

# Error Checklist

Here are some of the common reasons why there may be errors during copy. These tips should help you diagnose why there are errors.

- Make sure the source and destination are still attached to the computer and the cables to them did not come loose during the copy process.
- Make sure external power is supplied to all external devices, and ensure it is connected in such a way as to prevent dislodging or accidental removal.
- If you are using a CF Card reader, make sure it is in a cool location, and is not warm. Some card readers will produce errors when hot.
- Swap cables connecting devices. Some firewire cables can go bad due to bends in the cable or shielding becoming exposed.
- Make sure there is enough room on the destinations. R3D Data Manager should catch when you begin a copy process and there is not enough space on the destinations, but if you are writing to the destination from multiple sources, this may cause an issue.
- Note which files are creating the errors. You can find the details of which files are causing the errors and why by clicking on the "View Copy Results" button.
- If the errors are NOT caused by R3D files, then you can use the option to "Report errors on R3D files only". You should also review your workflow process to ensure data integrity.
- Try the copy a second time. Using the "Remove & Retry Errors" button R3D Data Manager will automatically remove the RDC folders that had errors and recopy only those from the source. This saves time with re-copying files.
- If after several tries you are getting errors on the same R3D file, then perhaps the first read from the source was faulty when the checksum reference was created. In this case you can:

1. Remove the "md5sums.txt" file from the source (or your alternate checksums location if you have that option set)
2. Delete the RDC folder from the DESTINATIONS
3. Remove the source from the queue
4. Set the option "If RDC folder exists" to "Ignore All"
5. Add the source to the queue
6. Click on the button to "Create R3D Checksums"
7. Start the copy process
8. After the copy is successful, set the "RDC folder" option back to "Create New Directory"