



kaleidescape

## Using the Bulk Loader

### Quick Reference Guide

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The Bulk Loader speeds up the process of importing large DVD and CD collections into the Kaleidescape System. The Bulk Loader changer holds 200 discs. Preparing the discs for import can take several hours.

The changer imports two discs at the same time, and it takes approximately 25 minutes to import each pair of single-sided discs. Therefore plan about 50 hours to import 200 discs, and another hour and a half to return the discs to the disc cases.

### System Requirements

The Kaleidescape System must be installed and working before using the Bulk Loader. The following items are required to use the Bulk Loader:

- System software version 1.1.4 or later
- Cat5 or better network cable
- If using an existing Bulk Loader changer (the PowerFile C200) and are adding just the Bulk Loader controller, the changer must have firmware version 1.4.3.

**Note:** All Kaleidescape components in the system must be in the same group. Check the **GROUPS** tab on the installer pages of the browser interface.

## Connecting

Before beginning, note the following warnings to avoid damage to discs and the Bulk Loader.

**! WARNING**

**DO NOT PUSH THE BUTTONS ON THE FRONT PANEL OF THE CHANGER (POWERFILE C200).**

**Pushing these buttons can cause the Bulk Loader to reset and require service. Follow the warning labels.**

**! WARNING**

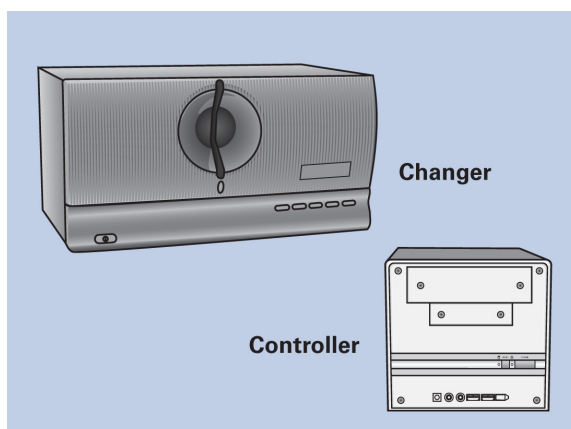
**DO NOT MOVE OR PICK-UP THE CHANGER (POWERFILE C200) WHILE DISCS ARE LOADED INSIDE.**

**Discs can become dislodged and jam the changer.**

**! WARNING**

**DO NOT REMOVE THE COVER FROM THE CHANGER (POWERFILE C200) AT ANY TIME.**

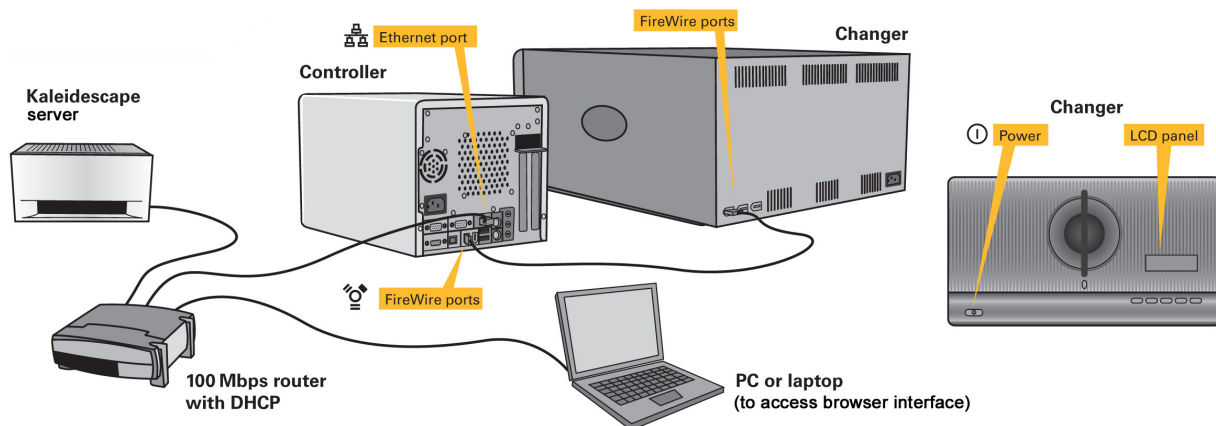
The Bulk Loader consists of a changer and a controller. See Figure 1.



**Figure 1 Bulk Loader Components**

Use the following procedure to connect the Bulk Loader to the Kaleidescape System.

1. Connect the Ethernet port on the controller to the network using Cat5 or better cable. The recommended network configuration uses a single 100 Mbps router with DHCP. See Figure 2.



**Figure 2 Connecting the Bulk Loader to the Kaleidescape System**

2. Use the FireWire cable to connect a FireWire port on the controller to a FireWire port on the changer.
3. Connect the power cords of both units to a grounded power source.
4. Turn on the Kaleidescape server and wait for the boot process to complete.
5. Open the installer pages of the browser interface and verify that the server is recognized.

<http://my-kaleidescape/installer> (Windows)

<http://my-kaleidescape.local/installer> (Mac)

6. Press the power button on the front of the changer.
7. Wait for **POWERFILER C200, DVD CD JUKEBOX** to appear in the LCD panel before turning on the controller.
8. Press the power button on the front of the controller and wait approximately one minute.
9. Click the **COMPONENTS** tab of the browser interface and verify that the **Bulk Loader** section appears. If not, select the **GROUPS** tab and group the Bulk Loader with the Kaleidescape server.

**Note:** Do NOT use the front panel buttons on the changer unless instructed to do so by Kaleidescape Support.

## Organizing

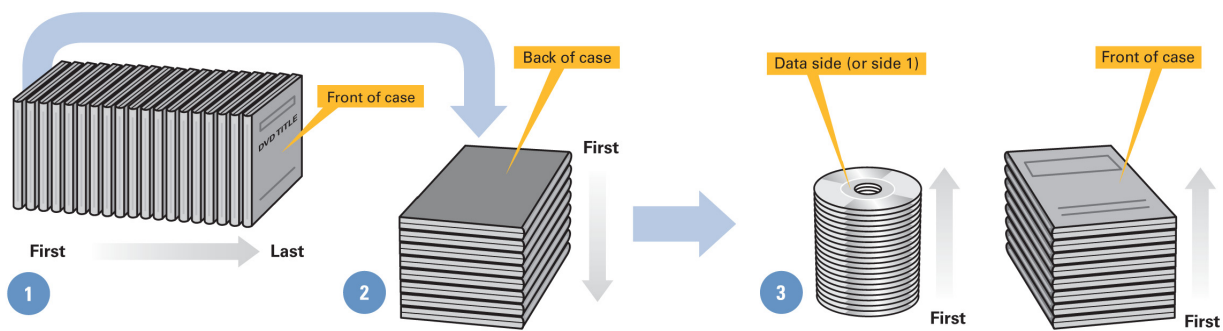
Organization is the key to importing a large volume of discs successfully. Although it can be time-consuming, organizing the collection makes it much easier to troubleshoot a problem or deal with failed imports.

Before continuing, keep the discs in the disc cases and separate the single-sided discs from the double-sided discs. Import the single-sided discs first, and then repeat the process for the double-sided discs. Each side of a double-sided disc must be imported.

Use the following procedure to organize discs and prepare for loading.

1. With the discs still in cases, organize the collection so that it is easy to manage. Be sure the back of each case is facing to the left. See Figure 3.

**Note:** From this point on, be sure to keep the collection in this order.



**Figure 3 Organizing Discs for Loading and Importing**

2. From the organized collection, pull out a handful of discs and stack the discs on a table so that the first disc in the collection is on top.

The back of the first disc case should be facing up.

3. Remove the first disc from the case and place the disc on a table with the label side (or side 2) facing down. Place the case on the table with the front facing up.
4. Repeat step 3 for the rest of the discs in the stack.

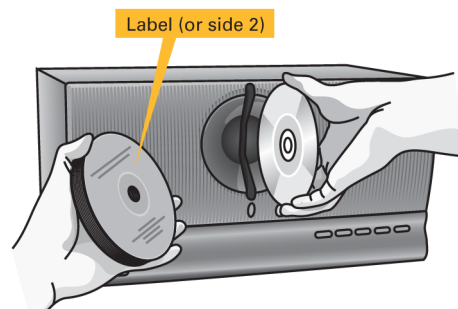
When finished, there should be 2 stacks: discs and empty cases.

5. Return the empty cases to the collection. It is a good idea to place the cases on the sides as a reminder that these discs are being imported.

## Loading and Importing

Use the following procedure to load and import DVDs and CDs.

1. Pick up a handful of discs with the data sides facing left.
2. Find the section for the Bulk Loader on the **COMPONENTS** tab on the browser interface. Then click **Access Browser Interface**. The Bulk Loader browser interface appears.
3. Click **Load All**.
4. Insert the disc carefully into the changer with the data side facing left. Do not force. See Figure 4.



**Figure 4 Loading Discs**

**Note:** The door of the changer automatically closes if a disc is not inserted within 5 seconds. To continue loading, click **Load All** on the browser interface.

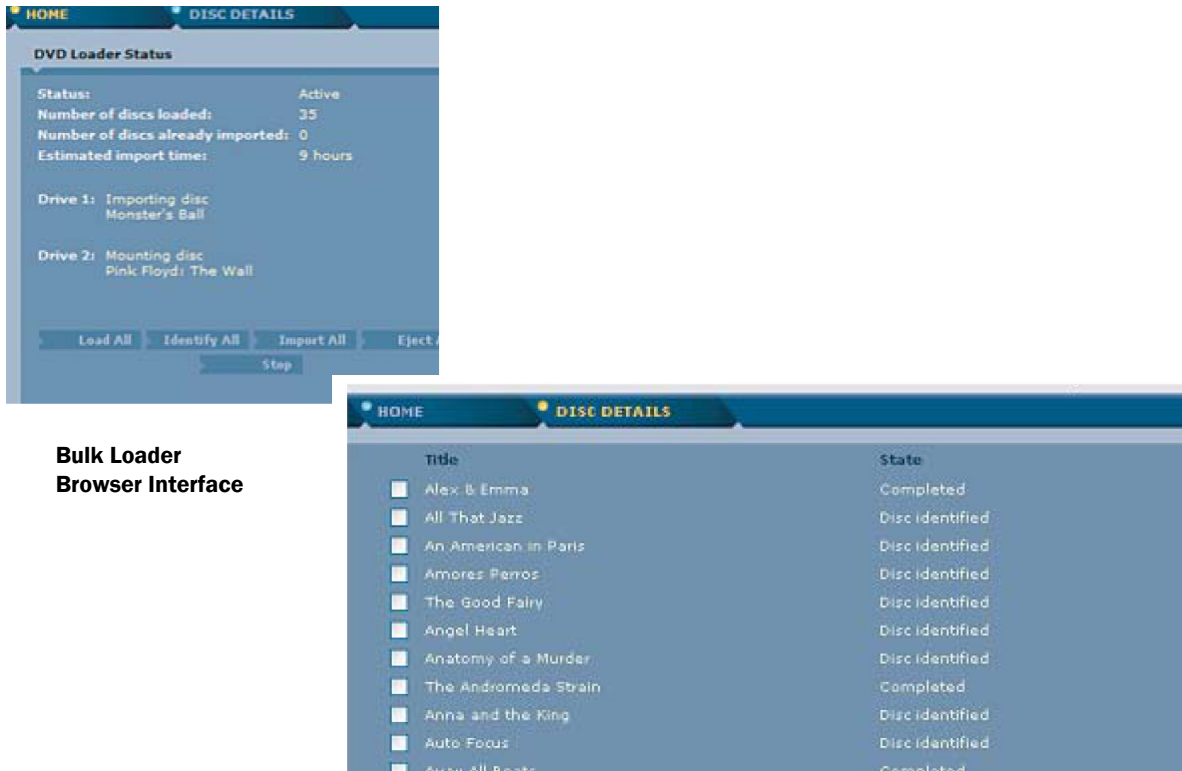
5. Continue loading the rest of the discs to be imported during this session.

### **WARNING**

**After beginning to load discs, do not lift, move, or otherwise disturb the changer. Doing so will cause the discs to jam.**

6. After loading all of the discs, go to the Bulk Loader browser interface and click **Import All**. Note the estimated import time.

Select the **DISC DETAILS** tab to view import progress. (This page does not refresh automatically.) See Figure 5.



**Figure 5 Viewing Import Progress**

## Reviewing Status

Use the following procedure to review the status of importing.

1. Open a second browser window and open the user pages of the browser interface.

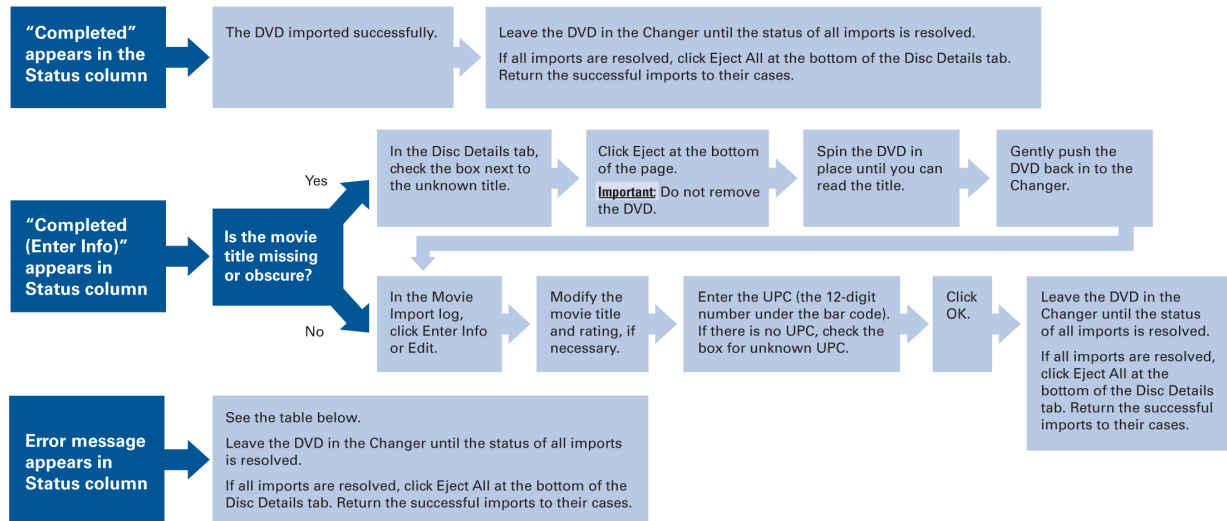
<http://my-kaleidescape> (Windows)

<http://my-kaleidescape.local> (Mac)

2. Click the **IMPORT** tab.
3. Use the chart in Figure 6 to review the import status of each disc.

Do not remove any discs from the changer until the process in the chart in Figure 6 is completed for all discs. If the required information is not available for a particular disc, check the box next to the disc title in the **DISC DETAILS** tab.

After reviewing the status of all of the discs, click **Eject** and set these rejected discs aside.



**Figure 6 Reviewing Status**

4. Try importing discs that did not import successfully on a player with a disc tray.

## Troubleshooting

If an error message appears, the following table provides information to troubleshoot most common problems encountered during importing.

If a DVD fails to import with the Bulk Loader, check the list of poorly authored DVDs at [www.kaleidescape.com/go/poorly-authored-dvds](http://www.kaleidescape.com/go/poorly-authored-dvds).

Poorly authored DVDs will not import on a Bulk Loader.

**Table 1 Troubleshooting Guide**

Error Message	Probable Cause	Solution
Problem reading disc	This is usually caused by imperfections on the disc.	<ul style="list-style-type: none"> <li>In the <b>DISC DETAILS</b> tab, check the box next to the disc title. Click <b>Eject</b> at the bottom of the page. Remove and clean the disc.</li> <li>Verify that the disc is not on the poorly authored DVD list.</li> <li>Try importing the disc on another component.</li> <li>If the disc still fails, contact Kaleidescape Support.</li> </ul>
Import interrupted	The connection between the Bulk Loader and the server was lost.	<ul style="list-style-type: none"> <li>Verify all physical connections are secure.</li> <li>Verify that all components of the system are turned on and appear in the browser interface.</li> <li>Try importing again.</li> </ul>
Disc is not a DVD or music CD	1. The disc is not a DVD or music CD.	Verify that the disc is a DVD or CD.
	2. The disc was inserted improperly.	Verify that the disc is inserted with the data side facing left. Try importing again.
	3. The disc is so damaged that the Bulk Loader does not recognize it.	Check the disc for cracks or scratches. The defect might not be visible.
Disc is not a region [1–8] DVD Disc is a region [1–8] DVD	The DVD region code does not match the region code of the Kaleidescape component used for import.	Verify that the DVD region code is compatible with the Kaleidescape component.
Bulk Loader communication error	The Bulk Loader might be physically disconnected, or not set to the correct group number.	<ul style="list-style-type: none"> <li>Verify that physical connections are secure.</li> <li>Check group settings.</li> <li>Try importing again.</li> </ul>

**Table 1 Troubleshooting Guide (Continued)**

<b>Error Message</b>	<b>Probable Cause</b>	<b>Solution</b>
Import component must be grouped with a system	The import component is not grouped with a server on the network, and there are at least two possible servers.	Group the import component with one of the servers, then try importing again.
Bulk Loader aborted import	Importing was canceled by the Bulk Loader.	Try to import again on the Bulk Loader. If importing fails again, try importing with a different component.
Server restarted during import	Importing was interrupted by a power outage, or by clicking the <b>Restart Server</b> link in the browser interface.	On the <b>DISC DETAILS</b> tab, click <b>Select All</b> , and then click <b>Import</b> .
Ran out of disk space	The discs exceed the capacity of the server.	Contact Kaleidescape to purchase additional storage.
Unable to import due to CSS error	Unable to import because of a CSS error, requires access to server diagnostic log.	Contact Kaleidescape Support.
Unexpected problem with import	Requires access to server diagnostic log.	Contact Kaleidescape Support.
Bulk Loader cannot import this disc — try importing on a different component	Disc is a not a DVD or music CD.	Try importing on a different component.

If additional help is required, contact Kaleidescape Support.

- ▶ Send an email message to **support@kaleidescape.com**.
- ▶ Call the Kaleidescape support line at **+1 (650) 625-6160**.

When contacting Kaleidescape Support, be prepared to provide the following information:

- Serial number of the Kaleidescape server (the serial number label is located behind the front panel)
- Date and time the import failed
- Title of the disc