This document describes the different error messages that are generated by makevideos/ makevideos-sc, validatevideos, send-email, and fm-stuff

# makevideos error messages

## “The script crashed due to an internal error”

Appended to this text is the error message from python. This error basically means that something directly python-related isn’t working.

Here’s some examples of the types of errors we’ve gotten so far with this message

### 'NoneType' object has no attribute 'group'

This error happens because a regex object was called on to have its contents “grouped” into a string. If the regex object is empty, it has an object type of none. Regex objects are empty when they don’t find a match to the search given.

In our case, the regex object is searching for a 40-character string of letters and numbers (“word” characters or “\w{40}” in regex) in the output provided by fm-stuff.py when fm-stuff.py asks FileMaker to return the stored SHA1 hashes for a particular accession/ filetype. If the output from that call is empty, regex tries to search an empty string, and it results in a NoneType object.

This occurs most often because the LAN connection between XCluster and FM-Server is down.

### [Errno 2] No such file or directory: '/Volumes/G-SPEED Q/Titan-HD/HM/IncomingSC\xe2\x80\x9d'

This error happens because the script makes a list of everything in the Incoming folders and then runs through that list to process the files. If you move a file out of this directory, you’ll get this error that python can’t find the file.

This specific instance of the error has something interesting going on, the \xe2\x80\x9d part. That’s a character-set error, basically something was named with characters that fall outside of the script’s ability to resolve. Please don’t include spaces or special characters in your filenames.

## The video script is unable to run because there is not an accession record for [accession] in FileMaker

Pretty self-explanatory. fm-stuff.py asks FileMaker if a record for an accession exists and if it doesn’t, it throws this error. Notable, this happens at the start of the script, so if a record is there at the beginning but renamed before the script actually sends the hashes to FileMaker, it can cause a hash value error or NoneType error.

## The concatenation of [accession] was unsuccessful

This one is fairly self-explanatory. The main reason this would fail is because the codec types of two files were not the same, files need to have the same codecs to concatenate properly.

## hashes in FileMaker do not match hashes calculated for one or more files. Files not moved from /copyto. See included log for details

This one is pretty self-descriptive. However, there can be a few reasons that the files don’t match:

1. network error caused incomplete copying of the file from Incoming to /copyto
2. filename mismatch between FileMaker and the script, e.g. the description in FileMaker is for the wrong file/ the FileMaker record is misnamed

You can investigate by running the CLI utility shasum on the offending files and checking their FileMaker records.

This error should also be recognized as distinct from the NoneType error, which usually also involves the hashes. In that one, fm-stuff.py was unable to communicate with FM-Server, in this one, the communication happened but the results are incorrect relative to what we want.

## The video script is unable to run because SUNNAS is not mounted as expected. Please mount SUNNAS on XCluster at /Volumes/ProxyHolding

This can occur because of a network outage or just because it’s not mounted. You can find/ change the mount-point that makevideos expects in the video-post-process-config.txt file. Similar errors are generated for Xendata, Proxy, and Holding\_Xendata.

## The fontfile cannot be found. Please put the fontfile at /Library/Fonts/Arial.ttf

## The white-watermark file cannot be found. Please put the white watermark file at "/Volumes/G-SPEED Q/Titan-HD/HM/Watermark/Video WaterMark\_White.png"

Not sure that we’ve seen these in the wild yet, they refer to the fontfile and watermark file that we use to print stuff on the derivatives. To see/ change the locations where makevideos expects them to be, check video-post-process-config.txt

## Buddy, you gotta install ffmpeg [or ffprobe]

This stems from the dependency checker and just makes sures that ffmpeg and ffprobe are installed. I need to work out a bug where we need to check that qcli is installed as well, but it’s not supported by the python library, spawn, that runs this check.

# send-email.py error messages

## attachment too big to include. Find it at the following location: /Volumes/G-SPEED Q/Titan-HD/HM/thm/logs/log-2017-04-28 16-16-04.txt

This isn’t an error per say, but a notification that the log file is too big to attach. We instituted a 9.5MB limit for the logfile size to attach after recieving bouncebacks from the THM email server, see below:

---------- Forwarded message ----------

From: **Mail Delivery System** <mailer-daemon@electric.net>

Date: Tue, May 2, 2017 at 11:07 AM

Subject: Mail delivery failed: returning message to sender

To: dhjohnson1@gmail.com

This message was created automatically by mail delivery software.

A message that you sent could not be delivered to one or more of its

recipients. This is a permanent error. The following address(es) failed:

bb@thehistorymakers.com

host 23.25.37.131 [23.25.37.131]

SMTP error from remote mail server after MAIL FROM:<dhjohnson1@gmail.com> SIZE=35861329:

552 5.3.4 Message size exceeds fixed maximum message size

zs@thehistorymakers.com

host 23.25.37.131 [23.25.37.131]

SMTP error from remote mail server after MAIL FROM:<dhjohnson1@gmail.com> SIZE=35861329:

552 5.3.4 Message size exceeds fixed maximum message size

jlr@thehistorymakers.com

host 23.25.37.131 [23.25.37.131]

SMTP error from remote mail server after MAIL FROM:<dhjohnson1@gmail.com> SIZE=35861329:

552 5.3.4 Message size exceeds fixed maximum message size

Action: failed

Final-Recipient: rfc822;jlr@thehistorymakers.com

Status: 5.0.0

Remote-MTA: dns; 23.25.37.131

Diagnostic-Code: smtp; 552 5.3.4 Message size exceeds fixed maximum message size

# validatevideos.py

## file [accession.ext] failed on policy attribute [attribute]

## file policy attribute should be [attribute]

You haven’t seen this one yet, but if a video doesn’t pass our format validations tep, you’ll get an email with the file that failed and the specific tag that failed. This can be used to, say, notify us that a videographer made 1 stereo track instead of 2 mono tracks.