
User's Guide

Isis FAQ

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CHAPTER 1

Introduction

Typographical Conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information
1 Numbered bullet list	Step-by-step procedures. You can follow these instructions to complete a specific task.
Special Bold	Items you must select, such as edit fields on a form, radio or tick box buttons, or items in a list. It is also used to highlight important items such as specific applications or sections of the application screen etc.
<i>Emphasis</i>	Use to emphasise the importance of a point or for variable expressions such as parameters.
CAPITALS	Names of keys on the keyboard. for example, SHIFT, CTRL, or ALT.
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another, for example, CTRL+P, or ALT+F4.
MENU ACTION OR OPTION	Items in a pop-up or drop-down menu that you must either click or select to enable/disable. e.g. FILE>PRINT
Monospaced text	Text that needs to be entered from the keyboard, folder paths or filenames, system commands. e.g. "C:\Program Files\ or type IPCONFIG in the command window.

Specific terminology:

The terms **Caption** and **Subtitle** are generally regarded as interchangeable and do not refer to any one format unless specifically stated. The same principle applies to **Caption File** and **Subtitle File**.

CHAPTER 2

Working with Open Captions

Common misconceptions

- You can only use one style of font throughout your programme - you cannot mix fonts. The use of Italics *is* permissible.
- There is no international standard for Open Captions. Most DVD authoring packages and Open Caption generators however, have the ability to import EBU files as these have a field in the GSI block to indicate that the captions are intended for Open Caption use. EBU files are the preferred export method unless otherwise specified by your client
- None of the subtitle file formats has the ability to tell the end user what font you have authored the file with. You must agree with your client beforehand the font and size they wish you to use for authoring
- You cannot change font colour in Open Captions
- Unlike closed captions, there are no absolute character positions on-screen that will be maintained across all platforms - this is due to lack of an International standard for open caption files
 - You should only use left, centre or right justification modes. You cannot use spaces to position the text horizontally as these are stripped by any software that uses the resultant file. If you centre some text using spaces, it will appear on the left in the final output, you must use centre justification to achieve this
 - Vertical position is governed by font height and how the open caption rendering software interprets file data. In general, only top and bottom aligned text is meaningful

Creating an open caption project template

To create a project template for use with open captions, follow the procedure below.

- 1 Create a new blank Isis project, giving it an appropriate name e.g. **open template arial narrow 30pt**
- 2 Switch to **OPEN CAPTIONS** view



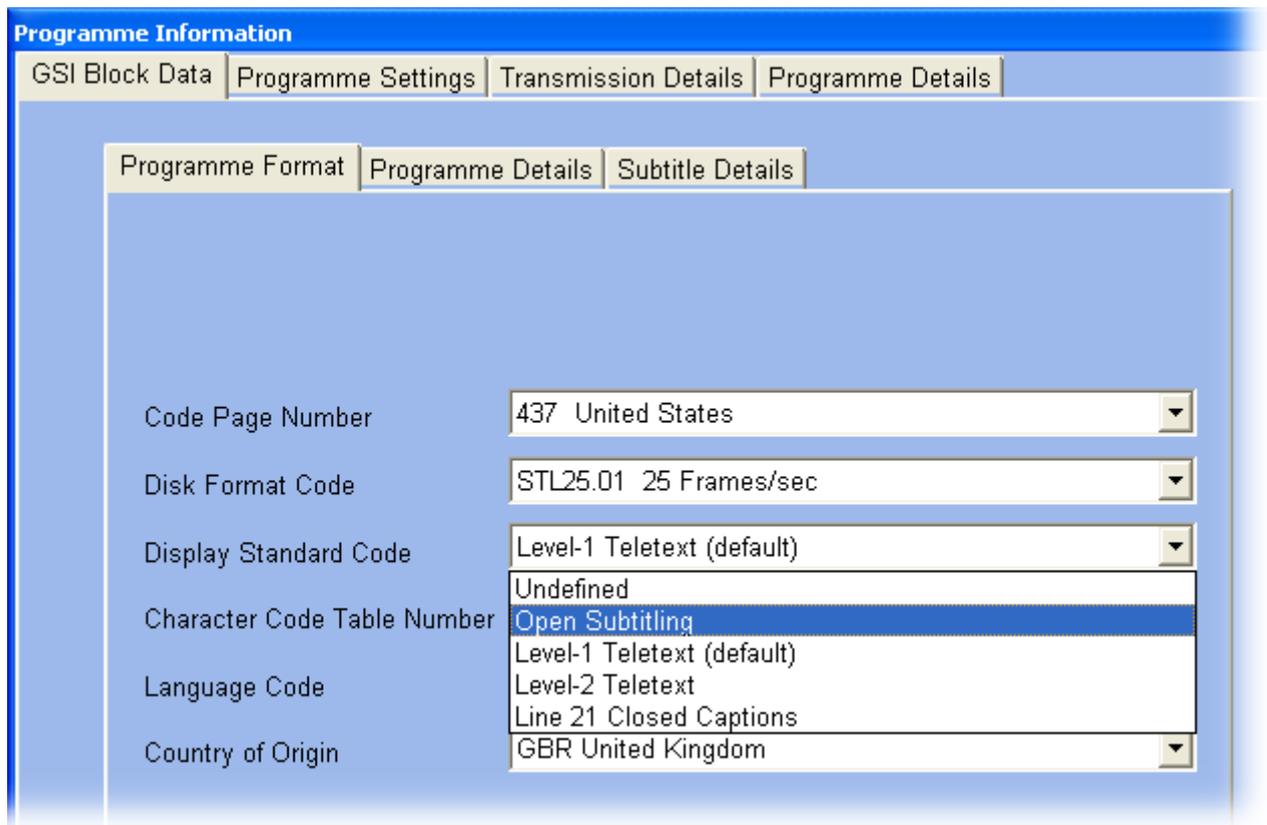
- 3 Give the new group an appropriate name
- 4 Close the Isis project
- 5 Re-open the project

- 6 Set the programme's **GSI Block Data** to be defined as an **Open Subtitling** file - see *Setting the GSI block for Open Captions* (on page 3), and the **Programme Properties** to use the font you wish to work with for this programme - see *Defining the font in open mode* (on page 3)

Setting the GSI block for Open Captions

You must ensure that you set the GSI header block to Open Subtitling.

- 1 Select **PROPERTIES** from **PROGRAMME** menu in Isis
- 2 Select the **GSI Block Data** tab, and the corresponding **Programme Format** tab
- 3 Click on the **Display Standard Code** drop-down list and select **OPEN SUBTITLING**



Defining the font in open mode

You can only use one font throughout your programme. To ensure you author using the same font that will be used to render the final captions on the DVD (or used by your open caption generator), you must set the display font.

- 1 Select **PROPERTIES** from **PROGRAMME** menu in Isis
- 2 Select the **Programme Settings** tab

- 3 To change the font used, click on the **Select** button. This will show a standard Windows font selection dialog from which you can chose the font name and size you wish to use throughout your programme

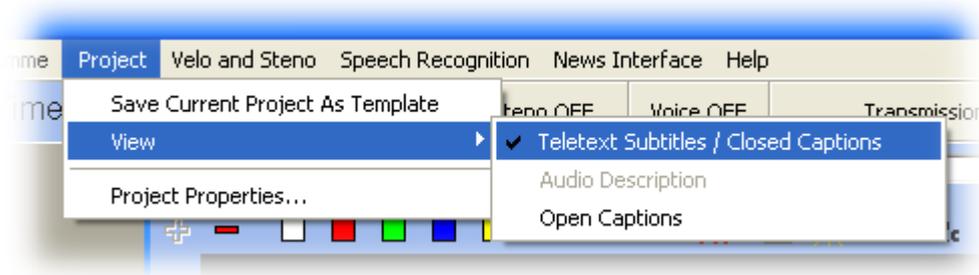
The screenshot shows the 'Programme Information' dialog box with four tabs: 'GSI Block Data', 'Programme Settings', 'Transmission Details', and 'Programme Details'. The 'Programme Settings' tab is active. It contains a 'Selected Site Defaults' dropdown menu set to 'Isis Defaults'. Below this is a section titled 'Programme Font (Not for teletext or closed captions)' with three input fields: 'Font Name' (Arial Narrow), 'Font Size' (27), and 'Font Character Set' (ANSI_CHARSET). A 'Select...' button is located to the right of the 'Font Name' field. Below the font section is a section titled 'Margins (Open Captions)' with four input fields: 'Left Margin' (0), 'Top Margin' (0), 'Right Margin' (0), and 'Bottom Margin' (0).

The font and size should be agreed between you and your client before commencing subtitling, as there are no subtitle file exchange formats that convey this information to another application. The font used for authoring in Isis is for your benefit only, so you can match that used by the DVD publishing house. This is also applicable to the **Margins** options, they are only there for you benefit to help match the settings used by the publishing house.

Exporting your open caption file

The Export File option in Isis defaults to exporting the closed caption group. To ensure that you export the correct Open Caption group, you must ensure you have deleted the closed caption group.

- 1 Switch to **CLOSED CAPTIONS** view



- 2 From the **GROUP** menu, select **DELETE GROUP**
- 3 Close the Isis project
- 4 Re-open the project

You will now only have access to the Open Captions, and Export File will now save the Open Captions group.

Additional key commands in open mode

To italicise a word or group of words, highlight the text in the history panel and press **Ctrl + I**

If generating files for use with Open Caption generators, note that not all caption generators support italics.

CHAPTER 3

Text alignment

The EBU3264 subtitle format supports four styles of text alignment.

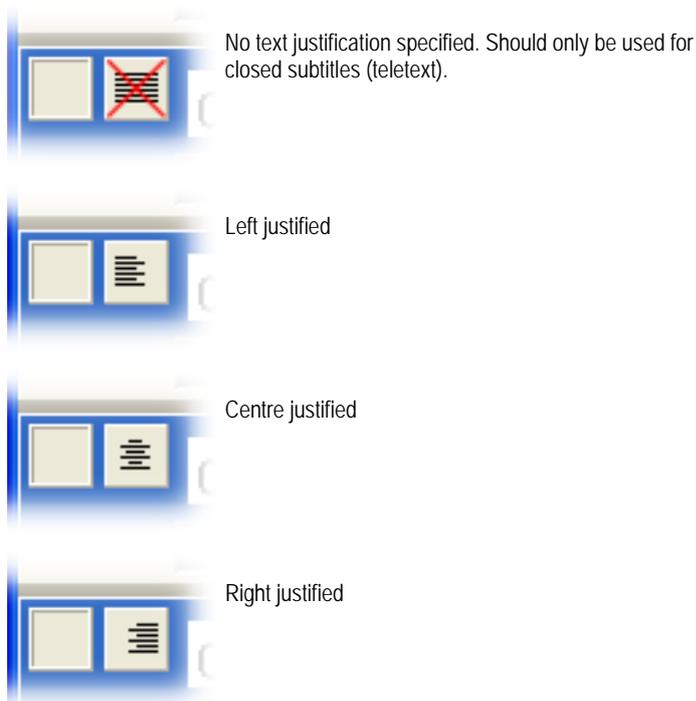
When authoring in closed captions (teletext style) subtitles, the alignment of text is often performed with the justify bit set to "none/not specified", using spaces before the subtitle start blocks to pad out the text row to achieve the desired screen position. Padding with spaces is not possible in open captions, as caption inserters invariably strip all leading and trailing spaces from caption text.

As a general rule, most broadcasters will transmit open captions centre justified. The majority of caption generators are programmed to centre all text unless given specific parameters to do otherwise from the individual caption's justification setting. The practical upshot of this is that people are often blissfully unaware of this technical aspect and create open caption files with the justify setting set to "none/not specified" as it still gets transmitted centre aligned. However there is no guarantee all caption generators will behave in this way, so you are strongly advised to set the justification to the value you require.

If you import an EBU file into a project, Isis will also import the associated text justification setting for each of the captions. This can sometimes lead to confusion when importing a centre aligned open caption file into a closed caption (teletext) project. You can remove all the justification from the imported group by using the multi-page editing facility, and selecting the change justification facility.

Text justification indicators in Isis

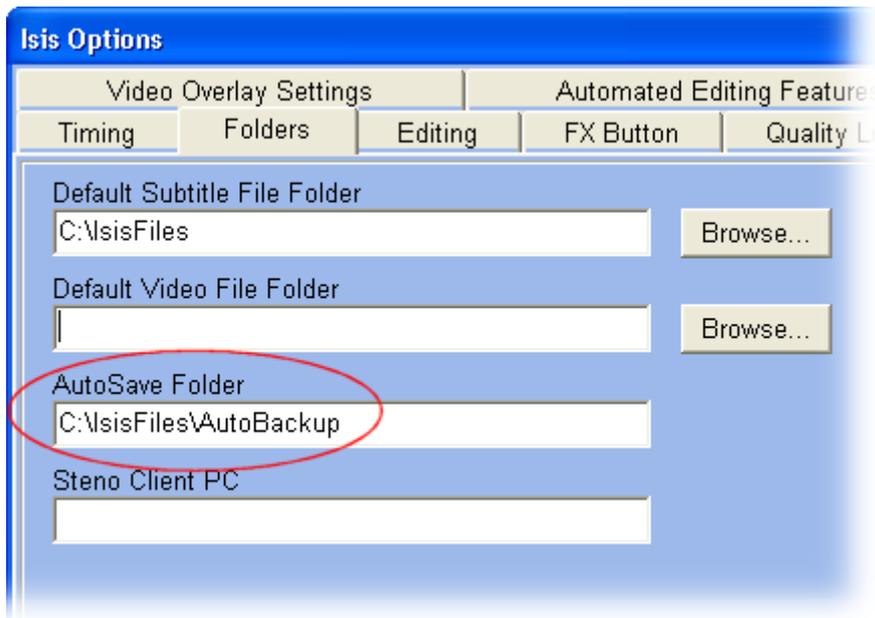
The four available justification options (set by ALT + \ on the keyboard) are now indicated in the history panel for each respective subtitle.



CHAPTER 4

Recovering lost work

By default Isis will regularly create an EBU backup file of your project. The folder in which the backup is stored can be checked by looking in the **SETUP > OPTIONS** menu, **Folders** tab, **AutoSave Folder**.



Files are named after the project name, and have an extension of `.st_` instead of `.st1`

When Isis creates a new AutoSave file, the previous version will be moved to the recycle bin. Therefore if for example you have accidentally deleted a whole group within Isis, and Isis has subsequently created a new autosave file, the previous version can be found in your Windows recycle bin



CHAPTER 5

Issues you may encounter

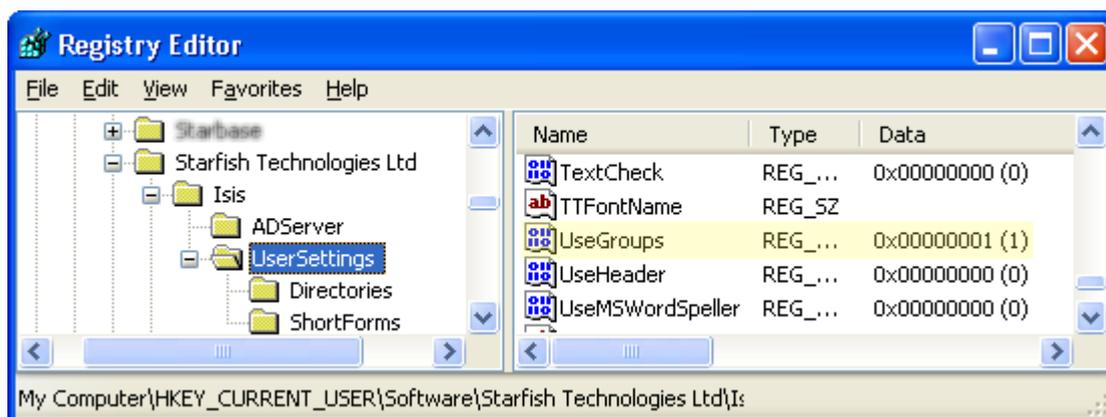
Cannot see Groups

It can sometimes happen that you no longer see **Groups** within Isis, and the **VIEW** menu and **LAYOUT OPTION** menu no longer mention groups.

This is caused by one of the user registry setting being reset.

To solve this problem, follow the instructions below:

- 1 Ensure Isis is not running
- 2 Run the registry editor application **regedit**
- 3 Set the `HKEY_CURRENT_USER\Software\Starfish Technologies Ltd\Isis\UserSettings\Use Groups` data value to be 1 as shown below

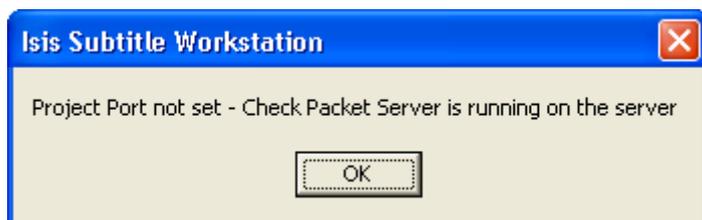


- 4 Restart Isis, you now have the **GROUPS** option available in the **VIEW** menu

Please note: This is a per-user setting, not a global workstation setting

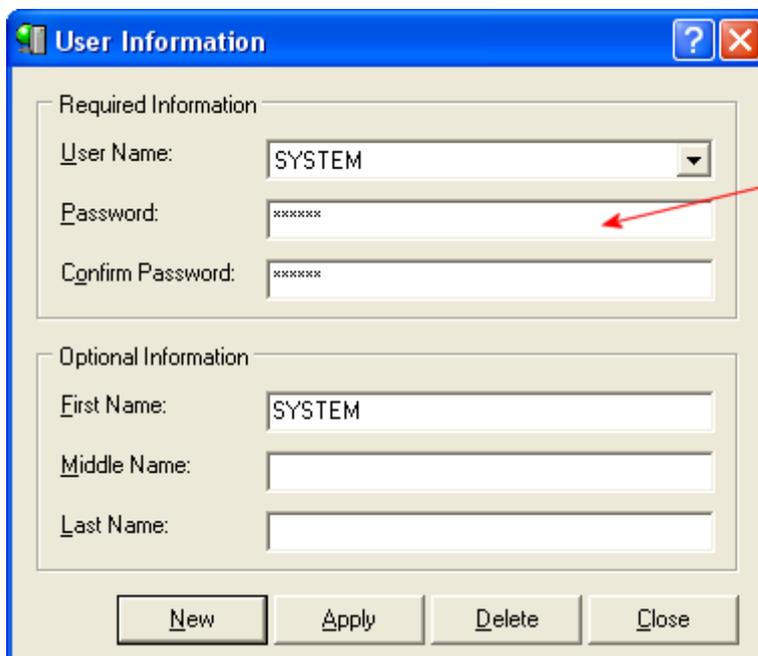
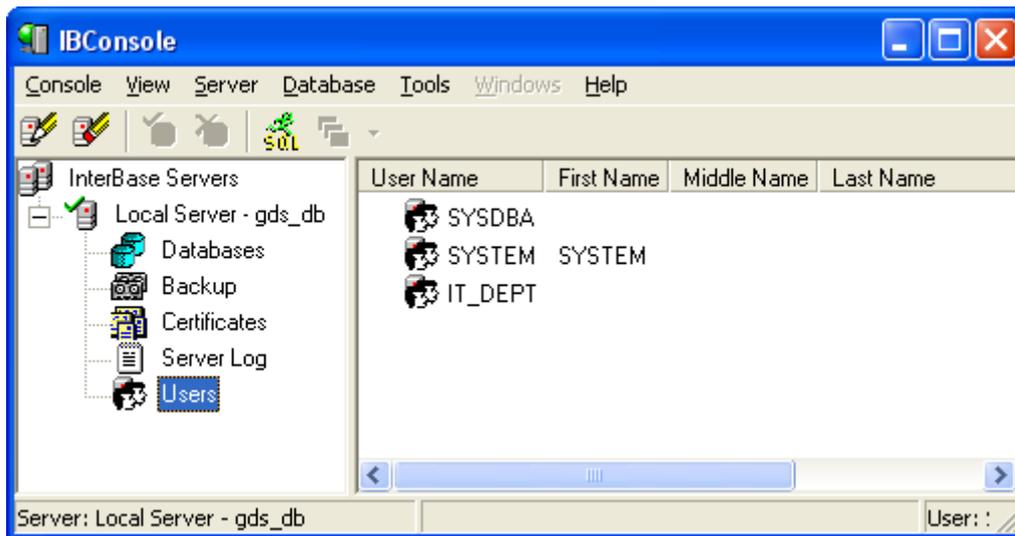
"Project Port not set - Check Packet Server is running..." message

If you cannot open a project, Isis will after a while (it can sometimes take several minutes!) respond with a message as shown below.



Possible reasons are listed below:

- Isis Packet Server service is not running on the server
- Your firewall configuration is blocking network access to Isis Packet Server (very common)
- Your PC is slow to start the its networking components (work-around at the end of this page)
- Network connectivity issues between the client and server, e.g. name to IP resolution, wrong subnet mask etc.
- During install, the **SYSTEM** user was not automatically added to the InterBase users list. this can be checked/corrected via **IBConsole** which is part of **InterBase** - see full details about InterBase and adding users in the install guide.



Some PCs have network components that for some reason are slow to initialise, and this may cause packet server to time out trying to establish a connection to the database.

If you have a modern OS such as Windows 7, then one option is to go to the Services tab in the PC's Administrative Tools. Here you can change both **InterBase Guardian** and **Isis Packet Server** start up from **Automatic** to **Automatic (Delayed Start)** - the **InterBase Server** must be left at **Manual** startup type.

The other procedure that can work is to let your PC boot, and then again under the Services tab of the PC's Administrative Tools...

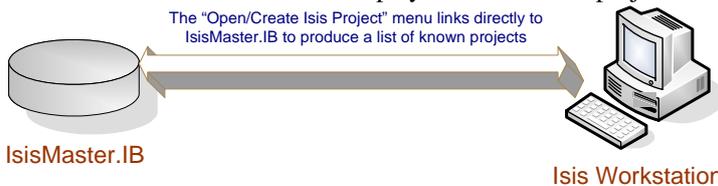
- 1 Stop Isis Packet Server
- 2 Stop InterBase Guardian (you should see InterBase Server stop too as a result of this, you do not need to stop it yourself unless there is a problem!)
- 3 Start InterBase Guardian (again, this should cause InterBase Server to start as well - The Guardian controls the Server)
- 4 Start Isis Packet Server

CHAPTER 6

Debugging client/server connection issues

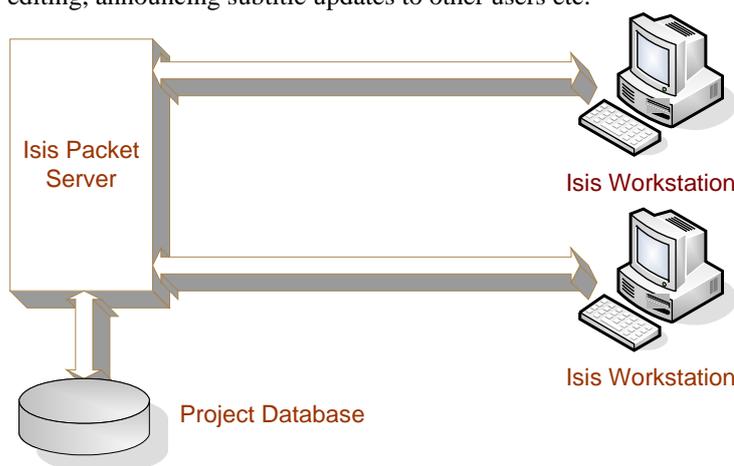
Isis Workstation connects to the server by two routes, and it is essential to understand this in order to track connectivity problems.

When you select **CREATE/OPEN ISIS PROJECT** from the **FILE** menu, Isis workstation makes a direct connection to the `IsisMaster.IB` database to display a list of known projects.



If you cannot obtain a list of projects or create a new project, there are several possible reasons:

- You do not have a network connection to the server hosting InterBase and the Isis databases
- Network connectivity issues between the client and server, e.g. name to IP resolution, wrong subnet mask etc.
- Your firewall configuration is blocking network access to either Isis or the InterBase server
- InterBase is not running on the server
- The Client configuration pointing to the server and database location is incorrect
- `IsisMaster.IB` contains the list of individual project database filenames, and database tables cross reference the individual database filenames to the displayed project names. When a workstation selects a project to open, the filename of the project database is looked up within `IsisMaster.IB`. Isis then makes a network socket connection to **Isis Packet Server**, requesting a port to link to the project database it has just looked up from `IsisMaster.IB`. Packet Server will respond with a port to use for further communication with this database. If another user requests a connection to the same project, packet server allocates it another unique port to use for connection. All subtitle update transactions are processed through Isis Packet Server, handling all functions related to locking individual subtitles from other users during editing, announcing subtitle updates to other users etc.



CHAPTER 7

Firewalls

If you are using the built-in Windows firewall, then later versions of the installer will automatically add the appropriate firewall rules for you. It cannot automatically add rules for third-party firewalls, so you must follow the manufacturers instructions for adding the specified applications and services manually. The path to the files depends if you have a 32bit OS or a 64bit OS. Please refer to your PC user guide for this. Operating systems prior to Windows 7 are unlikely to be 64bit, however Windows 7 and above are usually shipped as 64bit editions.

Proving you use the "%ProgramFiles%" and "%ProgramFiles(x86)%" environment variable nomenclature as shown, this will yield the correct application path no matter what language the operating system uses.

For 32bit operating systems, you need the following added to the firewall

```
"%ProgramFiles%\Starfish Technologies Ltd\Isis\Isis.exe"  
"%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisAD.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisADDatabaseUtility.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisArchiveAD.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisArchiveSub.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisInterbaseBackupTool.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisMgmUtility.exe"  
%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisPacketServer.exe"  
"%ProgramFiles%\Starfish Technologies Ltd\Isis\IsisPacketServerMonitor.exe"  
"%ProgramFiles%\Borland\InterBase\bin\IBConsole.exe"  
"%ProgramFiles%\Borland\InterBase\bin\ibguard.exe"  
"%ProgramFiles%\Borland\InterBase\bin\ibserver.exe"  
"%ProgramFiles%\Borland\InterBase\bin\IBMgr.exe"
```

For 64bit operating systems, you need the following added to the firewall

```
"%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\Isis.exe"  
"%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisAD.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisADDatabaseUtility.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisArchiveAD.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisArchiveSub.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisInterbaseBackupTool.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisMgmUtility.exe"  
%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisPacketServer.exe"  
"%ProgramFiles(x86)%\Starfish Technologies Ltd\Isis\IsisPacketServerMonitor.exe"  
"%ProgramFiles(x86)%\Borland\InterBase\bin\IBConsole.exe"  
"%ProgramFiles(x86)%\Borland\InterBase\bin\ibguard.exe"  
"%ProgramFiles(x86)%\Borland\InterBase\bin\ibserver.exe"
```

"%ProgramFiles(x86)%\Borland\InterBase\bin\IBMgr.exe"

If you have an earlier release of Isis and are having problems setting Windows firewall rules, then A zipped version of this batch file can be downloaded from the link on the same web page from which you downloaded this FAQ document. If you are reading this from the installer CD, then you have the latest version which includes these rules automatically - you do not need to create or run this batch file unless you are having problems that you suspect are due to the firewall.

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