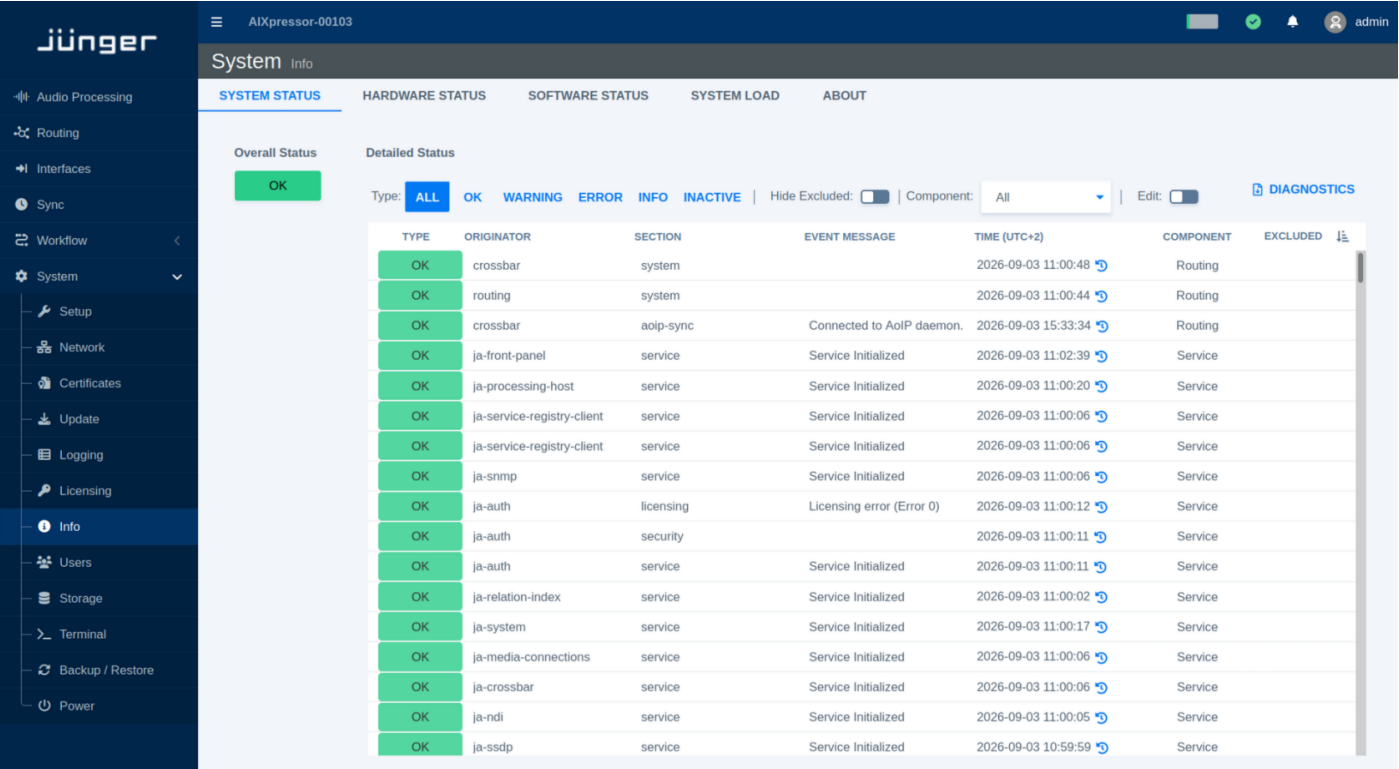


Info

The **Info** page provides an overview of the current status, system load, installed components, and software versions of the flexAI system.

The page is organized into five sections:

- **System Status**
- **Hardware Status**
- **Software Status**
- **System Load**
- **About**



System Status

Select **Info** from the **System** menu to open the **Info** page. The **System Status** section is displayed by default.

The **Overall Status** indicator shows the general operational state of the flexAI system. A green **OK** status indicates that the system is operating normally overall. Individual components may still report informational messages, inactive states, or non-critical warnings.

Use the **Type** buttons to filter the displayed status messages. Available filters include **All**, **OK**, **Warning**, **Error**, **Info**, and **Inactive**. Multiple filters can be active at the same time.

The **Component** drop-down menu allows you to filter the status information by component group. Available groups include **All**, **Service**, **System**, **Hardware**, **Audio Processing**, **Routing**, **Sync**, **Network**, and **Interfaces**.

Use **Edit** to customize how individual status entries are handled. A status can be excluded from the calculation of the **Overall Status**, so that changes to this status no longer affect the general system status indication. Status entries that are not relevant for a particular installation can also be hidden completely from the System Status view (**Hide Excluded**).

These settings allow the status overview to be adapted to the requirements of a specific system without disabling the underlying status monitoring.

Each individual status entry provides access to its history. Click the **history icon** next to a status to open the **Status History** dialog. The dialog lists previous state changes together with their timestamp, status type, event message, and any available details. It also identifies the corresponding originator, section, and component.

System Info

SYSTEM STATUS | HARDWARE STATUS | SOFTWARE STATUS | SYSTEM LOAD | ABOUT

Overall Status

OK

Detailed Status

Type: All

	ORIGINATOR	SECTION	COMPONENT
TYPE	crossbar	aoip-sync	Routing

Status History

TIME (UTC+2)	TYPE	EVENT MESSAGE	DETAILS
2026-09-03 15:53:28	OK	Connected to AoIP daemon.	
2026-09-03 15:53:23	ERROR	Connect to AoIP daemon failed!	
2026-09-03 15:52:40	OK	Connected to AoIP daemon.	
2026-09-03 15:52:34	ERROR	Connect to AoIP daemon failed!	
2026-09-03 15:51:49	OK	Connected to AoIP daemon.	
2026-09-03 15:51:43	ERROR	Connect to AoIP daemon failed!	
2026-09-03 15:51:21	OK	Connected to AoIP daemon.	
2026-09-03 15:51:15	ERROR	Connect to AoIP daemon failed!	
2026-09-03 15:50:53	OK	Connected to AoIP daemon.	
2026-09-03 15:50:46	ERROR	Connect to AoIP daemon failed!	

ja-ssap | service | Service initialized | 2026-09-03 10:59:59

This history can be useful when investigating intermittent issues, as it allows you to see when a status changed and whether it subsequently returned to its normal state.

Diagnostics File

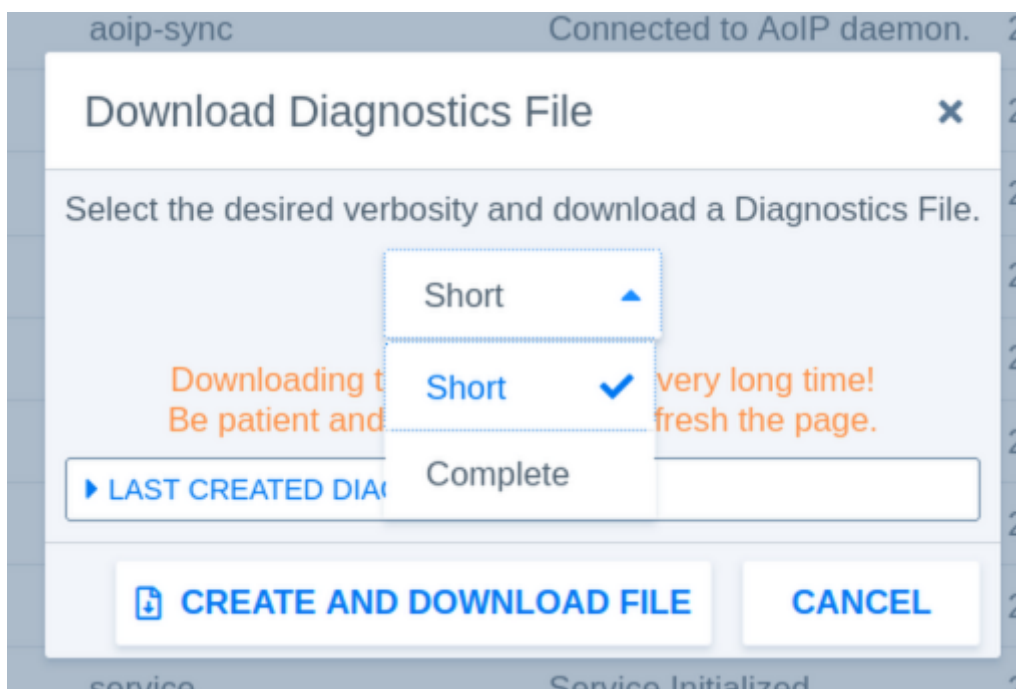
Click **Diagnostics** on the **Info** page to open the **Download Diagnostics File** dialog.

Select the desired level of detail:

- **Short** creates a smaller diagnostics file containing the information typically required for troubleshooting.
- **Complete** collects more extensive diagnostic information and may take considerably longer to create.

Click **Create and Download File** to generate and download the Diagnostics File. When creating a **Complete** file, keep the page open until the process has finished.

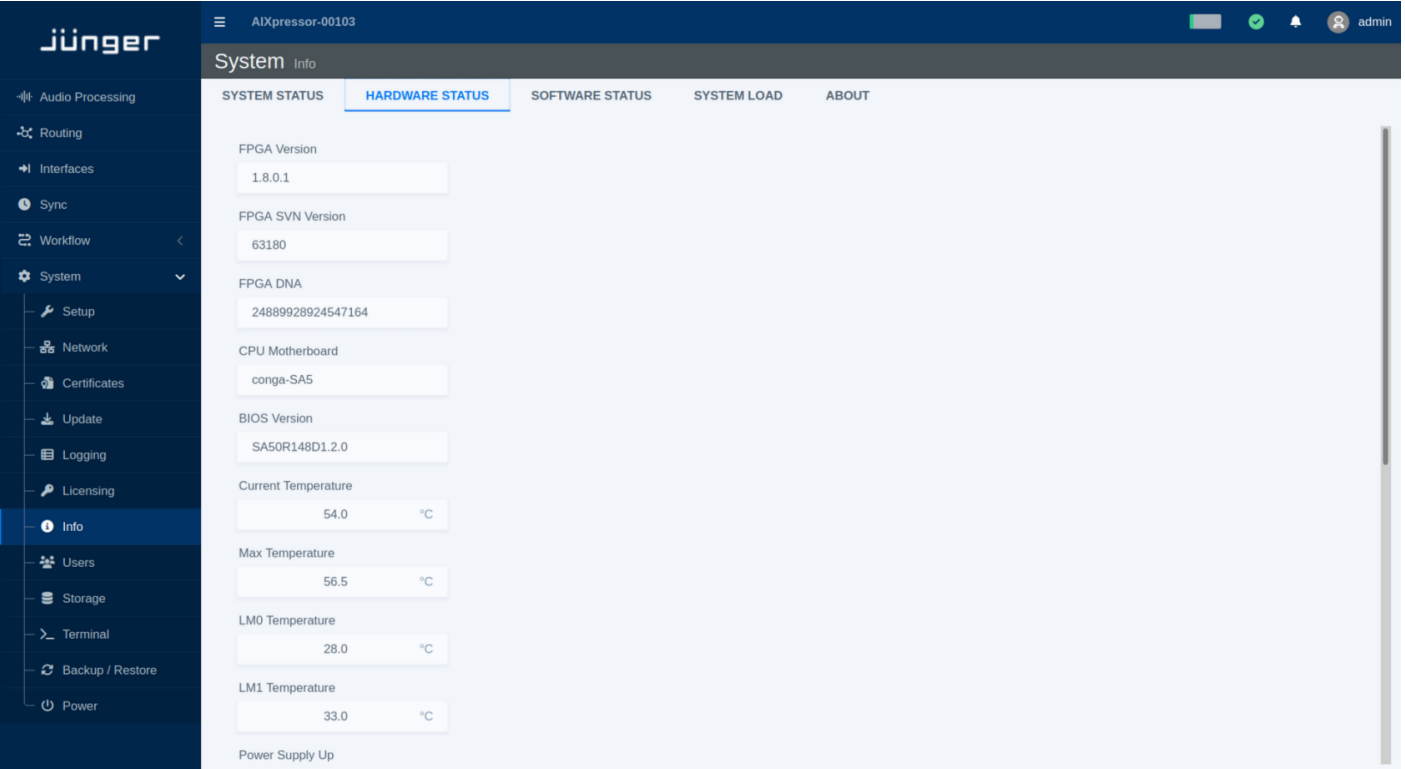
If a Diagnostics File has already been created, information about the most recently created file is also available in the dialog.



Hardware Status

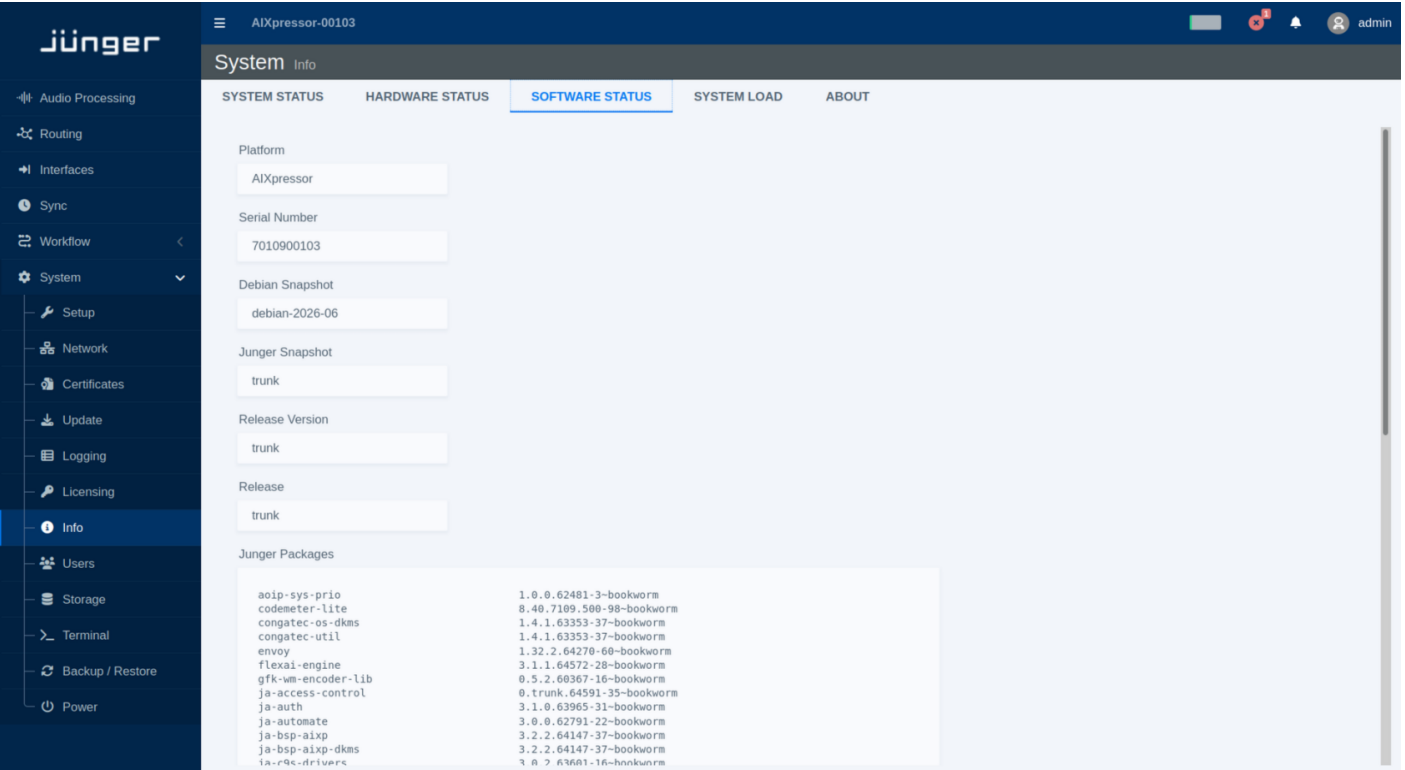
The **Hardware Status** section provides detailed information about the hardware components of the flexAI system. It is primarily intended for diagnostics and service purposes.

Depending on the system, the displayed information may include firmware versions, temperatures, fan status, and power supply status.



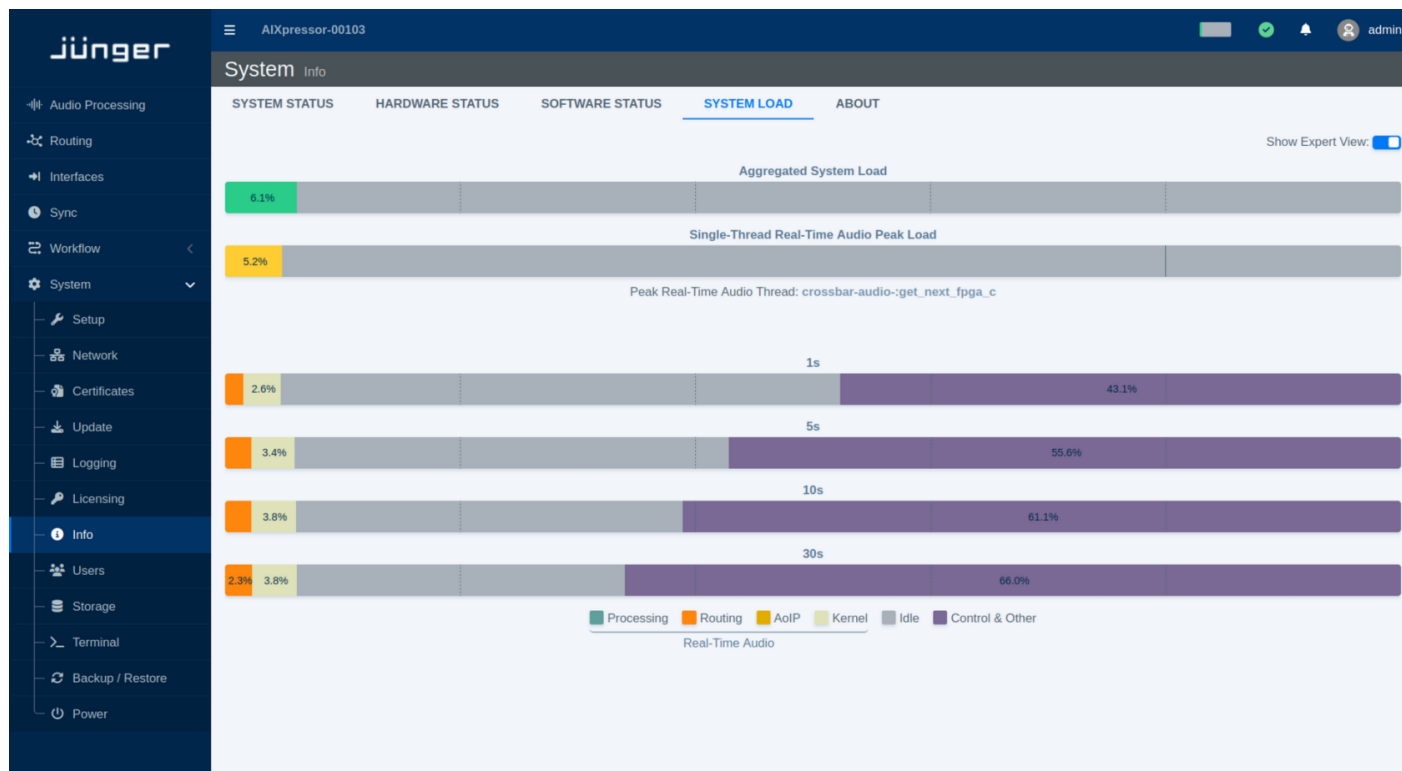
Software Status

The **Software Status** section lists information about the software components and versions currently installed on the flexAI system.



System Load

The **System Load** section provides an overview of the current processing load of the flexAI system.



Aggregated System Load shows the overall system load and provides a quick indication of the available processing capacity.

Enable **Show Expert View** to display more detailed load information. The **Single-Thread Real-Time Audio Peak Load** shows the peak load of an individual real-time audio processing thread.

The Expert view also provides four system load bars with integration times of **1 s**, **5 s**, **10 s**, and **30 s**. Each bar is divided into color-coded sections showing how the system load is distributed across the following functions:

- **Processing**
- **Routing**
- **AoIP**
- **Kernel**
- **Real-Time Audio**
- **Idle**
- **Control & Other**

The different integration times provide views of the system load over different time periods. Shorter integration times make brief changes in load more visible, while longer integration times provide a more stable view of the overall load distribution.

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