which decodes MJPEG only. The field was mislabelled "MJPEG or HLS" until Beta 38. Point it at a <code>multipart/x-mixed-replace</code> URL and press Test connection, which now refuses anything else with a reason.
Undo on the Cue Sheet said it worked but nothing changed	A real bug, fixed in v1.1.0 Beta 38. The first Undo after any edit did nothing and reported success anyway, and every press after that reverted one change too few. If anyone has learned to press Undo twice, tell them to stop — it now reverts two things.

A parent code seemed to send but nothing changed on screen

The code was already on the screens, so there was nothing to send. Until v1.1.0 Beta 38 that answered exactly like a real send. It now says nothing was sent. Clear the code first if you want it re-armed.

Updated, but the old version still shows

The server wasn't running under `npm start`, so it couldn't restart itself — start it by hand and check the version chip in Admin. The install itself already landed.

3 Where your data lives

Everything the dashboard knows is in one folder on the host: `server/data/`. Back it up weekly (rsync/robocopy to Drive or a NAS) and you can rebuild the whole system in minutes.

FILE / FOLDER	HOLDS	LOSE IT AND...
config.json	Every setting, role, layout, credential, and the list of approved machines	You reconfigure from scratch — and every approved machine is un-approved, so keep an enrolment link elsewhere
cues.json	Every service's cue sheet — cues, highlights, notes, pasted script	Every week of cue work you have ever built
cuelibrary.json	Saved cue templates and the reusable cue library	The shelf you build cue sheets from
devicestickers.json	The codes behind every QR sticker on gear	Every printed sticker in the building silently stops working
incidents.json / events.json	Device incident history and the service event log	The ⚠ badges and the record of what happened
audit/	The Activity Log — who did what, one file per month	The only record of who changed anything
parentpages.json	Parent-paging history behind "send that page again"	One-tap re-send; paging itself still works
reports/	Every archived service report	History, trends, and training replays are gone
uploads/	Logo, stage plot, message notes, cue sheet	Re-upload this week's files
updates/	Pre-update settings snapshots + the last release zip	Just the update paper trail (and the rollback safety net)
rf-history.json	Wireless battery/RF history	Health flags restart from zero
maintenance.json	The repair board	Open tickets vanish — the broken gear doesn't
device-logs.jsonl	Outage + diagnosis history, kept 60 days (section 5)	Just the paper trail

4 Resets and recovery

SITUATION	DO THIS
Bad unpublished edits	Admin → Discard draft. Live config untouched.
Bad published config	Stop the app, restore config.json from backup, start the app — or AV Central → Settings → Settings safety → Restore from backup (that card was on Admin → General until Beta 40).
Somebody copied a cue sheet onto the wrong week	Undo on the Cue Sheet, which now survives the tab being closed. If the sheet moved while you were away it asks before overwriting. Failing that, restore from the platform backup — but note that a backup taken before v1.1.0 Beta 38 contains no cue sheets at all , so check the date of the file you are about to trust.
Bad software update	Settings are untouched by updates, and a pre-update snapshot sits in <code>server/data/updates/</code> . To roll the app itself back, install the previous release zip through the same update card.
One widget misbehaving	🗑️ (top bar) → remove it → re-add from the library.
Stage message vanished on its own	Working as intended — stage notifications auto-clear after 2 minutes. Change or disable it in Admin → Screens & Displays → Stage display — messages & notifications → Auto-clear (0 = never).
Stage message hidden behind a panel	Shouldn't happen from 0.6.6 — notifications overlay everything. If you see it, you're on an older build: check the version chip next to the Admin title.
RTA bars barely move	First confirm a spectrum measurement is active in Smaart (the widget says if it isn't). If it's streaming but the bars sit low or peg, tune RTA scale floor/ceiling (dBFS) in Admin → Integrations → Smaart (defaults -70 / -20).
A pack is missing from a dashboard or /stage	Dashboards, /stage and /board only show packs with a person assigned. Unassigned packs are always on the /mics page and in Admin → Mic Assignments.
Can't find the assistant / "?" help button	Both are in the top-bar Search now (🔍K). Ask a question and pick the "Ask" row; search "help" for the quick-help card.
Full factory reset	Stop the app, delete <code>server/data/</code> , start. Demo mode and seeded history, and you create the owning account again on first run. Everything above is gone unless backed up.
Host machine died on a Saturday	Any machine with Node 18+: unzip the app, copy your backed-up <code>server/data/</code> in, run <code>npm start</code> , update the one IP every browser points at (or move the DHCP reservation to the new machine — then nothing changes).
Nobody can reach Admin	There is no PIN to look up any more. Use an Admin enrolment link from your password manager, or the Recovery machine's link from the server start-up log, or read <code>access.trustedMachines</code> in <code>server/data/config.json</code> on the host.

- ✓ **The app heals itself.** The built-in watcher (plus launchd/systemd/Task Scheduler) restarts it after crashes and reboots, browsers reconnect automatically, and connectors retry forever. Most "it's down" moments fix themselves within a minute.

5 Reading the logs

Before crawling behind a rack, check what the system already figured out. The Status page → **Device diagnostics log** shows every outage with the checks that ran (gateway up? peers up?) and the likely cause. The same entries live in `server/data/device-logs.jsonl` — one JSON line per event, easy to grep by device or date. If webhooks are on, the same conclusions are already in your Slack channel with timestamps — useful for the "how long was it down" conversation on Monday. The HELO Log widget keeps the encoder's own on-device log within reach too.

- i **How far back the device log goes: 60 days, and that is now an answer you can rely on.** The rule used to be "when the file passes 5 MB, keep the newest 5,000 lines" — which is not a retention period at all, because how much history that leaves depends entirely on how chatty the install has been. A single busy service could push every fault of the previous month out of the file. Retention is now stated in **days**: a line older than 60 days is dropped, the sweep runs hourly rather than only when the file happens to get big, and the old size and line numbers are demoted to backstops against a runaway writer. **A line whose timestamp cannot be read is kept, not dropped** — a truncated or corrupted line is evidence, and it is exactly the kind the old rule would have thrown away first. If you need more than 60 days, take the download (Admin only: it is the whole file, every hostname and address the install has recorded) and keep it with your backups.

This document references dashboard version 1.1.0 Beta 52. What changed in each production release lives in the separate **Version History** document — beta releases included.