

## **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

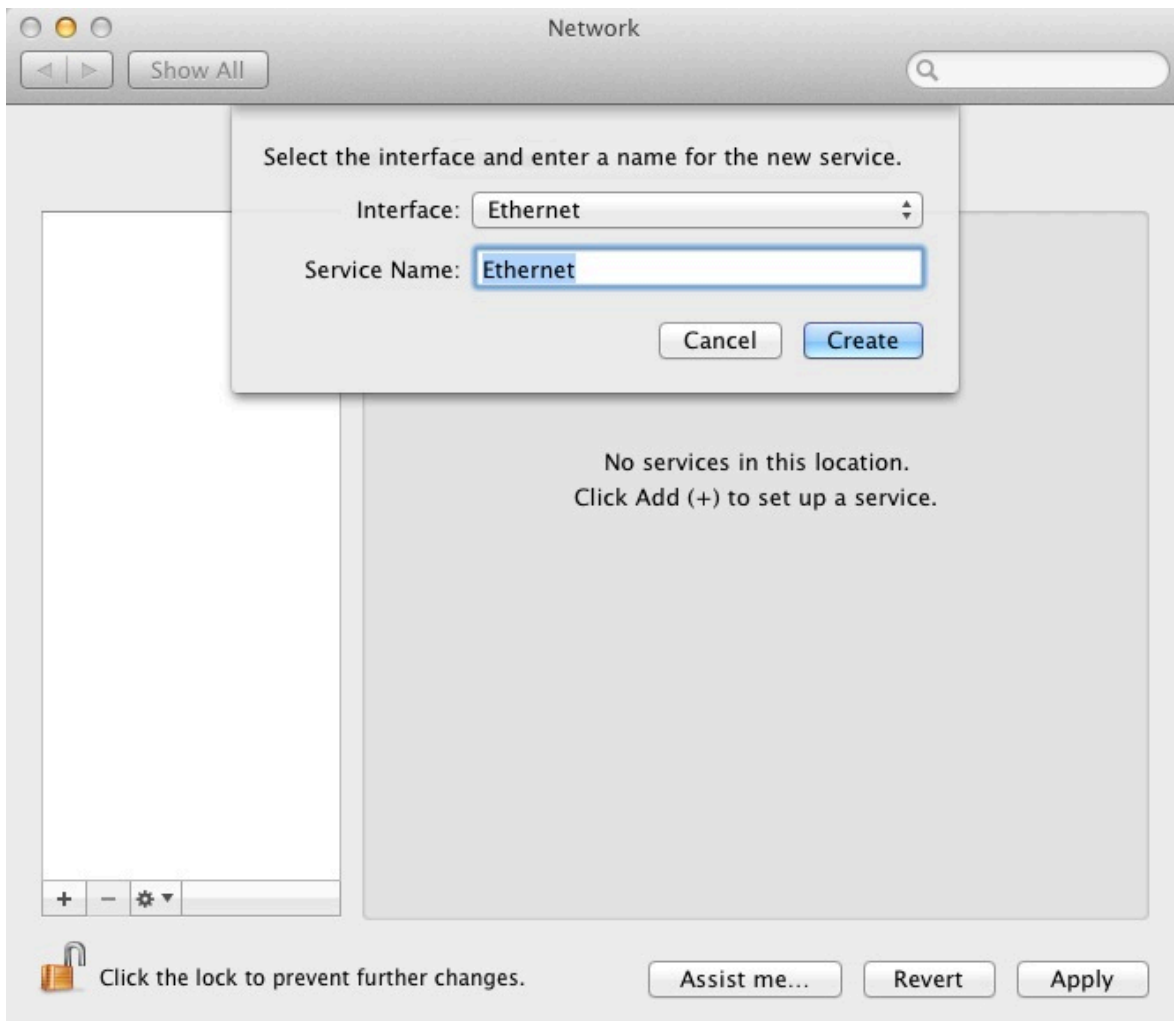
1- Open System Preferences and select Network and delete all the network interfaces. It will look like this afterwards.



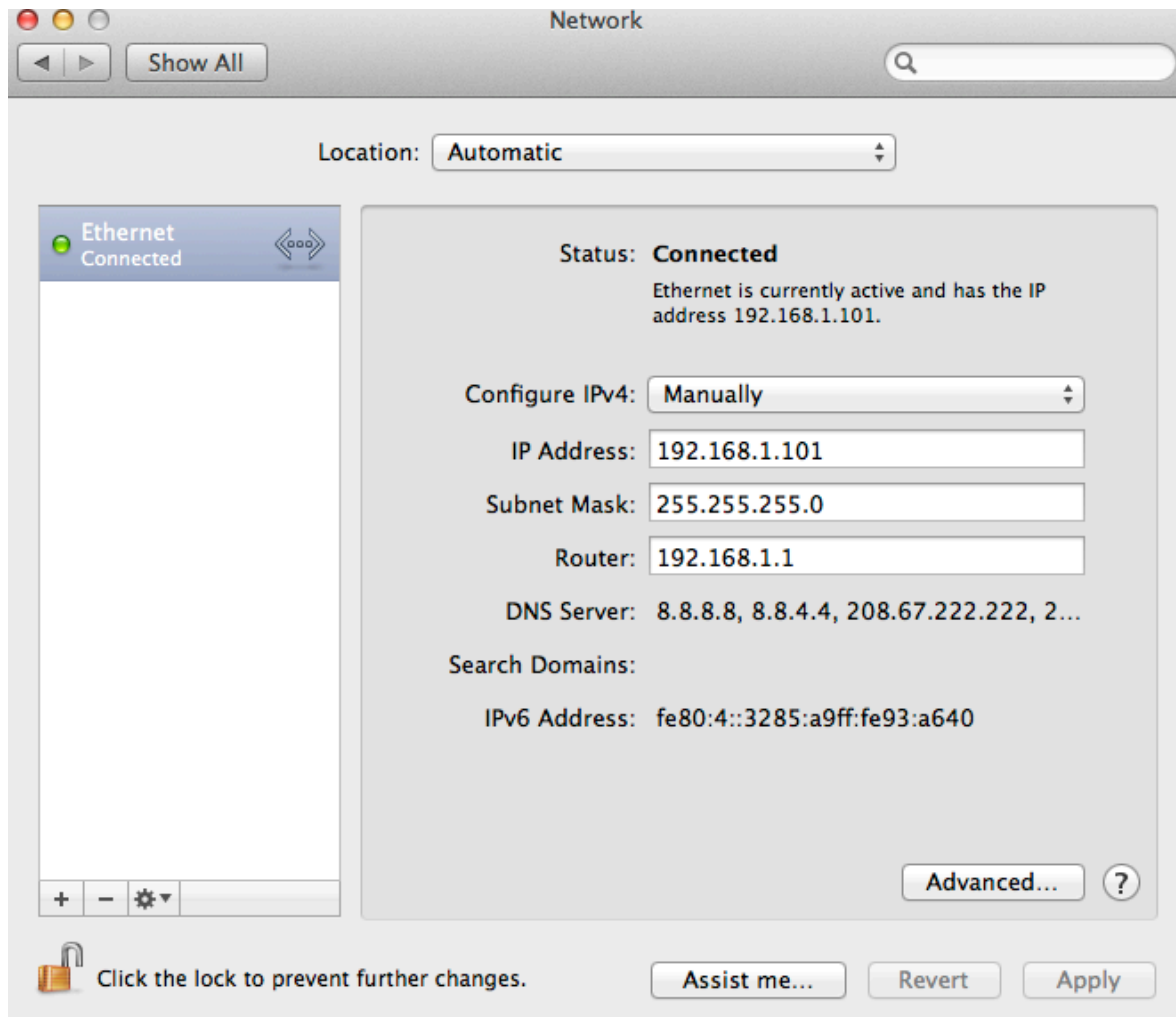
2- Delete the net interfaces file at /Library/Preferences/SystemConfiguration/NetworkInterfaces.plist

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

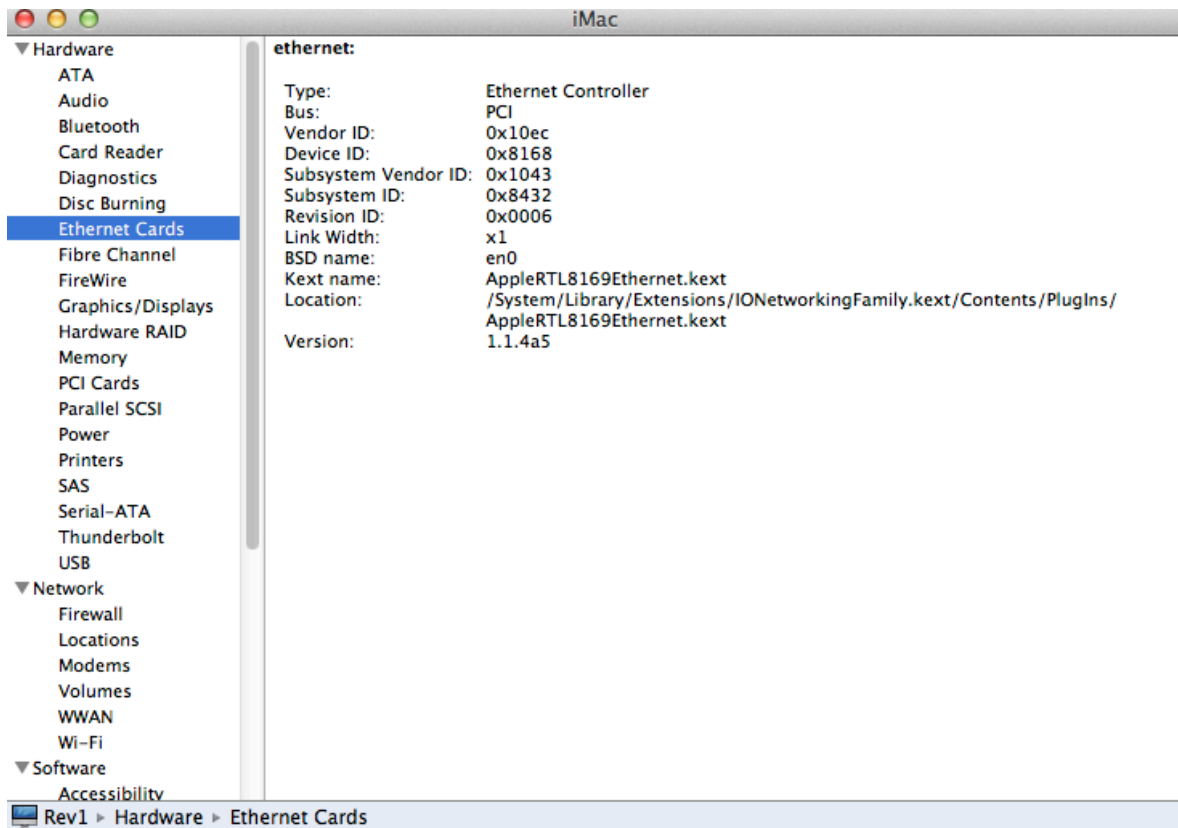
4- Open System Preferences and select Network and add your ethernet card as your first Ethernet interface DO NOT USE WIFI as your first interface. You can add it later once the rest of your system works fine.



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



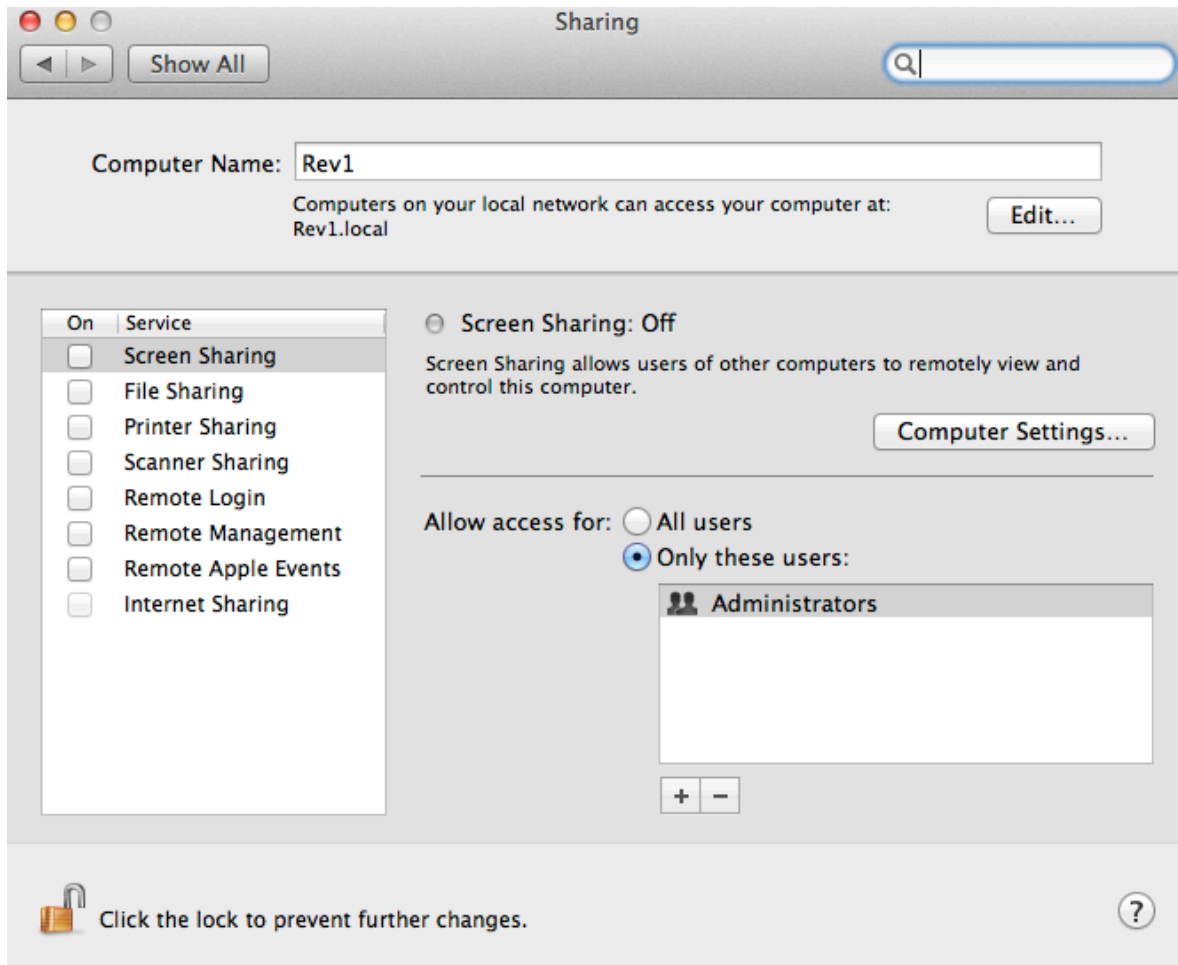
5- Open 'About this Mac' from the apple menu, select 'More Info', select 'System Report' select 'Ethernet' 7th option down under hardware. Check that the BSD name is en0



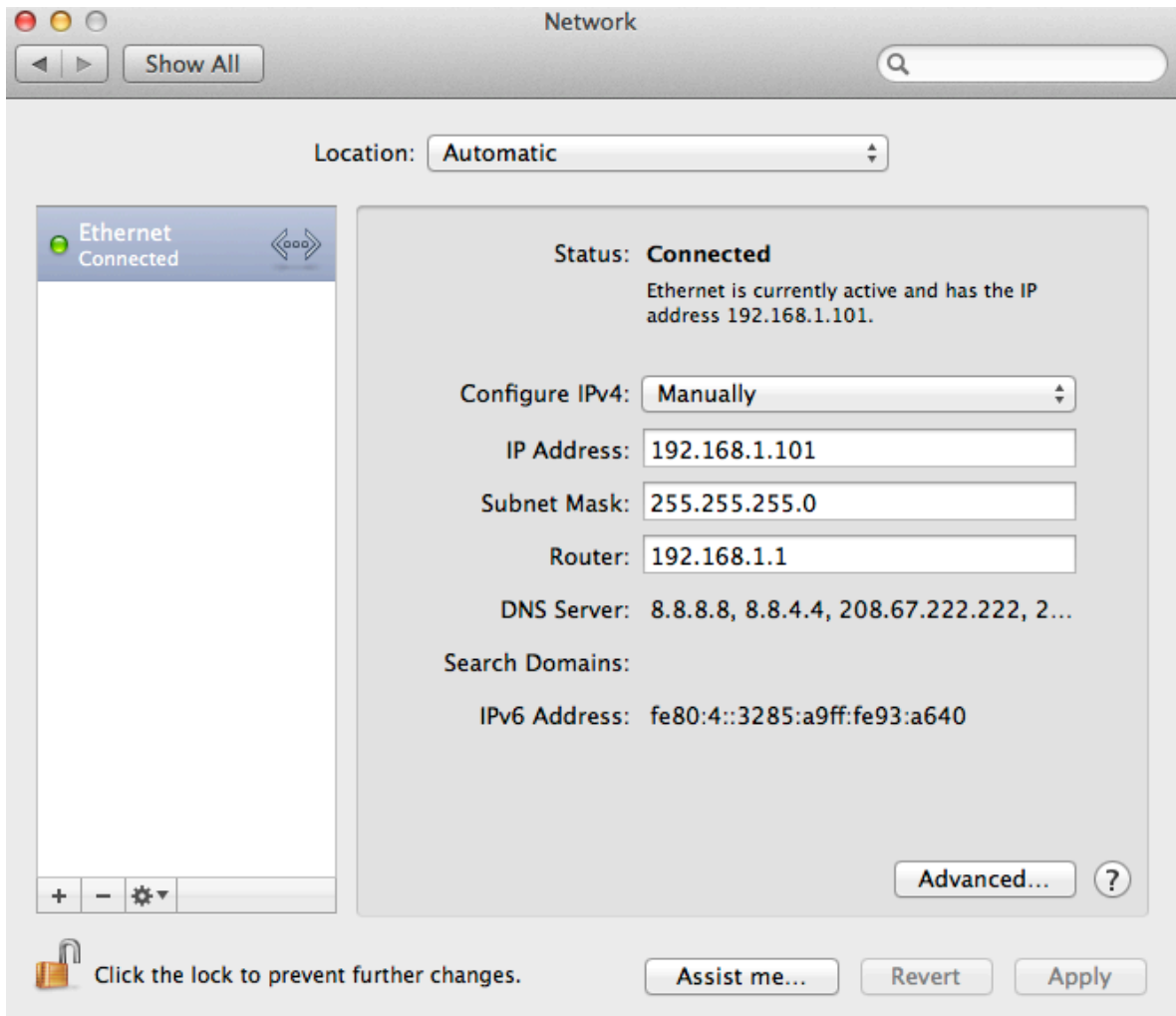
## **B- CONFIGURE your network port**

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.

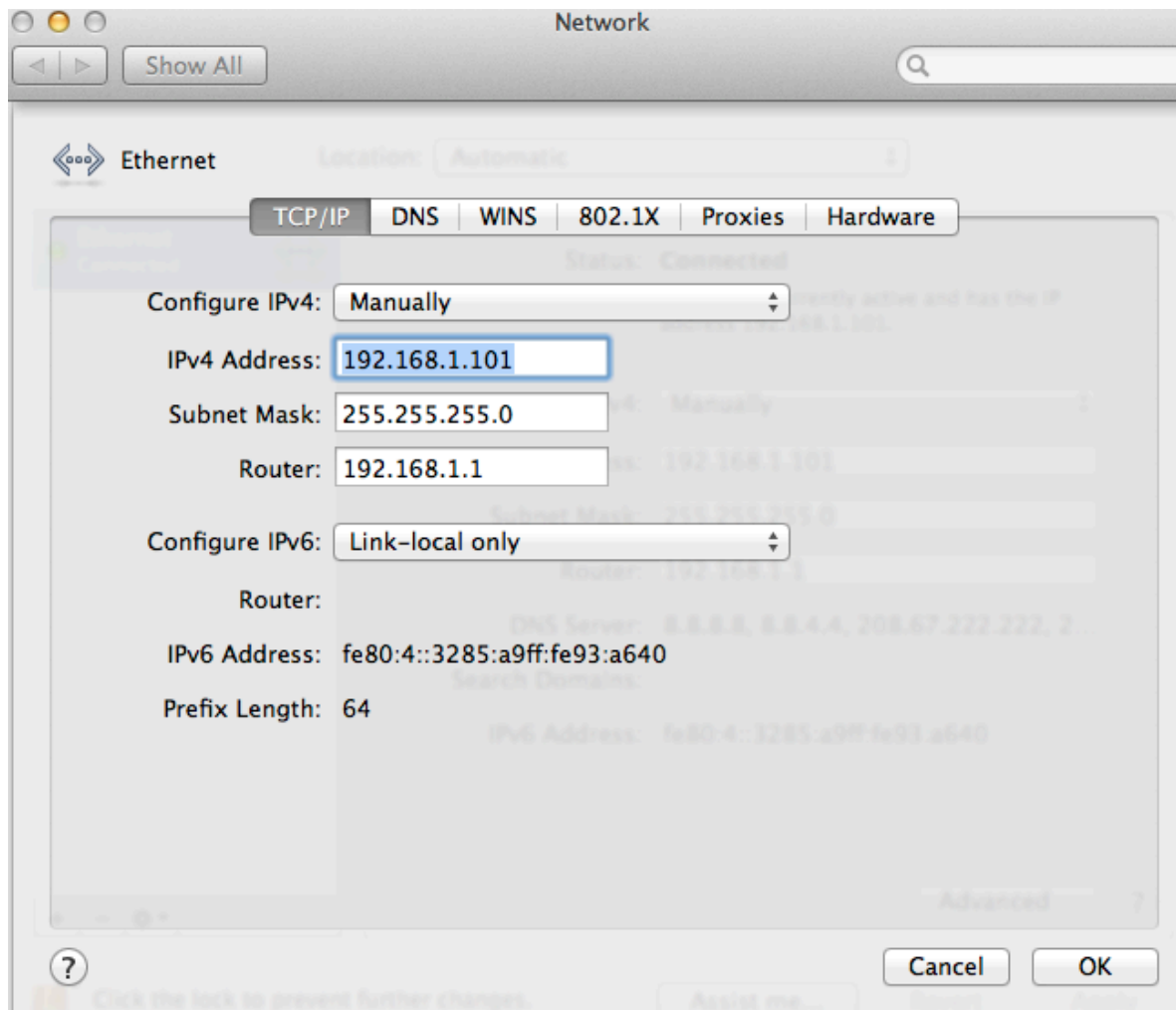
1- First remove any illegal characters from your computer name. Open System Preferences and select Sharing. Make sure the computer name is just alpha numerics, remove any spaces or ' characters. The ' added by OSX often causes problems in Unix land.



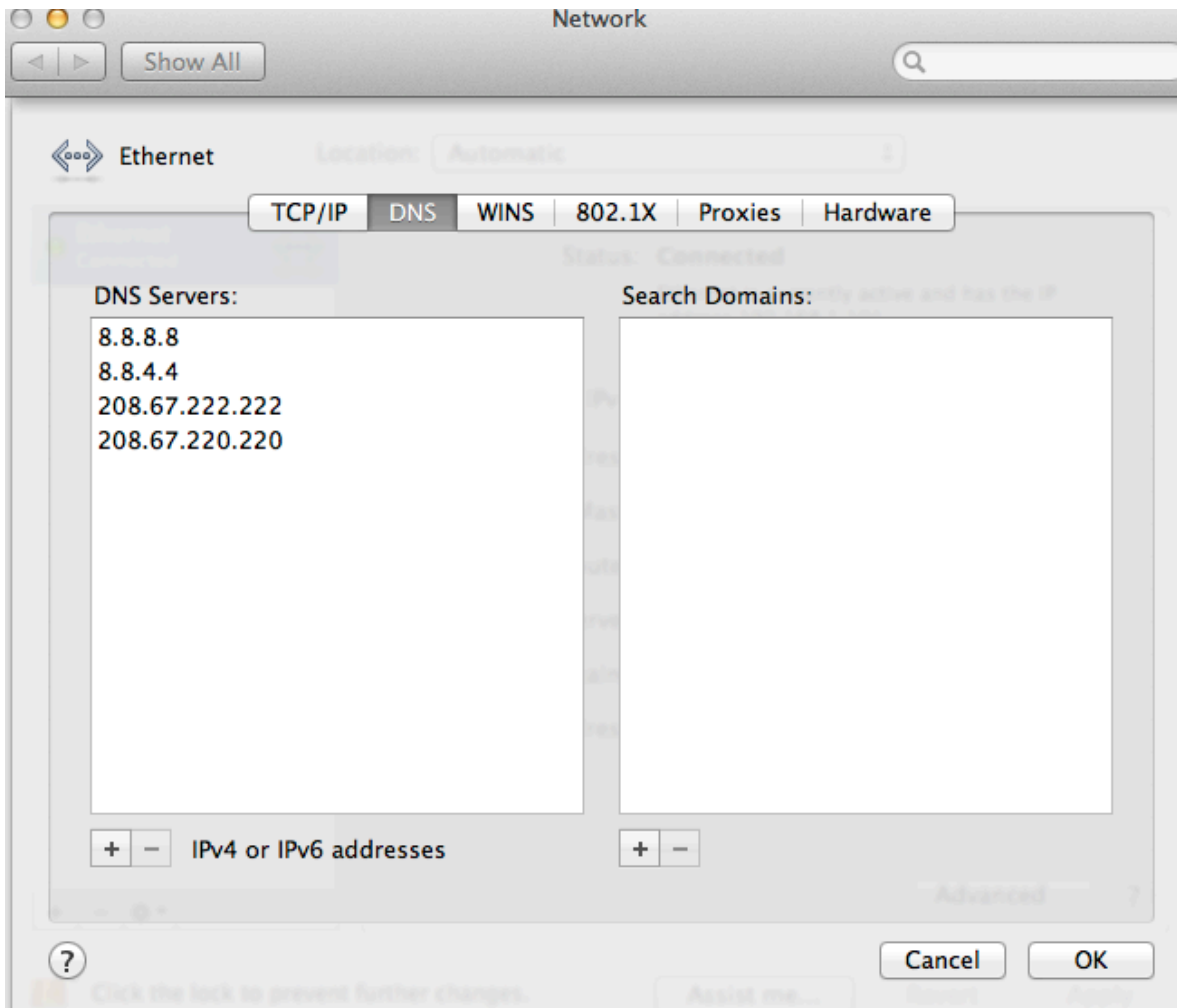
2- Open System Preferences and select Network. Click on the Ethernet port you created earlier and set its details. Configure IPv4, select Manually from the drop down and enter appropriate IP info with correct IP Address, subnet mask and router info.



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



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 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.



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 — 80x24
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
::1             localhost
fe80::1%lo0     localhost

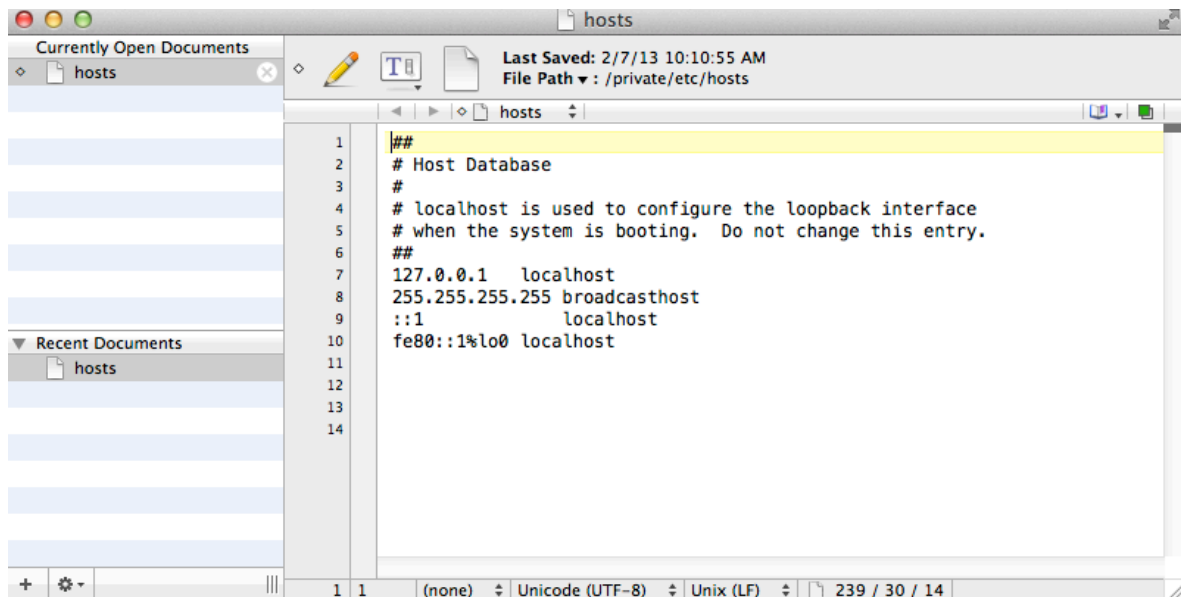
Rev1:~ rev1$
```

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](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>

You want to end up with  
127.0.0.1            localhost  
255.255.255.255    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.



```
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
10 fe80::1%lo0 localhost
11
12
13
14
```

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)



```
rev1 ~ bash — 112x46
Last login: Thu Feb 7 11:50:29 on console
Rev1:~ rev1$ scutil --dns
DNS configuration

resolver #1
  nameserver[0] : 8.8.8.8
  nameserver[1] : 8.8.4.4
  nameserver[2] : 208.67.222.222
  nameserver[3] : 208.67.220.220
  reach       : Reachable

resolver #2
  domain      : local
  options     : mdns
  timeout     : 5
  order      : 300000

resolver #3
  domain      : 254.169.in-addr.arpa
  options     : mdns
```

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.

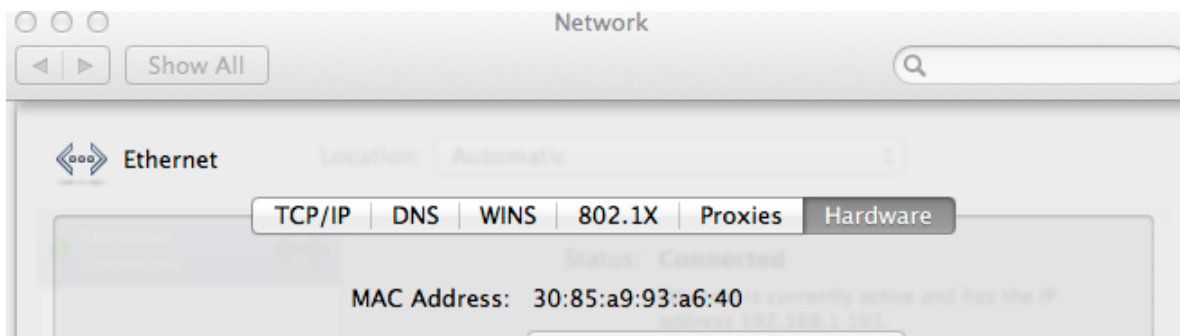
- Under `<ServerSettings>`

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>xxxxxxxxxxxx</ServerMAC>` where xxxxxxxxxxxx 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.



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

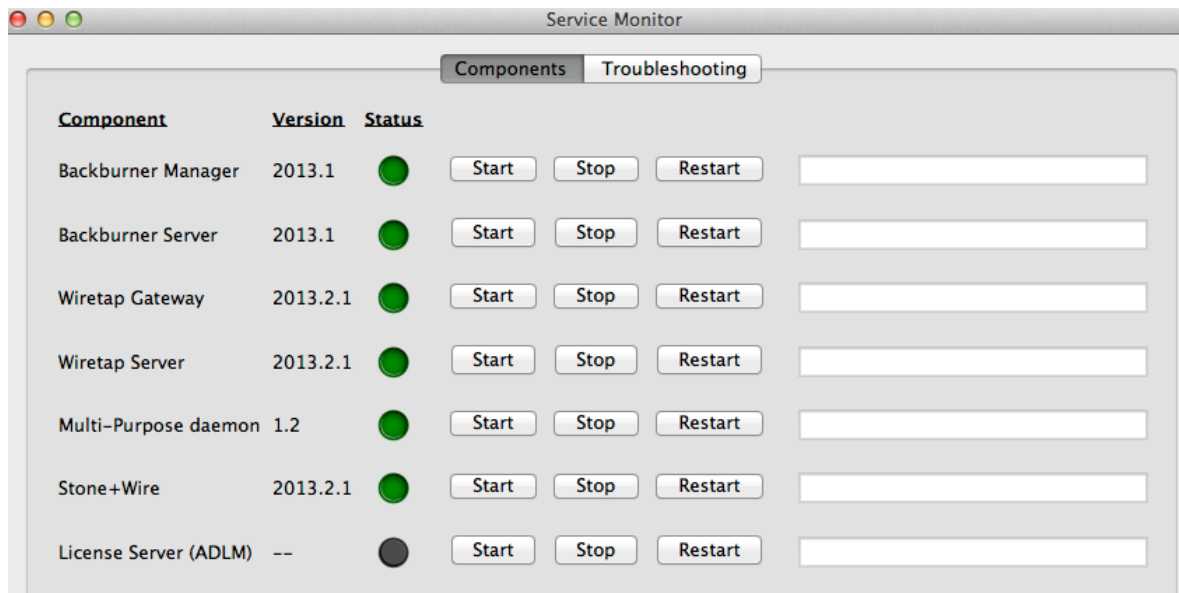
only enter the numbers don't type the : symbols.

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

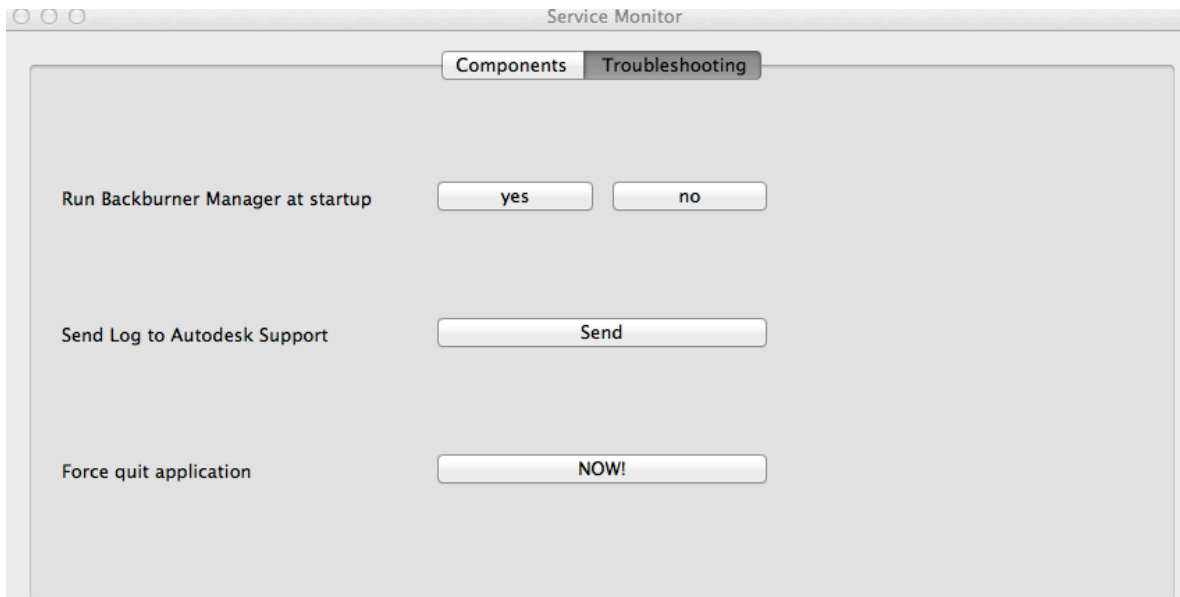
### **D- CHECK services**

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.

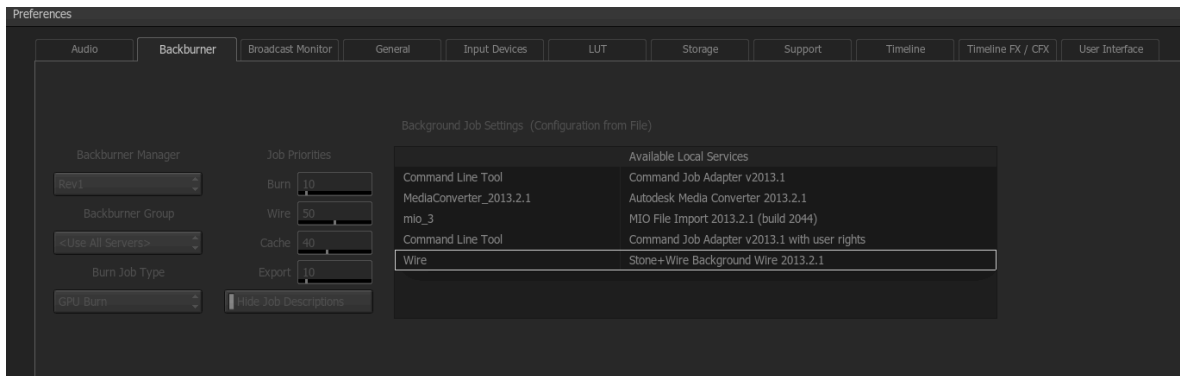


and while you have it open you can click on the troubleshooting tab and get the Backburner manager to run at startup by clicking on 'yes'. If you use your mac for lots of things you may prefer to not do this but my Smoke macs are just Smokes so I make it run on startup.



## E- CONFIGURE Smoke

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



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.