

AUTODESK®
EFFECTS AND EDITING
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Autodesk® Cleaner® XL Network Encoding Troubleshooting Guide

Autodesk®

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Autodesk Cleaner XL Network Encoding

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About this Troubleshooting Guide

This document covers common problems you may encounter when encoding with Autodesk® Cleaner® XL over a network, concentrating on the communication between the different software components involved (Autodesk Effects and Editing application, Cleaner XL, Autodesk Backburner™, and Autodesk Wiretap™).

You also learn where to find the various log files created as jobs are encoded. Use log files to track down problems that occur.

This document will be updated when new issues are found: check the documentation library for the latest version, at <http://www.autodesk.com/discreet-documentation>.

As well, be sure to see the *Readme* included with the latest release of Cleaner XL. This *Readme* includes information for Autodesk Effects and Editing users.

You can also refer to the “Troubleshooting Backburner” chapter in the *Autodesk Backburner 2007 Installation and User’s Guide* for Backburner-specific troubleshooting information. This information is also applicable to other products that use Backburner.

To encode to Cleaner XL, you should be using the following compatible software versions:

- Autodesk Inferno® 2007, Autodesk Flame® 2007, Autodesk Flint® 2007, Autodesk Smoke® 2007, or Autodesk Backdraft® Conform 2007
- Autodesk Cleaner XL 1.5.1
- Autodesk Backburner 2007
- Autodesk Wiretap 2007

Checklist Before Exporting Jobs

Before exporting jobs from Autodesk Effects and Editing application for Cleaner XL encoding, you must configure the software components properly and set the proper state (running or not running). Verify the following:

- The *BackburnerManagerHostname* and *BackburnerManagerPort* keywords in the *init.cfg* file on the Autodesk Effects and Editing workstation are set to point to Backburner Manager.
- Backburner Manager is running on a Windows® or Linux® workstation, and this workstation is properly networked to the Autodesk Effects and Editing workstation.
- Backburner Monitor or Backburner Web Monitor is running on a workstation that can connect to the Backburner Manager workstation.
- The Backburner Server is running on the Windows workstation where Cleaner XL will encode jobs. Also verify that Backburner Server is configured to point to Backburner Manager.
- Cleaner XL is properly licensed: start the program; if the activation dialog appears, refer to the documentation in the Cleaner XL box for activation and registration information.
- Cleaner XL is *not* running: when the Backburner Server receives a job and passes it to Cleaner XL, Cleaner XL is triggered to run, encode the job, then shut down.
- Wiretap is running on the Autodesk Effects and Editing workstation. On IRIX® or Linux workstations, type the following in a shell: **ps -ef | grep wiretap**. If no line containing the string “iffis WireTapServer” appears, then Wiretap is off. See [“Verifying Wiretap Status and Restarting Wiretap”](#) on page 3.

Troubleshooting Network Communication

For Cleaner jobs to reach Cleaner XL, the Windows workstation running Cleaner XL must be able to communicate with the IRIX or Linux Autodesk Effects and Editing workstation.

As well, for Cleaner XL to be able to pull frames and audio from a Stone® filesystem, Wiretap must be running properly on the Autodesk Effects and Editing IRIX or Linux workstation. If

jobs are not encoded properly, you can stop and then restart Wiretap to clear up processes and make sure Wiretap is running correctly.

To check communication from the Windows workstation to the IRIX or Linux workstation:

1. From the Windows Start menu, click Run.
2. In the Run dialog box, type **cmd** in the Open field and then click OK to access a command line.
3. Type the following:

```
ping <name of IRIX or Linux workstation>
```

The Windows workstation sends data to the IRIX or Linux workstation and verifies whether it receives all of the data. If the Windows workstation does not receive all the data, a line similar to the following appears:

```
Packets: Sent = 4, Received = 0, Lost = 4 (100 % loss)
```

In this case, check with your system administrator to troubleshoot why the Windows and the IRIX or Linux workstation are not communicating properly.

To check communication from the IRIX or Linux workstation to the Windows workstation:

- From the UNIX shell on the Autodesk Effects and Editing IRIX or Linux workstation, type the following:

```
ping <name of Windows workstation>
```

The IRIX or Linux workstation sends data to the Windows workstation and verifies whether it receives all of the data. If feedback indicates that not all data was received, then there has been a communication problem.

In this case, check with your system administrator to troubleshoot why the Windows and IRIX or Linux workstation are not communicating properly.

Verifying Wiretap Status and Restarting Wiretap

Wiretap can be stopped for various reasons. This prevents the Windows workstation from retrieving frames from the Stone filesystem, and jobs are not encoded. When this problem occurs, you receive an error message. See [“Checking Log Files for Errors”](#) on page 7.

Use the following procedures to check the status of Wiretap, and if necessary, restart it.

To restart Wiretap on an IRIX workstation:

1. In a UNIX shell, log in as root.
2. Check the status of Wiretap by typing:
chkconfig
3. Scroll down the list to the *dl_wiretap* entry:
 - If the entry says *dl_wiretap off*, go to step 4.
 - If the entry says *dl_wiretap on*, turn off Wiretap by typing:
chkconfig dl_wiretap off
4. Restart Stone® and Wire® by typing:
sw_restart
Wiretap is turned off.
5. Turn on Wiretap by typing:
chkconfig dl_wiretap on
6. Restart Stone and Wire by typing:
sw_restart
Wiretap is turned on and is active.

To restart Wiretap on a Linux workstation:

1. To check the status of Wiretap, type the following in a UNIX shell:
cat /etc/sysconfig/stone+wire
The status of Stone, Wire, and Wiretap are displayed in the shell.
NOTE: Even if Wiretap is on, stopping and then restarting it can rectify some problems with jobs that did not make it through the rendering pipeline successfully.
2. In a UNIX shell, log in as root.
3. Type the following:
kedit /etc/sysconfig/stone+wire
4. In the text editor, edit the following line:
dl_wiretap=off
5. Save and exit.

- Restart Stone and Wire by typing:

```
sw_restart
```

Stone and Wire are restarted, but Wiretap remains off.

- Type the following:

```
kedit /etc/sysconfig/stone+wire
```

- In the text editor, edit the following line:

```
dl_wiretap=on
```

- Save and exit.

- Restart Stone and Wire by typing:

```
sw_restart
```

Stone and Wire and Wiretap are restarted.

Troubleshooting Other Cleaner XL Encoding Problems

The following are some other problems that can affect jobs sent to Cleaner XL for encoding:

- The Job Queue in Cleaner XL may be stopped, preventing it from encoding jobs. When a Cleaner job fails or when you force the application to close, the job queue is stopped. This is done so the user has to open the application and investigate why a job failed, repair it, and then relaunch it. To rectify this problem, open up Cleaner XL and in the Job Queue, click Run. If there are unprocessed jobs in the queue, it is recommended to remove them by choosing **Queue | Remove all Pending Jobs**. See the “Job Queue” chapter in the *Autodesk Cleaner XL User’s Guide*.
- You may have chosen an output profile in the Autodesk Effects and Editing application that relies on a media player not installed on the Windows workstation running Cleaner XL. For example, if you choose a Real® output profile, Real must be installed on the Windows workstation running Cleaner XL. To rectify this problem, install the required players for the output profiles you will use. You then have to rerun the Cleaner XL installer and choose the Media Layers option.
- When exporting clips to Cleaner XL with soft-imported images, the sources must reside on locations that are accessible to the Autodesk Effects and Editing application and to Cleaner XL. Wiretap path translation services must be configured accordingly. See the “Configuring Wiretap” section of the “Setting Up the Wire Network” chapter in the *Autodesk Stone and Wire Filesystem and Networking User’s Guide*.
- You may have destination folders that do not exist, do not have write permission, or that are full. Always check these aspects of your output destinations if you run into problems. You can

use UNC paths for your destinations to better ensure a static destination in a complex network facility.

- If there is an excessive delay when exporting clips from the Autodesk Effects and Editing workstation, you may have too many clips stored in the ExportIO library. Whenever you export a clip to Cleaner XL, a copy of the clip's metadata is made to the ExportIO library associated with the project. Clips that are stored in the ExportIO library are referenced from Backburner Monitor if the job is resubmitted. You can also export clips from the ExportIO library. You can delete these clips from the ExportIO library if they are no longer needed. See [“Re-encoding Jobs”](#) on page 8.
- You may be exporting jobs to an older version of Cleaner XL if one had been installed on the destination system. This can cause problems, for example, if you are using an output profile for a file format that had previously not been supported. See the *Readme* for the current version of Cleaner XL for update information for Autodesk Effects and Editing users.

Missing Job Info on Backburner Standalone Workstation

If you install Backburner on a Windows workstation where Cleaner XL has not been installed, Cleaner XL jobs are displayed, but some detailed job information is missing in Backburner Monitor. You can fix this problem by copying the Cleaner Backburner plug-in from a workstation where Cleaner XL is installed, to one where only Backburner is installed.

To install the Cleaner Backburner plug-in:

1. On a Windows workstation where you installed Cleaner XL 1.1 (or later), navigate to the Cleaner XL install directory. By default, Cleaner XL is installed to one of the following directories:
 - Prior to Cleaner XL version 1.5: *Program Files/discreet*
 - At Cleaner XL version 1.5: *Program Files/Autodesk*
2. Copy the file *nrCleaner.task* to an accessible network location.
3. Paste the file *nrCleaner.task* to the following directory on the Windows workstation where you installed Backburner:

Program Files\Autodesk\Backburner

The next time you run Backburner Monitor, all the relevant information for Cleaner XL jobs passing through the Backburner pipeline will display properly.

Checking Log Files for Errors

There are several places where you can see the status of jobs as they are being passed through the Backburner pipeline from the Autodesk Effects and Editing workstation for final encoding on the Windows workstation running Cleaner XL. You can:

- Check feedback in real-time on the Backburner Server located on the Windows workstation running Cleaner XL.
- Check feedback in real-time on the Backburner Manager located on the Windows workstation that the Autodesk Effects and Editing workstation is configured to send jobs to.
- Use either the Backburner Monitor or Backburner Web Monitor to keep track of all jobs in the pipeline, during and after they are encoded.

As well, you can open the log files that are created by Backburner in a text editor to track the status of jobs and errors that occur.

For configuration and other information about these log files, see “Configuring Backburner Log Files” in the “Troubleshooting Backburner” chapter of the *Autodesk Backburner 2007 Installation and User’s Guide*.

To check the Backburner Server log:

1. On the Windows workstation where the Backburner Server is running, navigate to:
Programs Files\Autodesk\Backburner\Network
2. Open the file *backburnerServer.log* in a text editor.

To check the Backburner Manager log:

1. On the Windows workstation where the Backburner Manager is running, navigate to:
Programs Files\Autodesk\Backburner\Network
2. Open the file *backburner.log* in a text editor.

To check the Cleaner XL log:

1. On the Windows workstation where Cleaner XL is running, navigate to:
Program Files\Autodesk\Backburner Network\Jobs
2. Open the log file corresponding to the job you are concerned about in a text editor. If necessary, you can check the name for a particular job in the Backburner Monitor. All jobs

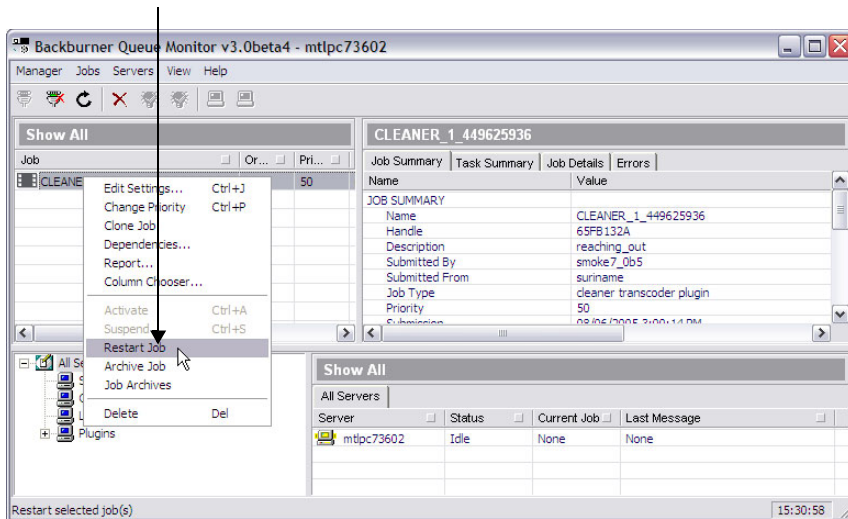
appear in the Job list, as well as in the Name field of the Job Summary tab when the job is selected.

NOTE: You can also open Cleaner XL to see which errors occurred in your job by checking the log in the application. Click on the diamond shaped button at the bottom of the job window. The log section is on the right.

Re-encoding Jobs

There are two methods for re-encoding jobs already processed by Cleaner XL.

You can restart the job from Backburner by right-clicking it in the Backburner Monitor and selecting Restart job.



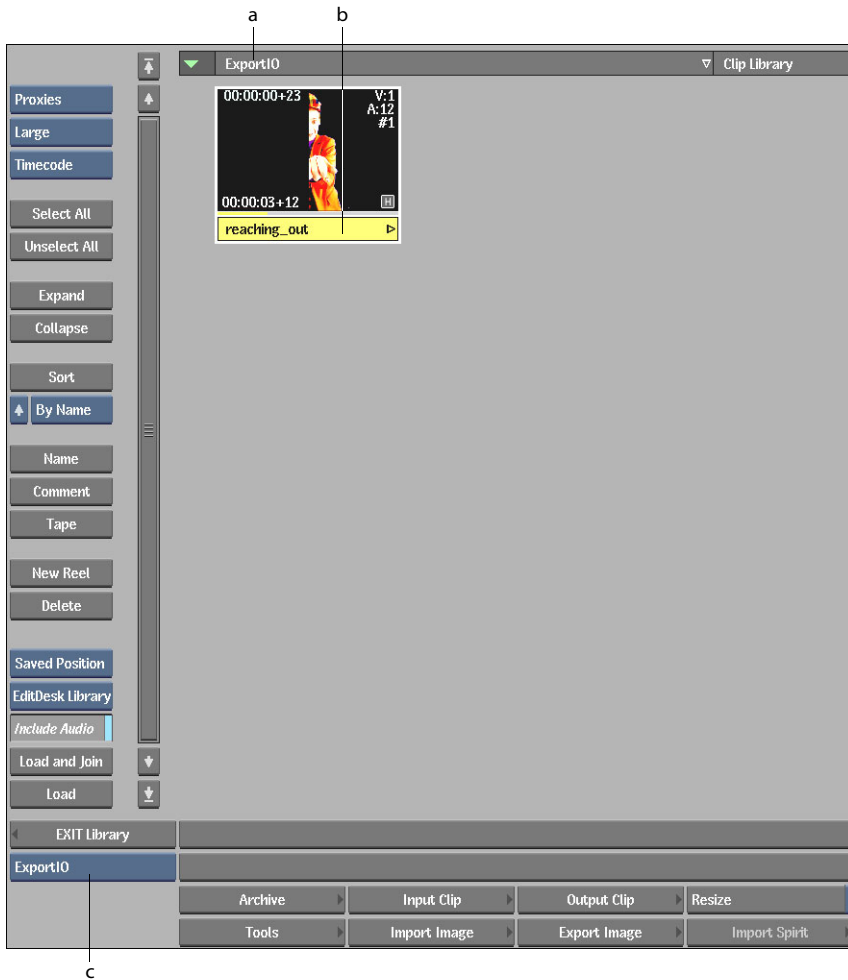
Alternatively, in the Backburner Web Monitor, click the Jobs tab, locate the job to be restarted in the Job list, and click its Restart button.

Job Name	Status	Progress	Tasks	Priority	Submitted	Started	Plugin	Owner	Controls
Wire_laos_060612_162300	Complete	100 %	6 / 6	50	06/12/2006 at 04:23:00 PM	06/12/2006 at 04:23:00 PM	Wire	root	Restart
Burn_laos_060612_155234	Complete	100 %	1 / 1	50	06/12/2006 at 03:52:34 PM	06/12/2006 at 04:03:56 PM	burn 2007.0	smoke2007b5	Restart
Burn_sobkleu_060613_102322	Not Started	0 %	0 / 70	50	06/13/2006 at 10:23:23 AM	06/13/2006 at 10:42:59 AM	burn 2007.0	flame2007b5	Suspend Restart
Burn_sobkleu_060613_095957	Not Started	0 %	0 / 70	50	06/13/2006 at 09:59:58 AM	06/13/2006 at 10:40:51 AM	burn 2007.0	flame2007b5	Suspend Restart

See “Restarting Jobs” in the “Managing a Backburner Queuing System” chapter of the *Autodesk Backburner 2007 Installation and User’s Guide*.

When a Cleaner XL job is restarted in Backburner, the clip is retrieved from the ExportIO library on the Autodesk Effects and Editing workstation where the clip was exported from.

A copy of the metadata of the clip is made to the ExportIO library when you export a clip to Cleaner XL.



a) Clips in Export IO library

b) Copy of clip exported to Cleaner XL

c) ExportIO available from Clip Library box

Image courtesy of Black Hole Sun / CIS Hollywood

The original clip can be deleted from the project library as it is the clip in the ExportIO library that is used to re-encode jobs.

NOTE: To delete the clip and its frames, which will free up space, the clip has to be deleted from both the project library and the ExportIO library.

You may want to periodically delete the clips from the ExportIO library after exporting many clips to Cleaner XL. This will free up space and improve the time it takes to export clips, since this library is referenced whenever a clip is exported to Cleaner XL, as well as to other formats. However, if you erase the clip from the Export library, you will not be able to resubmit it from the Backburner Monitor.

You can use a second method to export a clip, using a different output profile, even if you erased the original clip from the project's clip library. Export the clip from the ExportIO library and select the output profile you want to use.

