

## Troubleshooting SRT Files

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SRT, or SubRip Text, are basic text files with a syntax that looks like the following:

```
1
00:00:00,000 --> 00:00:05,000
First line of first subtitle.
Second line of first subtitle.
```

```
2
00:00:07,000 --> 00:00:10,000
Second subtitle. Single line.
```

Or

```
<Subtitle#>
<Start time> --> <End time>
<Text>
```

Timing is formatted this way: Hours:Minutes:Seconds,Milliseconds  
Hours, minutes, and seconds are always written as two characters (07! not 7).  
Milliseconds are always written as three characters.

Most standalone players, such as VLC and MPC-HC, have no issues parsing SRTs with syntax errors.

Kaltura's players (KDP and V2) are a bit more sensitive. When encountering any error, the **entire** caption file might not show. It is important to note that while some subtitles work with V2, they might not work with KDP. They have different parsing code.

### Common Errors

Missing/wrong numbering of subtitles within the SRT file:

```
1
00:00:00,000 --> 00:00:05,000
First line of first subtitle.
Second line of first subtitle.

00:00:07,000 --> 00:00:10,000
Second subtitle. Single line.
```

Note the missing "2".

"Wrong number" would be if it says 5 (instead of going in an ascending numbers; 1... 2... 3...).

### Missing spaces within the timing

```
1
00:00:00,000-->00:00:05,000
First line of first subtitle.
Second line of first subtitle.
```

Note the missing spaces around the "->".

### Spaces between timing line and subtitle text

```
1
00:00:00,000 --> 00:00:05,000

First line of first subtitle.
Second line of first subtitle.
```

### Different timing format

```
1
00:00:00.000 -> 00:00:05.000
First line of first subtitle.
Second line of first subtitle.
```

Note the dot instead of the comma before the milliseconds.

Basic debugging of subtitles involves using subtitle editors such as:

- SubtitleEdit - <http://www.nikse.dk/SubtitleEdit/>
- Aegisub - <http://www.aegisub.org/>

These editors usually automatically fix or alert of subtitle syntax errors.

To save SRT files in Aegisub, go to File->Export Subtitles. A simple CTRL+S won't work (Aegisub's default format is ASS, which the Kaltura players do not support).

[template("cat-subscribe")]