

GUIDE TO DBCAPTURE MESSAGES AND ERRORS

Representative Normal Messages

(your file names and paths will be slightly different than those listed below in the normal messages or in the error messages section of this document)

Searching directories for files to transfer to/from an FTP server or publish to a web page:

Searching directory D:\Transfer\ for DAT files to transfer.

Searching directory \\123.456.789.1\ftp\incoming\ for any files to transfer.

Searching directory W:\wire\dbcapture\IN\ for any files to transfer.

Sending an audio file to an alias on an FTP server:

Transferring wnsi 01 br1.dat to WNSI containing slug

Transferring attached file wnsi 01 br1.wav to WNSI.

Picking up a file from an FTP server, which will then be processed by Pcapture:

Transferring ftp://wnsi.xftp.com/home/wnsinews/11AGIWPZ.710 to

W:\transfer\in\11AGIWPZ.710.

Deleting ftp://wnsi.xftp.com/home/wnsinews/11AGIWPZ.710.

Transferring w:\transfer\out\01\0510_045752.dat to

ftp://server.abchosting.com/test/0510_045752.dat.

Deleting w:\transfer\out\01\0510_045752.dat.

Transferring w:\transfer\out\01\0510_045752.txt to

ftp://server.abchosting.com/test/0510_045752.txt.

Deleting w:\transfer\out\01\0510_045752.txt.

Sending an audio file to multiple folders or machines:

Searching directory c:\audioout\ for any files to transfer.

Transferring c:\audioout\ctc 1234 side 1.wav to c:\audio\ctc 1234 side 1.wav.

Transferring c:\audioout\ctc 1234 side 1.wav to c:\reviewer1\ctc 1234 side 1.wav.

Transferring c:\audioout\ctc 1234 side 1.wav to c:\reviewer2\ctc 1234 side 1.wav.

Deleting c:\audioout\ctc 1234 side 1.wav.

Sending a story containing audio cuts to a web page:

Transferring Dr_ Henry Lee Honored_133552.dat to Top Story containing slug Dr. Henry Lee Honored.

Transferring attached file MISSING BRIDE 935.wav to Top Story.

Transferring attached file PREZ NEWSER 10A.wav to Top Story.

Transferring attached file ZANDI 935.wav to Top Story.

Transferring attached file LUNG ASSN 10A.wav to Top Story.

Transferring attached file LEEcrn Wrap 1.wav to Top Story.

Transferring Dr_ Henry Lee Honored_133552.dat to zLocalNewsIndex containing slug Dr. Henry Lee Honored.

Decompressing files from Content Depot (NPR)

Copying c:\test1\ChefsTab_005_SGMT1.wav.
Setting INFO based on CART chunk:
Category from "" TO ""
Description from "" TO "A Chef's Table 11/16/2006_Episode on 11/16/2006_sgmt 1"
Artist from "" TO "Jim Coleman"
OutCue from "" TO "...but first this."
SavedBy from "" TO "ContentDepot"
Changing Output filename from x:\depot\ChefsTab_005_SGMT1.wav to
x:\depot\63112.wav.
to x:\depot\63112.wav.
Deleting c:\test1\ChefsTab_005_SGMT1.wav.

General things to try:

- Make sure you can log into the ftp server with SmartFTP (or other FTP program) or Internet Explorer using the login information. Make sure you can copy a file to the folder on the ftp server.
- Process a text-only file to see if DBCapture can access the ftp server and transfer a file.
- Process a wave file without compressing it to determine if it is a compression or transfer issue.
- Check your firewall settings, including your anti-virus program, to be sure that DBCapture.exe is not blocked from accessing the Internet. If it is blocked, DBCapture will give errors as if the ftp access information is incorrect.

Problems that may not generate error messages in DBCapture

Audio never makes it to the web site

If DBCapture ever tries sending an audio file and **only sends the dat file**, but no audio, make sure the folder exists as a custom folder in \wire\system\CusDir32.dat. DBCapture can only read embedded audio files from the Custom Folders.

Audio links not working correctly – displays as *.WAV rather than *.MP3

The audio file on the web site is a *.wav when it should be *.mp3, and it shows the **path with the filename** in the file on the web. DBCapture shows no error, but does not show it transferring the audio file or it shows the path with the filename when processing (the log file in the wire\dbcapture\inlog\ folder can be checked if looking into the issue after the fact).

1. Check that Windows Media Player is installed on the machine running DBCapture. Version 9 for Window 2000, Version 10 for XP.
2. Check to be sure the embedded audio file in the story is stored in a Custom Folder.
3. If a new Custom Folder is added, DBCapture needs to be restarted before it can process files from that new folder.

Audio file does not play from web site

The audio file on the web site shows as 0kbps in Windows Properties. The file does not show the correct kbps value in the default audio editor. The sample rate of the MP3 on the web is different than that of the original WAV file.

1. Install the LAME MP3 Codec.
2. Double-check that audio is in fact residing on the FTP server. Sometimes a “replace” command can delete the audio or an audio file didn’t originate from a custom folder, so it never was transferred to the web site.

Links to news stories are not valid links

No errors in DBCapture, but the link to the story on the page is not a link. It pushes the story and audio files up to the page.

1. Check for an extra dash in the filename (two together).
2. Look at the page source from the site. The page source shows it as a comment (in green).
3. If the link looks like a normal link, but the story still doesn’t display: Double-check that dbfolder.dat is pushing the unique file to the same destination location as where the linktemplate is pointing to find that file.

Page disappears completely or all the content is missing

No errors in DBCapture, but the **page disappears** from the server.

1. Republish the last story if the page is missing and see if it restores that page.

Notes: DBCapture higher than 6.002 should automatically restore the page if the index file does not exist after a publish.

Backups of the pages should exist in the \wire\backups\in1\ folder on the drive letter that DBCapture runs from, with each index page having its own subfolder.

Error Messages

The procedure entry point WMCreateWriter could not be located in the dynamic link library WMVCore.DLL error message when DBCapture is started.

1. Need Windows Media Player installed on the DBCapture machine. Version 9 for Windows 2000 and version 10 for XP.

Cannot open text template file w:\wire\dbcapture\templates TextTemplate does not exists and we can't copy the default text template file to c:\temp\test.txt.

1. Check \wire\dbcapture\DBFolder.dat to check the template path for the Alias you are publishing to.
2. Check the texttemplate file in the template path listed in DBFolder.dat.

Corrupt macro definition in the summary.php

Unrecognized macro name for entry dat, entry slug and end ordered entry.

1. Check \wire\dbcapture\DBFolder.dat to check the template path for the Alias you are publishing to.
2. Open the template folder and then the Summary.php file using Notepad. Check for spaces in the macro, and that the macro exists all on one line in the template file.

Compress: Error trying to get the dest format block

Unable to compress audio file <ftp://123.456.789.1/srtFtpData/WNSI/wnsi-01-br1.wav>.

1. Need Windows Media Player installed on the DBCapture machine. Version 9 for Windows 2000 and version 10 for XP.
2. Install and register the NCT DLL files.
3. Install Qdesign.

Copying c:\bookmark\5116-07.wav.

Compress: Error compression of these formats is not possible on this system.

Unable to compress audio file c:\music\5116-07.wav.

1. Need Windows Media Player installed on the DBCapture machine. Version 9 for Windows 2000 and version 10 for XP.
2. Install and register the NCT DLL files.
3. If still getting "compression of these formats is not possible on this system", check the Audio Codecs.
 - a. Go to Control Panel/Sounds and Audio devices/Hardware/Audio Codecs/Properties.
 - b. Find Fraunhofer IIS MPEG Layer 3" and double-click. Should be Advanced (not decode only). If it shows Decode Only, continue with next section when done with these instruction.
 - c. Search for "L3*.acm". It should be in the Windows/System32 folder.
 - d. Search Regedit for l3codecx.acm. May have to add c:\windows\system32\l3codeca.acm with the value of "1".
 - e. Search again. If the "x" file is a value for msacm.l3acm, change the value to "a".
 - f. Restart computer.

When Fraunhofer shows **Decode Only**:

Double-click on My Computer, then on the C: drive, then on the Windows folder (on some computers, this might be the WINNT folder) then on the System32 folder. If you see the file L3CODECA.ACM, then you have the proper file.

Getting windows to use the file:

Use Regedit to go into the registry, and make three changes:

1.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\CurrentVersion\WindowsNT\Drivers32, modify msacm.l3acm, setting the value to l3codeca.acm. This will probably show l3codecx.acm originally. Note the 1-character difference.

2.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\SharedDLLs, add a

new DWORD: "c:\windows\system32\l3codeca.acm" and set the value to "1".

3.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\drivers.d esc, create

or modify the string value l3codeca.acm, setting the value to "Fraunhofer IIS MPEG Layer-3 Codec" (without the quotes).

Don't need to reboot.

Can't rename lock file in folder ftp://server.abchosting.com/test/.

Can't read lock file in folder ftp://wnsi.net/home/www/wnsi.com

Lock file is too old

Lock file wasn't ours in folder ftp://wnsi.net/home/www/wnsi.com

1. Open the \wire\dbcapture\DBCapture.ini file with Notepad.
2. Turn off the lock file by editing the LockOutputFolders0=No line.
3. Save and exit the DBCapture.ini file.
4. Restart DBCapture.

FATAL ERROR!!! FATAL ERROR: The destination file does not exist, and there is no temp or backup file either. Therefore we can't do anything but fail.

This is usually due to DBCapture not being able to access the folder on the FTP server.

1. Check that the DBCapture machine has Internet access.
2. Check the user name and password on the FTP server; also check that this matches what is in the DBFolder.dat and DBCapture.ini files.
3. Turn off the lock file.
 - a. Open the \wire\dbcapture\DBCapture.ini file with Notepad.
 - b. Turn off the lock file by editing the LockOutputFolders0=No line.
 - c. Save and exit the DBCapture.ini file.
 - d. Restart DBCapture.

Waiting for access to dest folder D:\Audio

Waiting for access to dest folder ftp://wnsi.net/home/www/wnsi.com

1. Open the \wire\dbcapture\DBCapture.ini file with Notepad.
2. Turn off the lock file by editing the LockOutputFolders0=No line.

3. Save and exit the DBCapture.ini file.
4. Restart DBCapture.

FATAL ERROR!!! Fatal error checking directory:

ftp://wnsi.xftp.com/home/wnsinews/02/*.*

This is usually due to DBCapture not being able to access the folder on the FTP server.

1. Check that the DBCapture machine has Internet access.
2. Check the user name and password on the FTP server; also check that this matches what is in the DBFolder.dat and DBCapture.ini files.

FATAL ERROR!!! Cannot close text file

This is usually due to DBCapture not being able to access the folder on the FTP server.

1. Check that the DBCapture machine has Internet access.
2. Check the user name and password on the FTP server; also check that this matches what is in the DBFolder.dat and DBCapture.ini files.
3. Check the path on the FTP server and compare it to the path in the DBFolder.dat alias line.

FATAL ERROR!!! Neither the TextTemplate nor the default TextTemplate exist.

n:\wire\dbcapture\templates\race\TextTemplate.php

FATAL ERROR!!! Cannot close the text files.

Error:

1. Check \wire\dbcapture\DBFolder.dat to check the template path for the Alias you are publishing to.
2. Check the texttemplate file in the template path listed in DBFolder.dat.

Neither database nor output filename were specified in the DBFolder.dat for alias..... One of them must be specified.

The Security Key is not recognized or does not exist. If this is a security key problem, it is also noted at the top of DBCapture – where it will say “LITE MODE – No web publishing.”

1. Check to see that the Teal security key is attached to the parallel port on the DBCapture machine.
2. Install the Sentinel security key driver.
3. If this is not a security key driver issue, this error can also mean that you are using too old a version of WireReady32 to send the story for the newer version of DBCapture that you are running. You’ll need WireReady32 version at least 4.013 to send stories from a Windows98 machine to your web site using our best and most reliable WebReady.
4. This error can also mean that the dbfolder.dat alias path is truly not correct and DBCapture cannot find the destination it is instructed to push to. Check that your paths are correct and your user names and passwords are also correct in dbfolder.dat.

Unable to transfer attached file DianeR03_057_SGMT9.wav.

Copy of compressed output file failed.

Source File: C:\DOCUME~1\BOBSTA~1\BOB\LOCALS~1\Temp\ZZWRTemp1

Destination File: x:\depot\62238.wav.

1. Check the Windows user name. This message series appears when using the LAME codec for decompression, and there is a period in the Window user's login (ex: BOBSTA~1.BOB).
2. Could be that the file is mono and the profile it is using is set for stereo. The template profiles used specifically for WMA format audio files can be saved in any location, just so long as dbfolder.dat points to that location to find the files.

**Compression: File not found: C:\wire\dbcapture\batfiles\AF1001.bat
Failed to compress audio file using compression 1001
Unable to compress audio filewav.
Moving the filewav as is instead of compressing it towav.**

This message series appears when the decompression batch file does not exist or the path/filename is incorrect.

1. Check the AudioFormat#= and [Audio Formats] lines in the \wire\dbcapture\DBCapture.ini file and confirm that the path exists.
2. Check that the batch file exists in the location specified in \wire\dbcapture\DBCapture.ini lines above.

**Copying c:\mrnftp\audio\newscasts\Newscast # 8 11.44.55.mp3.
Compress: Can't find WAVE chunk in source file
c:\mrnftp\audio\newscasts\Newscast # 8 11.44.55.mp3. It must not be an audio file.**

12.345.67.890\mfrnftp\newscasts\ | private\user | password | \Newscast # 8 11.44.55.mp3.

Moving the file

12.345.67.890\mfrnftp\newscasts\ | private\user | password | \Newscast # 8 11.44.55.mp3 as is instead of compressing it.

to 12.345.67.890\mfrnftp\newscasts\ \Newscast # 8 11.44.55.mp3.

Unable to transfer attached file Newscast # 8 11.44.55.mp3.

Copy of compressed output file failed.

Source File: c:\mrnftp\audio\newscasts\Newscast # 8 11.44.55.mp3

Destination File:

12.345.67.890\mfrnftp\newscasts\ | private\user | password | /Newscast # 8 11.44.55.mp3.

1. The "\\" in the user name may be causing the problem. Try a different user name to access the FTP server by editing the DBCapture.ini or DBFolder.dat file.
2. Remove the space in the source filename (or could also be in the folder name).
3. The audio file may not be a valid file. Check the original file to see if it has length and will play.

**Copying c:\mrnftp\audio\spots\XCEL ENERGY3.mp3.
to 12.345.67.890\MRNFTP\spots\ \XCEL ENERGY3.mp3.
Unable to transfer attached file XCEL ENERGY3.mp3.
Copy of compressed output file failed.
Source File: c:\mrnftp\audio\spots\XCEL ENERGY3.mp3**

Destination File: 12.345.67.890\MRNFTP\spots\ | private\user | password | /XCEL ENERGY3.mp3.

1. It is creating a folder on the local drive and is trying to copy the file there. Need the ftp:// in front of server in the Out#= line path in \wire\dbcapture\DBCapture.ini.
2. The ftp:// has to be lowercase letters -> FTP:// won't do the trick.
3. Remove the space in the source filename (or could also be in the folder name).

**Unable to transfer attached file bwendorse4.wav to Closed Circuit Feeds.
Copy of compressed output file failed.**

Source File: C:\DOCUME~1\BOBSTA~1\BOB\LOCALS~1\Temp\ZZWRTemp5

Destination File: ftp:\wireready.org\bobs\00004_bwendorse4.wav

Error: Failed to get file

C:\DOCUME~1\BOBSTA~1\BOB\LOCALS~1\Temp\ZZWRTemp5. Failed to logon to server.

FATAL ERROR!!!

Cannot close the text files.

Error:

1. The DBCapture program is not able to access the FTP server because the anti-virus program has it set to block all Internet access from that program. (version 7.005)

Searching directory ftp://WNSIradio.com/transfer/VT/ for any files to transfer.

Copying ftp://WNSIradio.com/transfer/VT/Mo910fc.mp3.

Unable to copy file Mo910fc.mp3. Failed to get file

ftp://WNSIradio.com/transfer/VT/Mo910fc.mp3. File sizes don't match.

Deleting ftp://WNSIradio.com/transfer/VT/Mo910fc.mp3.

1. This is when moving and converting files. There is a loss or interruption in the internet connection. *File sizes don't match* means that when DBCapture checked the output file size against the input file size, it wasn't the same. This can be caused by an intermittent drop of the FTP connection, a change in the source file size during sending, or most any other failure during the sending of the file.