

## BPODCH 再生トラブル経過

### To BPO From Editor (BPODCH 問い合わせ画面より送信)

DMR-UBZ1 のネット接続による BPODCH の再生ができなくなりました。画面は正常ですが、曲を選んで再生しようとすると「トラブルが生じました。映像を再生できません。」という表示がでます。どういうことが起こっているのでしょうか。なお、PC における再生は正常です。

### To Editor From BPO (by e-mail)

Dear Sir or Madam,

Many thanks for your message.

We strive to answer all support requests as soon as possible. In the interim, please feel free to take a look at our FAQs (<http://help.berliner-philharmoniker.de/hc/en-us>) if you haven't already done so, as your question may already have been answered there.

Sincerely,

Berlin Phil Media

### To BPO From Editor (by e-mail)

Dear Sir or Madam, Berlin Phil Media,

Thank you for your quick response.

I asked the same question to the Customer Front of PANASONIC CENTER, Osaka. They say you have the plan to do some maintenance of your DCH server according to PANASONIC's request this week

I'm not sure your server maintenance action may be related to this trouble. But I hope you will investigate the relationship between your plan and this trouble.

Sincerely,

### To BPO From Editor (by e-mail)

Dear Sir or Madam, Berlin Phil Media,

The additional information is as follows.

Please find the attached photos for your reference.

The initial access monitor screen is normal as shown in photo1.

The favorite program selection monitor screen is normal as shown in photo2.

When to start the program, the monitor screen turns to photo3.

Access to the selected server address seems to be shut down.

On the day just before my report to BPO, access to BPODCH programs had no problem.

The access to other sites such as YouTube has no problem. So my intra- and inter-network environment is working well.

Judging from normal access via PC to BPODCH, my account is now valid.

On next Sunday afternoon, TOKYO TIME ZONE, my friends, lovers of music, will visit my home. They are looking forward to enjoy BPODCH programs.

Thank you for your quick action to solve this problem in advance.

Sincerely,

Photo1



Photo2

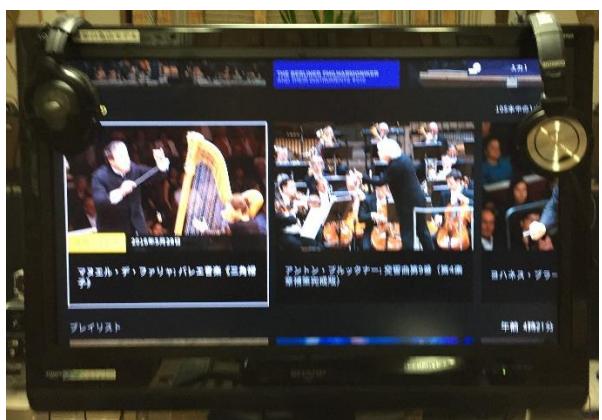
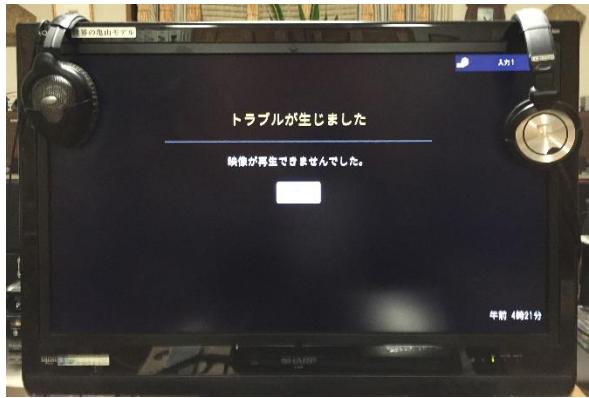


Photo3



To BPO From Editor (by e-mail)

Dear Sir or Madam, Berlin Phil Media,

I can inform you of good news.

Today 7 o'clock AM, July 27<sup>th</sup>, TOKYO TIMEZONE, I found visual and auditory reproduction of BPODCH through net work access with DMR-UBZ1 returned to normal state.

Please let me know what had happened.

Sincerely,