



PURPOSE

This document details troubleshooting procedures for several common content-related issues. The procedures can be used to investigate and solve issues involving content.

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MISSING FEATURES OR TRAILERS

1. **Check** the Kencast for missing content.
2. **Check** the ‘Weekly Ingest Details’ located in [AMC this Week](#).
3. **Contact** content distributors for tracking information or to verify transfer status.
4. **Open** a DSSPⁱ ticket for assistance with locating content.

Distributor	Contact Information
Deluxe	877-272-3870 or ddchelp@bydeluxe.com
Digital Cinema United (DCU)	424-298-8297 or kdm@digitalcinemaunited.com
Fathom	Event in Progress: 844-328-4660 Event Not in Progress: 855-473-4612
Qubewire	support@qubewire.com

MULTIPLE FAILED INGESTS TO AN AUDITORIUM

- **Ensure** the projector’s server has enough free storage space.
- **Ensure** the projector’s server DCP count does not exceed the 350 limit.
- For Sony projectors:
 - a. **Ensure** content is currently not validating.
 - b. **Check** Screen Management Controller (SMS) for incomplete ingest(s). Content folder will be red with an alert “No CPL found.”
 - c. **Delete** incomplete folder from SMS to restart the ingest.
- For Christie projectors:
 - a. **Monitor** the ingest once playback has completed as Doremi uses FTP to transfer content. The connection is often broken during playback which can cause retries.
 - b. If ingests continue to retry outside of playback hours, **check** content and **reboot** the Doremi.
- **Open** a DSSP ticket for assistance with identifying corrupt or incomplete content on the Library Server.



ALERTS IN “PROBLEMS” SECTION OF SCHEDULE FOR INDIVIDUAL OR MULTIPLE ENTRIES

- “Feature Matching Pack Not Found” alerts – **Delete** the Feature place holder from the SPL and ‘Resync Schedule.’
- “NCM Matching Pack not Found” alerts – **Resync Schedule**. If the alert still exists after 24 hours, **escalate** to NCM @ 800-280-1447, option 1, option 3.
- “CPL is corrupt” alert – **Retry Transfer**. Typically, content marked as corrupt is incomplete due to a failed transfer.

ALERTS TO INGEST KDM AFTER CONFIRMED TO BE ON THE PROJECTOR/DOREMI

1. **Ensure** the full CPL title (including the date) of the scheduled film matches the available KDM.
2. **Check** the content is done transferring into the projector.
3. **Check** for encrypted trailer content:
 - a. **Double-click** on the schedule entry in TMS to open the “Performance Detail” window.
 - b. **Scroll** through the CPL List to check for trailer CPLs marked “Yes” under the “Encryption” column.
 - c. **Contact** the distributor to retrieve the KDM for the trailer, if necessary.
4. **Check** the KDM in Screenwriter to ensure it is available for the scheduled auditorium.
5. **Check** the Library Server to ensure the KDM is present.
6. **Contact** the distributor (i.e., Deluxe, DCU, or Qubewire) if in need of a new KDM.

UNABLE TO MANUALLY TRANSFER KDM TO PROJECTOR SERVER VIA USB

1. **Ensure** the full CPL title (including the date) of the scheduled film matches the available KDM.
2. **Contact** the TOC for assistance with matching the provided KDM to the media block serial number and/or identifying other software issues.
3. **Contact** the distributor to request a valid KDM.

LIBRARY SERVER UNABLE TO READ CONTENT HDD

Server unable to identify inserted hard drive or gives an alert to format the inserted hard drive

1. If your site uses IFS Drive Program, **check** the IFS Drives program is open on the Library Server desktop. **Ensure** a letter is assigned to the drive in the IFS Drives program.
2. **Remove** the content HDD from the Library Server and **reconnect** it.
3. **Connect** the drive to the projector where the content is needed and **perform** a local ingest if the Library Server is still unable to read the hard drive or recommends formatting.

PROJECTOR UNABLE TO READ CONTENT HDD

1. **Request** a new hard drive from the distributor (i.e., Deluxe, DCU, or Qubewire) if the projector fails to read the content hard drive after failing on the Library Server.