

Nexus Credentials

Symptoms

Watch folders, API scripts, and certain target folders say "Can't read from source," but the Carbon Coder GUI works properly.

Description

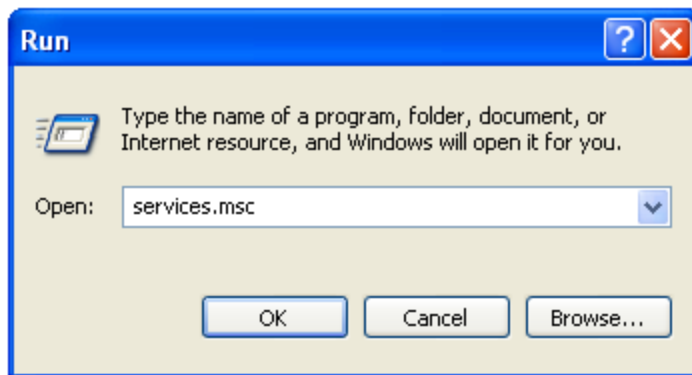
If you are getting errors such as "Can't read from source" when using the API or watch folders, or target files are not being written properly, the Rhozet background transcoding service called "Nexus" may not have the proper permissions/credentials. Normally the Nexus service has the credentials of the "Local System" account, you may need to change that to an authorized account. The Nexus service is responsible for handling requests from watch folders, the queue manager, and the API. The GUI tool can transcode independently without accessing the Nexus service in most instances, which is why you may not see those same problems when transcoding with the Carbon Coder user interface.

Instructions

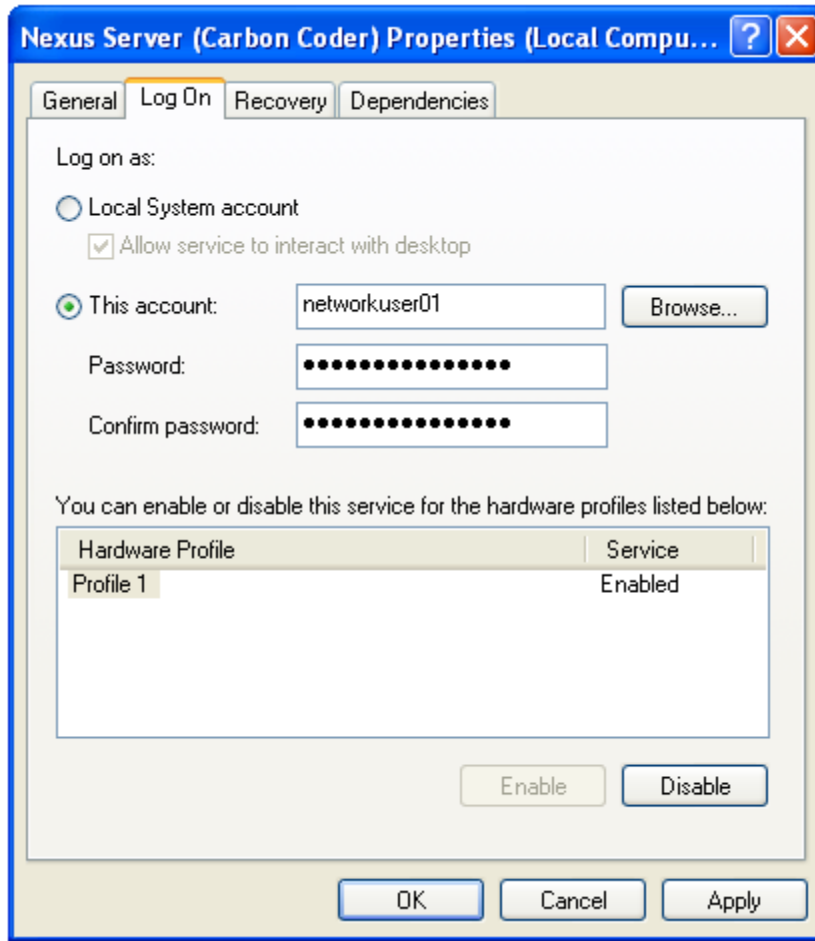
1. Close all open Rhozet applications. This includes the Job Queue Manager, which may still be open in the system tray. Right-click the icon in the system tray and select "Exit Queue Manager". If you do not exit the Job Queue Manager properly it may behave strangely after you start Nexus.



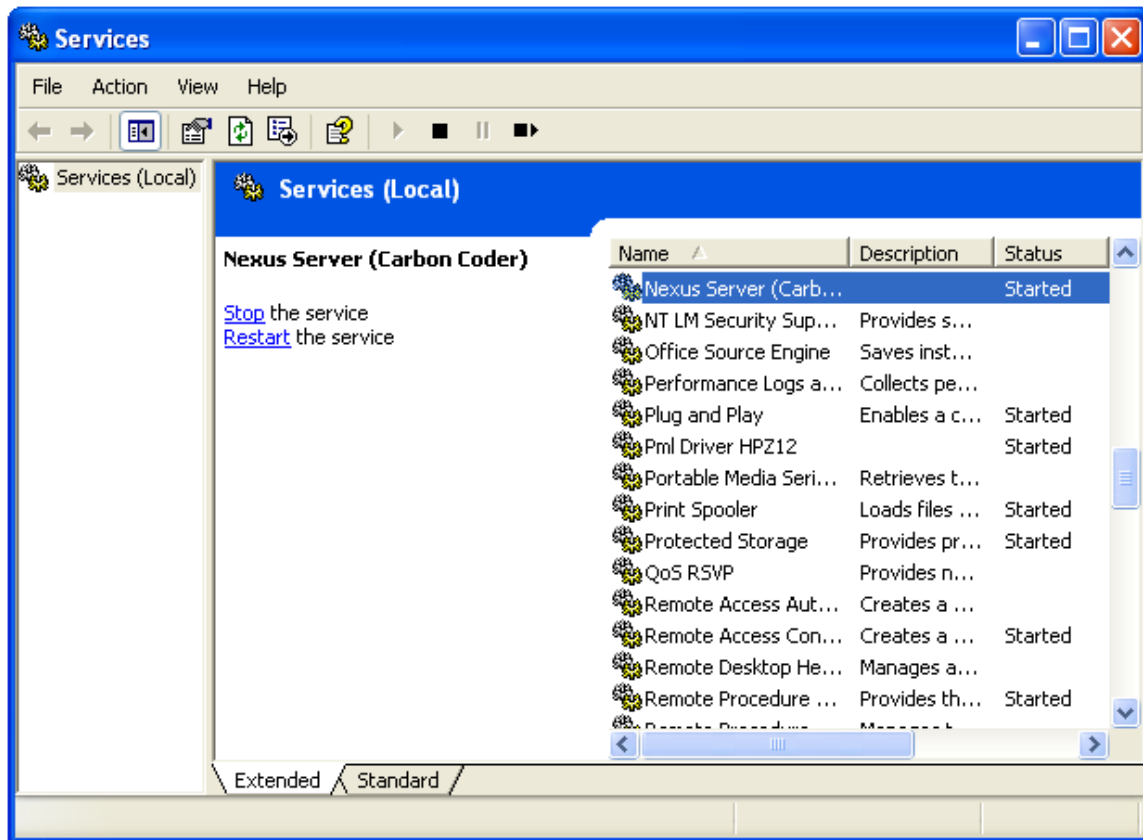
2. Open the services console (select "Start" then "Run," enter "services.msc" and press "OK" to open the Windows Services console).



3. Double-click the "Nexus Server" service.
4. Select the "Log On" tab.
5. Set the credentials ("This account" and "Password") for the service to a user that has rights to access the share. It is recommended to use the "Browse" button to find the appropriate account, especially if this machine is part of a domain.



6. Close the "Nexus Server Properties" dialog.
7. Now that the proper login credentials have been set, the Nexus Server service needs to be restarted for the changes to take effect. To do this right-click on "Nexus Server" and then click on "Stop."



8. Wait a few seconds after the service has stopped, then right-click on "Nexus Server" and click "Start."

Nexus now has the credentials of the specified account, and jobs submitted with the API or watch folders should be able to access source files and write target files.