

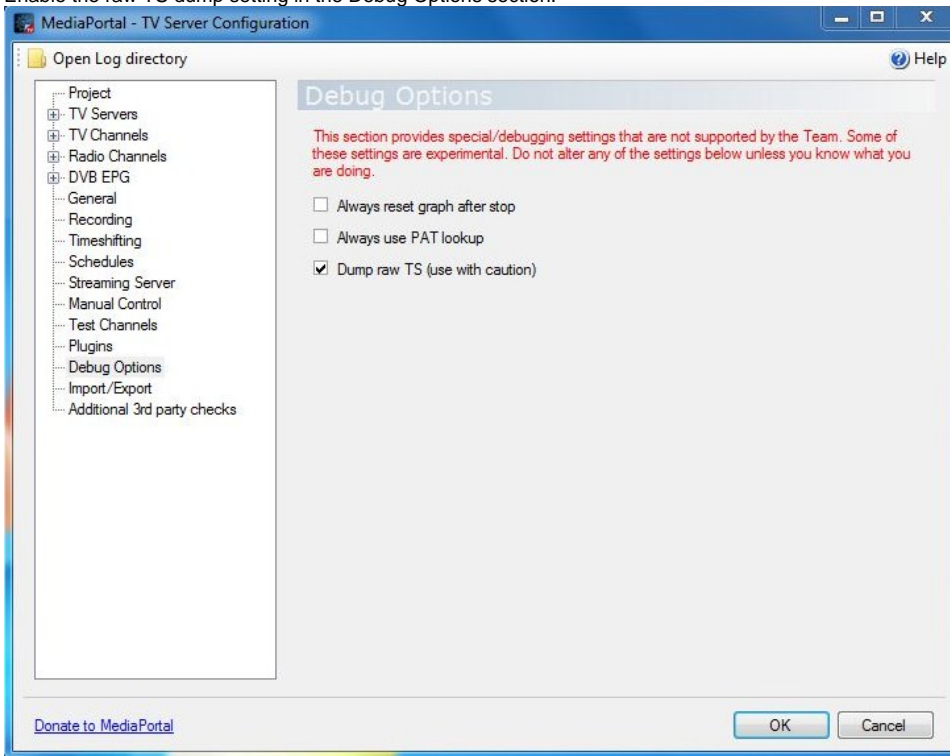
# TS Dumps

When troubleshooting, it is sometimes necessary to perform a detailed analysis of the technical characteristics of the channels that you receive. This requires access to the raw transport stream produced by your tuner. TV-Server is able to create raw transport stream dumps through the use of a special debug option.

**This feature is not available for analog cards** with the exception of the Hauppauge Colossus and HD-PVR capture devices.

## Creating a Transport Stream dump

1. Start TV-Server Configuration using the debug options [command line switch](#).
2. Enable the raw TS dump setting in the Debug Options section.



3. Restart TV Service.
4. Select the channel and start timeshifting. *Besides the normal 2 timeshifting files there will be a file named **rawpacketdump.ts** in the same directory as the timeshift files. Be aware that this file increases very quickly in size since it contains the **whole transponder!** The **rawpacketdump.ts** file gets overwritten if you stop timeshift and start it again.*
5. Stop timeshifting after ~1 minute.
6. Disable the raw TS dump setting.
7. Restart TV Service.

## Providing the raw Transport Stream data to the team

Use the following filename template for the files being uploaded. This is a requirement. Files that have different naming convention will be deleted!

**[country]\_[broadcaster]\_[frequency]\_[typeT/S/C]\_[tuned\_channel]\_[FTA\_or\_scrambled].ts**

**[country]\_[broadcaster]\_[frequency]\_[typeT/S/C]\_[tuned\_channel]\_[FTA\_or\_scrambled].txt**

txt file should be used to describe the issue that you are seeing and a URL to the forum post.

## Upload FTP account

Please contact [admin@team-mediaportal.com](mailto:admin@team-mediaportal.com) for access details.