

AUTODESK®
WIRETAP™ WEB
2008

Installation and User's Guide



Autodesk®

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Introducing Wiretap

Summary

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Using this Guide

This Guide provides the following information:

- Procedure for installing Autodesk® Wiretap™ Web 2008. See [Chapter 2, “Installing Wiretap Web.”](#) on page 5.
- Wiretap Web capabilities for browsing the Autodesk Stone® and Autodesk Wire® filesystem and network to view and scrub clips, modify projects settings, and create projects. See [Chapter 3, “Browsing the Stone and Wire Filesystem and Network.”](#) on page 9.
- Troubleshooting tips. See [Chapter 4, “Troubleshooting Tips.”](#) on page 41.

About Wiretap Web

Wiretap Web is a web service that enables users to access projects, libraries, clips, and frames stored on a remote Stone and Wire filesystem and network via a standard web browser. The web service is installed on a Linux® web server in the facility, enabling users within the facility to browse the Stone and Wire filesystem and network by pointing a supported web browser to the Wiretap Web URL.

Wiretap Web displays the Stone and Wire filesystem and network as standard HTML pages. Using Wiretap Web, you can:

- View a list of hosts detected on the Wire network
- Browse Stone volumes, projects, clip libraries, reels, and clips on each host
- Create, modify, and delete projects on each host

- Create and delete clip libraries in any project
- Browse the users on each host
- Browse the setups associated with each project on each host

You can introduce Wiretap Web in your facility as an easy, offline means of monitoring and managing projects. Using virtual private networking, you can also extend browser access to your facility's Stone and Wire filesystem and network outside the facility.

Wiretap Web is part of the Autodesk Wiretap 2008 Package. You can download the package from the Autodesk Developer Network at <http://www.autodesk.com/adn>.

Related Documentation

The following tables list the documentation associated with the current release. For details on each of these documents, as well as for help obtaining them, refer to your application's release notes.

User and Reference Guides	Description
<i>User's Guide</i>	Detailed instructions on using the application
<i>What's New</i>	A complete list of the new features for this release
<i>Online Help</i>	All of the information in the User's Guide along with powerful search functionality
<i>Hot Keys Reference Guide</i>	A complete list of hot keys for commonly used functions
<i>Hot Keys Card</i>	A list of the most frequently used hot keys
<i>Release Notes</i>	A complete list of documentation and information on late-breaking features
<i>Fixed and Known Bug List</i>	A complete list of fixed and known bugs for this release

Installation and Configuration Guides	Description
<i>Hardware Setup Guide</i> (for your workstation)	Information on how to set up your workstation's video I/O components and other peripherals
<i>Installation and Configuration Guide</i> (for your operating system)	Information on how to install and configure the Linux® or IRIX® operating system on your workstation should you be required to do so
<i>Stone and Wire Filesystem and Networking Guide</i> (for this release)	Procedures for configuring your Autodesk Stone® filesystem, Autodesk Wire® networking, and Autodesk Wiretap™ services
<i>Stone Direct Configuration Guide</i> (for this release)	Detailed connectivity diagrams and configuration procedures for your Stone storage arrays

Installation and Configuration Guides	Description
<i>Software Installation Guide</i> (for your operating system)	Information about installing and licensing your Autodesk Editing or Effects software
<i>Configuration File Reference Guide</i> (for your operating system)	Information on how to modify the initialization and project configuration files associated with your Autodesk application
Other Product Reference Guides	Description
<i>Using Autodesk Cleaner XL with Effects and Editing Applications</i>	Installation and troubleshooting information for Cleaner® XL
<i>Autodesk Burn Installation and User's Guide</i>	Information on how to install, set up, and use Autodesk Burn™
<i>Autodesk Backburner Installation Guide</i>	Information on how to install and set up Autodesk Backburner™
<i>Autodesk Backburner User's Guide</i>	Information on how to use Autodesk Backburner™
<i>Autodesk Wiretap Web Installation and User's Guide</i>	Information on how to install, set up, and use Autodesk Wiretap™ Web

Consult the Autodesk Web site at www.autodesk.com/discreet-documentation for the latest version of all documents.

Notation Conventions

The following notation conventions are used in this Guide.

Notations	Usage Examples
<i>/usr/discreet/project</i>	Files and directories appear in italics.
<filename>	Variable names appear in Courier, enclosed in angle brackets.
sw_restart	Commands you enter in a shell appear in bold Courier and must be entered as shown.

Contacting Customer Support

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Location:	Contact Information:
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Within Europe, Middle-East and Africa:	Hotline (from London, UK): +44 207 851 8080 9 AM to 5:30 PM (local time) Monday to Friday, excluding holidays <i>me.emea.support@autodesk.com</i>
Within Asia Pacific: (Excluding India, China, Australia, New Zealand and Japan)	Hotline (from Singapore): +65 6555 0399 9 AM to 6 PM (local time) Monday to Friday, excluding holidays <i>me.support.singapore@autodesk.com</i>
Within India:	Hotline (from Mumbai): +91 22 66952244 9:30 AM to 6:30 PM (local time) Monday to Friday, excluding holidays <i>me.support.india@autodesk.com</i>
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Within Australia and New Zealand:	Hotline (within Australia to Melbourne): +1 300 368 355 Hotline (within New Zealand to Melbourne): 0800 555301 Direct dial: +61 3 9876 8355 8 AM to 6 PM AEST Monday to Friday, excluding certain holidays <i>me.support.anz@autodesk.com</i>

Customer support is also available through your Autodesk reseller. To find a reseller near you, consult the reseller look-up database on the Autodesk Web site at www.autodesk.com/resellers.

Installing Wiretap Web



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About Installing Wiretap Web

Wiretap Web is a web service that must be installed on a Linux web server to be accessible to a standard web browser. To install Wiretap Web, you require:

- The Wiretap Web installation package
- A Linux web server that meets the Wiretap Web system requirements

The Linux web server you choose must reside on the same network as the Autodesk workstations that you want to be able to browse.

NOTE: It is recommended you install Wiretap Web on a Linux workstation that is not used to run Wiretap Web and Autodesk Editing or Effects applications as the Wiretap Web activity will slow down the workstation's CPU performance. For example, if someone is using both, an Autodesk Editing or Effects application and Wiretap Web at the same time, Wiretap Web will perform more slowly. However, there is no impact on the performance of the Autodesk Editing and Effects applications as these employ CPU bandwidth reservation that guarantees their performance.

Wiretap Web System Requirements

The following lists the Wiretap Web system requirements:

- Red Hat® Enterprise Linux Workstation 4.0, Update 3.

NOTE: If you do not have this version of the operating system, you may obtain it by going to the Red Hat Web site at www.redhat.com.

- Apache HTTP Server 2.0 software

NOTE: Wiretap Web will only run on a Linux workstation running the Apache web server.

Installing Wiretap Web

Wiretap Web is part of the Wiretap SDK, available through the Autodesk Developer Network. It consists of two files:

- RPM file—*wiretapwebserver.sw.wiretapwebserver-<version & build number>.i386.rpm*
- Install script—*Install*

NOTE: Although Wiretap Web can be used in an IRIX® environment, it must be installed on a Linux workstation that meets the Wiretap Web Server system requirements.

To install Wiretap Web:

1. On the Linux web server from which you want to run Wiretap Web, ensure Apache is running. Consult your network administrator.
2. Open a terminal.
3. Go to the directory containing the Wiretap Web files.

NOTE: Alternatively, you can copy the *wiretapwebserver.sw.wiretapwebserver-<version & build number>.i386.rpm* file and the *Install* (installation) script to a remote Linux web server, and run the *Install* script on the remote Linux web server.

4. Run the installation script by typing:

```
./Install
```

After a few moments, the installation script is complete. You can now browse the Stone and Wire filesystem and network via a web browser. See [Chapter 3, “Browsing the Stone and Wire Filesystem and Network,”](#) on page 9.

The URL for Wiretap Web is: *http://<server domain root>/wiretap/*.

Accessing the Password Protected Wiretap Web URL

The Wiretap Web URL is password protected by default. You can change the default Wiretap Web password credentials. You can also disable password protection entirely.

To access the Wiretap Web URL:

1. Point a browser to the Wiretap Web URL.
2. When prompted, enter the following default credentials:
 - User Name: wiretap
 - Password: wiretap

Changing and Disabling the Wiretap Web Password Protection

You can password protect the Wiretap Web URL just as you would any other URL on the server. You can also disable password protection entirely.

To change the password for the default Wiretap Web user:

1. Open a Linux terminal as root.
2. Type:


```
htpasswd /etc/httpd/auth/wiretap.auth wiretap
```
3. Type the new password.
4. Type the new password again to confirm.

To disable password protection:

1. Open a Linux terminal as root.
2. Type:


```
kedit /etc/httpd/conf/http.conf
```
3. Press **CTRL+F** and search for “wiretap”.
This operation brings you to the Wiretap Web authentication section of this file.
4. Search for the following line:


```
require valid-user
```
5. Comment out this line by adding a pound sign (*#*):


```
# require valid-user
```
6. Stop the web server by typing the following command:

```
/etc/init.d/httpd stop
```

7. Start the web server by typing the following command:

```
/etc/init.d/httpd start
```

Browsing the Stone and Wire Filesystem and Network

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About Browsing

Wiretap Web enables you to:

- Browse a Stone and Wire filesystem and network
- Scrub clips, as well as modify, create, and delete Autodesk Effects (Inferno®, Flame®, Flint®) and Autodesk Editing (Fire®, and Smoke®) projects and libraries via a standard web browser

This chapter documents procedures supported by Wiretap Server 2008. Hosts running earlier versions of the Wiretap Server do not support all procedures.

NOTE: The procedures and screenshots documented in this chapter reflect a Windows® platform and Microsoft® Internet Explorer web browser. These may differ slightly depending on the platform and web browser (including web browser version) used.

Browser Requirements

Wiretap Web is a web service that renders the contents of the Stone and Wire filesystem and network through a browser as a standard HTML web page. In general, the latest browsers on any

platform should be able to render these pages properly. However, some Javascript and CSS functionality used by these web pages may not be supported by older versions of most browsers and pages may be rendered with slight differences between browsers.

Supported Web Browsers

Wiretap Web has been tested and validated using the web browsers listed in the following table.

Browser	Browser Version	Platform
Mozilla® Suite	1.7.12	Linux, Windows, and Macintosh®
Mozilla Firefox®	1.5	Linux, Windows, and Macintosh
Microsoft Internet Explorer	6 SP2	Windows
Microsoft Internet Explorer	5.2	Macintosh
Netscape®	8.1	Windows
Netscape	7.2	Linux and Macintosh
Safari®	2.0.4	Macintosh
Camino®	1	Macintosh

Browsing the Wire Network

You browse the Wire network by pointing a browser to the Wiretap Web root URL and viewing the list of hosts.

The URL for Wiretap Web is: *http://<server domain root>/wiretap/*.

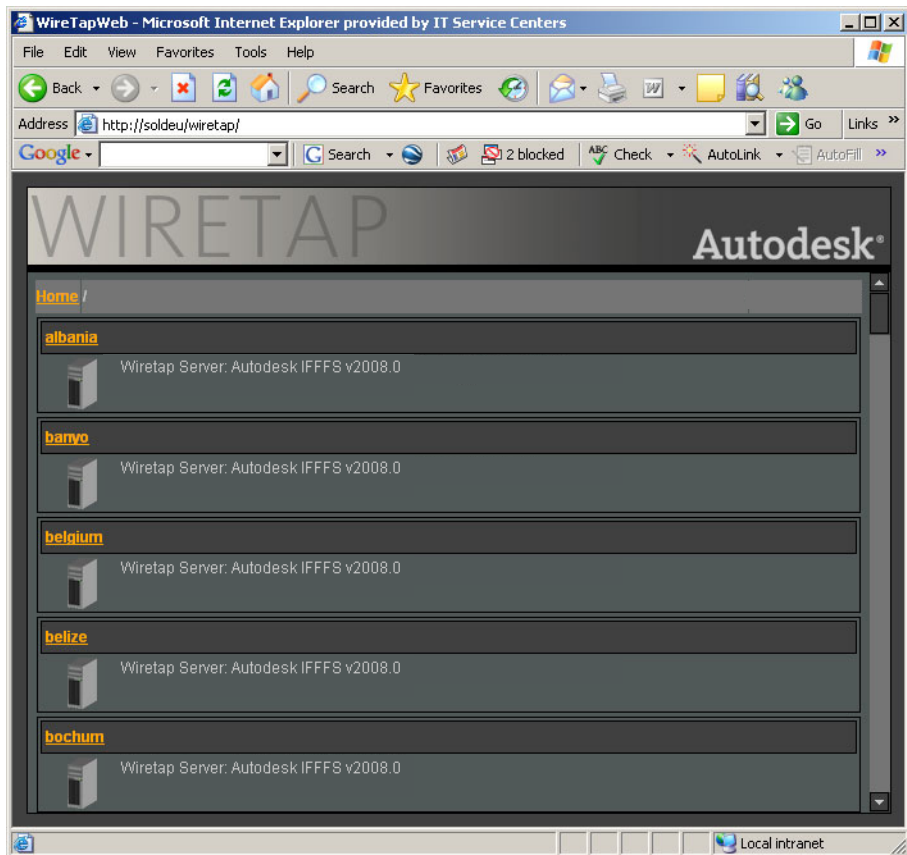
If you have problems accessing or navigating the Stone and Wire filesystem and network, see [Chapter 4, “Troubleshooting Tips.”](#) on page 41.

To access the Wire network:

1. Launch a web browser.
2. In the Web Address field, enter *http://<server domain root>/wiretap/*.
The Enter Password dialog appears.
3. In the User Name and Password fields, enter “wiretap”.

NOTE: You can change the password associated with the default Wiretap user. You can also disable password protection. See [“Changing and Disabling the Wiretap Web Password Protection”](#) on page 7.

The top-level of the Wire network web browser page appears, listing the available Wiretap Server hosts.



If a host does not appear in the list of Wiretap Servers, see [Chapter 4, “Troubleshooting Tips.”](#) on page 41.

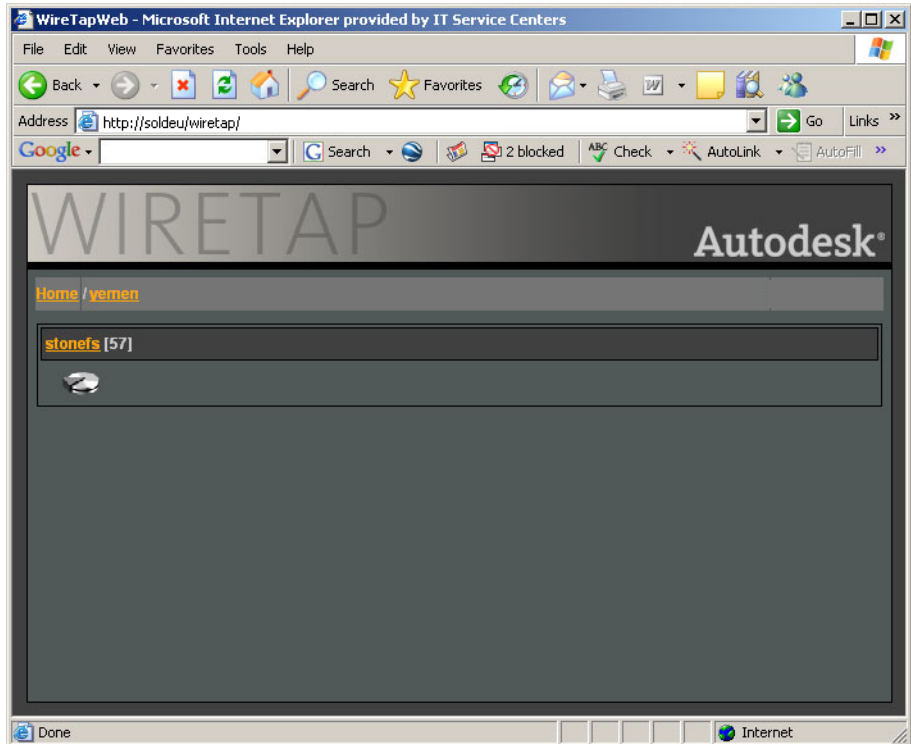
Browsing the Stone Filesystems

The Stone filesystems expose data in a tree-like hierarchy. At the top-level, you see the host, followed by the Stone filesystem.

To browse a Stone filesystem:

- After accessing the Wire network, click a Wiretap Server host.

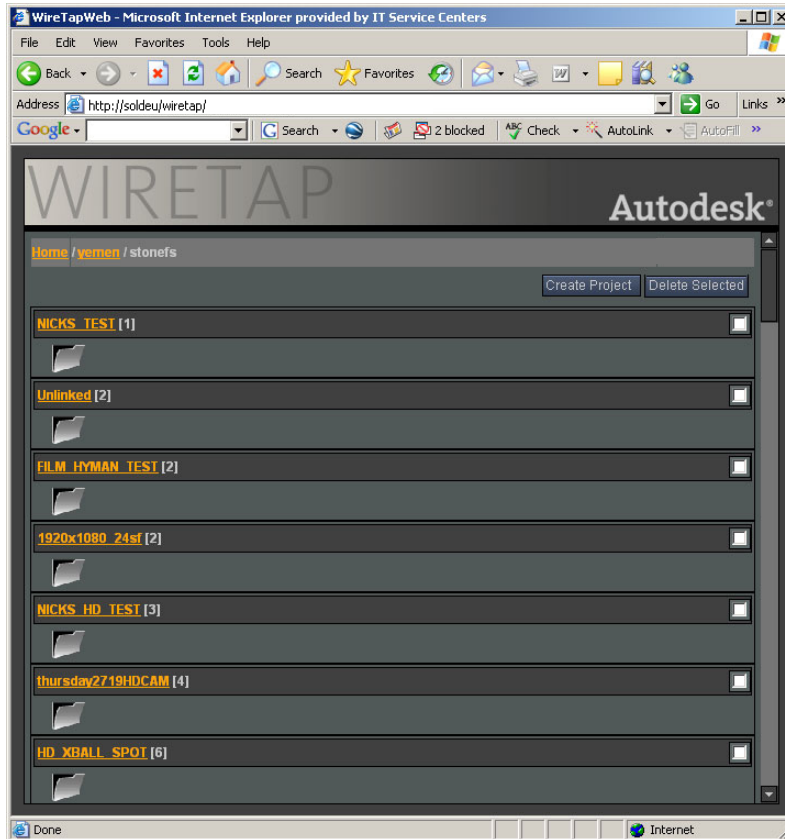
The Stone filesystem appears, listing the number of available items (in brackets).



To access projects:

- After accessing the Wire network, and clicking a Wiretap Server host, click the Stone filesystem.

The Stone filesystem displays the available projects and a *users* folder. The number in brackets is the number of available items.



Managing Projects

You can create, modify, and delete projects. If you choose to delete a project, the project must be empty - it must not contain any clip libraries.

To access projects:

1. Access the Wire network.
2. Click a Wiretap Server host.

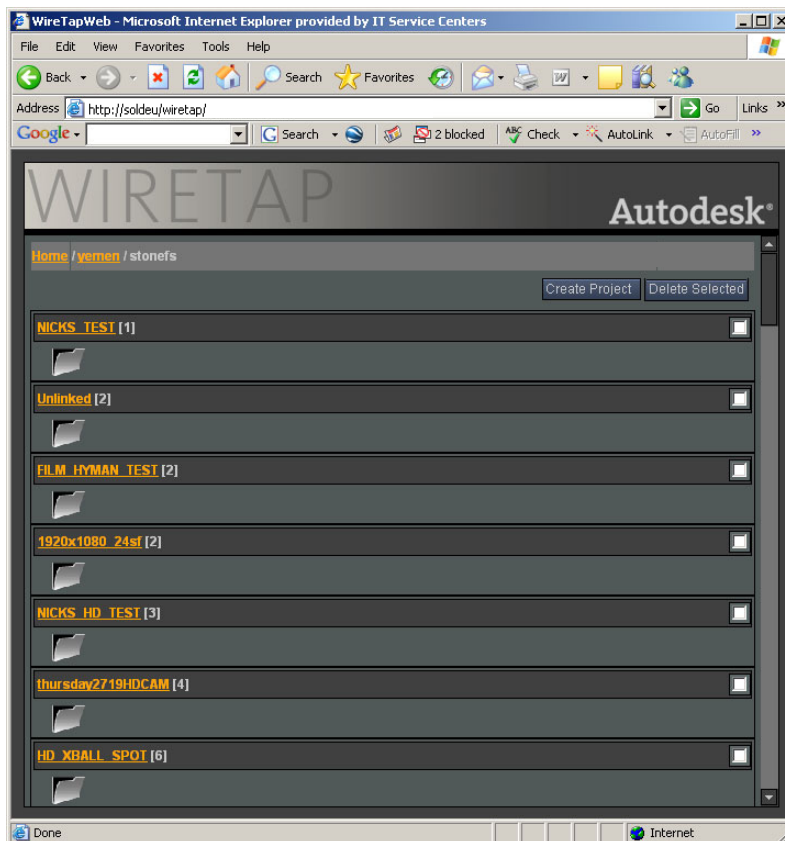
3. Click the Stone filesystem.

The Stone filesystem displays the available projects and a *users* folder.

To create a project:

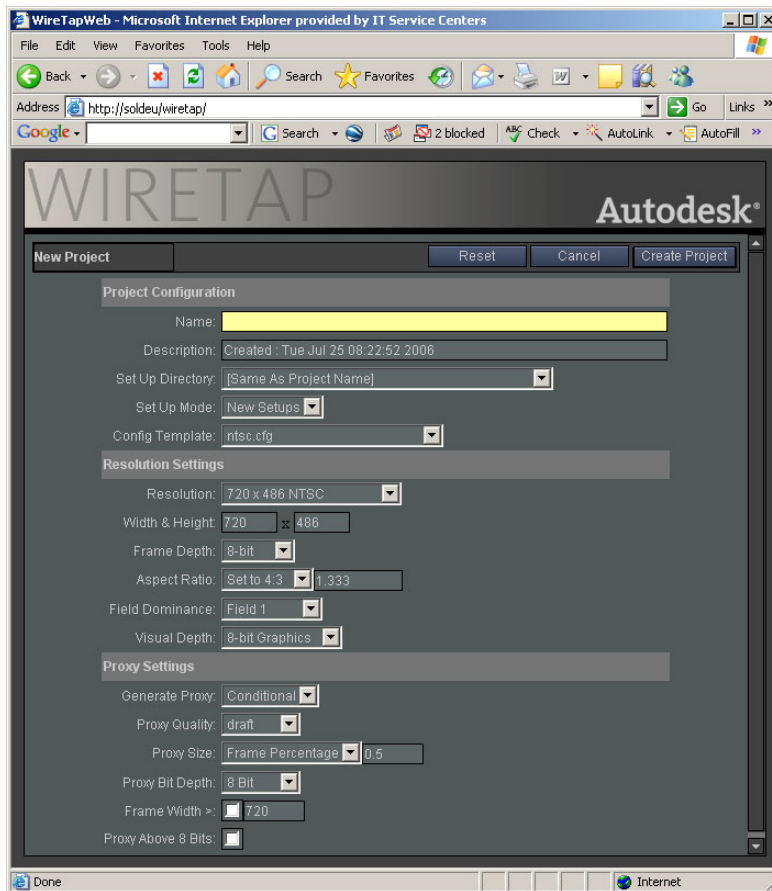
1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem to which you want to add a project.

The Stone filesystem displays the available projects and a *users* folder.



4. Click Create Project at the top right of the web browser page.

The web browser enables you to configure a new project, as well as define the resolution and proxy settings for the project.



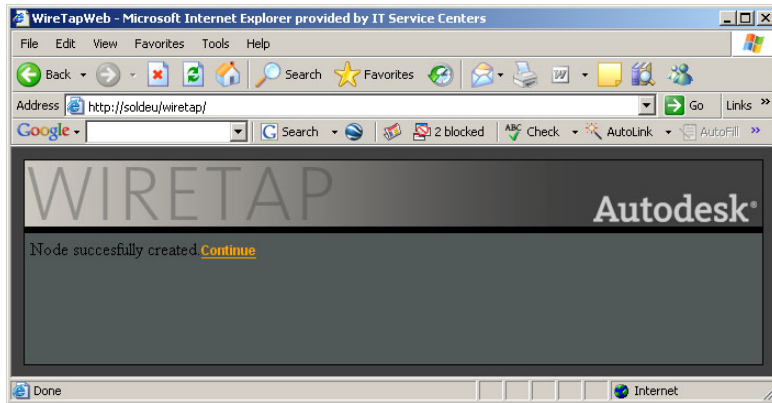
- Specify the new project's settings.

NOTE: To cancel or to reset the in-progress project creation, click Cancel or Reset.

- Click Create Project.

3 Browsing the Stone and Wire Filesystem and Network

After a few seconds, a confirmation is displayed stating the new project has been successfully created.



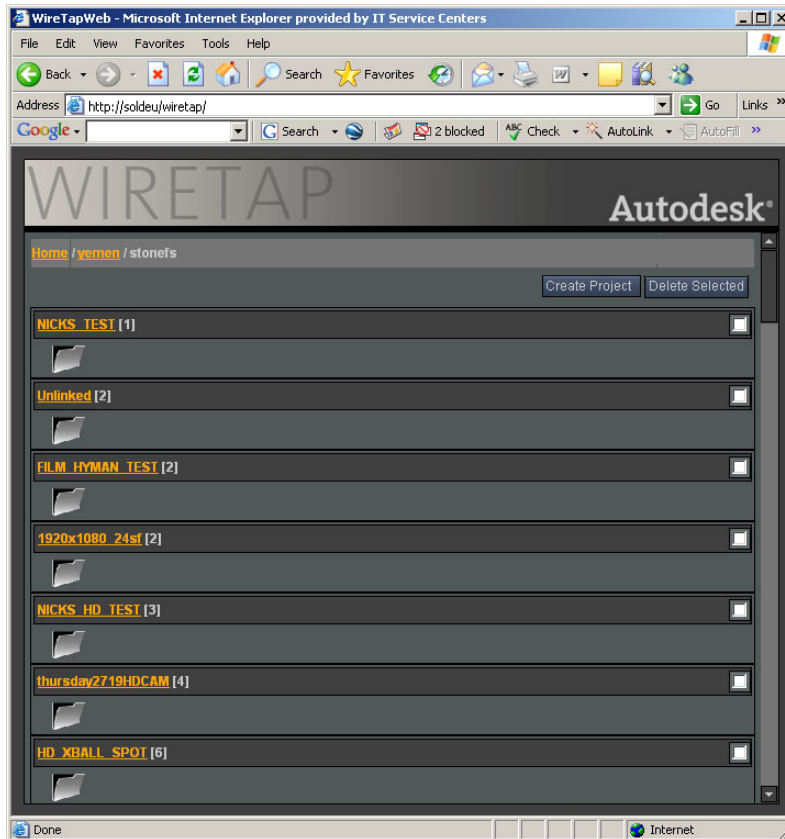
7. Click Continue.

After a few seconds, the new project is displayed in the list of available projects for the selected Stone filesystem.

To modify a project:

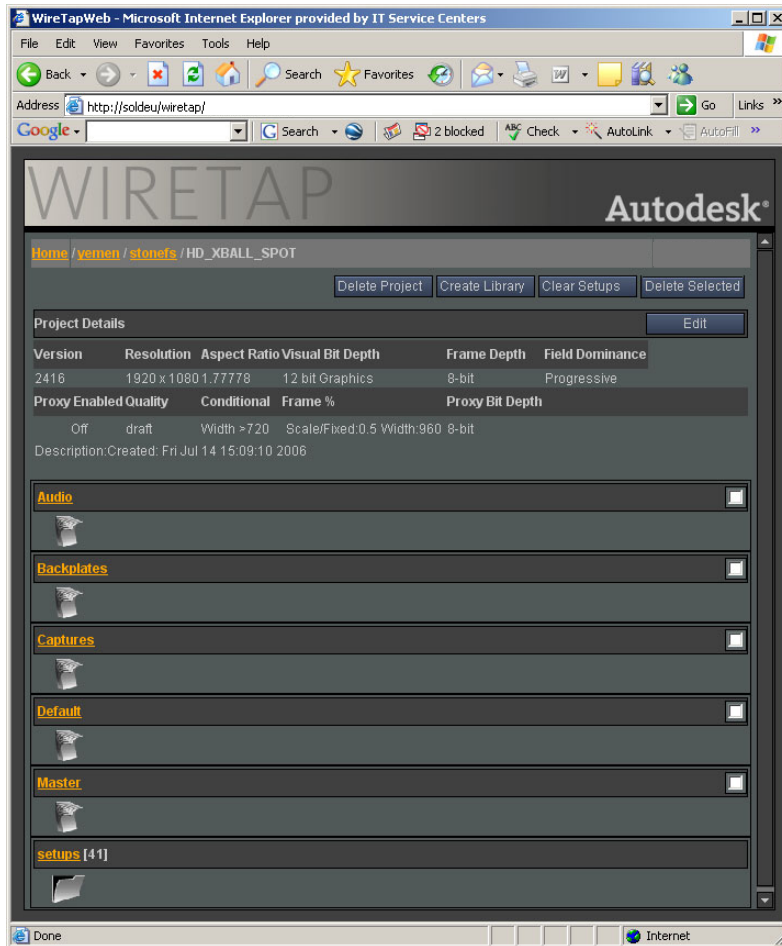
1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the project you want to modify.

The Stone filesystem displays the available projects and a *users* folder.



4. In the list of available projects for the selected Stone filesystem, click a project.
The name of the project appears at the top left, followed by the Project Details (including version number, resolution, aspect ratio, visual bit depth, frame depth field dominance, proxy settings, creation date). A list of the Project's clip libraries and a *setups* folder appear below the Project Details.

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



5. Do any of the following:
 - Click Edit to edit the details of the project. See the procedure [“To edit the details of a project:”](#) on page 19.
 - Click a box to the right of a clip library and then click Delete Selected to delete the selected clip library from the project.
 - Click Clear Setups.
 - Click Create Library to add a clip library to the selected project.
 - Click Delete Project.

When you choose to delete a project or clip library, you are prompted to confirm or cancel the action.

When you delete a clip library, you delete all its contents.

NOTE: You can only delete projects that do not contain clip libraries. To delete a project that is not empty, you need to delete the project's clip libraries before you can delete the project. See the procedure [“To delete a project that contains clip libraries:”](#) on page 21.

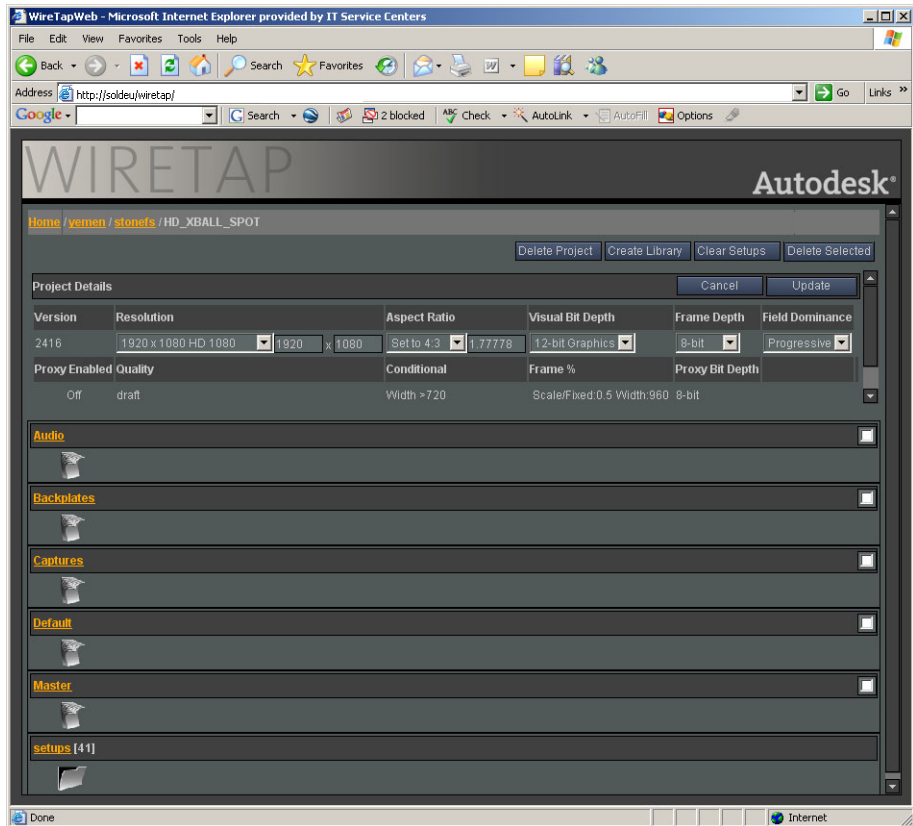
You can modify a project from this page by editing a project's details, clearing setups, creating clip libraries, or by deleting a project that is empty.

To edit the details of a project:

1. Follow steps 1 through 4 of the procedure [“To modify a project:”](#) on page 16.
2. Click Edit at the top right of the page.

3 Browsing the Stone and Wire Filesystem and Network

The Web browser enables you to change a project's resolution, aspect ratio, visual bit depth, frame rate, as well as field dominance.



3. Edit any of the following fields:

- Resolution
- Aspect Ratio
- Visual Bit Depth
- Frame Depth
- Field Dominance

NOTE: To cancel the in-progress modifications to a project's details, click Cancel.

4. Click Update.

After a few seconds, a confirmation is displayed stating the changes to the project were successfully made.

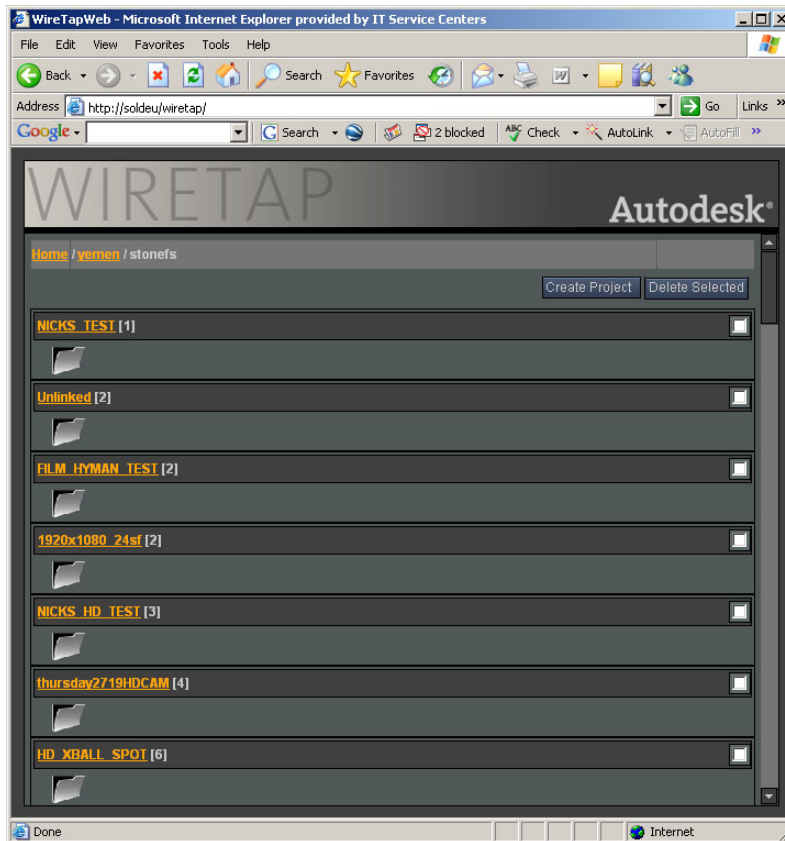
5. Click Continue.

After a few seconds, the project details display the updated information.

To delete a project that contains clip libraries:

1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem which contains the project you want to delete.

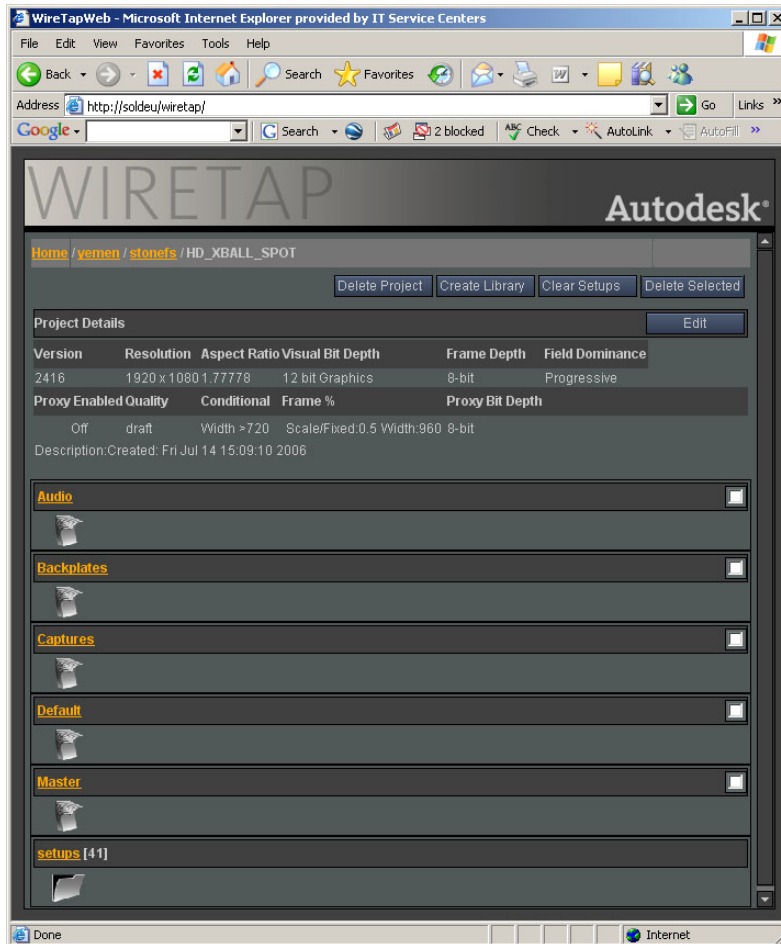
The Stone filesystem displays the available projects and a *users* folder. Within each project, there are clip libraries and a *setups* folder. To delete a project that is not empty, you need to delete the project's clip libraries first.



4. In the list of available projects for the selected Stone filesystem, click a project.

The name of the project appears at the top left, followed by the Project Details. A list of the Project's clip libraries and a *setups* folder appear below the Project Details.

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



- Click the white boxes to the right of the clip libraries.

NOTE: To deselect the clip library, click the checkmarked white box.

- At the top right of the web browser page, click Delete Selected.

NOTE: When you delete a clip library, you delete all its contents.

When you choose to delete a project or clip library, you are prompted to confirm or cancel the action.

After a few seconds, a confirmation is displayed stating the selected clip libraries were successfully deleted.

7. Click Continue.

After a few seconds, the selected project shows that the clip library is deleted from the project.

You can now delete the project.

8. Click Delete Project.

When you choose to delete a project or clip library, you are prompted to confirm or cancel the action.

After a few seconds, a confirmation is displayed stating the project has been successfully deleted.

9. Click Continue.

After a few seconds, the deleted project is no longer displayed in the list of available projects for the selected Stone filesystem, confirming the project was successfully deleted.

Managing Clip Libraries

You can create or delete clip libraries. You can delete multiple clip libraries from the project level or the clip library level.

Clip libraries can be organized into EditDesks, Source Areas, Record Areas, and Reels (as they are in the Editing applications), or into Desktops and Reels (as they are in the Effects applications). Wiretap Web matches the hierarchical representation of the clip library.

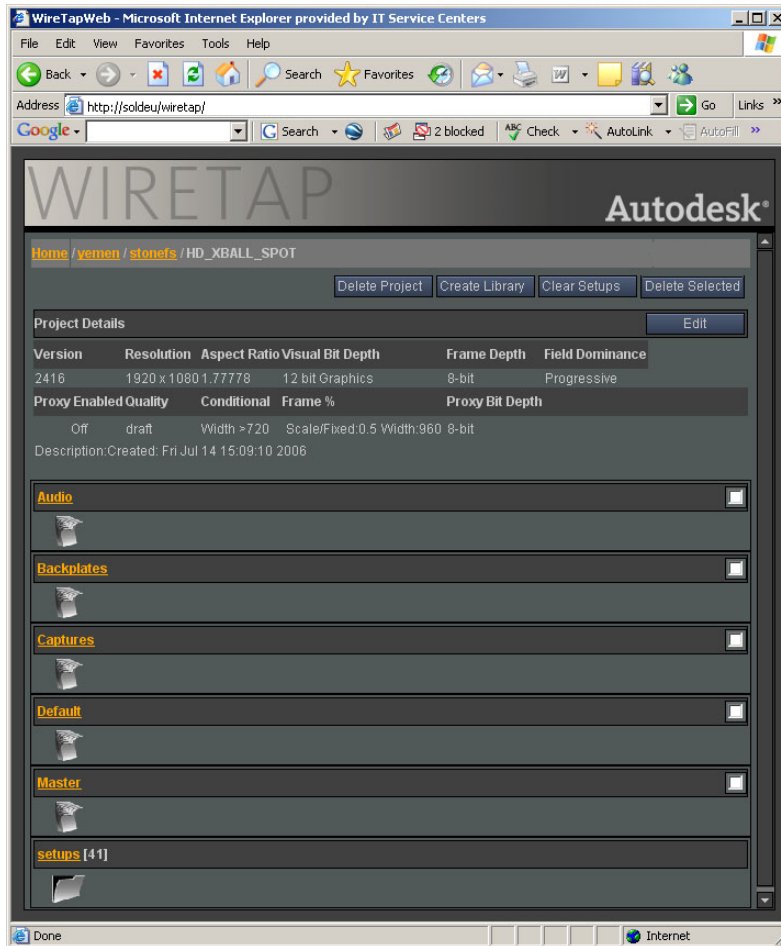
To create a clip library:

1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the project you want to modify.
4. Click the project to which you want to add a clip library.

The name of the project appears at the top left, followed by the Project Details. A list of the Project's clip libraries and a *setups* folder appear below the Project Details.

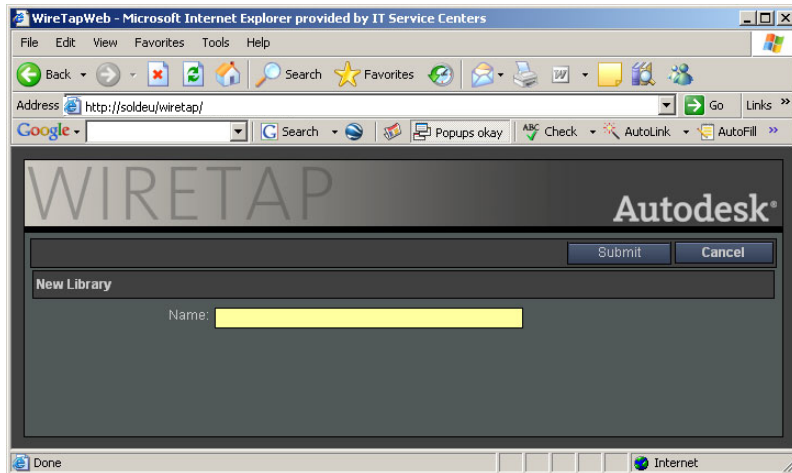
3 Browsing the Stone and Wire Filesystem and Network

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



5. At the top of the page, click Create Library.

A New Library web browser page is displayed.

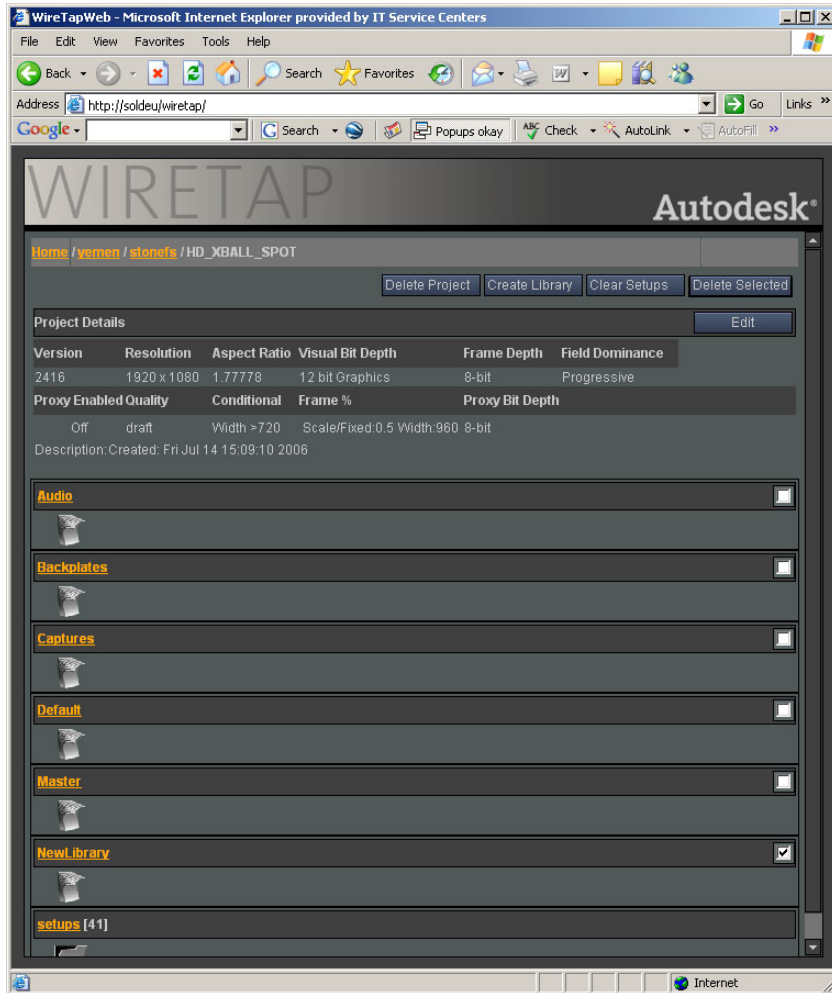


6. Enter the name for the new library and then click Submit to create the clip library.
After a few seconds, a confirmation is displayed stating the library has been successfully created.
7. Click Continue.
The new clip library appears in the list of the project's clip libraries.

To delete a clip library:

1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the project you want to modify.
4. Click the project that contains the clip library you want to delete.

In the following screenshot, the selected project includes six clip libraries and a *setups* folder.



- Click the white box to the right of the clip library you want to delete.

NOTE: When you delete a clip library, you delete all its contents.

- At the top of the page, click Delete Selected.

When you choose to delete a project or clip library, you are prompted to confirm or cancel the action.

- Click OK to confirm the action.

After a few seconds, a confirmation is displayed stating the Library has been successfully deleted.

8. Click Continue.

The clip library no longer appears in the list of the project's clip libraries.

Viewing and Deleting Clips

Clips reside in clip libraries and clip libraries reside in projects. You can browse clips, view clips, and delete clips. You can also view the metadata of a clip.

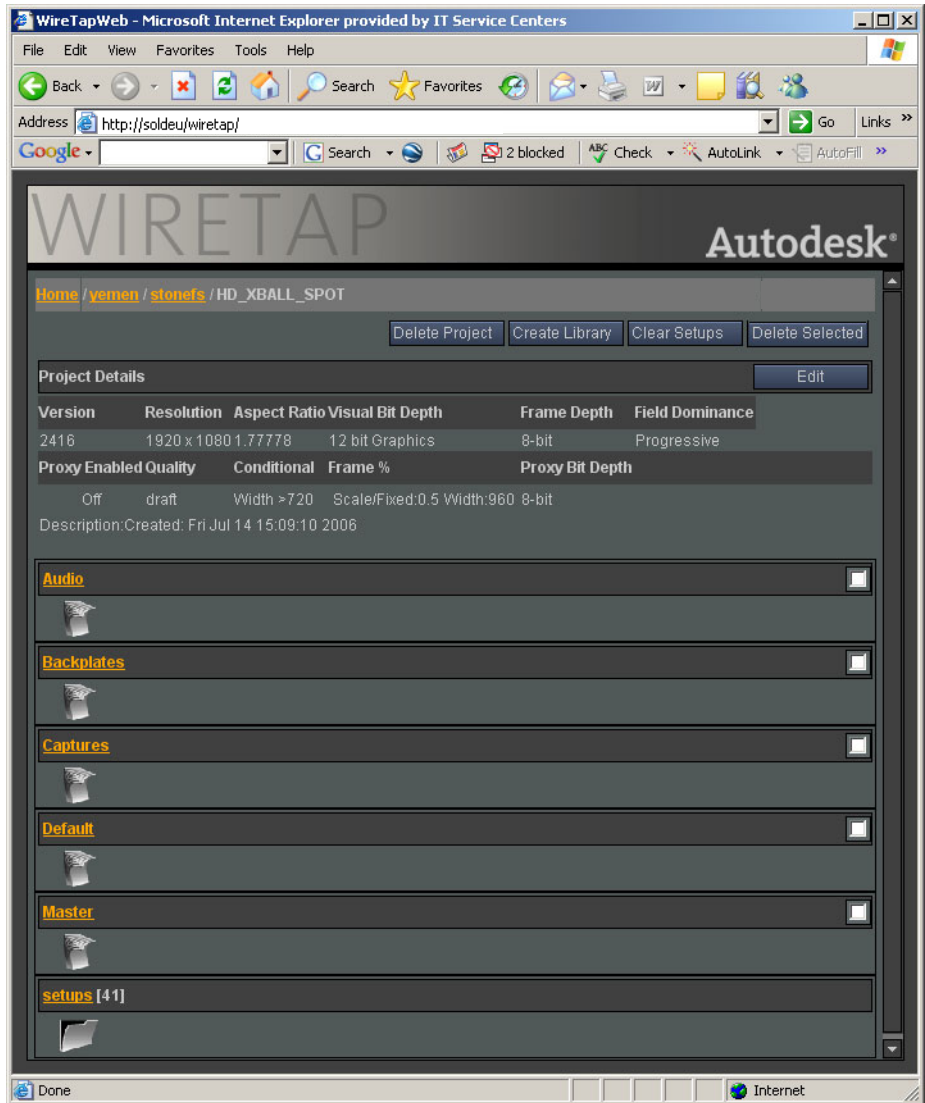
You can delete a single clip by browsing to its own page and clicking Delete Clip or you can delete multiple clips by enabling their checkboxes and clicking Delete Selected. You can also delete one or more reels by enabling the corresponding checkboxes and then clicking Delete Selected, or by clicking Delete Reel.

To browse a clip:

1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the clip library you want to view.
4. Click the project containing the clip you want to view.

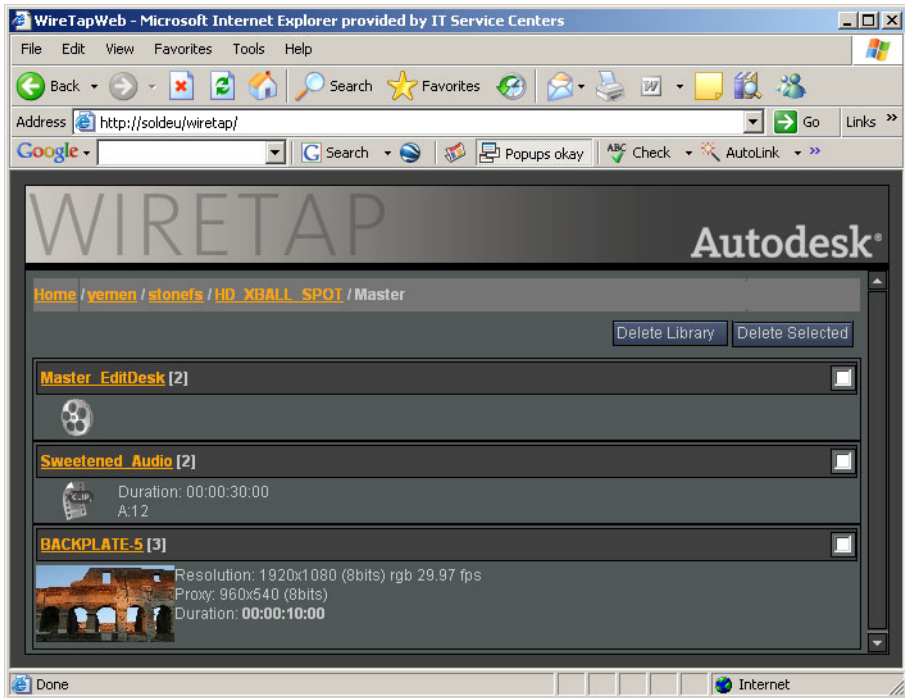
3 Browsing the Stone and Wire Filesystem and Network

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



5. Click the clip library that contains the clip you want to browse.

A clip library can contain clips, reels, and audio as shown in the following screenshot.



Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

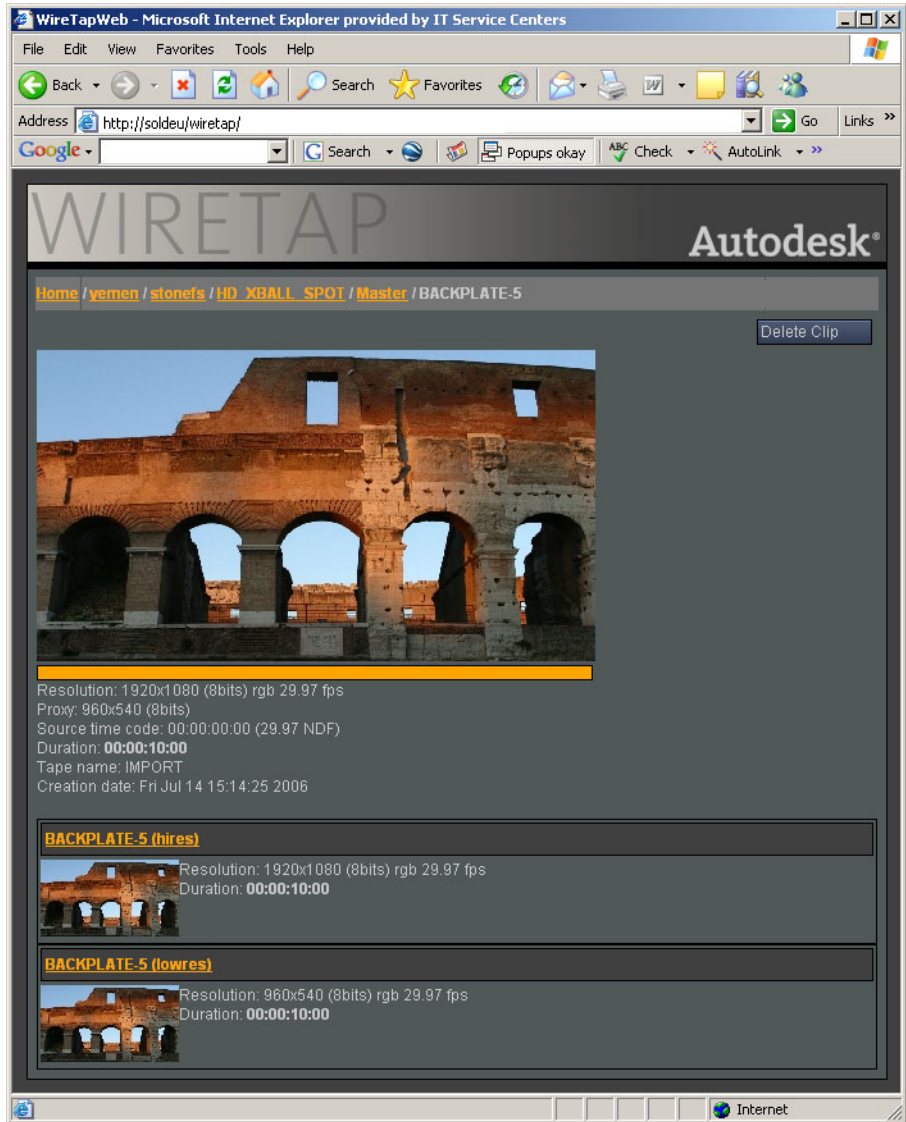
Clips are represented by thumbnails. Basic information about the clips is shown next to the thumbnails.

To view frames and extended metadata:

1. Follow the procedure for browsing a clip. See [“To browse a clip:”](#) on page 27.
2. Do one of the following:
 - Click a clip’s proxy or name.
 - Click a reel’s name, then click the clip’s proxy or name.

3 Browsing the Stone and Wire Filesystem and Network

The clip's proxy and metadata are displayed.



Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

3. Move the cursor over the coloured bar below the clip's proxy.
The proxy's timecode is displayed as you move the cursor.

4. Click the coloured bar at the bottom of the proxy.



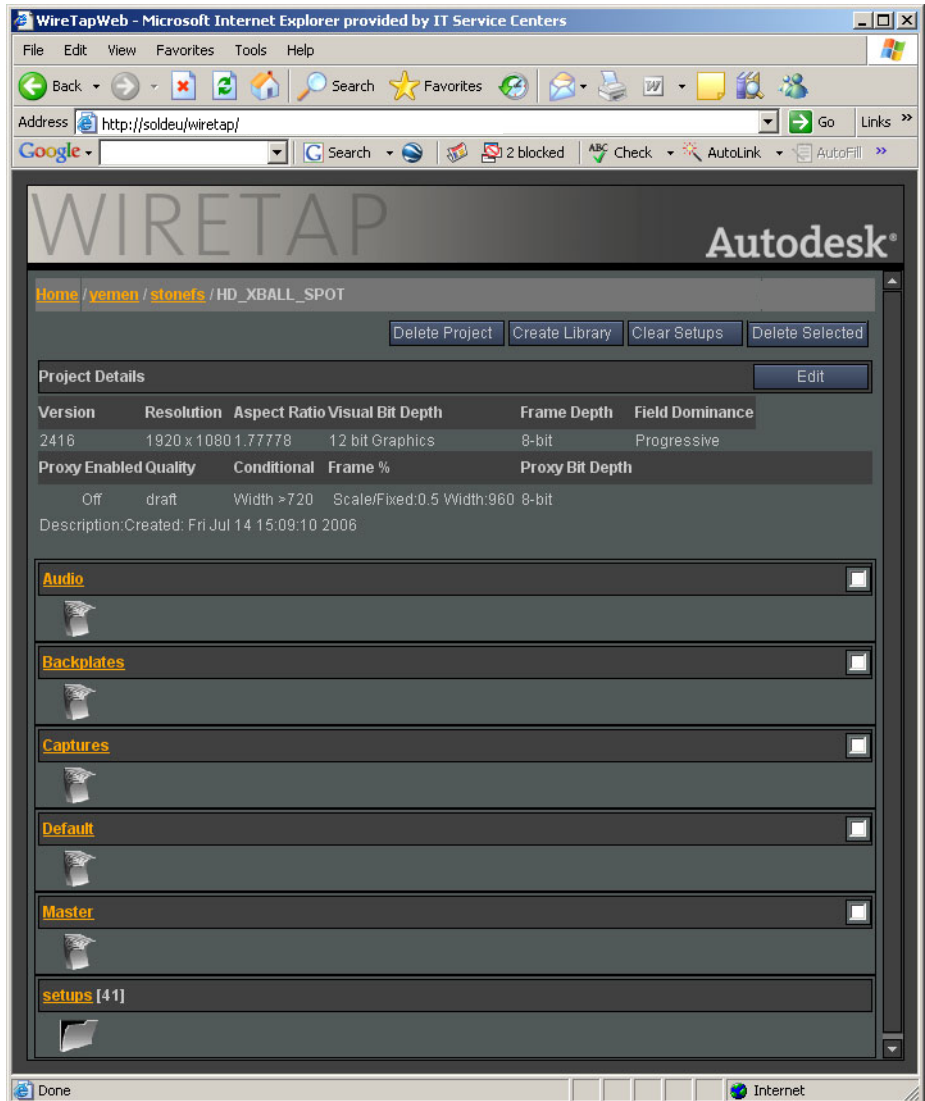
Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

The proxy is updated to display the selected frame.

To delete a clip:

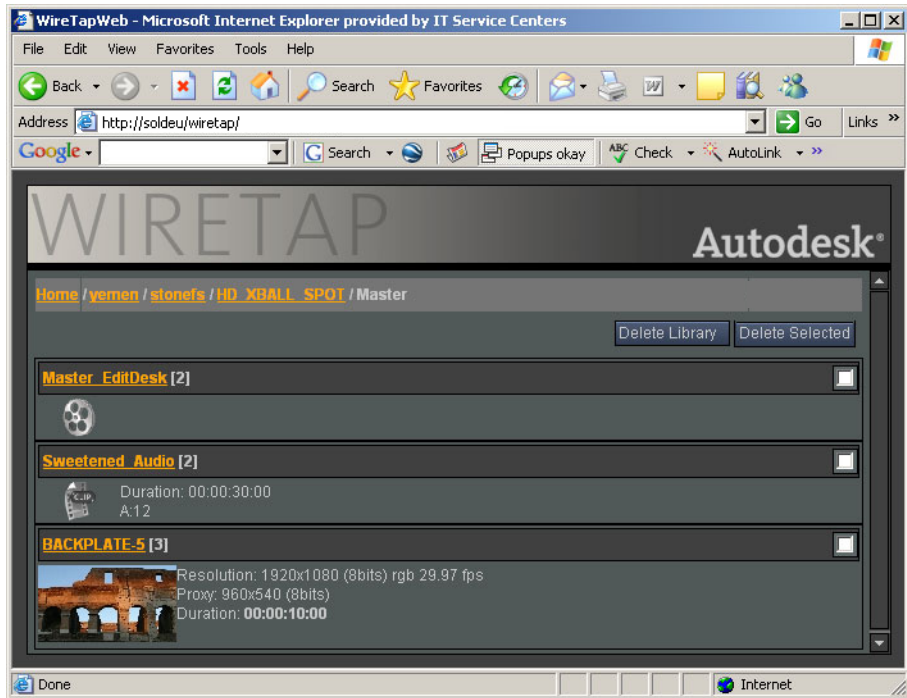
1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the clip library you want to view.
4. Click the project containing the clip you want to delete.

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



- Click the clip library that contains the clip you want to delete.

A clip library can contain clips, reels, and audio. To delete a single clip, you need to go down the clip library to see the library's contents.

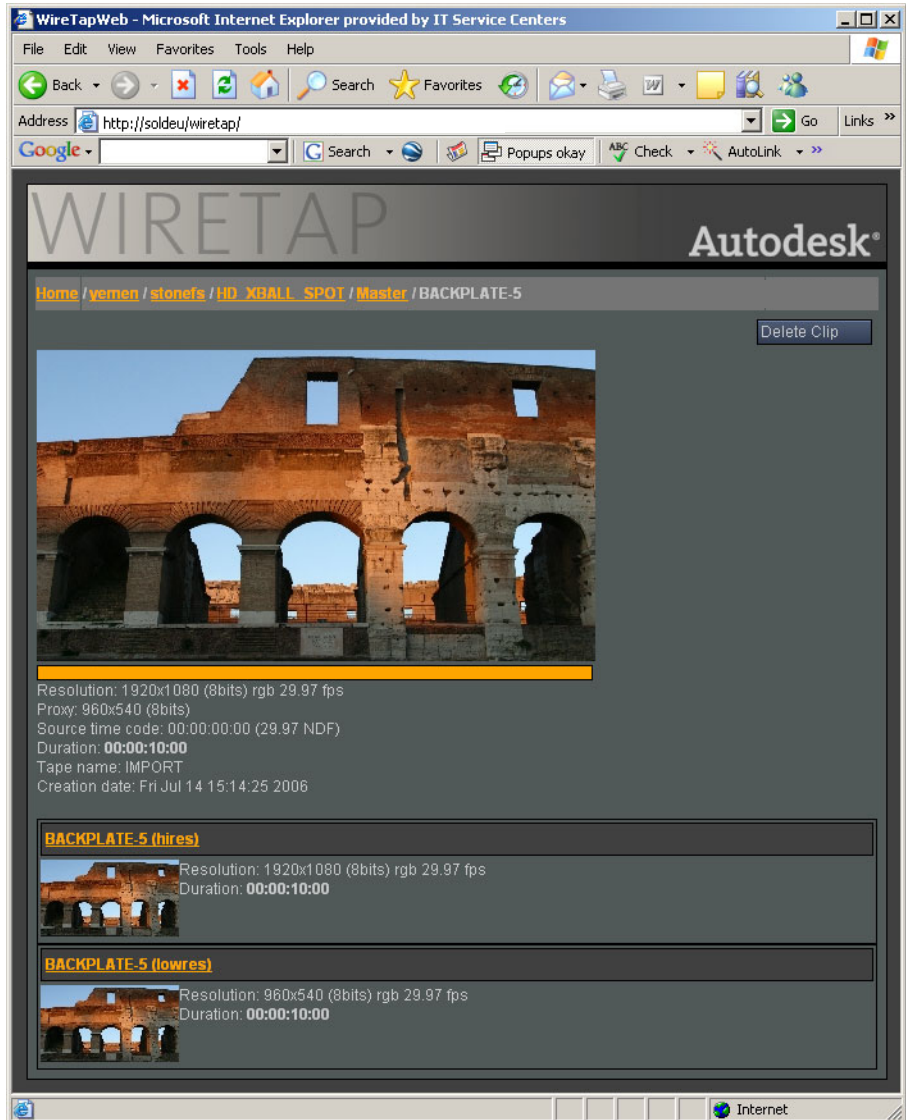


Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

6. Do one of the following:
 - Click a clip's proxy or name.
 - Click a reel's name, then click the clip's proxy or name.

3 Browsing the Stone and Wire Filesystem and Network

The clip's proxy and metadata are displayed.



Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

NOTE: Depending on the project, you can have multiple clips residing under a clip library, as you can have multiple reels residing under a reel library.

7. At the top right, click Delete Clip.

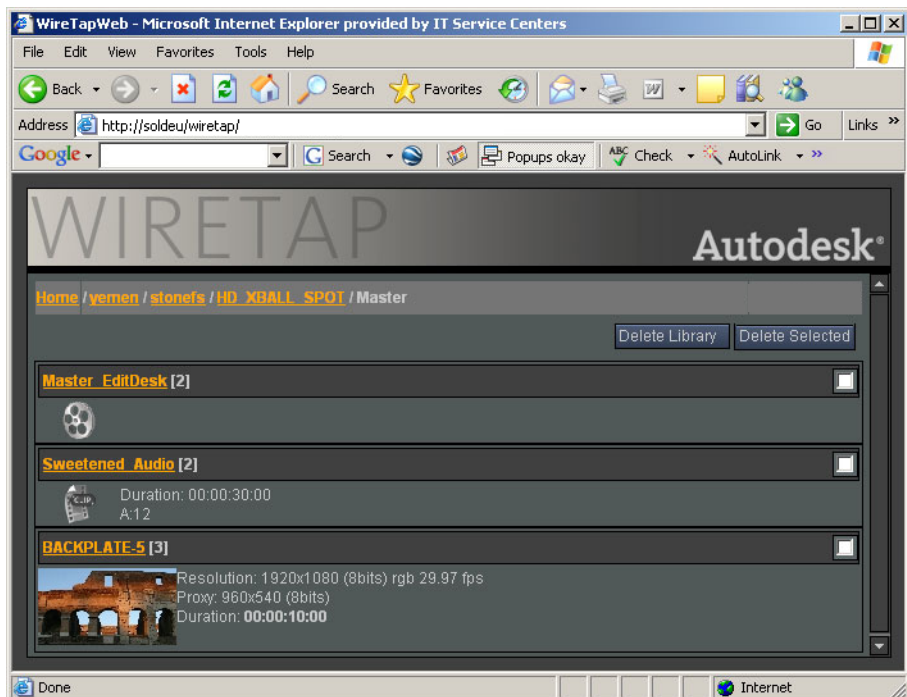
When you choose to delete a project, a clip library or a clip, you are prompted to confirm or cancel the action.

8. Click OK to confirm the action.

To delete a reel:

1. Access the Wire network.
2. Click a Wiretap Server host.
3. Click the Stone filesystem that contains the clip library you want to access.
4. Click the project containing the reel you want to delete.
5. Click the clip library that contains the reel you want to delete.

A clip library can contain clips, reels, and audio. To delete a reel, you need to go down the clip library to see the library's contents.



Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

NOTE: Depending on the project, you can have multiple clips residing under a clip library, as you can have multiple reels residing under a reel library.

6. Click the reel's name that contains the reel(s) you want to delete.
A thumbnail and some basic information about the reel(s) are displayed.



Images courtesy of Buzz Image Group, Inc., Les Films Stupéfiants

7. Click the white box to the right of the reel(s) you want to delete.
8. At the top of the page, click Delete Reel.
When you choose to delete a project, clip library, clip, or reel, you are prompted to confirm or cancel the action.
9. Click OK to confirm the action.

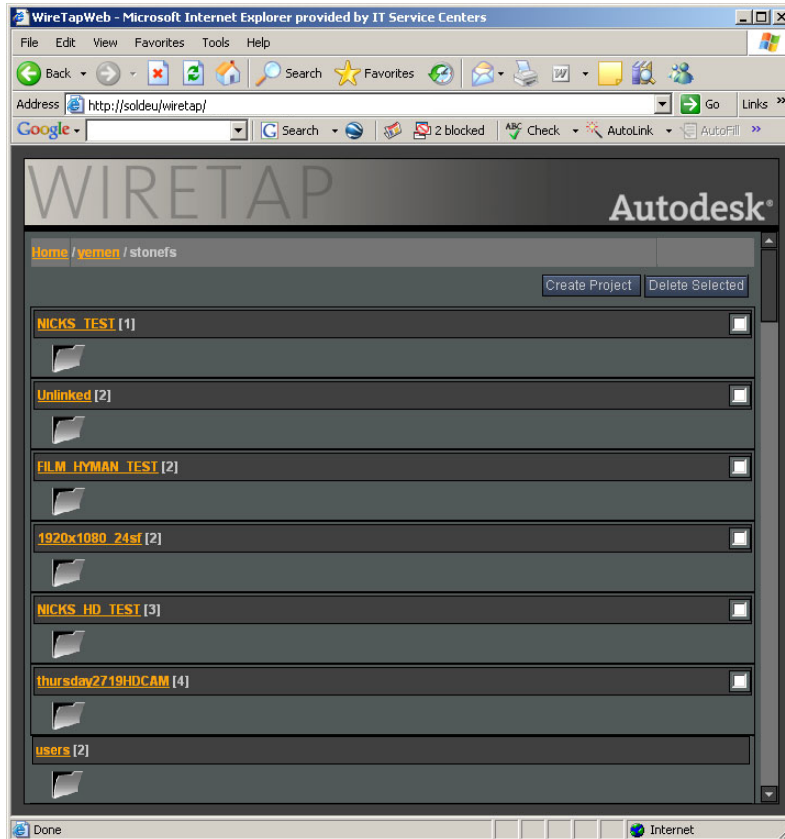
Browsing Users

The Stone filesystems display projects, a *setups* folder, libraries, and a *users* folder. There are two categories of users, one for each product family—the Editing and the Effects products. These are the Effects and Editing users accessing projects on this filesystem.

To access the Effects and Editing users:

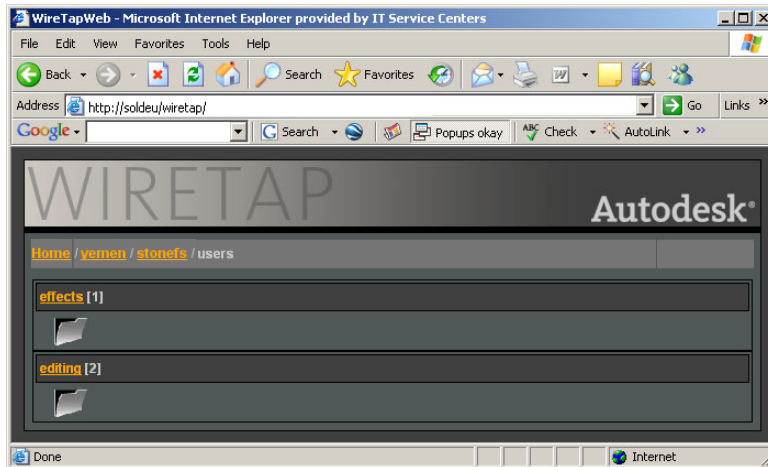
1. After accessing the Wire network, and clicking a Wiretap Server host, click the Stone filesystem.

The Stone filesystem displays the available projects and a *users* folder. Within each project, there are clip libraries and a *setups* folder.



2. Click *users*.

There are two categories of users, one for each product family—the Editing and the Effects products.



3. Do either of the following:
 - Click *effects* to view the Effects application users for this filesystem.
 - Click *editing* to view the Editing application users for this filesystem.

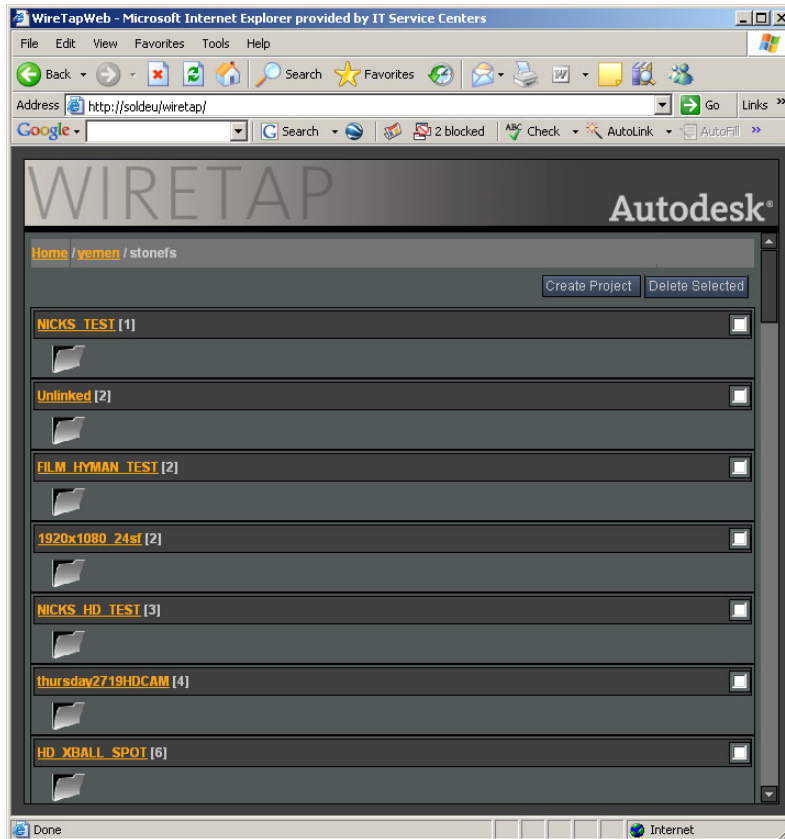
Browsing Setups

Project *setups* expose metadata describing the setup for each module. Setups are grouped by module (for example, Paint, CC, Keyer, and so on).

To access a project's setups:

1. After accessing the Wire network, and clicking a Wiretap Server host, click the Stone filesystem.

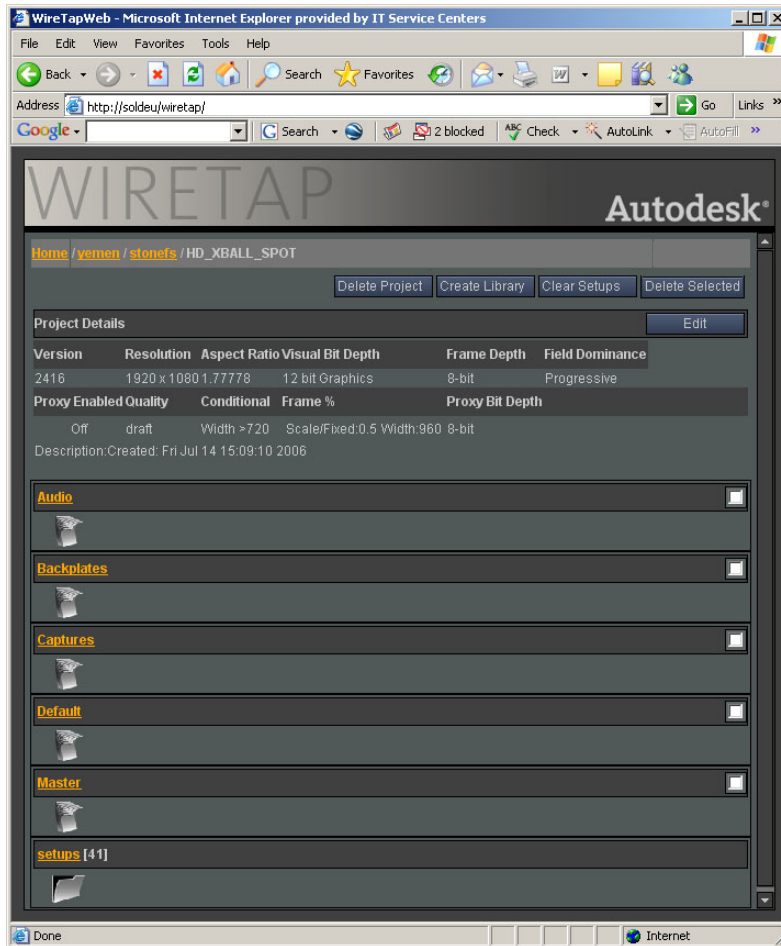
The Stone filesystem displays the available projects and a *users* folder.



2. Click a project.

3 Browsing the Stone and Wire Filesystem and Network

In the following screenshot, the selected project includes five clip libraries and a *setups* folder.



3. Click *setups*.

Wiretap Web mirrors the projects' setups directory structure (`~/<projectname>/`). You can browse the folders to view their contents.

Troubleshooting Tips

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No Wire Network Hosts Appear

If you install Wiretap Web and point to the URL in a browser but no Wire hosts appear and you get an error message such as “Failed to acquire a server list from any interface”, there are two likely causes:

- The Linux web server on which you installed Wiretap Web is not on the same network as the Wire hosts.
- Multicasting is not enabled on one or more facility routers.

In either case, consult your network administrator.

To verify whether multi-cast is enabled on your router:

- Run **ping 224.0.0.1**.

You should get responses from all machines on the subnet. If this works, then you may have a permission issue. SE Linux (security-enhanced) may be the cause of this, but there may be other issues. Consult your network administrator.

One or More Wire Network Hosts Not Appearing

If you install Wiretap Web, point to the URL in a browser and one or more known Wire hosts fail to appear, there are three likely causes:

- The Wire hosts in question are powered down.
- Stone and Wire are not running.

- Stone and Wire are running, but the Wiretap Web server component is not.

To resolve this, restart Stone and Wire.

To verify whether the Wiretap Server is running on the system(s):

- Do either of the following:
 - Make sure the Wiretap Server is running on the system(s) by entering the following command: **ps -ef | grep wiretap**. If the Wiretap Server is not running, enter the following command: **cd /etc/init.d/stone+wire** and check to see if the Wiretap Server gets started.
 - From the Autodesk Effects or Editing workstation, run **/usr/discreet/sw/sw_wiretap_ping** to ping the local server. Run **/usr/discreet/sw/tools/sw_wiretap_server_dump** to discover all servers.

You should see “Starting Stone+wire Wiretap Server.”

Cannot View Some Clips

While browsing the contents of a project and a clip library, some clips may not appear.

- If a clip is a timeline with elements that reference a mix of Stone and soft-imported frames, it cannot be viewed through Wiretap Web. Instead a generic clip icon appears.
- If a clip contains unrendered frames (such as unrendered soft effects or transitions), they are returned as black frames. Rendered frames appear normally.