
XLR8 InterView Troubleshooting Guide

Troubleshooting the XLR8 InterView with Strata Videoshop

All instructions assume that;

- The system was working before InterView was installed.
 - Installation instructions in the user manual were followed.
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INTERVIEW REPORTS: CHECKING QUICKTIME: FAILED

INTERVIEW REPORTS: CHECKING APPLE'S USB SYSTEM SOFTWARE: FAILED

INTERVIEW REPORTS: CHECKING INTERVIEW SOFTWARE CONFIGURATION: FAILED

INTERVIEW REPORTS: CHECKING FOR AN INTERVIEW DEVICE: FAILED

"ERROR UNKNOWN DEVICE" APPEARS ON BOOT-UP.

VIDEOSHOP WILL NOT LAUNCH.

VIDEOSHOP LAUNCHES BUT SOUND SETTINGS IS GRAYED OUT.

VIDEOSHOP LAUNCHES BUT DIGITIZING WINDOW SELECTION IS GRAYED OUT.

VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS GRAY.

VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS BLACK.

VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS BLUE.

VIDEOSHOP LAUNCHES, DIGITIZING APPEARS, BUT IS SCRAMBLED.

INTERVIEW REPORTS: CHECKING QUICKTIME: FAILED

1. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
2. Delete the Strata Prefs folder from the System Preferences Folder.
3. Delete the Strata Videoshop Application folder.
4. Run the InterView Un-install (use the custom install feature)*.
5. Disable "Conflict Catcher" if installed.
6. Set Apple Extension Manager to "Mac OS All".
7. Restart.
8. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
9. Restart
10. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
11. Run the Videoshop Installer
12. Restart.
13. Run InterView Installer.
14. Restart.
15. Run Videoshop, select Show Digitizing Window.
16. After a 3 second pause the window should flash green (sync) then video.
17. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

* Run the InterView installer, selecting custom install, then selecting uninstall.

INTERVIEW REPORTS: CHECKING APPLE'S USB SYSTEM SOFTWARE: FAILED

1. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
2. Delete the Strata Prefs folder from the System Preferences Folder.
3. Delete the Strata Videoshop Application folder.
4. Run the InterView Un-install (use the custom install feature)*.
5. Disable "Conflict Catcher" if installed.
6. Set Apple Extension Manager to "Mac OS All".
7. Restart.
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17. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

* Run the InterView installer, selecting custom install, then selecting uninstall.

INTERVIEW REPORTS: CHECKING INTERVIEW SOFTWARE CONFIGURATION: FAILED

1. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
2. Delete the Strata Prefs folder from the System Preferences Folder.
3. Delete the Strata Videoshop Application folder.
4. Run the InterView Un-install (use the custom install feature)*.
5. Disable "Conflict Catcher" if installed.
6. Set Apple Extension Manager to "Mac OS All".
7. Restart.
8. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
9. Restart
10. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
11. Run the Videoshop Installer
12. Restart.
13. Run InterView Installer.
14. Restart.
15. Run Videoshop, select Show Digitizing Window.
16. After a 3 second pause the window should flash green (sync) then video.
17. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

*Run the InterView installer, selecting custom install, then selecting uninstall.

INTERVIEW REPORTS: CHECKING FOR AN INTERVIEW DEVICE: FAILED

1. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an un-powered hub or to the USB ports on the side of a keyboard.
2. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
3. Delete the Strata Prefs folder from the System Preferences Folder.
4. Delete the Strata Videoshop Application folder.
5. Run the InterView Un-install (use the custom install feature)*.
6. Disable "Conflict Catcher" if installed.

7. Set Apple Extension Manager to "Mac OS All".
8. Restart.
9. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
10. Restart
11. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
12. Run the Videoshop Installer
13. Restart.
14. Run InterView Installer.
15. Restart.
16. Run Videoshop, select Show Digitizing Window.
17. After a 3 second pause the window should flash green (sync) then video.
18. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

*Run the InterView installer, selecting custom install, then selecting uninstall.

"ERROR UNKNOWN DEVICE" APPEARS ON BOOT-UP.

1. Re-Install the InterView software drivers.
2. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an unpowered hub or to the USB ports on the side of a keyboard.
3. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
4. Delete the Strata Prefs folder from the System Preferences Folder.
5. Delete the Strata Videoshop Application folder.
6. Run the InterView Un-install (use the custom install feature)*.
7. Disable "Conflict Catcher" if installed.
8. Set Apple Extension Manager to "Mac OS All".
9. Restart.
10. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
11. Restart
12. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
13. Run the Videoshop Installer
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* Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP WILL NOT LAUNCH.

1. Trash the Video Shop preferences file and ensure that the VideoShop application resides on your startup volume.
If Videoshop still does not launch, proceed.
2. Re-Install the InterView software drivers.
3. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an unpowered hub or to the USB ports on the side of a keyboard.
4. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
5. Delete the Strata Prefs folder from the System Preferences Folder.
6. Delete the Strata Videoshop Application folder.
7. Run the InterView Un-install (use the custom install feature)*.
8. Disable "Conflict Catcher" if installed.
9. Set Apple Extension Manager to "Mac OS All".
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* Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP LAUNCHES BUT SOUND SETTINGS IS GRAYED OUT.

1. Verify that you have the audio out signal routed to the audio input jack on you Macintosh.
If this still does not give you audio, proceed.
2. Trash the Video Shop preferences file and ensure that the VideoShop application resides on your startup volume.
If Videoshop still does not launch, proceed.
3. Re-Install the InterView software drivers.

4. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an unpowered hub or to the USB ports on the side of a keyboard.
5. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
6. Delete the Strata Prefs folder from the System Preferences Folder.
7. Delete the Strata Videoshop Application folder.
8. Run the InterView Un-install (use the custom install feature)*.
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17. Run InterView Installer.
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19. Run Videoshop, select Show Digitizing Window.
20. After a 3 second pause the window should flash green (sync) then video.
21. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

*Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP LAUNCHES BUT DIGITIZING WINDOW SELECTION IS GRAYED OUT.

1. Verify that you have the audio out signal routed to the audio input jack on your Macintosh. If this still does not give you audio, proceed.
2. Open the Monitors and Sound Control Panel (8.6) or the Sound Control Panel (OS 9) and select Sound IN as your source)
3. Trash the Video Shop preferences file and ensure that the VideoShop application resides on your startup volume.
If Videoshop still does not launch, proceed.
4. Re-Install the InterView software drivers.
5. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an unpowered hub or to the USB ports on the side of a keyboard.
6. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
7. Delete the Strata Prefs folder from the System Preferences Folder.
8. Delete the Strata Videoshop Application folder.
9. Run the InterView Un-install (use the custom install feature)*.

10. Disable "Conflict Catcher" if installed.
11. Set Apple Extension Manager to "Mac OS All".
12. Restart.
13. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
14. Restart
15. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
16. Run the Videoshop Installer
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18. Run InterView Installer.
19. Restart.
20. Run Videoshop, select Show Digitizing Window.
21. After a 3 second pause the window should flash green (sync) then video.
22. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

*Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS GRAY.

This can be caused by one of three things:

- The USB drivers are not installed or are not responding (possibly using the 1.1 version of the USB libraries).
- The VideoShop application is not located on the boot disk. Note that some European users may report this as an inability to select PAL in the source menu. Drag the VideoShop folder to the system disk to resolve.
- The System Folder is not at the root level of the system disk. Verify that you have the audio out signal routed to the audio input jack on your Macintosh.
If this still does not give you video, proceed.

1. Open the Monitors and Sound Control Panel (8.6) or the Sound Control Panel (OS 9) and select Sound IN as your source)
2. Trash the Video Shop preferences file and ensure that the VideoShop application resides on your startup volume.
If Videoshop still does not launch, proceed.
3. Re-Install the InterView software drivers.
4. Verify that the InterView device is plugged directly to a USB port on a USB capable Mac, a Powered USB hub or a PCI USB card. Do not attach InterView to an unpowered hub or to the USB ports on the side of a keyboard.
5. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
6. Delete the Strata Prefs folder from the System Preferences Folder.
7. Delete the Strata Videoshop Application folder.
8. Run the InterView Un-install (use the custom install feature)*.

9. Disable "Conflict Catcher" if installed.
10. Set Apple Extension Manager to "Mac OS All".
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VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS BLUE.

A blue digitizing screen can be caused by one of four things:

- The Strata Preferences are corrupt.
- The "InterView Files" are corrupt.
- Adobe Type Manager™ 4.0.2 is enabled.
- There is some problem with QuickTime -notably the InterView QuickTime drivers may not be installed.

1. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
2. Delete the Strata Prefs folder from the System Preferences Folder.
3. Delete the Strata Videoshop Application folder.
4. Run the InterView Un-install (use the custom install feature)*.
5. Disable "Conflict Catcher" if installed.
6. Set Apple Extension Manager to "Mac OS All".
7. Restart.
8. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
9. Restart
10. Finder will get a dialog that "Unknown device cannot..." hit Cancel.
11. Run the Videoshop Installer
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13. Run InterView Installer.
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15. Run Videoshop, select Show Digitizing Window.

16. After a 3 second pause the window should flash green (sync) then video.
17. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

* Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP LAUNCHES, DIGITIZING WINDOW APPEARS, BUT WINDOW IS BLACK.

The black screen means one of two things:

- No video source is connected.
 - The wrong Video source has been selected.
1. Verify that you have the latest version of QuickTime (4.0.3) installed
<http://www.apple.com/quicktime/download/support/>
 2. Delete the Strata Prefs folder from the System Preferences Folder.
 3. Delete the Strata Videoshop Application folder.
 4. Run the InterView Un-install (use the custom install feature)*.
 5. Disable "Conflict Catcher" if installed.
 6. Set Apple Extension Manager to "Mac OS All".
 7. Restart.
 8. If on a Pre-Clear Mac, install the USB 1.3.5 Libraries.
 9. Restart
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 11. Run the Videoshop Installer
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 15. Run Videoshop, select Show Digitizing Window.
 16. After a 3 second pause the window should flash green (sync) then video.
 17. Once video is established, quit and enable extensions one at a time and reboot, then recheck until the culprit is found. If a blue screen appears, this can usually be corrected by quitting Videoshop, deleting the Strata Preferences folder, then running the InterView installer.

*Run the InterView installer, selecting custom install, then selecting uninstall.

VIDEOSHOP LAUNCHES, DIGITIZING APPEARS, BUT IS SCRAMBLED.

This is usually indicative of the wrong NTSC/PAL setting.

NTSC = USA

PAL = Europe