

Common Errors and Messages

Activation related messages

License Manager error.

digitalCAT hasn't been given an activation code yet. This message can be safely ignored. You can [request an activation code](#) normally.

System time changed by more than one day. (Crack?)

The time and date on your computer has changed since digitalCAT was last opened.

Check the time and date is set correctly on your computer.

If you continue getting the error message, you will need to [contact Technical Support](#). Please make sure that you have internet access at that time, as a technician **will need to remote** to the computer in order to fix this issue.

Audio related messages

Media File seek position not found.

Wrong audio file

No driver.

No microphone connected.

Editing related messages

Autosave was slow to respond with a time of X milliseconds.

Something is causing digitalCAT to take an unusually long time to save the backup copies of your transcript.

If this message appears repeatedly, it may indicate that the auto save is set too frequently. Click on the **Options** menu, then click on **General**. Make sure the *Auto save every X minutes* is set to at least **5 minutes**.

If that doesn't resolve the issue, you may need to [reach out to Technical Support](#) for further troubleshooting. If you need to disable the message from appearing, you can click on the **Gear icon**, and then **uncheck** *Auto Save*.

Translation related messages

Writer port could not be opened. Make sure the port is valid, and no other program is using it.

digitalCAT isn't correctly configured for your writer, or the writer is not being detected by the computer.

Double check that your writer is correctly installed and being detected by your computer. **Right click** on your **Start button**, and click on **Device Manager**. In the list of categories, your writer should show up in either the *Ports (COM and LPT)* or the *Stenograph USB Writers* categories. Make a note of which category the writer is in, and the COM port number, if any. Then, configure digitalCAT by going to the **Translator** menu, then click on **Steno Source**.

If the writer was in the *Ports (COM and LPT)* category, set the *Primary Steno Device* to the appropriate **Realtime** based on the manufacturer of your writer, and put the COM port number into *Port 1*. Click **OK**.

If the writer was in the *Stenograph USB Writers* category, set the *Primary Steno Device* to **Stentura USB Realtime**. There is no need to set a port number in *Port 1*. Click **OK**.

You should then be able to start translation normally.

Writer could not be initialized. Please make sure it is correctly connected and turned on.

digitalCAT is unable to communicate correctly with your writer.

Double check that your writer is correctly installed and being detected by your computer. **Right click** on your **Start button**, and click on **Device Manager**. In the list of categories, your writer should show up in either the *Ports (COM and LPT)* or the *Stenograph USB Writers* categories. Make a note of which category the writer is in, and the COM port number, if any. Then, configure digitalCAT by going to the **Translator** menu, then click on **Steno Source**.

If the writer was in the *Ports (COM and LPT)* category, set the *Primary Steno Device* to the appropriate **Realtime** based on the manufacturer of your writer, and put the **COM port number** into *Port 1*. Click **OK**.

If the writer was in the *Stenograph USB Writers* category, set the *Primary Steno Device* to **Stentura USB Realtime**. There is no need to set a port number in *Port 1*. Click **OK**.

You should then be able to start translation normally.

Realtime has ended on writer.

Your writer has closed its realtime file, and needs to open a new one.

Press a couple of strokes on the writer, then open the **Translator** menu and click on **Stentura USB New File**.

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