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## Troubleshooting Problems with Copying Files

When using a computer for on-air duties in the studio, in addition to a computer for production, there may be times when needed files will not copy from one machine to another.

WireReady usually recommends using the Sync command in an Automate deck to have files copied, according to a schedule, between a production computer and the studio computers. When the expected files are not copied over, try the following tasks:

### **When Sync is running on the Production machine, and the files are being copied from the Production machine to the Studio machine, or the files are being copied from the Studio machine to the Production machine.**

WireReady32 must be running on the Production machine.

Check the Automate decks on the Production machine (Click on the yellow Automate button or strike Alt+0 on the keyboard). The Sync or Import playlist should be loaded into one of the decks and should show as "Active" in the Automate Deck Selector screen.

Open the Automate deck that is running the playlist. It should be waiting on a line (Wait Until) that is close to the current time. If the playlist had been stopped and restarted, it may have been restarted on the wrong line (i.e. the current time may be 7 am, and the playlist is on a line "Wait Until 21:00:00").

Try stopping the deck running the Import/Sync playlist using "F4". Move the cursor to a time that has passed. Start the playlist using "F3". Check the "Status" field on the deck to see if it is copying any files.

Try using the Import button in the MediaLog on the Production machine. This lists the Aliases set up for the Sync command. Choose the Alias to run and see if it copies any files. The Import button in the MediaLog only works to sync audio (\*.wav) files.

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### **If the Sync/Import playlist is running but files are still not copying between computers, try the following:**

Check the date and time on both machines. If the date or time is inaccurate on one machine, the files may not be seen as newer than the existing files on the other machine.

Check a Sync command in the playlist (hit F6 to Edit one). The command should have all the fields filled in, including the Aux (Auxiliary Description) field.

Check the source folder and the destination folder. They should both exist. Check to be sure that the folders and the files you are trying to copy over are not marked with the attribute "read-only". Check the Sharing properties on the drives/folders to be sure that they are set to allow network users to change files (in Windows2000). Check the Security settings on the drives/folders to see that the users have permission to Read, Write, and Modify files (in Windows XP).

Check the networking to be sure that the machines see each other, or that any mapped drives are still available. You may need to check the physical network connections (the hub and cables).

Check the Users on the machines to see that the Windows user logged in is also a user set up on the other machine.

The computers may need to be rebooted to restore the network connections. Be very careful when rebooting the Studio machine, as you may take yourself off of the air. This should be done as a last resort.