

## Remote Retrieval

### Symptoms

A watch folder is set up on a NAS or play-out server and is not processing new jobs.

### Description

Carbon Watch Folders are "passive" processes, i.e. they wait for a signal from the file-system to indicate that a new file has been created in the Watch Folder path.

When working with some devices with drivers, such as NAS drivers or file-system drivers for video play-out systems, passive processes may not work properly. The reason is that some file system drivers do not **\*completely\*** simulate a real Windows file system, that is they do not notify passive processes when a new file has been created in a folder that the passive process is watching.

For this reason it may sometimes be necessary to add "Remote Retrieval" to a standard Carbon Watch Folder. Remote Retrieval can either be FTP retrieval, or File System retrieval. Both types of Remote Retrieval periodically check the remote FTP server or remote file system for new files. If a new file is discovered, Remote Retrieval checks again a second time, to see if the file size is constant. If the file size is not constant but growing instead, it means that the file is still being written to the remote device, and Remote Retrieval continues checking until the file size is constant.

When the new file has been verified to have a constant size, Remote Retrieval then copies it to the local file system, to the Watch Folder path that was specified when the Watch Folder was created. In the case of a File System type of Remote Retrieval, a shortcut can also be copied instead of the entire file. The Watch Folder then sees the new file and precedes to transcode it normally.

You can access the Remote Retrieval setup through the Watch Folder Manager. You will first have to click on an existing watch folder before clicking on the 'Remote Retrieval' button. A file share / folder or FTP location can be targeted for the Remote Retrieval process. You will also need to specify the correct login info (username/password) if permissions are needed to access this location. Once you click on the 'OK' button the Remote Retrieval process will be enabled for the location specified.

**NOTE:** If you choose the "File Share / Folder" option, make sure that you use only UNC paths of the form "[\\DeviceOrServerName\FILESYSTEM\Folder](#)". Do not use mapped drives such as "M:\Folder", since mapped drives are only valid for the user who is currently logged on, and can not be accessed by background processes like Carbon Watch Folders.

### Instructions

1. Open the Watch Folder Manager.
2. Select the watch folder on your NAS or play-out server.
3. Click 'Remote Retrieval.'
4. Select the appropriate options for your folder.
5. Click 'OK.'

