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User's Guide

# Isis6 FAQ

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Starfish Technologies Ltd  
Regus House  
400 Thames Valley Park Drive  
Thames Valley Park  
Reading  
Berkshire  
RG6 1PT  
United Kingdom  
Switchboard: Tel +44 (0)118 963 7615  
*(This is not a product support contact number)*  
Fax +44 (0)870 132 6277  
Internet E-Mail: [info@starfish.tv](mailto:info@starfish.tv)  
Website: [www.starfish.tv](http://www.starfish.tv)



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## CHAPTER 1

## Introduction

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

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## Common misconceptions

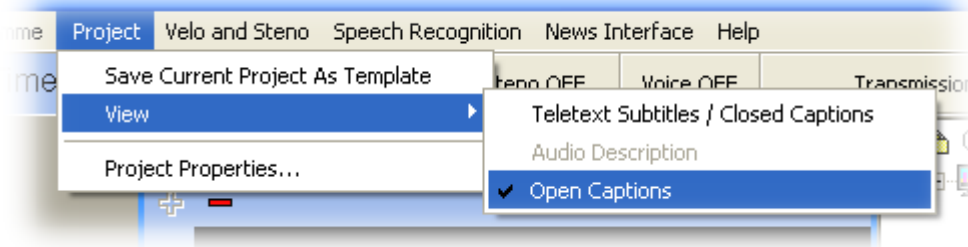
- You can only use one style of font throughout your programme - you cannot mix fonts. The use of Italics *is* permissible.
- There is no international standard for Open Captions. Most DVD authoring packages and Open Caption generators however, have the ability to import EBU files as these have a field 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

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## 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



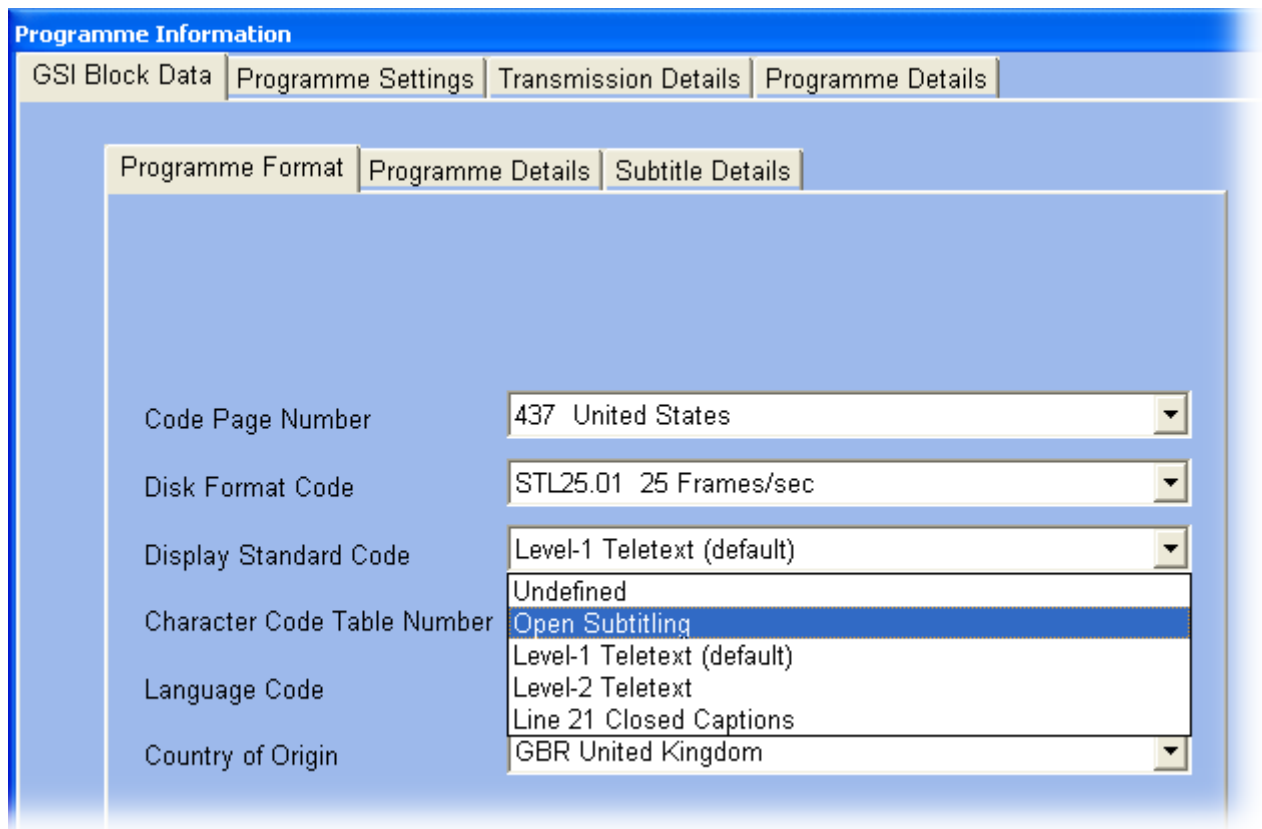
- 3 Give the new group an appropriate name
- 4 Close the Isis project
- 5 Re-open the project

- 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

**Programme Information**

GSI Block Data Programme Settings Transmission Details Programme Details

Selected Site Defaults  
Isis Defaults

Programme Font (Not for teletext or closed captions)

Font Name Arial Narrow Select...  
Font Size 27  
Font Character Set ANSI\_CHARSET

Margins (Open Captions)

Top Margin 0  
Left Margin 0 Right Margin 0  
Bottom Margin 0

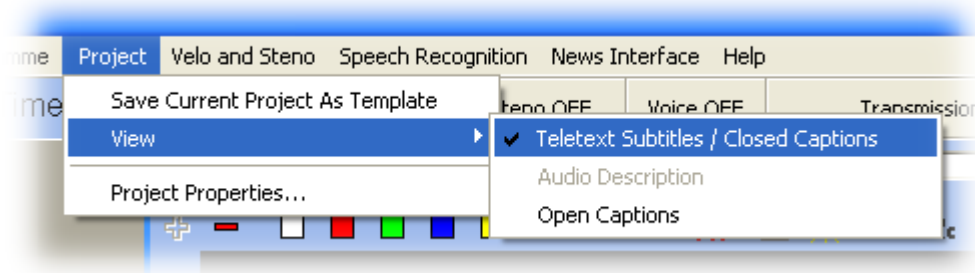
The font and size should be agreed between you and your client before commencing subtitling, as there are no subtitle file exchange formats that convey this information to another application. The font used for authoring in Isis is for your benefit only, so you can match that used by the DVD publishing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

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## 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.

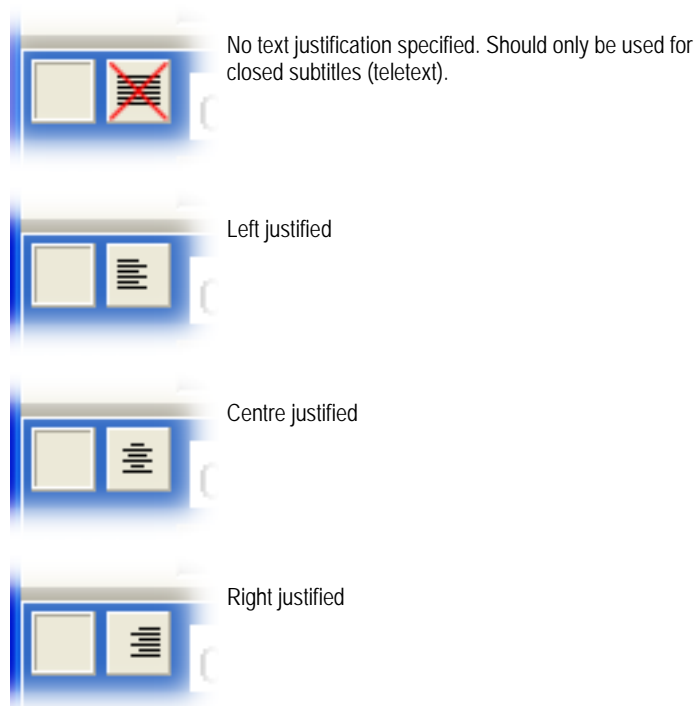
As a general rule, most broadcasters will transmit open captions centre justified. The majority of caption generators are programmed to centre all text unless given specific parameters to do otherwise from the individual caption's justification setting. The practical upshot of this is that people are 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.

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## Text justification indicators in Isis

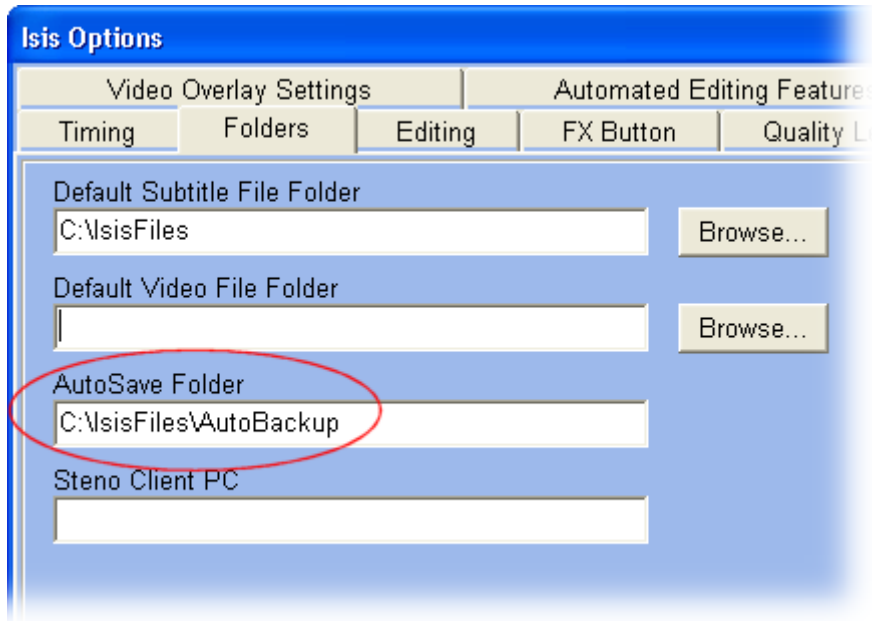
The four available justification options (set by ALT + \ on the keyboard) are now indicated in the history panel for each respective subtitle.



## 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

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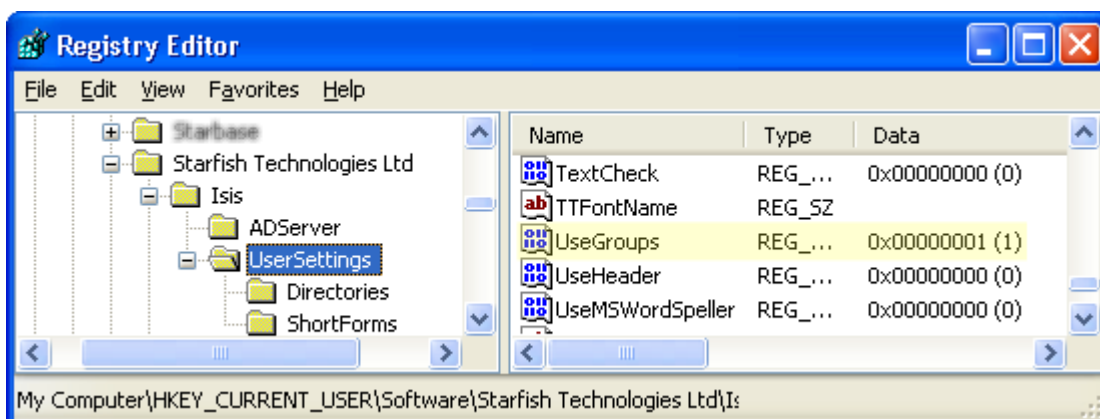
## Cannot see Groups

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



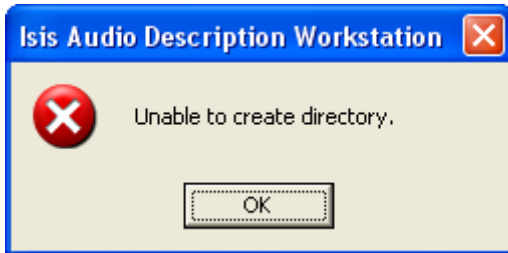
- 4 Restart Isis, you now have the **GROUPS** option available in the **VIEW** menu

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

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## "Unable to create directory" message when creating Audio Description projects

If you get the following message when you try and create a new Audio Description project

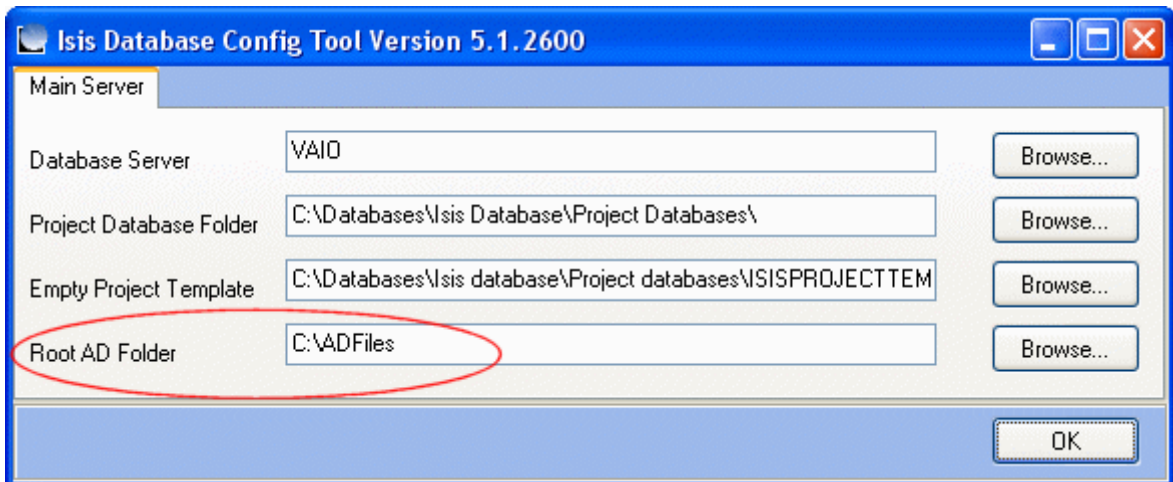


then either you have not configured a **Root AD Folder** or you do not have appropriate Windows security permissions to write to the defined folder.

The Root AD Folder defines where projects store the recorded description files, so you need to ensure that you have enough space for storage and relevant read/write permissions to the folder concerned.

The setting is found in **Control Panel, Starfish Client Config.**

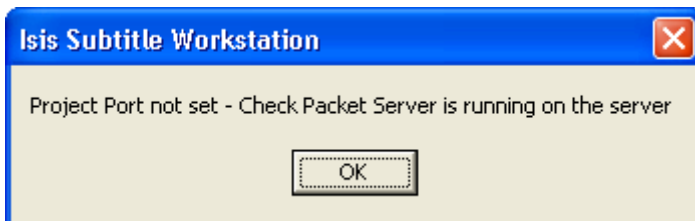
Select **Isis**, click **Configure Isis Database.**



Full details can be found in the installation that is in the **Documentation** folder of your install CD.

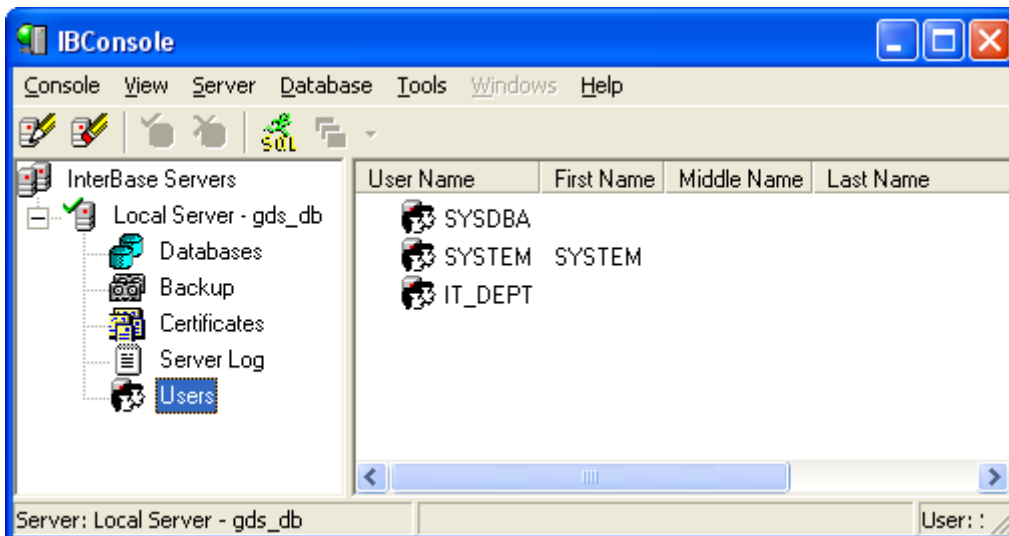
## "Project Port not set - Check Packet Server is running..." message

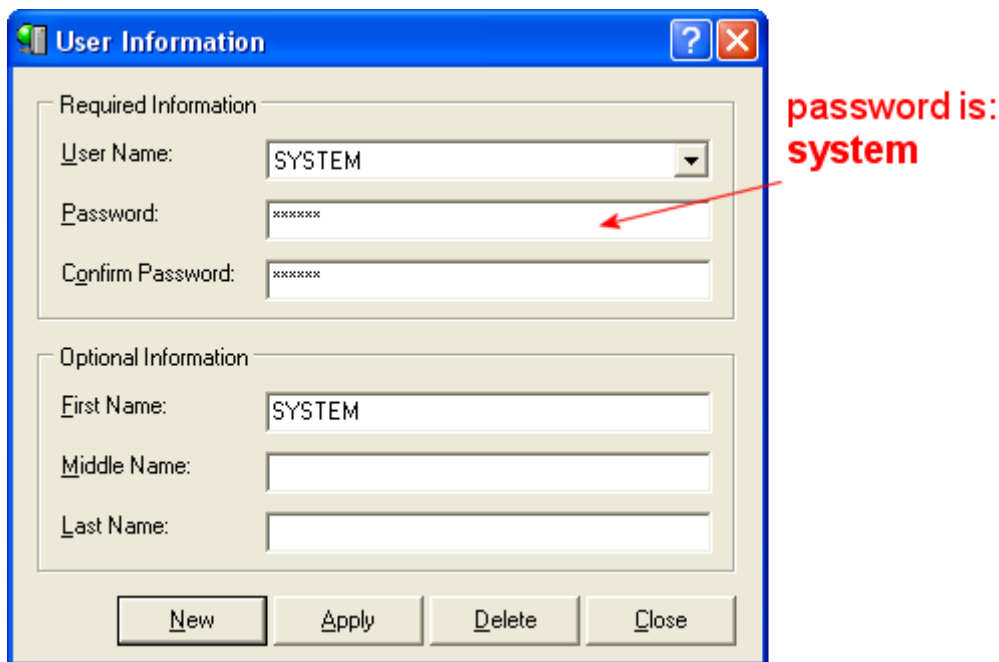
If you cannot open a project, Isis will after a while (it can sometimes take several minutes!) respond with a message as shown below.



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
- 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.





## I'm using the default AD keystrokes, but Numpad Enter doesn't set my out cue

There is a known quirk in the keyboard shortcuts that means the Numpad Enter key doesn't always set the out cue point in Isis AD when first installed.

To solve this issue, perform the following set of action to the letter:

- 1 Start Isis AD
- 2 Open an existing project
- 3 Go to the **Setup** menu and select **Keys...**
- 4 Click restore **Isis Defaults**
- 5 Click **OK**
- 6 Click on **Yes** to the save despite duplicate keys message
- 7 Go to the **Setup** menu again and select **Keys...**
- 8 Scroll down to the entry for **Set Out Cue to VITC** and select the entry
- 9 Right click on the entry and select **Edit**
- 10 In the edit box, select **<none>** and **NumPad Enter**, and click **OK**
- 11 Click **OK** on the main form as before
- 12 Click on **Yes** to the save despite duplicate keys message as before
- 13 Close the project
- 14 Exit Isis AD

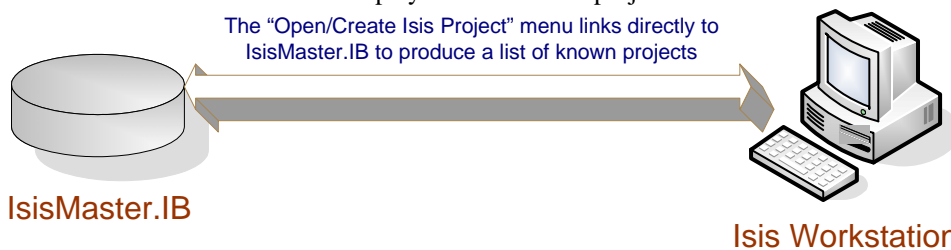
Numpad Enter will now set the out cue described when you restart Isis AD

## CHAPTER 6

# Debugging client/server connection issues

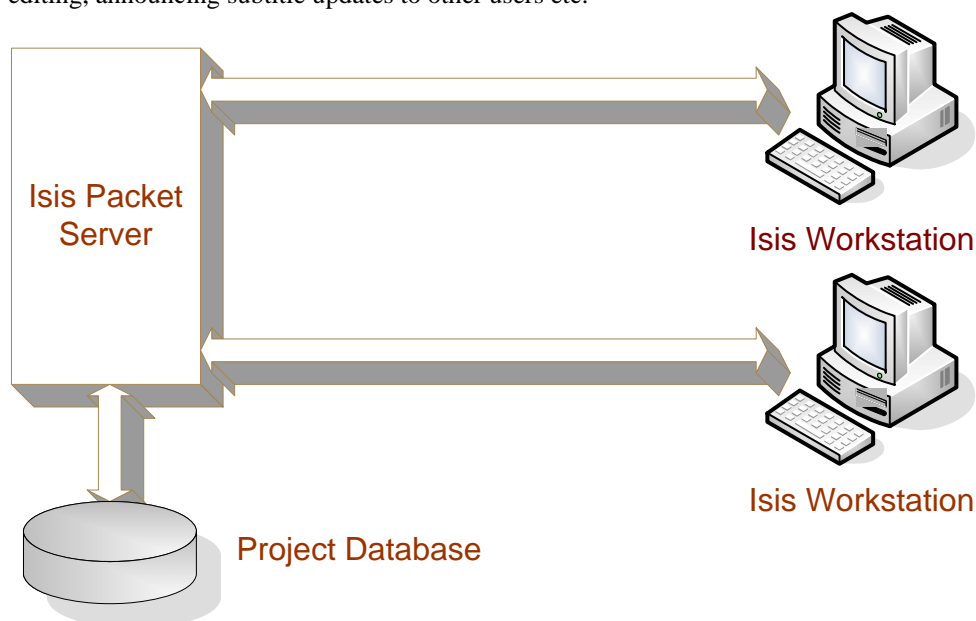
Isis Workstation connects to the server by two routes, and it is essential to understand this in order to track connectivity problems.

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.

If you have an earlier release of Isis and are having problems setting Windows firewall rules, then copy and paste the text below into **Notepad** and save the file with a .bat extension instead of a .txt, and then run the batch file by double clicking on it.

```
netsh firewall add allowedprogram name="Isis6 Workstation"
program="%PROGRAMFILES%\Starfish Technologies Ltd\Isis\Isis.exe"

netsh firewall add allowedprogram name="Isis6 AD Workstation"
program="%PROGRAMFILES%\Starfish Technologies Ltd\Isis\IsisAD.exe"

netsh firewall add allowedprogram name="Isis6 AD Database Utility"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisADDatabaseUtility.exe"

netsh firewall add allowedprogram name="Isis6 AD Archive"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisArchiveAD.exe"

netsh firewall add allowedprogram name="Isis6 Archive"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisArchiveSub.exe"

netsh firewall add allowedprogram name="Isis6 InterBase Backup Tool"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisInterbaseBackupTool.exe"

netsh firewall add allowedprogram name="Isis6 Management Utility"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisMgmUtility.exe"

netsh firewall add allowedprogram name="Isis6 Packet Server"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisPacketServer.exe"

netsh firewall add allowedprogram name="Isis6 Packet Server Monitor"
program="%PROGRAMFILES%\Starfish Technologies
Ltd\Isis\IsisPacketServerMonitor.exe"

netsh firewall add allowedprogram name="InterBase 7.5 Console"
program="%PROGRAMFILES%\Borland\InterBase\bin\IBConsole.exe"

netsh firewall add allowedprogram name="InterBase 7.5 Guardian"
program="%PROGRAMFILES%\Borland\InterBase\bin\ibguard.exe"

netsh firewall add allowedprogram name="InterBase 7.5 Server"
program="%PROGRAMFILES%\Borland\InterBase\bin\ibserver.exe"

netsh firewall add allowedprogram name="InterBase 7.5 Manager"
program="%PROGRAMFILES%\Borland\InterBase\bin\IBMgr.exe"
```

```
netsh firewall add allowedprogram name="DK2 Helper"  
program="%SYSTEMROOT%\System32\DNHlp32.exe"  
  
netsh firewall add allowedprogram name="DK2 Control Panel"  
program="%SYSTEMROOT%\System32\dkcpanel.exe"  
  
netsh firewall add allowedprogram name="DK2 Monitor"  
program="%PROGRAMFILES%\Common Files\DESkey\DNRmot32.exe"  
  
netsh firewall add allowedprogram name="DK2 Network Server"  
program="%PROGRAMFILES%\DESkey\DK2 Network Server\DNSrv32.exe"
```

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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.

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