**Syndication Program Download Troubleshooting:**
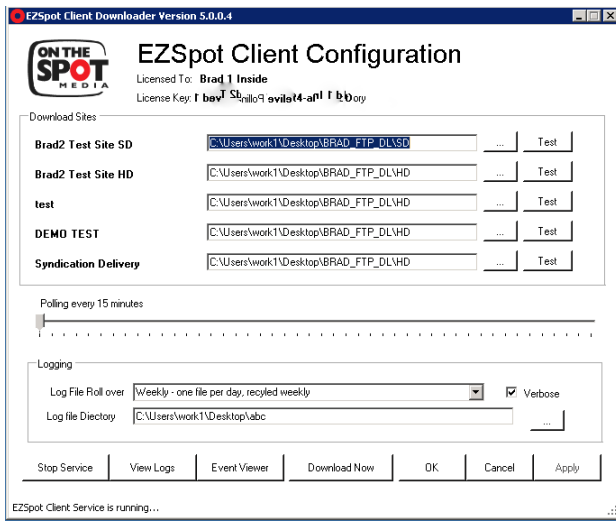
**Primary Delivery Point**

**OTSM Syndinet Downloader:**



**Secondary Delivery Point**

**Station Dashboard:**



Please contact stationservices@onthespotmedia.com at any time for technical assistance with your downloader, dashboard or media files.

**\*\*If you are part of a hub or station group please see note at bottom of page\*\***

**Troubleshooting Steps:**

**Step 1** - Ensure EZSpot Client Service is Running. If not click Start Service.

**Step 2** – Sure directory is correct and can be accessed. Verify if content is in that directory.

**Step 3** – Click TEST to ensure downloader can reach our servers

**Step 4** – Ensure Log File directory is accessible. Check logs to see if program was downloaded.

**Step 5**- Click Apply

**Step 6** – Click Download Now to force download.

**Step 7** – Recheck steps 1-5

*If you do not have your shows by this point, please proceed.*

**Step 8** – Log in to your Station Dashboard. If you are part of a hub, group or have more than one station you are responsible for click ALL on the top right. Otherwise, you will see the screen to the left.

**Step 9** – Click Syndication (All Syndication from the All screen)

**Step 10** – Verify you were on the order by searching for the show in question.

**Step 11**- Click MPG or MXF to download the show from the Dashboard. Click XML next to MPG or MXF to download the BXF formatted sidecar timing sheet.

**Step 12** – If you do not see the show in question, have not been able to download the show in question and are unable to verify it has been ordered for you by this point, email StationServices@onthespotmedia.com and coordinators@pmisyndication.tv for further assistance.

\*\*\*If you are part of a hub, station group, content delivery group or otherwise larger parent company where content is not downloaded locally at your physical location, we recommend you reach out to your technical teams for assistance in retrieving your content as this troubleshooting sheet may not and likely does not apply to you\*\*\*