troubleshooting



context

dit document gives a few tips on how to troubleshoot problems with Handbrake.

check the logs

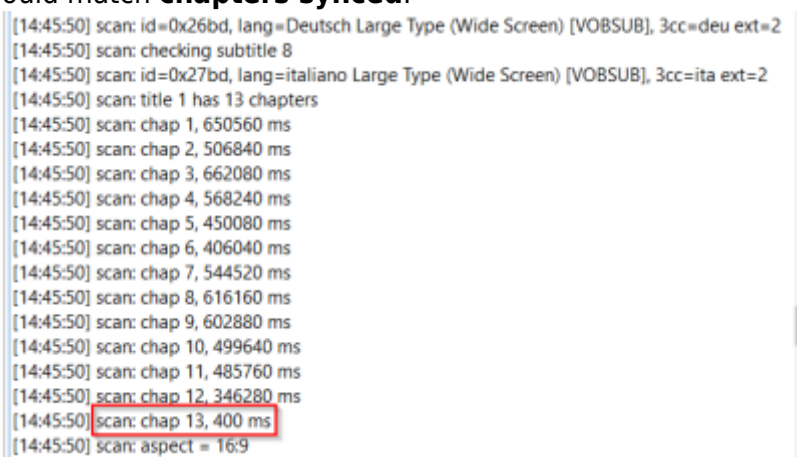
- button: **Activity Log**
- you can browse to the log directory of previous activity
- search for the string “duration” and compare that value with the length of your ripped file. It should be 1:1
- check for any entries that start with `sync` for actual ripping (as opposed to `read`: reading the dvd)

```
[19:25:41] sync: "Chapter 8" (8) at frame 35127 time 126461520
[19:26:14] sync: "Chapter 9" (9) at frame 39581 time 142495920
```

- you can see at what point the ripping failed:

```
[16:23:22] sync: "Chapter 4" (4) at frame 14913 time 53683200^M
[16:26:21] sync: "Chapter 5" (5) at frame 27479 time 98920800^M
[16:29:13] sync: "Chapter 6" (6) at frame 38866 time 139914000^M
dvdnav: Read Error, Error reading from DVD.^M
[16:29:35] reader: done. 1 scr changes^M
[16:29:36] work: average encoding speed for job is 63.288017 fps^M
```

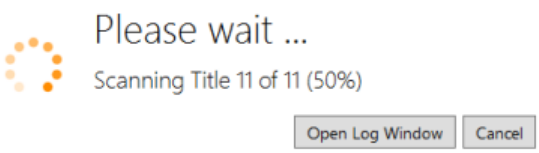
- **chapters scan** should match **chapters synced**:



```
x264 [info]: using SAR=64/45
x264 [info]: using cpu capabilities: MMX2 SSE2Fast SSSE3 SSE4.2 AVX FMA3 BMI2 AVX2
x264 [info]: profile Main, level 4.0, 4:2:0, 8-bit
[14:45:55] sync: first pts video is 0
[14:45:55] sync: "Chapter 1" (1) at frame 1 time 0
[14:45:55] sync: first pts audio 0x80bd is 0
[14:46:02] sync: first pts subtitle 0x21bd is 2754000
[14:48:37] sync: "Chapter 2" (2) at frame 16265 time 58550400
[14:50:29] sync: "Chapter 3" (3) at frame 28936 time 104166000
[14:52:40] sync: "Chapter 4" (4) at frame 45488 time 163753200
[14:54:23] sync: "Chapter 5" (5) at frame 59694 time 214894800
[14:55:43] sync: "Chapter 6" (6) at frame 70946 time 255402000
[14:56:54] sync: "Chapter 7" (7) at frame 81097 time 291945600
[14:58:27] sync: "Chapter 8" (8) at frame 94710 time 340952400
[15:00:18] sync: "Chapter 9" (9) at frame 110114 time 396406800
[15:02:09] sync: "Chapter 10" (10) at frame 125186 time 450666000
[15:03:53] sync: "Chapter 11" (11) at frame 137677 time 495633600
[15:05:39] sync: "Chapter 12" (12) at frame 149821 time 539352000
libdvdnav: Language 'en' not found, using 'ÿÿ' instead
libdvdnav: Menu Languages available: ÿÿ
libdvdnav: Language 'en' not found, using 'ÿÿ' instead
libdvdnav: Menu Languages available: ÿÿ
[15:06:29] reader: done. 2 scr changes
[15:06:29] sync: "Chapter 13" (13) at frame 158480 time 570524400
[15:06:30] work: average encoding speed for job is 128.289902 fps
```

check your physical media

1. start by cleaning your media
2. observe if reading the DVD in Handbrake is fluent.
    1. If it takes longer than usual to read, chances are ripping will be problematic at some point



    2. if the DVD-writer makes an unusual sound while reading, you'll probably have problems with the rip later on.

try ripping again

1. rip the episode **separately** (not part of a queue!). That has helped me on more than one occasion.
   It seems that ripping bails out easier when queued than when ripping separately ...
2. example:
    1. Medium S2 D3-4.mkv 04-28-2020 12-27-55.txt
    2. Medium S2 D3-4.mkv 04-28-2020 14-03-15.txt
3. check the logs: if the rip fails at the same point, it is most likely the physical media.
    1. Medium S2 D4-5.mkv 04-28-2020 10-46-17.txt

restart handbrake completely

- it's a bit of a drag, but it helps sometimes.

try ripping with alternative tool

- makemkv is a good candidate, but usually the ripping bails out at the same point...

play the episode in VLC

- open the ripped file in VLC and see at what point in time it fails
- open the same episode from the original dvd and see if it fails/hangs at the same point.
- If so, it is clearly a dvd (disk) issue. In that case, you could get a copy of the public library and try ripping that.

known error messages

error message	meaning	solution
dvdnav: Read Error, Error reading from DVD.	cannot read DVD properly	try cleaning it and retry

meer info

voeg hier linken toe naar verdere uitleg

handbrake

From:
https://louslab.be/ - **Lou's lab**

Permanent link:
https://louslab.be/doku.php?id=handbrake:troubleshooting

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