

B's Recorder GOLD FAQ (For Windows)

Installation

1-1 Q: I cannot click the button to input my serial number; it seems to be disabled. Or I cannot continue installing; the message "The serial number is wrong" appears after clicking.

A:

- You must complete all user information fields, including corporation, before installation will continue. If you have no "corporation," please note as "self."
- Please use only capitalized letters when entering the serial number. Also,

Verify that you have not employed letters in place of numbers (e.g., "0" in place of a zero, "I" for a one, etc.).

1-2 Q: Why does B's Recorder GOLD ask me if I'm using a "CD-RW changer drive"?

A: If you are not using a CD-RW changer drive, please leave this box empty. For more information, please refer to the User's Manual.

1-3 Q: May I install B's Recorder GOLD for use with other CD-recording software?

A: Yes, B's GOLD is compatible with 3rd party recording software. However, each time such software is installed, along with utilities, SCSI boards, printers, and scanners, the ASPI Manager is overwritten. This may present problems that can usually be resolved by resetting the ASPI Manager to standard Windows condition.

1-4 Q: My CD-RW drive firmware version is not the same as that listed in the Drive Restrictions PDF file on the B's Recorder GOLD installation CD. Does this matter?

A: Yes, your CD-RW drive may not be supported if your firmware version is not listed in this Drive Restrictions PDF file. Please update your drive firmware to the latest version.

Launching the Application

2-1 Q: I cannot launch B's Recorder GOLD after the splash screen appears.

A: B's Recorder GOLD verifies host adapters during the splash screen process, and depending on the user system it might take a while. Should this problem persist, please disconnect any unnecessary devices, verify SCSI settings, termination, and cable connections. Also, read "Things to do First" under the B's Recorder GOLD users manual.

2-2 Q: I cannot access my CD-RW drive while launching B's Recorder GOLD.

A: B's Recorder GOLD prevents you from accessing your CD-RW drive during the launch process so as to prevent transfer speed errors caused by unexpected interrupts.

2-3 Q: Messages stating "No Procedure Entry Point SmapLS_IP_EBP_12 in Dynamic Link Library KERNEL32.dll" or "Application or DLL?\Bsdio16.dll is not a correct Windows image. Please compare these with files on installed disk" appear.

A: Certain files installed by B's Recorder GOLD are not supported in Windows 2000.

If you upgraded from Windows 95/98 to Windows 2000, use the following steps:

- Uninstall B's Recorder GOLD via "Add/Remove Programs"
- Delete B's Recorder GOLD from the hard disk.
- Reinstall B's Recorder GOLD.

*If you have a dual-boot environment (Win 95/98 and Win 2000), please install B's recorder GOLD on the Win 2000 partition. Please note that the resulting install folders will differ.

General recording issue

3-1 Q: I cannot locate a CD-ROM via the [Backup] function ([Duplicate using 1 drive] is automatically checked).

A: This problem is environmental in nature. Please use the following steps:

- Please confirm that the CD-ROM is recognized in the Explorer.
- Verify that the bus connected to the CD-ROM is checked in [Search Host Adapter] (viewable by pressing [Ctrl] key while launching B's Recorder GOLD).

If the drive is unrecognized, the ASPI manager may be causing problems. Please set the ASPI manager . please ref. to <http://www.bhacorp.com/download/aspi/aspi.html> for more information.

3-2 Q: A message "Cannot control the CD-ROM drive" appears when recording.
A: ASPI manager may be conflicting due to 3rd party software installations. Please reset the ASPI manager to a standard Windows condition. please ref. to

<http://www.bhacorp.com/download/aspi/aspi.html> for more information.

If errors persist, your CD-ROM drive may not be compatible with B's Recorder GOLD. Please contact the BHA support center with the model and serial

number of your drive.

3-3 Q: B's GOLD unexpectedly terminated and my hard disk has occupied space on it.

A: Temporary files may be left after an unexpected failure during On-the-Fly recording. In this case, simply delete the file by hand. Temporary files normally exist on hard disks: you can locate these via (Temporary Drive) in (Settings). You may delete any files named (BS***.tmp).

3-4 Q: My PC hangs while recording.

A: This condition may result from multiple causes:

- If DMA transfer is active, recording may not execute in Windows NT environments. Please execute (Dmacheck.exe) on the Windows NT Service Pack and make DMA transfer "invalid."
- If using an external drive, please obtain power directly from a wall outlet, not an extension or power strip.

If using an USB/FireWire CD-RW drive, please connect the drive directly to the PC, not via a hub.

3-5 Q: File name checking errors occur when recording Windows system files.

A: B's Recorder GOLD only supports Windows-compatible file names. Certain characters which may be used in file names are not compatible with Windows (e.g., \ / : , ; * ? " < >).

3-6 Q: I get buffer underrun error.

A: Please start with steps 1-9 and then try recording, if you still get the error then continue with the last steps.

1. For better recording reliability, try to close all running applications and temporarily close or disable your anti virus program if you have one.
2. It is also recommended that you disable or exit all background programs such as: system agents, virus checkers, utilities, and anything that checks system operation. You can find most of them in the bottom right side of your screen. To exit or close them, use the following steps:
 - a. Right click the mouse on the icon
 - b. Click on exit or disable.

*You do not have to close the volume or video icons.

3. Please uncheck:

- [Include LED indicators in progress windows]
- [Show progress details during recording]

4. Are you using a power saver function?
Please deactivate this function while recording.
5. Are you recording data On-the-Fly?
If so, please uncheck this box on the [Record (Default)] tab in Options.
6. Are your cache settings too low?
Please adjust the cache settings in Options, provided you have sufficient memory.
7. Are you experiencing disk fragmentations? Please defragment the disk via:
 - o [Start]
 - o [Accessories]
 - o [System Tools]
 - o [Defrag]
8. Are you recording over a network?
Please record via a locally attached hard drive
9. Are you trying to record from removable media?
If so, On-the-Fly recording will not suffice in this environment. Please change the temporary drive to the local hard disk and resume recording.
10. Are you recording in high speeds?
You can avoid buffer underrun by setting the record speed to 2x or 1x in Options. Also, please know that recording speed is sometimes affected by media type.
11. *Does the drive letter that corresponds to your recording device appear in the "Drive in use" window of B's Recorder GOLD?
If not, your system's ASPI manager may not support this ATAPI drive.

please ref. to
<http://www.bhacorp.com/download/aspi/aspi.html>
for more information.
12. Is "Enable Disconnect" switched on in the SCSI card settings? Please confirm that this setting is enabled on the CD-recordable drive. Refer to the SCSI board manual for details.

Under Windows 95/98/Me, open properties for your CD-recordable drive via:

- o [Start]
- o [Control Panel]

- [System]
- [Device Manager]
- [Properties]
- Confirm that [disconnect] is turned on.

13. Is your hard disk transfer speed fast enough? Please utilize a SCSI or Ultra ATA type disk, as some older IDE disks offer insufficient transfer speeds.
14. Are the settings on your SCSI bus too low? Some SCSI boards for ISA bus (C bus) types offer insufficient transfer speeds. Please utilize a PCI type board or set SCSI transfer speeds at their highest range.
15. If using NT 4.0, does your system contain an ASPI manager from a 3rd party company? If so, please delete or reinstall the ASPI manager as detailed below:
- A. Launch B's Recorder GOLD while holding down the [Ctrl] key, which will show the [Search Host Adapter] window.
 - B. Confirm all information in this window (HOST=X, for example). If this window does not indicate (HOST=BSASPIXXX) to C: if it does, go to D:
 - C. After having installed B's Recorder GOLD, (BSASPI) is normally shown. If not, other ASPI/SCSI utilities may be in operation. If the following files are present, please move them to the desktop and confirm that the system runs normally: apix.vxd, wnaspi32.dll, cdr4vsd.vxd.

Please note details for (HOST=[BSASPI]) and contact BHA's [technical support center](#).

- 3-7 Q: May I use image files created in B's Recorder GOLD with other CD-recording software and vice-versa?
A: Image files created by B's Recorder GOLD are composed of data with physical block structures:

MODE1: 2048 bite/sector or 2352 bite/sector
MODE2: 2336 bite/sector or 2336 bite/sector

You may utilize other recording software if it is compatible with these physical block structures.

- 3-8 Q: How may I set a CueSheet?
A: You cannot manually set a CueSheet. B's Recorder GOLD contains this functionality.
Does

- 3-9 Q: Does B's Recorder GOLD support 80-minute media?
A: There are no restrictions on media length support in B's Recorder GOLD.

- 3-10 Q: Time stamps for CDs I've recorded are incorrectly noted in a Windows 2000 environment.
A: Such time stamps are incorrectly reported in a Windows 2000 environment because the operating system reflects file dates and time stamps according to Greenwich Mean Time as specified in the ISO9660 format.
- 3-11 Q: I cannot erase a CD-R disc.
A: CD-R discs cannot be erased. One can only erase CD-RW discs when recorded by a CD-RW drive.
- 3-12 Q: I cannot open CAD applications recorded to a CD-RW disc.
A: Some CAD applications do not support read/write capability from CD-RW media. Please verify compatibility with the CAD program developer.
- 4-1

Audio recording issue

- 4-1 Q: I cannot record additional audio data (WAV) files.
A: You cannot add further audio data to a previously recorded CD-R disc, even if recorded in TAO mode. Please prepare all audio data prior to recording.
- 4-2 Q: An audio CD I duplicated contains gaps between the tracks.
A: For live audio, please record in DAO mode (rather than TAO) to avoid gaps.
- 4-3 Q: While recording from several audio discs, "Insert disc into drive Q. (Disc x)" appears, even when I place the indicated disc (x) into the CD-ROM (Q).
A: Invalid auto insert notification for your CD-ROM drive may be the cause. Correct such via ([auto insert] for Windows 95) in the Device Manager. If the prompt still appears, locate the audio CD in the Windows Explorer and click OK.
- 4-4 Q: An audio CD I recorded in DAO contains gaps between the tracks.
A: Depending on the CD-ROM drive, gaps between tracks may not be recognized properly. Executing "Extract CD Image" from an audio CD does not necessarily eliminate gaps when recording WAV files.

After "Extract CD Image" is complete and sound data is entered into the Track field:

- Please click the (V-CD) button to insure pre-gap and post-gap settings are at "0" in (Advanced Gap Settings).

If this problem persists, your CD-ROM drive may simply not recognize gaps properly.

Please execute (Extract CD Image) and record via a CD-RW drive only.

4-5 Q: How can I create MP3 files from an audio CD?

A: To create MP3 files from audio CDs, execute:

- [Extract CD Image]
- Click [Options]

Choose [MP3] in[Convert audio tracks]

4-6 Q: B's Recorder GOLD suddenly terminates while creating an image file (decompressing) when I enter MP3 files into the Track Field.

A: Certain types of MP3 files contain ID3 tag information that is not supported by B's Recorder GOLD. Try updating to the latest version of B's Recorder GOLD. If this does not solve the problem, please contact the BHA support center.

4-7 Q: The length of my audio CD containing MP3 files differs from that of the original CD.

A: For live audio, please record in DAO mode (rather than TAO) to avoid gaps.

4-8 Q: Can B's Recorder GOLD convert MP3 files into WAV files for recording to hard disk and vice-versa?

A: MP3 files that contain a Variable Bit Rate (VBR) will reflect the track length. Turn VBR off, then recreate the MP3 files.

4-9 Q: A message "An unexpected error occurred while ripping the sample" appears when recording MP3 files?

A: Drag and drop all your audio files into the "Track Field". Right click on your MP3 file and go to properties. In the "Track Properties" window, Make sure that the "Sample rate" is at 44.1 kHz and in stereo. If any of your MP3 does not match criteria then please remove it from the list, as it will produce the error: "Error while ripping a sample" when recording. You can either re-download the file from another source or if you have an audio editor software please use it to change the sample rate to "44.1 kHz" and the channel to "Stereo".

Download Winamp to use its converting function. You can do so by:

- Starting winamp.
- Add your songs to the play list.
- Press CTRL+P then go under the plug-ins option > Output > Nullsoft Disk Writer plug-in v2.0.
- Specify the output directory and the "convert to format" option then click "OK".

Click CLOSE then click on the play button when back in Winamp main window to convert your files.

4-10 Q: CDDDB Access Error.

A: Set [CDDDB Setting] under the [General] tab in [Options].

Please try to go to [Start] then search for files and folders.

Look for the file name "CddbControl.dll" file.

If you see the file from locations other than the B's Recorder GOLD folder, disable them by renaming the file. For example, you can change the file name to "xCddbControl.dll".

Duplicating Issue

5-1 Q: My disc duplicate fails due to buffer underrun when reading from CDROM drive.

A: Depending on the CD-ROM drive, recording speeds may be reduced due to lower rated values for the media track mode. Try recording via the CD-RW drive only to avoid transfer speed errors.

5-2 Q: Reading errors occur while duplicating.

A: This condition may result for multiple causes:

- If an "Error in reading disc information" appears, please make (gap search) valid in the source drive settings.
- If DMA transfer is active, recording may not execute in Windows NT environments. Please execute (Dmacheck.exe) on the Windows NT Service Pack and make DMA transfer "invalid." For Win 95/98/Me, check System Properties from [System] in [Control Panel] to insure DMA is "invalid" on the pertinent CD-ROM or CD-RW.
- ASPI manager may be conflicting due to 3rd party software installations. Please reset the ASPI manager to a standard Windows condition

please ref. to

<http://www.bhacorp.com/download/aspi/aspi.html>

for more information.

- If errors persist, your CD-ROM drive may not be compatible with B's Recorder GOLD. Please contact the BHA [support center](#) with the model and serial number of your drive.

5-3. Q: The ISRC* on a source CD-ROM is not recording when duplicating.

A: You cannot record the ISRC from a source CD-ROM while backing up under B's Recorder GOLD. You should create a normal data CD first, then input the ISRC in (Properties).

5-4 Q: I cannot check the [Compression] box, as it is grayed out.

A: Your partition/drive must contain at least 750Mb of available space in addition to whatever data is to be backed up in order to utilize [Compression]. If such space is not available, simply back up without compression.

You need another partition or drive with 750MB free space to back up your hard drive or partition with the compression option. i.e You cannot check the [Compression] option if your machine has C drive (only one partition) .

HD BACKUP Issues

6-1 Q: I cannot check the [Compression] box, as it is grayed out.

A: Your partition/drive must contain at least 750Mb of available space in addition to whatever data is to be backed up in order to utilize [Compression]. If such space is not available, simply back up without compression.

You need another partition or drive with 750MB free space to back up your hard drive or partition with the compression option. i.e You cannot check the [Compression] option if your machine has C drive (only one partition) .

6-2 Q: I cannot copy [BSREST16.EXE] to a startup disk due to size constraints.

A: [BSREST16.EXE] is roughly 77Kb in size. Try deleting unused commands for restore, like [FDISK.EXE] (79Kb) or [EXTRACT.EXE] (about 92Kb).

Direct Cutting Issue

7-1 Q: I cannot record an audio CD via the [Direct Cut] function.

A: [Direct Cut] uses the Windows MCI (Media Control Interface) system to record CDs.

Launch (Volume Control) from:

- [Start]
- [Programs]
- [Accessories]
- ([Entertainments] for Windows 98)
- [Volume Control]
- [Properties] in [Option] menu
- Choose [Recording] to adjust the recording level.

If this doesn't solve the problem, verify the MCI device is functioning properly via:

- [Device Manager] or [Control Panel]

[Multimedia]

7-2 Q: CDs recorded under [Direct Cut] contain hisses and crackling noises.
A: Possible causes:

- CDs created via [Direct Cut] depend heavily on the performance of your sound card. Try creating a separate WAV file, then check to see whether it too contains the crackling noise. If so, try reinstalling or updating the driver for your sound card. If the problem persists, please consult with the sound card manufacturer.
- If your WAV files contain no sound, perhaps the CD-RW drive is not compatible with your media type. Try the manufacturer-recommended media type. Also, try recording at slower speeds (1x or 2x); you can set the speed level in [Options].

Your computing environment may contain electrical interference or "noise." Obtain power directly from the wall socket, not from a power strip. If using a USB or FireWire device, connect it directly to the PC, not a hub.

7-3 Q: I cannot record sound from a USB input device.
A: B's Recorder GOLD has been tested with direct cutting from standard sound cards. Alternative interface (e.g., USB) devices are being tested. For more information, please refer to the [product information](#).

7-4 Q: I cannot listen to audio CDs on my CD-RW drive.
A: Please connect your headphones or speakers directly to the headphone jack on the CD-RW drive. CD-RW drives cannot provide sound for audio CDs through PC connections .

7-5 Q: I cannot play audio files recorded to CD-RW discs on my standard CD player.
A: Most CD players do not support playback for audio files recorded to CD-RW disc. Please check with the manufacturer of your CD player regarding compatibility for CD-RW discs. For general CD-RW disc compatibility, your CD-ROM must be "MultiRead" capable. For playback of audio files on standard CD players, please record to CD-R discs.

VIDEO CD Issue

8-1 Q: I cannot enter MPEG files into the Track Field.
A: MPEG files for use in B's Recorder GOLD must meet the following criteria:

- Contain both video and audio streams.
- Contain a system header at the beginning of each stream.

- Meet the following specifications below for video and audio streams.

Video Stream

Size: 352x288 or 352x240

Aspect Ratio: 0.9517 or 1.0950

Picture Rate: 23.976Khz, 225Khz, or 29.9Khz

Bit Rate: 1152000bps or lower

Audio Stream

Layers: 2

Rate: 22400bps

Sampling Rate: 44.1Khz

Channel: everything (except single)

Please insure that the CD option to "capture MPEG data" is turned on (select [MPEG Checker] from the [Tool] menu. If problems exist on your MPEG files, please try to repair them via [Utilities].

- 8-2 Q: I cannot play my MPEG files from the video CD property window.
A: This function is valid only when using Windows DirectX. Please update to the latest version of Internet Explorer or Windows Media Player.
- 8-3 Q: I cannot play the Video CD I recorded on a standard DVD player.
A: Please verify that your DVD player is compatible with CD-RW media. Video CD's created in B's Recorder GOLD are based on the Video CD 2.0 standard. Confirm your player's compatibility with the hardware manufacturer.
- 8-4 Q: Is Video CD PBC supported by B's Recorder GOLD?
A: Yes, B's Recorder GOLD supports the Video CD 2.0 PBC "Play Back Control" for Video CDs. However, you must have the [B's GOLD MP3 upgrade kit](#) installed to use PBC.

CD TEXT ISSUES

- 9-1 Q: Is CD Text supported by B's Recorder GOLD?
A: Yes, B's Recorder GOLD supports use of CD Text, but only if your CD-RW drive supports this same functionality. Please consult your drive manufacturer for information relating to firmware upgrades which support CD text.
- 9-2 Q: My CD player does not show CD Text.
A: Please confirm that your player supports CD Text. Some CD-RW drives only support CD Text reading for discs recorded on that drive. Please consult your drive manufacturer for further information.
- 9-3 Q: I cannot obtain CD Text information from Cddb.
A: Set [Cddb setting] under the [General] tab in [Options]. You should be able to retrieve free album information by accessing the Gracenote Cddb database on the Internet. However, some company network systems prevent transfer of such information over TCP ports due to security restrictions.
- 9-4 Q: I cannot edit or record CD Text, even while using a drive that supports CD Text.

A: Please insure you're recording in Disc-At-Once, as Track-At-Once recording will not support the CD Text function. Also, please insure your CD-RW drive supports CD Text editing and/or recording (firmware upgrades may be required).

CD Changer Drives

- 10-1 Q: I cannot switch a CD slot via the Explorer.
A: In order to recognize the CD Changer via the Explorer, the "Changer Drive Setting" must be checked in the B's Recorder GOLD installation process.
- 10-2 Q: Can I use a changer drive to create multiple CDs spontaneously?
A: Most CD changers record only one CD at a time; the remaining slots are used to hold discs waiting to be recorded or those to which data has already been written.

Maintenance Issue

- 11-1 Q: Disc rescue fails and the message "this disc cannot be rescued" appears.
A: Only CDs recorded in Track-At-Once can be rescued. Other types (e.g., audio CDs, DAO CDs) cannot be rescued.
- 11-2 Q: I cannot use the [Disc Rescue] function and the message "Cannot scan for logical error on the drive in use" appears.
A: When restoring a disc with the [Disc Rescue] function, any drive should logically restore. However, for physical restoration, the drive must support such functionality.
Please go to Start→Programs→B's Recorder GOLD→Version History to check Drive Restrictions
- 11-3 Q: I cannot use the Drive Self-Diagnosis function.
A: Certain drives do not support the Drive Self-Diagnosis function. Please see the product information for further information on [Drive Restrictions](#).
Please go to Start→Programs→B's Recorder GOLD→Version History to check Drive Restrictions

Autorun Issue

- 12-1 Q: I cannot launch an autorun file from disc.
A: Please verify that the [Document] box is on in the autorun setting window to utilize files with TXT, HTML, or DOC extensions. Image files (BMP, JPG) and animation (AVI, MPEG, MOV) are also autorun compatible.

AutoPlay CD Issue

- 13-1 Q: My AutoPlay CD does not play automatically.
A: Select:
- [Control Pane]
 - [System]

- [Device Manager]
- Click on the applicable CD-ROM drive and open drive properties.

Make sure [Auto insert notification] is checked in the [Setting] window.

13-2 Q: I cannot play an AutoPlay CD disc on my standard CD-ROM player.
A: An AutoPlay CD is one which contains both audio and player files. This type CD is intended for play on PCs only.

13-3 Q: I only see [Sample] as my album list when creating an AutoPlay CD.
A: You must have already prepared an album list to create an AutoPlay CD. You can create such lists with B's Player. For further information, please refer to the User's Manual, p. 171.

MISC

14-1 Q: What is "BURN-Proof"?
A: "BURN-Proof" is a drive technology developed by Sanyo for the prevention of buffer underrun. This function anticipates buffer underrun in certain situations and halts recording before a disc is damaged. BURN-Proof enabled drives are able to start and stop with no noticeable difference between the recording cut-off and restart positions.

14-2 Q: Does B's Recorder GOLD support "BURN-Proof" technology?
A: Yes, B's Recorder GOLD supports this drive feature. You can turn this feature on/off from the [Advanced Drive] tab in [Settings]. This tab will only appear when a BURN-Proof (or JustLink) enabled drive is connected.

14-3 Q: What is "JustLink"?
A: "JustLink" is a drive technology developed by Ricoh for the prevention of buffer underrun. This function anticipates buffer underrun in certain situations and halts recording before a disc is damaged. JustLink enabled drives are able to start and stop with no noticeable difference between the recording cut-off and restart positions.

14-4 Q: Does B's Recorder GOLD support "JustLink" technology?
A: Yes, B's Recorder GOLD supports this drive feature. You can turn this feature on/off from the [Advanced DriveSettings] tab in [Options]. This tab will only appear when a JustLink (or BURN-Proof) enabled drive is connected.