



Troubleshooting: Poliscript G3

Please note this document is correct up to 24th August 2007

Rationale / Important Information:

This document is intended to assist users of our Poliscript software package to successfully troubleshoot and solve problems that may have occurred whilst driving a G3 unit for burnt-in subtitling.

A VideoPrinter is a Screen Subtitling Systems Subtitle Inserter. The VideoPrinter referred to in this document is the G3. The other VideoPrinters in the Screen Subtitling Systems product range are the G3000, T3000 and the Kanpake.

The BOOTP (Bootstrap) protocol commonly uses ports 67 and 68. Any routing / switching mechanisms used in implementing a subtitling system will need to ensure that the BOOTP protocol and these particular ports are enabled.

In some older G3 platforms there may be connectivity problems either with the G3 obtaining an IP address or connectivity between the G3 and the G3 Driver. This may be solved by locking the speed on the switch to 10baseT or using a 10baseT hub.

The original VideoPrinters were designed for use on 10baseT networks only. Some older G3's can be modified to enable full operation on a 100baseT network upon request. Contact Screen Subtitling Systems for more details. However, please note that this modification is chargeable work.

Unit Information:

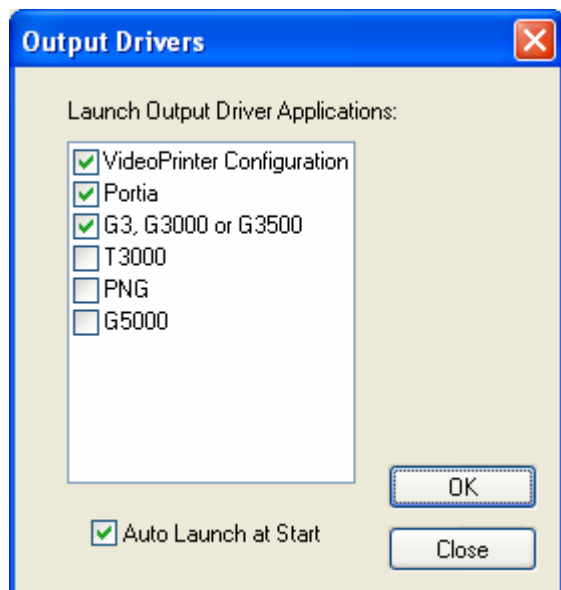
Upon receiving your G3 the following information should be noted from the rear of the unit:

- Serial Number
- MAC Address

The desired IP address of the G3 should also be decided upon at this point.

Loading the Correct Modules:

Within Poliscript go to Tools → Output Drivers. This causes the Output Drivers window to load.



If the Poliscript installation is being used exclusively for burnt-in (Open) subtitling the 3 checkboxes should be checked as shown in the image to the left.

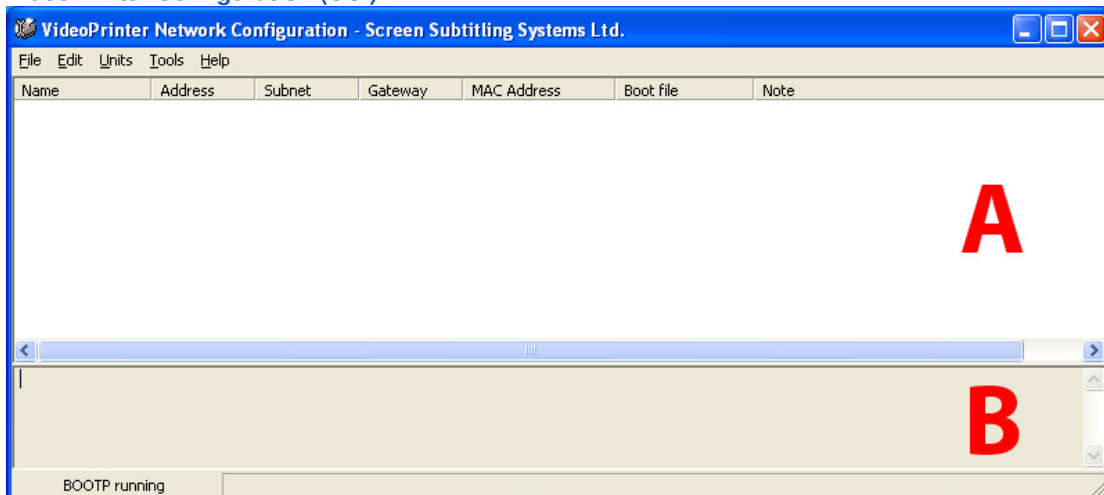
An explanation of each software module will follow shortly.

The checkbox for Auto Launch at Start can also be checked. This will cause the 3 additional software modules to load immediately upon loading the Poliscript package.

These options are only enabled once the OK button has been pressed. All options checked will load immediately upon pressing the OK button.



VideoPrinter Configuration (GUI):



Section A:

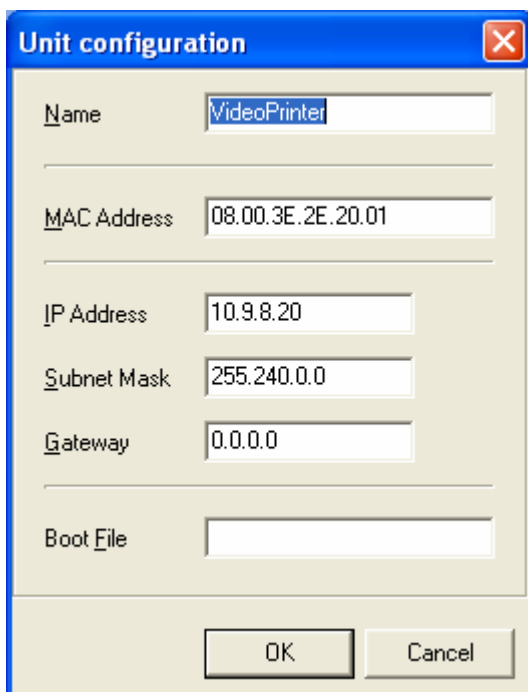
This is where entries for a VideoPrinter are added / listed. The process of adding/editing/deleting an entry will be described shortly.

Section B:

This is where IP requests are listed. Even if no entries have been added to Section A, IP requests will be visible if a VideoPrinter has been turned on. The VideoPrinter units continuously request an IP address until they are either a) issued with an IP address or b) timeout, at which point the unit will need to be power-cycled to restart the request process.

VideoPrinter Configuration (Creating / Modifying VideoPrinter Entries):

To add a VideoPrinter to the application simply right-click within Section A and select the add option.



The serial number of the G3 should be entered in the Name section. (Example: G3-XXXXXX)

The MAC address of the G3 should be entered in the MAC Address section.

Important: Please note that DOTS are used as separators within the MAC address and not DASHES!

The section containing IP Address, Subnet Mask and Gateway should be completed as per the desired settings decided upon for your network.

The Boot File section was only designed for use with very old equipment and should be left blank.

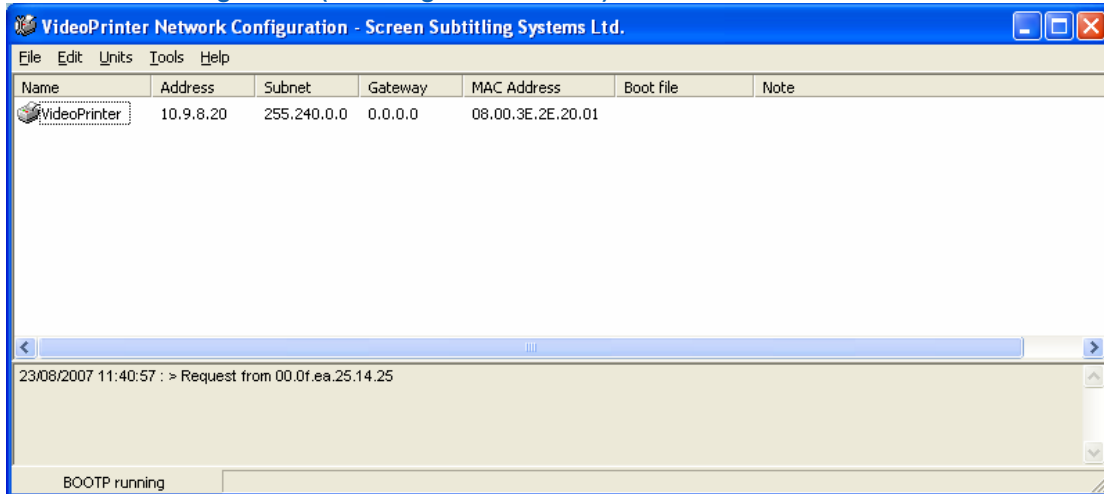
The VideoPrinter entry is added when the OK button is pressed.

Please note that when a VideoPrinter entry is right-clicked and the Edit option is chosen that the above window appears once again.

When a VideoPrinter entry needs to be deleted, simply right-click on the entry and choose the Delete option. This will bring up a confirmation box and when OK is pressed the entry is removed from the application.



VideoPrinter Configuration (obtaining an IP Address):

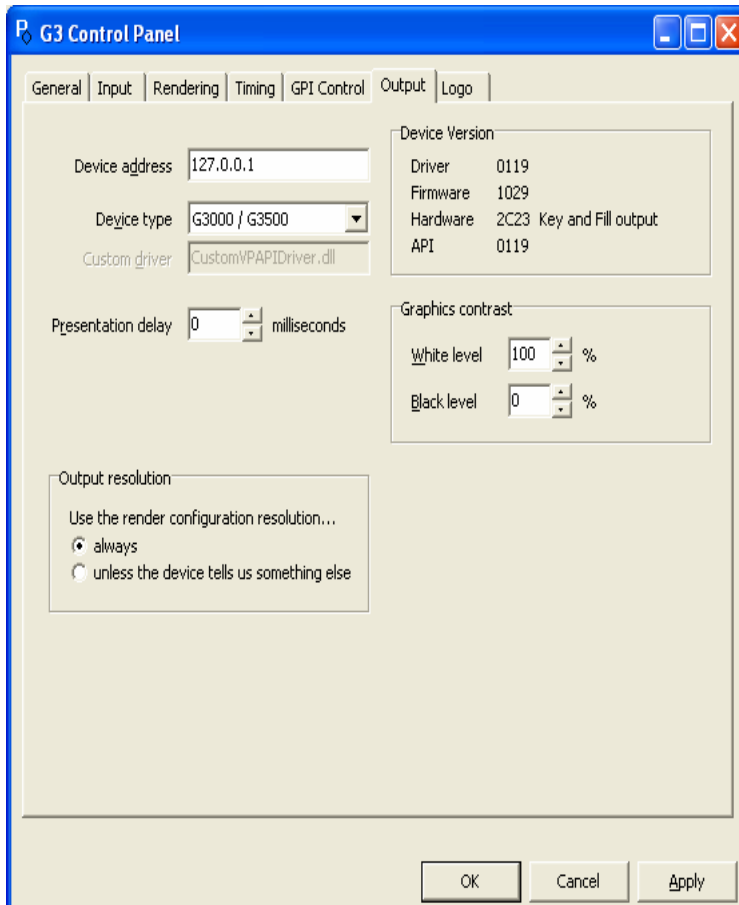


If a new entry has been entered into the application, the VideoPrinter itself will require power-cycling. Then the requests for an IP address will be visible in Section B (as shown above). Upon successfully obtaining an IP, the status message “Successfully Booted at <Date> <Time>” will appear in the Note section.

If the unit does not obtain its IP address successfully, the network connectivity should be investigated as described in the first page of this document.

Configuring the G3 Control Panel:

Comprehensive instructions on configuring every aspect of this module are available in the Poliscript help file. This is accessible by pressing F1 within the software or by going to Help → Contents.



With regard to connectivity, particular attention should be paid to the Output tab within the G3 Driver.

The IP address specified for the G3 within the VideoPrinter Configuration application should be used in the Device Address setting. *Under no circumstances would a G3 use the IP address shown in the image to the left.*

The Device Type should be set to G3000 / G3500.

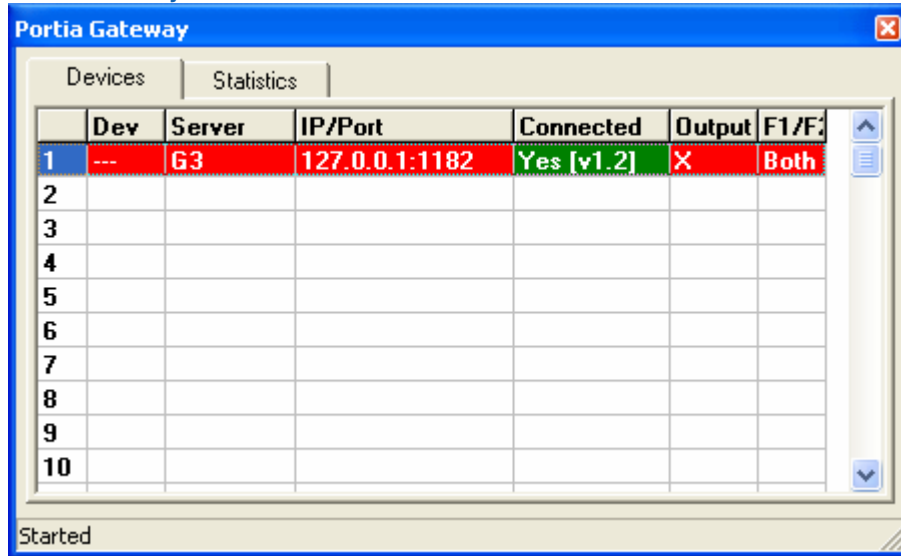
To the right of these settings is the Device Version information.

If this is blanked out the G3 has not successfully connected to the software module.

Carry out the troubleshooting detailed in this document if this is the case.

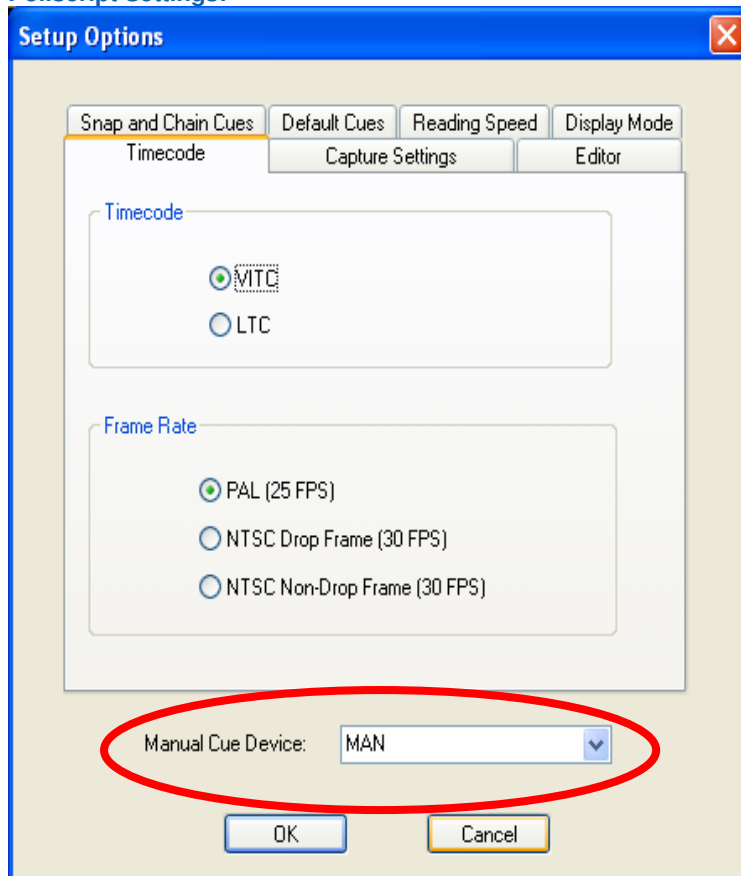


Portia Gateway:



The image shown above is Portia Gateway. This loads automatically when selected as described earlier in this document. When using a G3 only, the above line should be visible. The only thing that may change is the port number associated with localhost (127.0.0.1). Ensure that the X is marked by left-clicking in the Output field for the G3 or it will not work.

Poliscript Settings:



This image is that of the Setup Options section in Poliscript. This window can be found by right-clicking on the subtitle window and choosing Setup Options or by going to Tools → Options → Setup Options.

Important: The setting for Manual Cue Device must be set to MAN if the G3 is to insert subtitles correctly!

When this is correctly set to MAN (it is either that or NONE) you will see ONAIR MAN in red correctly displayed below the incue of the subtitle in the Poliscript main window.



Troubleshooting a G3:

When trying to troubleshoot a system it is helpful to answer the following questions to double-check the settings used.

Connectivity issues

- Are the G3 settings within VideoPrinter Network Configuration correct?
- Is the MAC Address separated using dots as it should be?
- Is the G3 connected using a 10baseT hub or is the port locked down to 10baseT like it should be?
- If the G3 fails to obtain an IP address, has it been opened and the network cable plugged directly into the mainboard at the front of the unit? Does it obtain an IP now?
- If the G3 has successfully obtained an IP address; can it be pinged?
- Is the G3 Driver indicating it is OK? (see image to the right); on the output tab can you see the software and firmware versions?
- Is the correct IP Address and type specified in the Output Device tab of the G3 Driver?



Subtitle display failure

- Are the rendering settings correct in the G3 Driver?
- Are the settings in the Input tab of the G3 Driver set to 127.0.0.1 with port 4666 like they should be?
- Is the timing source within the Timing tab of the G3 Driver set to Internal like it should be?
- If GPI is being used; are the correct pins being fired? Is the keyer output being disabled unintentionally?
- Within Poliscript; is ONAIR MAN clearly visible like it should be?
- In Portia Gateway; is the Output X marked next to the G3 like it should be? (The line turns red when the Output box is marked)
- If inserting manually, when the Home/End buttons are pressed; are the statistics increasing in Portia Gateway?
- If inserting using cueing and timecode; is there valid timecode coming into the system?

Contacting Screen Subtitling Systems Support:

If problems persist after reading and following out the instructions given in this document it is recommended that the Support department is contacted at the earliest possible opportunity.

Our support department consists of 3 members. Steve Fowkes, Craig Butler and Paul Bingham are contactable via:

Email: support@screen.subtitling.com

Tel: +44 (0) 1473 834534