To: NPG ENT Coordinators
cc: *Station File, NPG General Managers*
From: Michael Fabac
Date: May 2, 2018
RE: Online closed captioning technical note

Effective April 23, 2018, captioning issues have been corrected on all NPG sites except http://kion546.com

Problems with inconsistent captioning were discovered in November, 2017 and reported to our video player vendor Verizon. NPG requested and was refused documentation from the vendor explaining the problem and the reason it took so long to correct.

NPG has reiterated that the KION captioning issue remains a high propriety and is continues to diligently work with Verizon to resolve the issue as quickly as possible.

Thank you,

Michael Fabac – NPG Director of News and Marketing
Michael.Fabac@npgco.com
(719) 575-6314

Enclosure

Michael Fabac

From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Sent: Friday, April 27, 2018 2:09 PM
To: James Crawford
Cc: Arjun Purushothaman; Marc Steiner
Subject: Re: [Case 32331] Update: Re: No Captions in Vidible Player for kion546.com

James,
I forwarded your feedback on to our support team.

Nicholas Larralde | Senior Solutions Engineer, Media & Entertainment
Verizon Digital Media Services
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770 Broadway, New York City, NY 10003 | VerizonDigitalMedia.com

On Fri, Apr 27, 2018 at 4:04 PM, James Crawford <james.crawford@npgco.com> wrote:

Nick – we have updated the slicebot software for KION. We have captions in Uplynk CMS (guid: 4067c77a48ad440a98828d7e66946775 for example) but I'm not seeing anything generated in the TTML file.

James Crawford | Production Systems Engineer

james.crawford@npgco.com | Cell 208.569.6252

News, Press & Gazette

Office 208.528.3261 | Ext. 30565

From: Nicholas Larralde <Nicholas.Larralde@verizondigitalmedia.com>
Date: Friday, April 20, 2018 at 3:32 PM
To: James Crawford <james.crawford@npgco.com>
Cc: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>, Marc Steiner <marc.steiner@verizondigitalmedia.com>

Subject: Re: [Case 32331] Update: Re: No Captions in Vidible Player for kion546.com

James ,

We have pushed a fix for the malformed TTML issues. Please test on new assets moving forward and let me know the status. We will work to come up with a plan to update files retroactively if everything checks out.

As far as the sllicebot issues, what version of the slicer are you running? If youre not on the latest , I recommend ugrading as more current versions don't exhibit the behavior you're seeing.

On Wed, Apr 18, 2018, 11:28 AM James Crawford <james.crawford@npgco.com> wrote:

Nick – thank you for the update. I just gave your account full access to the KION account.

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From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Date: Tuesday, April 17, 2018 at 5:11 PM
To: James Crawford <james.crawford@npgco.com>
Cc: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>
Subject: Re: [Case 32331] Update: Re: No Captions in Vidible Player for kion546.com

James,

After multiple testing I am not seeing any issues when I upload via Slicebot to my account. We get good video and captions and I can export the TTML with data. The issues seems to be with the KION account itself. ANother I want to try today is to slicer from my machine to the kion account. Can you add my account as a full control user to the Kion account? (nicholas.larralde@verizon.com).

In other news, we are looking to push an update this week on our end to address the garbled caption issues.

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On Mon, Apr 9, 2018 at 8:43 PM, James Crawford (O2 Support team endpoint) <support@aolonsupport.zendesk.com> wrote:

##- Please type your reply above this line -##

You are registered as a CC on this support request (32331). Reply to this email to add a comment to the request.

CC'ed to this case: Nicholas Larralde, Arjun Purushothaman, Nicholas Larralde, Arjun Purushothaman

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James Crawford

Apr 9, 8:43 PM EDT

This is a follow-up to your previous request #32310 "No Captions in Vidible Play..."

Nick - I just sent a WeTransfer link to both you and Arjun containing the KION source files.

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From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Date: Friday, April 6, 2018 at 9:12 PM
To: James Crawford <james.crawford@npgco.com>
Cc: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>, Vidible Support <video.support@oath.com>
Subject: Re: No Captions in Vidible Player for kion546.com

James,

WeTransfer is fine, that worked well last time.

Nicholas Larralde | Senior Solutions Engineer, Media & Entertainment
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On Fri, Apr 6, 2018 at 5:09 PM, James Crawford <james.crawford@npgco.com> wrote:

Sure - I can send the source asset, TTML file, and Slicer.config file. They are too big for e-mail - is there somewhere (FTP site, Google Drive, etc.) you would like me to put it? Or could I send it to your e-mail directly with something like WeTransfer?

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From: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>
Date: Friday, April 6, 2018 at 5:17 PM

To: James Crawford <james.crawford@npgco.com>
Cc: Nicholas Larralde <Nicholas.Larralde@verizondigitalmedia.com>, Vidible Support <video.support@oath.com>
Subject: Re: No Captions in Vidible Player for kion546.com

Ok, TTML that Uplynk generated for this asset is empty. We need to check why,

Would it possible for you to share the source asset and caption?

On Fri, Apr 6, 2018 at 4:06 PM, James Crawford <james.crawford@npgco.com> wrote:

Yes, here's an asset that has captions, even in Uplynk, but does not display on our website in the Vidible player.

cad3b24f338e4b17975641eb1e8be05f

Here is that same asset published on our website, with no captions in vidible player:

http://www.kion546.com/news/monterey-county-families-will-head-to-capitol-to-remember-murdered-loved-ones-on-monday/725916410

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From: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>
Date: Friday, April 6, 2018 at 4:58 PM
To: James Crawford <james.crawford@npgco.com>
Cc: Nicholas Larralde <Nicholas.Larralde@verizondigitalmedia.com>, Vidible Support <video.support@oath.com>
Subject: Re: No Captions in Vidible Player for kion546.com

Can you share guid of assets that are supposed to have captions but don't?

On Fri, Apr 6, 2018 at 3:45 PM James Crawford <james.crawford@npgco.com> wrote:

Some of their videos will not have captions, however most will. I've found several clips from today in the Slicebot Complete folder that have TTML files with captions in them.

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From: Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com>
Date: Friday, April 6, 2018 at 4:38 PM
To: Nicholas Larralde <Nicholas.Larralde@verizondigitalmedia.com>
Cc: James Crawford <james.crawford@npgco.com>, Vidible Support <video.support@oath.com>

Subject: Re: No Captions in Vidible Player for kion546.com

If the source files are not empty, it could be Uplynk cloud slicer issue.

On Fri, Apr 6, 2018 at 3:37 PM, Arjun Purushothaman <arjun.purushothaman@verizondigitalmedia.com> wrote:

I see that TTML files are empty for some assets in KION account.

James, can you check the source ttml file?

On Fri, Apr 6, 2018 at 3:20 PM, Nicholas Larralde <Nicholas.Larralde@verizondigitalmedia.com> wrote:

James,

We will have to check the logic in the script and ensure it is grabbing KION in the caption creation. Unfortunately I am not in a place to be able to check on that at the moment.

Are the Vidible IDs generating for KION? They should be triggering in the same action .

On Fri, Apr 6, 2018, 2:59 PM James Crawford <james.crawford@npgco.com> wrote:

Hi there - Nick Larralde with Verizon Uplynk has been assisting us with captions and the Vidible player. I've copied Nick to this thread. We've noticed since Uplynk and Vidible implemented our caption fix, our website kion546.com does not have captions. Are we set up to deliver caption files from Uplynk to Vidible for KION?

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Spam Not spam Forget previous vote

Michael Fabac

From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Sent: Monday, April 02, 2018 12:32 PM
To: James Crawford
Cc: Marc Steiner
Subject: Re: Closed Captioning update

From my investigation we are seeing the formatting issues with the TTML, so it's not player related. Its in our support teams hands and I will follow up for an update.

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On Wed, Mar 28, 2018 at 5:06 PM, James Crawford <james.crawford@npgco.com> wrote:

Nick – thanks for the update.

Any work from Vidible on the caption inaccuracy? Unfortunately, the FCC mandates our web captions must be as accurate as possible, matching that of our over the air broadcast. Accuracy is going to be just as important as having captions present. Last we talked, you thought it might be something to do with how Vidible is rendering those captions.

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From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Date: Wednesday, March 28, 2018 at 9:36 AM
To: James Crawford <james.crawford@npgco.com>
Cc: Marc Steiner <marc.steiner@verizondigitalmedia.com>
Subject: Closed Captioning update

James,

As we have discussed VDMS is working on adding captions to your asset in Vidible in a retroactive manner. Unfortunately it's not going to be as simple as previously thought. with that said we are working to have all the historical assets updated with Closed Captioning by April 6. Based on LOE and processing time we feel that should be enough time to fully update all your assets with Closed Captioning on the Vidible side. Let me know if you have any questions.

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Michael Fabac

From: Nicholas Larralde <nicholas.larralde@verizondigitalmedia.com>
Sent: Tuesday, April 10, 2018 10:13 AM
To: james.crawford@npgco.com
Cc: Marc Steiner
Subject: Update on TTML malformed issues

James,
Looks like our Dev team found the issues with the malformed TTML files on export to Vidible. The fix is sitting in QA and once validated will be rolled into production. I will keep you updated on when that is complete. Thanks for your continued patience.

Nicholas Larralde | Senior Solutions Engineer, Media & Entertainment
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