

Introduction

When you see a publish error in CastNET interface, you should investigate it, as it may stop any new content from being played on your screens. Below is an example of what a publish error looks like.

Select	Force	Status	Video Channel Frame	Schedule Name
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Publishing Error	Corprate Lobby WidescreenHD	Corprate Lobby WidescreenHD Schedule

Items to look at to determine what is causing the Publish Error:

1. Services are not running.
2. Files that are called by Scala scripting may be missing.
3. Fonts that are called by Scala Scripts are not installed.
4. Read/Write permission may have changed on the CastNET/Content Manager Server.

Step 01 - Reboot Server

Reboot the server is possible. This will cause the CastNET services to start up on restart. The CastNET services are set on a delayed startup, so please be patient while the server reboots. After reboots, log into CastNET and try publishing.

Note: If rebooting the server is not an option, then go to the Services Management Window and restart the services.

Step 02 – Check Services

Publishing relies on several services. Scala Publish Server, CastNET 10, Apache Tomcat and SQL Server (MSSQLSERVER).

1. Go to Services Management Window.
2. Verify that each Service is up and running. If not, then start.

Note: If services do not start, then this issue may need to be escalated to local IT or CastNET support.

You may also review the document, “Restarting CastNET Services” to find out more.

http://castnet.com/sites/default/files/download/CastNET_Restarting_CastNET_Services.pdf

Step 03 – Review Scala Publish EX Logs

Scala Publish Ex logs will detail what errors are being processed at the time of publishing. These errors can direct Users to issues with Content Manager, missing Files or Fonts. All are items that could halt publishing.

Scala Publishing Logs can be found on the server at C:\ProgramData\Scala\InfoChannel Publish Automation EX Module 5\Logs.

```
2017-02-07T14:52:03.342-06:00 PUBSERVER INFO Problem 26, Error 58.13: Script "Schedule_240_Corprate Lobby WidescreenHD|(2017020700000715)
2017-02-07T14:52:03.346-06:00 PUBSERVER INFO Schedule" was not published. |(2017020700000716)
2017-02-07T14:52:03.350-06:00 PUBSERVER INFO Error 58.13: (listfile) The resource "C:\Users\duclaw18\Pictures\New Company|(2017020700000717)
2017-02-07T14:52:03.354-06:00 PUBSERVER INFO Logo.png" is missing. |(2017020700000718)
2017-02-07T14:52:03.359-06:00 PUBSERVER INFO |(2017020700000719)
```

Note: Some Errors can be cryptic. Please contact our Support desk if the error does not make sense or if publishing is still not working. CastNET Support 1-877-680-9898.