

Bulletin Number 253

Network Transfer Fails for Digital Cinema Packages with Attached Closed-Captioning Files in Digital Cinema System Software v.4.2.x

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| <input checked="" type="checkbox"/> Modification required |
| <input type="checkbox"/> Modification recommended |
| <input type="checkbox"/> Modification required if problem is present |
| <input type="checkbox"/> Modification required on early units |
| <input type="checkbox"/> Information bulletin |

Overview

Either of two issues can affect network transfer of Digital Cinema Packages with directly packaged closed-caption tracks to Dolby® servers. Playback of properly ingested content is not affected.

Issue 1

Network transfer of closed-caption files fails.

Symptom: The closed-captioning content will fail verification checks, leaving the content in a “broken” state. (The content will be shown with a red X in Dolby Show Manager.) This bug may occur when copying from one Dolby Screen Server or Dolby Show Library server to another.

Issue: Some elements of the closed-caption files included file extensions that could not be parsed by the content-verification system and are not saved during the content transfer.

Workaround: Ingest the content locally at each Dolby server.

Issue 2

Subtitle and caption font and .png files are not transferred properly from a third-party library or from theatre management system (TMS) software using Dolby Web Services.

Symptom: Content transferred from a third-party library or TMS servers (for instance, Cinedigm Theatre Command Center) to Dolby servers does not complete or shows a transfer error.

Issue: Third-party TMS systems use Dolby Web Services to transfer content to a Dolby system. The Dolby Web Services module has a bug that prevents transfer of content with certain closed-caption files.

Workaround: Ingest the content locally at each Dolby server.

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Both of these issues have been addressed in our upcoming Digital Cinema System Software v.4.3.0 release. Please upgrade at your earliest convenience. If you have any questions or need more information, contact Dolby Cinema Customer Support at cinemasupport@dolby.com or cinematechsupport@dolby.co.uk.