BACKBURNER 100% WORKING GUIDE now lets never speak of this again.

Having today gotten the 9th or 10th of my clients laptops working with the Smoke trial I've had enough. So I decided to just write a damn document so I don't have to do it anymore. As far as possible I have used built in mac point and click methods and as little terminal bashing as possible as my clients are editors not IT professionals. I've also suggested free helper app links and avoided Nano as that scares people.

You might not need to do all of this to ensure a working Backburner but if you follow the steps exactly it will work.

A- ESTABLISH your network port

This seems silly but lots of software uses the en0 Mac address for license locking so lets make sure we know the software is looking at what we want it to

1- Open System Preferences and select Network and delete all the network interfaces. It will look like this afterwards.

00		Network			
▲ ► Show All				Q	
	Location: Auto	matic		\$	
		No servic	es in this locat	ion.	
			•) to set up a s		
+ - * -					
Click the lock to p	revent further change	es. As	sist me	Revert	Apply

2- Delete the net interfaces file at /Library/Preferences/SystemConfiguration/ NetworkInterfaces.plist

3- Restart the Mac - a new p.list will be built

4- Open System Preferences and select Network and add your ethernet card as your first Ethernet interface DO NOT USE WIFI as your first interface. You can add it later once the rest of your system works fine.

000		Network			
Show All				Q	
	Select the interfa Interface Service Name	: Ethernet	ne for the new servio	÷	
			ervices in this locati Id (+) to set up a se		
+ – 🌣 🔻	to prevent further ch	nanges.	Assist me	Revert	Apply

Select Ethernet from the drop down menu then press Create. Then press Apply. Your top interface should be your ethernet interface at en0.

0 0		Network		
Show All			Q	
	Location:	Automatic	*	
e Ethernet Connected		Status:	Connected Ethernet is currently active and has the IP address 192.168.1.101.	
		Configure IPv4:	Manually +	
		IP Address:	192.168.1.101	
		Subnet Mask:	255.255.255.0	
		Router:	192.168.1.1	
		DNS Server:	8.8.8.8, 8.8.4.4, 208.67.222.222, 2	
		Search Domains:		
		IPv6 Address:	fe80:4::3285:a9ff:fe93:a640	
+ - ☆·			Advanced	?
Lick the lock to p	revent further	changes.	Assist me Revert Ap	ply

5- Open 'About this Mac' from the apple menu, select 'More Info', select 'System Report' select 'Ethernet' 7th option down under hardware. Check that the BSD name is en0

0 0		iMac
▼Hardware	ethernet:	
ATA	-	
Audio	Type: Bus:	Ethernet Controller PCI
Bluetooth	Vendor ID:	0x10ec
Card Reader	Device ID:	0x8168
Diagnostics	Subsystem Vendor ID:	
Disc Burning	Subsystem ID: Revision ID:	0x8432 0x0006
Ethernet Cards	Link Width:	x1
Fibre Channel	BSD name:	enO
FireWire	Kext name:	AppleRTL8169Ethernet.kext
Graphics/Displays	Location:	/System/Library/Extensions/IONetworkingFamily.kext/Contents/PlugIns/
Hardware RAID	Version:	AppleRTL8169Ethernet.kext 1.1.4a5
Memory	version.	1.1.445
PCI Cards		
Parallel SCSI		
Power		
Printers		
SAS		
Serial-ATA		
Thunderbolt		
USB		
Network		
Firewall		
Locations		
Modems		
Volumes		
WWAN		
Wi-Fi		
▼ Software		
Accessibility		
💻 Rev1 🕨 Hardware 🕨 Eth	ernet Cards	

B- CONFIGURE your network port

Any network dependent service will benefit from a fixed IP address, as the port we are dealing with is a wired Ethernet port this shouldn't be a problem.

1- First remove any illegal characters from your computer name. Open System Preferences and select Sharing. Make sure the computer name is just alpha numerics, remove any spaces or ' characters. The ' added by OSX often causes problems in Unix land.

00	Sharing
▲ ▶ Show All	
	Rev1 Computers on your local network can access your computer at: Edit Rev1.local
On Service Screen Sharing File Sharing Printer Sharing Scanner Sharing Remote Login Remote Manage Remote Apple Ex Internet Sharing	Only those users:
Click the lock to p	event further changes.

2- Open System Preferences and select Network. Click on the Ethernet port you created earlier and set its details.

Configure IPv4, select Manually from the drop down and enter appropriate IP info with correct IP Address, subnet mask and router info.

0 0	Network	
▲ ▶ Show All		Q
Locat	ion: Automatic	\$
Ethernet Connected	Status:	Connected Ethernet is currently active and has the IP address 192.168.1.101.
	Configure IPv4:	Manually +
	IP Address:	192.168.1.101
	Subnet Mask:	255.255.255.0
	Router:	192.168.1.1
	DNS Server:	8.8.8.8, 8.8.4.4, 208.67.222.222, 2
	Search Domains:	
	IPv6 Address:	fe80:4::3285:a9ff:fe93:a640
+ - 🌣		Advanced ?
Dick the lock to prevent fu	rther changes.	Assist me Revert Apply

Click on Advanced, change Configure IPv6 from 'Automatically' to 'Link-local' only from the drop down menu.

TCP/	IP DNS WINS 8	02.1X Proxies	Hardware
Configure IPv4:	Manually	*	
IPv4 Address:	192.168.1.101		
Subnet Mask:	255.255.255.0	of: Manually	
Router:	192.168.1.1	ss: 192.168.1.1	
Configure IPv6:	Link-local only		
Router:			
IPv6 Address:	fe80:4::3285:a9ff:fe9		
Prefix Length:	64		

3- If you will be accessing the net via this ethernet port we may as well set the DNS servers to something a bit more efficient. Click on the DNS tab and add DNS servers by clicking on the + sign, add the google ones 8.8.8.8 and 8.8.4.4

add the google ones 8.8.8.8 and 8.8.4.4 and the open DNS ones 208.67.222.222 and 208.67.220.220 you can add your own ISPs as well if you want.

0	Network	
Show All		Q
Ethernet		
TCP/IP DNS WI	NS 802.1X Proxie	es Hardware
DNS Servers:	Search Doma	ains:
8.8.8.8		
8.8.4.4	-	
208.67.222.222 208.67.220.220		
208.07.220.220	1.0.5	
	Rama .	
	100	
	17.91	
	10.00	
+ - IPv4 or IPv6 addresses	+ -	
?)		Cancel OK

Click OK

Click Apply

Restart your Mac.

Lastly in terms of hardware lets check no one has messed with the hosts file.

Open terminal and type cat /etc/hosts and press return

There should only be one 127.0.0.1 entry and it should refer to localhost

```
rev1 — bash — 80×24
Last login: Thu Feb 7 11:31:31 on ttys000
Rev1:~ rev1$ cat /etc/hosts
##
# Host Database
# localhost is used to configure the loopback interface
# when the system is booting. Do not change this entry.
##
127.0.0.1
               localhost
255.255.255.255 broadcasthost
               localhost
::1
fe80::1%lo0
              localhost
Rev1:~ rev1$
```

If for some reason it's been changed then you need to change it back. The hosts file is at /etc/hosts and you need to edit it in a proper text editor such as coda http://panic.com/coda/ BBEdit http://www.barebones.com/products/bbedit/index.html? utm_source=thedeck&utm_medium=banner&utm_campaign=bbedit or the free TextWrangler http://www.barebones.com/products/textwrangler/ download.html

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You want to end up with 127.0.0.1 localhost 255.255.255 broadcast local host

A last word on Hosts file issues - this one got me for a few hours on a client's system the other day. I've only ever seen this once in my life and it was down to a windows IT guy moving his config files onto the macs, so ONLY worry about this if you have problems when you get to the very end of this guide! Basically if someone has edited your hosts file by just hacking away in a text editor with no concern about carriage returns they may have inadvertently changed the line endings from Unix LF (line feed) returns to CRLF (carriage return line feed) you don't need to worry about what that all means just that if you have the wrong kind your hosts file is broken and will be ignored by OSX and you won't resolve your localhost. This can be fixed very quickly so don't panic.

Using TextWrangler open your hosts file and look at the line feed type in the bottom status area next to the text encoding. It should say Unix (LF) if not change it to Unix LF and save the hosts file.

00	hosts	R _M
Currently Open Documents	TI Last Saved: 2/7/13 10:10:55 AM Elle Path = 1 (private last (hosts)	
hosts ×	File Path + : /private/etc/hosts	
	◀ ▶ ◊ 🖺 hosts 💠	🛄 🚽 🔳
	1 ##	
	2 # Host Database	
	3 #	
	4 # localhost is used to configure the loopback interface	
	5 # when the system is booting. Do not change this entry. 6 ##	
	7 127.0.0.1 localhost	
	8 255.255.255.255 broadcasthost	
	9 ::1 localhost	
Recent Documents	<pre>10 fe80::1%lo0 localhost</pre>	
hosts	11	
	12	
	13	
+ \$-	1 1 (none) Unicode (UTF-8) Unix (LF) 239 / 30 / 14	
		115

As one last check to make sure yours hosts file is working properly open Terminal and type scutil --dns

The second entry is local with DNS being the first (since Lion - may be reversed if you are on Snow Leopard)



If your local resolver isn't there you probably need to reinstall OSX.

C- CONFIGURE Backburner

1- Open Smoke Setup application (in /Applications/Autodesk/Smoke 2013 SP1/ Utilities), in the general menu choose 'manual edit' Scroll down to
BACKBURNER CONFIGURATION
18 or so lines down, just after the syntax example, is a line "BackburnerPreConfigManagerHostname localhost"
If this line has a # at the start then delete just the # (any line with a '#' is commented out and ignored in Unix land so removing the # lets Smoke know to use the localhost for Backburner)

Click OK

Click Yes

Click Apply

Click on the Backburner tab and check that the Manager Hostname is 'localhost' - if you have to change it, click Apply

Quit Smoke Setup.

Restart your Mac.

2- Set the back burner XML to link to local host

Open usr/discreet/backburner/Network/backburner.xml in TextWrangler

Theres a few things here that need to be correct to run back burner trouble free.

- Under <ServerSettings>

make sure that the manager points to localhost e.g. <ManagerName>localhost</ManagerName>

make sure that the server points to localhost e.g. <ServerName>localhost</ ServerName>

make sure the MAC address is your active ethernet connectors mac address e.g. <ServerMAC>xxxxxxxxx</ServerMAC> where xxxxxxxxxx is the Mac address of your ethernet adapter

To find the MAC address of your Ethernet adapter open System Preferences, click on Network, select your Ethernet connection and click Advanced. Under the hardware tab is your MAC address.

	Network	0
► Show All		Q
🕪 Ethernet		
Compared Ethernet	Performance	
TCP	/IP DNS WINS 802.1X Proxies	Hardware
	MAC Address: 30:85:a9:93:a6:40	

Enter your MAC address instead of xxxxxxxxx as the ServerMAC be careful to

only enter the numbers don't type the : symbols.

Lastly make sure the ManagerMAC address is your Ethernet adapters address e.g. the same MAC address as above. e.g. <ManagerMAC> xxxxxxxxx </ManagerMAC>

D- CHECK services

1- Open the services monitor app in /Applications/Autodesk/Smoke 2013 SP1/ Utilities

Check everything is green across the board, if not try clicking restart on each service. If you are a standalone licence user the Licence Server will of course be off. Green is good.

0 0			Service	Monitor	
			Components T	roubleshooting	
Component	Version	<u>Status</u>			
Backburner Manager	2013.1		Start Stop	Restart	
Backburner Server	2013.1		Start Stop	Restart	
Wiretap Gateway	2013.2.1		Start Stop	Restart	
Wiretap Server	2013.2.1		Start Stop	Restart	
Multi-Purpose daemon	1.2		Start Stop	Restart	
Stone+Wire	2013.2.1		Start Stop	Restart	
License Server (ADLM)			Start Stop	Restart	

and while you have it open you can click on the troubleshooting tab and get the Backburner manager to run at startup by clicking on 'yes'. If you use your mac for lots of things you may prefer to not do this but my Smoke macs are just Smokes so I make it run on startup.

000	Service Monitor	
	Components Troubleshooting	
Run Backburner Manager at startup	yes no	
Send Log to Autodesk Support	Send	
Force quit application	NOW!	

E- CONFIGURE Smoke

1- Really this is just to check that everything is as you expect.

Preferences					
Audio Backburner			JT Storage Support		
Backburner Manager					
Rev1					
Backburner Group	Wire 50		MIO File Import 2013.2.1 (build 2044)		
<use all="" servers=""></use>	Cache 40	Command Line Tool	Command Job Adapter v2013.1 with user	rights	
Burn Job Type	Export 10	Wire	Stone+Wire Background Wire 2013.2.1		
· · · · · · · · · · · · · · · · · · ·					
GPU Burn 🗘 🚺					

Now go to your MediaHub and export some clips. Fun eh? Now export some more.

I think if after trying all these steps you are still not able to export you have a hardware problem rather than a configuration issue.