

# Kalypso

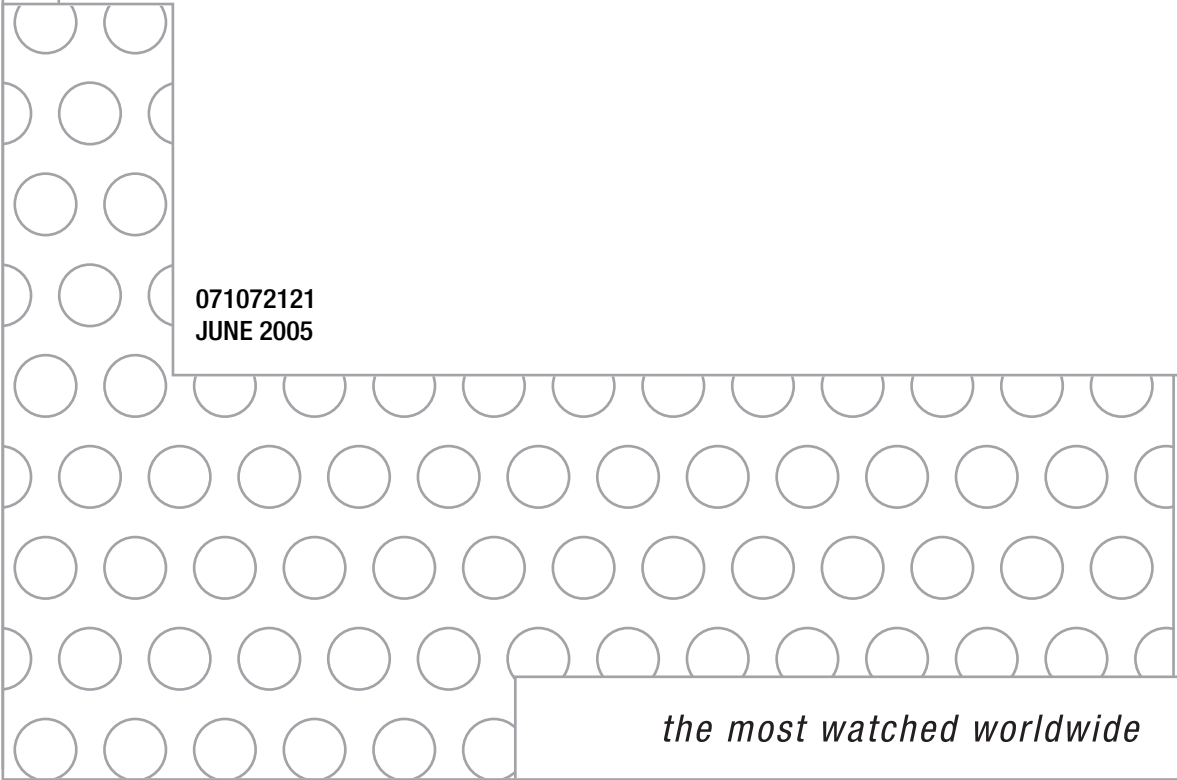
VIDEO PRODUCTION CENTER

## Release Notes



SOFTWARE VERSION 11.1

071072121  
JUNE 2005



*the most watched worldwide*

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## Grass Valley Web Site

The [www.thomsongrassvalley.com](http://www.thomsongrassvalley.com) web site offers the following:

**Online User Documentation** — Current versions of product catalogs, brochures, data sheets, ordering guides, planning guides, manuals, and release notes in .pdf format can be downloaded.

**FAQ Database** — Solutions to problems and troubleshooting efforts can be found by searching our Frequently Asked Questions (FAQ) database.

**Software Downloads** — Software updates, drivers, and patches can be downloaded.

# Contents

<b>Kalypso Release Notes</b> .....	5
Introduction .....	5
New Features in Release 11.1 .....	5
Changes in Release 11.1 .....	5
720p/50 Hz Operation (Kalypso HD Only) .....	6
AMP Serial Machine Control .....	7
Additional AMP Serial Information .....	7
Profile Model Support .....	7
Profile AMP Configuration .....	7
Kalypso AMP Serial Configuration and Operation .....	7
Kalypso 11.1 Software Update .....	10
Kalypso System Update Checklist .....	10
Kalypso Software Versions and the 11.1 Update .....	13
Kalypso Software on Newly Purchased Kalypso Systems .....	13
IP Address Considerations .....	14
New Single Control Surface Kalypso Systems .....	14
Multiple Control Surfaces and Suites .....	14
Kalypso 11.1 Components .....	14
Kalypso 11.1 Detailed Software Update Procedure .....	14
Time Required .....	15
Materials Required .....	15
Backup Current Configuration and Effects Files .....	15
Save Authorization Code .....	15
Install Basic 11.1 Software on a Kalypso System .....	16
Clear NV Memory .....	23
Restore Kalypso Configuration Files .....	25
Confirm System Operation .....	25
Backup New Configuration and Effects Files .....	26
Single Suite Procedure Completed .....	26
Calibrate Main Panel Lever Arms and Joystick .....	26
Verify or Set Date and Time of Kalypso System Components .....	28
Verify or Set Menu Panel Date and Time .....	28
Verify or Set Video Processor Date and Time .....	28
Software Installation on Multiple Control Surface Kalypso Systems .....	30
Guidelines .....	30
Update Procedure .....	31
Machine Control Interface Installation and Configuration .....	31
File Transfer Tests and Installation Failure Notices .....	32
Electronic Documentation .....	32
Documentation for Release 11.1 .....	32
Acrobat Reader .....	33
.PDF File Names .....	33
To Browse the Documentation on the CD .....	33
To Install the Documentation on a Computer .....	33
Uninstalling Older Documentation .....	34

- Additional Kalypso System Update Information. . . . . 34
- Kalypso System IP Addresses . . . . . 34
- Changing IP Addresses. . . . . 35
- Machine Control IP Addresses . . . . . 35
- Kalypso Software Downloads . . . . . 36
- Backing Down to an Earlier Software Version . . . . . 36
- Kernel Update Process . . . . . 37
- Software Authorization . . . . . 38
- Authorization Code Compatibility . . . . . 39
- Kalypso Menu Uninstall From PC . . . . . 39
- Kalypso Installer Uninstall From PC . . . . . 39
- Kalypso Backup Components Uninstall From PC . . . . . 40
- Software Installation Troubleshooting . . . . . 40

# *Kalypso Release Notes*

**CAUTION** The recommended Kalypso software update procedure has been changed. Kalypso system files must be saved, authorization code notated, NV Memory cleared, and the system files then must be reloaded. Carefully read the installation instructions and follow the procedures precisely.

## **Introduction**

This document describes installation and other information specific to Kalypso Video Production Center Release 11.1 software. See [page 10](#) for Kalypso system update instructions.

## **New Features in Release 11.1**

- 720p/50 Hz Operation (Kalypso HD only). See [page 6](#).

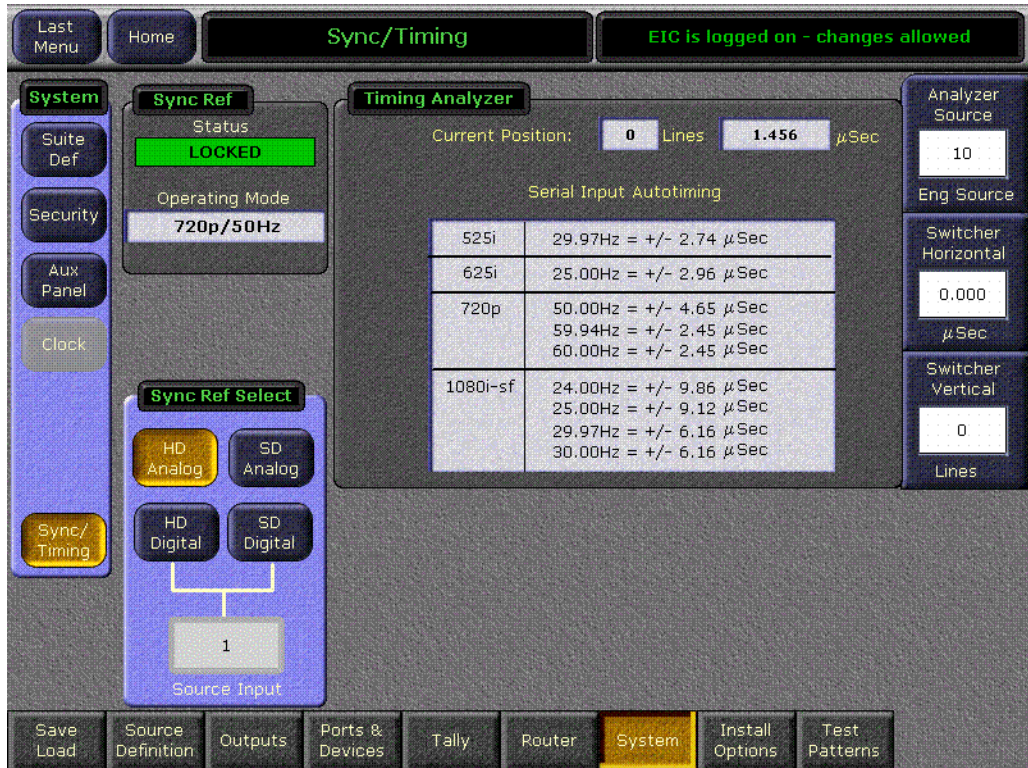
## **Changes in Release 11.1**

- Additional information for the AMP protocol (implemented in the Kalypso 11.0 release) is included on [page 7](#). This clarifies what Profile models support this protocol.

# 720p/50 Hz Operation (Kalypso HD Only)

With v11.1 software, Kalypso HD systems support 720p/50 Hz operation. Connecting a sync reference source of this signal type to the Kalypso Video Processor frame will automatically place the system into that operating mode. The current sync reference is reported on the Sync/Timing menu, accessed via Eng Setup, System, Sync/Timing (Figure 1).

Figure 1. Kalypso HD Sync/Timing Menu



# AMP Serial Machine Control

## Additional AMP Serial Information

### Profile Model Support

Profile XP series and Profile M series devices support control via the AMP serial protocol. Older PDR series Profile models do not support AMP protocol.

### Profile AMP Configuration

A separate AMP application that runs on the Profile is used for AMP serial control. The VDR Panel application offers a serial port for BVW or Odetics protocols, but not for AMP in the Profile version 5.4x software.

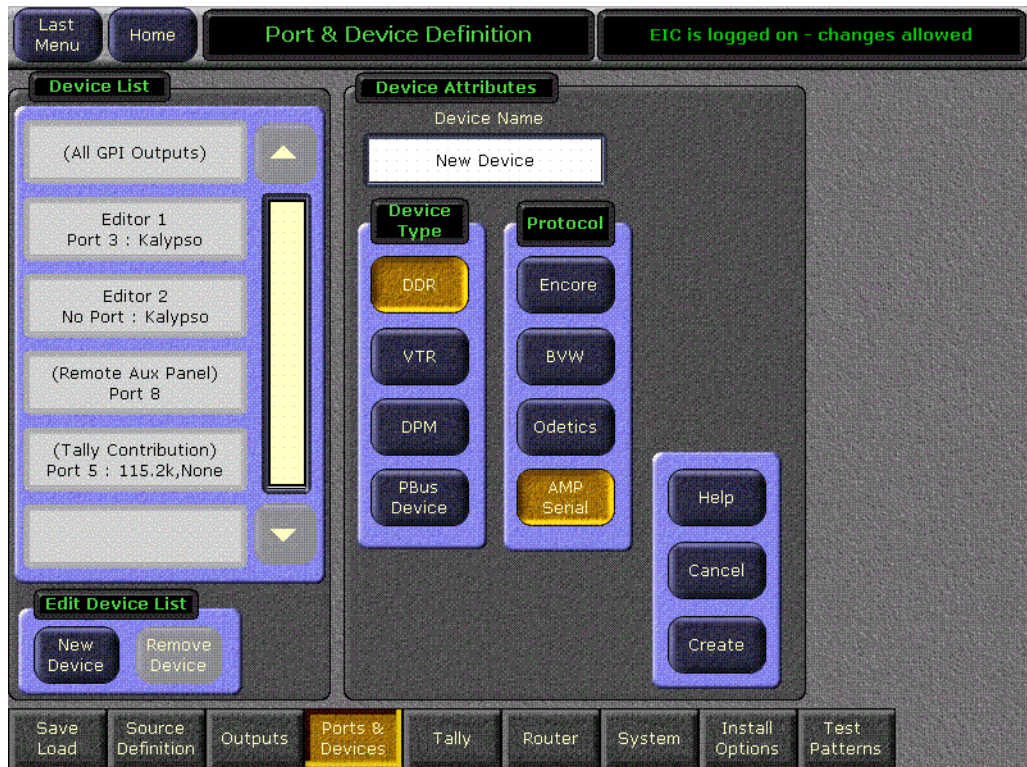
Instructions for configuring a Profile device for external serial AMP control are included in the latest versions of the separate *Profile XP System Guide* and the *Profile M Series User Manual*.

## Kalypso AMP Serial Configuration and Operation

**Note** The following AMP serial information was originally included in the Kalypso 11.0 Release Notes and has not been changed.

The AMP serial external device control protocol supports multiple clip directories and clip file names of up to 80 characters. The BVW protocol does not support clips, and the Odetics protocol supports only the default folder and DOS style eight character plus extension file names. None of these protocols support negative timecode. The AMP Serial Machine Control feature is a software enabled option. Use the **AMP Serial** button on the Port & Devices menu to create this type of external device ([Figure 2](#)).

Figure 2. Port &amp; Device Definition Menu, New AMP Serial Device



On the External Device Control menu (Figure 3), touching a **Preset Clip** or **Program Clip** data pad brings up a menu from which you can select the desired folder and then choose a clip in that folder to load for playback (Figure 4). A similar menu is used with the Clip Browser on the External Device Event List menu, and for loading clips in the Timeline Events menu.

The Kalypso Machine Control subpanel always shows the clip list of the last selected folder. If you change a clip locally on the Profile DDR, that clip name will not be updated on the Kalypso External Device menus. If the folder list or clip list are incomplete, re-enabling the device will fetch the entire folder and clip list.

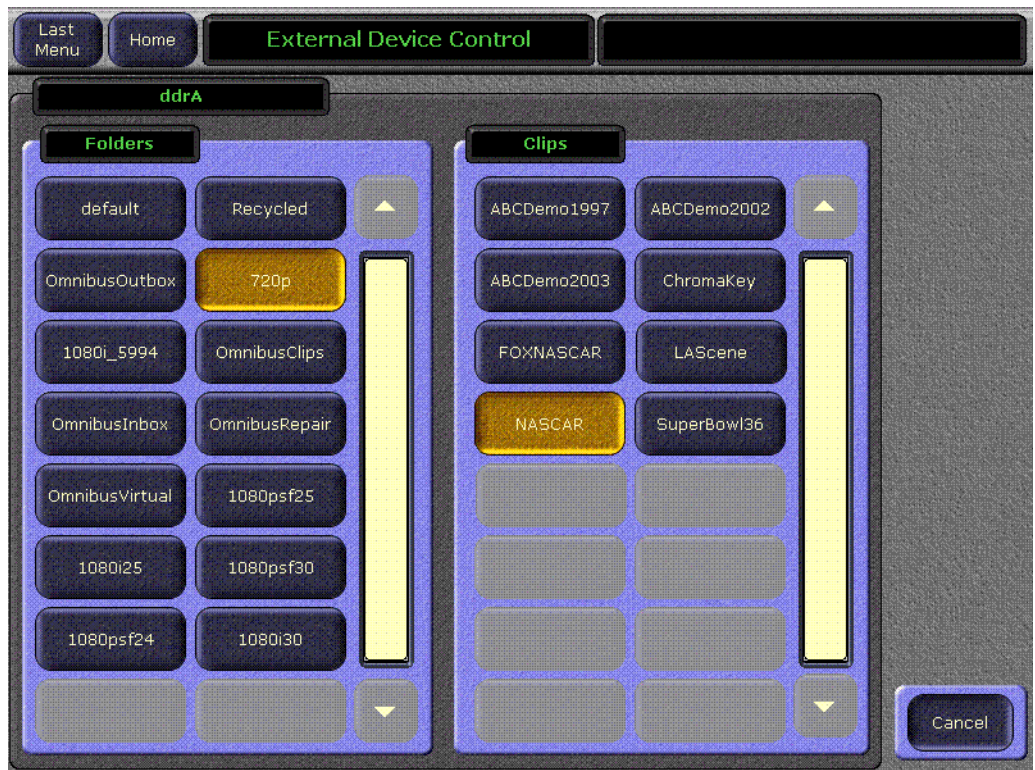
**Note** Do not create file or folder names that have the pound character (#) along with either the dash (-) or underscore (\_) character, and avoid blank spaces (for example, use “DeadEnd” not “Dead End”). This can inhibit clip access.



Figure 3. External Device Control Menu



Figure 4. Folder and Clip Selection Menu



# Kalypso 11.1 Software Update

**CAUTION** The recommended Kalypso software update procedure has been changed for increased reliability. Kalypso system files must be saved, NV Memory cleared, and the system files then must be reloaded. Carefully read the installation instructions and follow the procedures precisely.

## Kalypso System Update Checklist

The following checklist is an overview of the steps involved in updating a system running recent Kalypso software to version 11.1. These actions should be performed in the listed order. Updating from some earlier software versions will require additional steps (see [Table 1 on page 13](#)).

Detailed instructions for all the procedures are provided later in this document. Cross references for individual steps are included in the checklist for quick reference.

**REQUIRED** – Backup Eng Setups, Suite Prefs, User Prefs, Source Memory, Macros, and E-MEM files (see [page 15](#)).

**Note** You will need these backup files to restore system data after the update, and if you reinstall older software.

Save the character string of your Kalypso system authorization code and keep it with the back up configuration files. On Kalypso HD/Duo systems you will need this if you update your system with new features and then decide to back down to an earlier software version (see [page 15](#)).

Perform NEW Kalypso Application Software installation from CD (see [page 16](#)).

- Exit the Kalypso Menu application and any other running applications.
- Disable virus protection software on the Menu panel (if installed).
- (OPTIONAL) If installing on a Kalypso Classic system running 9.0 or earlier software, unseat the Classic M/E and Transform Engine modules to delay reflash until after Frame boots.

**Note** Kalypso HD/Duo systems do not have flash memory, so their modules should not be unseated. No flash update occurs when upgrading a Kalypso Classic system from 9.1 or later software to 11.1, so there is no reason to unseat modules on Kalypso systems running those software versions.

- Insert the Kalypso Release Software CD into the system's CD-ROM drive.

- Agree to the license notice, select the **Kalypso Application Software** menu item, and select **Install New Software**.
  - Select the checkboxes for the principle Kalypso system components (Frame, Still Store, Menu Panel, Main Panel, Local Aux Panel).
  - Ping to verify system IP addresses.
  - Start the update.
  - Kernel updates (if required) occur here. Follow on-screen instructions carefully.
- When prompted, manually reset the Video Processor frame and the control surface components that were updated and then click **OK**. The Menu panel will reboot automatically.

**Note** (Kalypso Classic upgrades from 9.1 or earlier only.) If M/Es and Transform Engine modules were not unseated above, wait for them to reflash and system to finish booting. A NO FRAME COMM message is expected until boot-time reflash is complete.

- Confirm the software versions just installed are correct (see [page 23](#)). If you have multiple control surfaces they will report earlier software versions at this time. They will be updated later.
- REQUIRED**– Clear NV Memory (see [page 23](#)):
- Close the Kalypso Menu application and any other running programs.
  - Set the Video Processor frame boot dial switch to **1**.
  - Reset the frame and wait at least 30 seconds for reboot.
  - Run the Kalypso Install program and select Clear NV Memory
  - Set the Video Processor frame boot dial switch back to zero (0) and reboot the frame.
- Perform a preliminary system check after clearing NV Memory (see [page 25](#)).
- Load the configuration and E-MEM files from the backup created at the start of this procedure in the following order: Eng Prefs, Suite Prefs, User Prefs, E-MEMs, Macros, and Source Memory checking at each step (see [page 25](#)).
- Confirm Kalypso system operation (see [page 25](#)).
- If you have multiple control surfaces, perform NEW install for each additional control surfaces (see [page 30](#)).
- Save the current Eng Setups, Suite Prefs, User Prefs, Source Memory, Macros, and E-MEM files to a NEW backup (see [page 26](#)).

- If your system uses 32-Crosspoint Remote Aux panels and they have not been updated, install the software on all these remote panels using the update tools supplied separately.
- If your system has the KAL-IF-PROFILE or KAL-IF-VTR options and they were not updated with a 10.2 release, update the Machine Control Support software (see [page 31](#)).
- (Kalypso HD/Duo only) If you use NetCentral and want it to report all installed options, reinstall the **NetCentral Agent Configuration Tool** onto the Kalypso HD/Duo Menu panel where the Agent was originally installed. Install only the Agent. You do NOT need to reinstall the Net-Central support files (see [page 17](#)).
- Calibrate the Menu panel Lever Arms and Joystick (see [page 26](#)).
- Check Kalypso system component date and time values and set them if they are not correct (see [page 28](#)).
- Consult Release Notes for new features and config changes.

## Kalypso Software Versions and the 11.1 Update

It is recommended to have the Kalypso system be running version 7.6 or higher software before updating it to 11.1. Hardware, firmware, and software changes were required for version 7.6. Starting with a properly running 7.6 Kalypso system will help ensure the update goes smoothly, and also permits you to back down from 11.1 software easily. While it is possible to install directly from an earlier version, all these changes will still need to be done in the proper sequence or system failure could result. Refer to [Table 1](#) if you wish to upgrade directly from an earlier software version and carefully follow all the cross referenced instructions.

Table 1. Software Upgrade Matrix

Current Software	Steps Required for Upgrade to Version 11.1	Notes and Cross References
<b>11.0.X</b> <b>10.2.X</b>	Install 11.1 software on the Kalypso system components (Video Processor frame, Main panel(s), Menu panel(s), and Local Aux panel.	See <a href="#">page 14</a>
<b>10.1.X</b>	Update the software on any 32-Crosspoint Remote Aux panels used with your Kalypso System. The Remote Aux Panel software and update tools are not included on the Kalypso 11.1 Software CD, but are available for download from the Thomson Grass Valley website. This update is recommended but is not required.	Refer to the Remote Aux Panel Upgrade Instructions provided with the Remote Aux software.
	Install 11.1 software.	See <a href="#">page 14</a>
	If your system has the KAL-IF-PROFILE or KAL-IF-VTR options, update the Machine Control Support software.	See <a href="#">page 17</a>
<b>9.1.X</b>	Update the software on any 32-Crosspoint Remote Aux panels used with your Kalypso System.	See note above.
	Install 11.1 software.	See <a href="#">page 14</a>
	Re-install Still Store Loader, if you were using that utility program with the Kalypso Still Store option. You should replace all occurrences of the older program, including any loaded onto PCs.	See <a href="#">page 17</a>
	Enter authorization codes for any software enabled options	See <a href="#">page 38</a>
	If your system has the KAL-IF-PROFILE or KAL-IF-VTR options, update the Machine Control Support software.	See <a href="#">page 17</a>
<b>9.0.0</b> <b>8.0.0</b> <b>7.6.X</b>	Update the software on any 32-Crosspoint Remote Aux panels used with your Kalypso System.	See note above.
	On Kalypso Classic systems, install the Additional Control Processor RAM Upgrade on the Video Processor frame Control Processor module.	See the Kalypso 9.1 Release Notes, provided with that software version and available for download at: <a href="http://www.thomsongrassvalley.com/docs">www.thomsongrassvalley.com/docs</a> .
	On all Kalypso system panels, install the Control Panel Button Update.	See <a href="#">page 14</a>
	Install 11.1 software.	Flash upgrade on Classic systems, allow an additional 30 minutes.
	If your system has the KAL-IF-PROFILE or KAL-IF-VTR options, update the Machine Control Support software.	See <a href="#">page 17</a>
<b>7.2 and earlier</b>	Software and hardware upgrade procedure not described in this document.	Contact Grass Valley Customer Service.

## Kalypso Software on Newly Purchased Kalypso Systems

New Kalypso systems ship with the latest hardware and software installed. If Release 11.1 software is already installed, there is no need to update the system. You can see the current version of Kalypso software by touching the **Status & Diags** Home menu button to access the Versions menu.

## IP Address Considerations

### New Single Control Surface Kalypso Systems

A new Kalypso system will operate on an isolated network with the default IP addresses configured at the factory (except for 32 Crosspoint Remote Aux panels). However, if you wish to integrate the Kalypso system into an existing network, wish to use gateway communications, or wish to add more Kalypso control surface components, IP addresses may need to be changed. See *Kalypso System IP Addresses on page 34* for specific information.

### Multiple Control Surfaces and Suites

If you plan to use multiple control surfaces (for example, more than one Main panel or more than one Menu panel) on the same Kalypso Video Processor frame, you must make sure the IP addresses of the additional panels are unique before connecting them to the network. Using default IP addresses of multiple panels will cause network conflicts and unpredictable system operation. See *Kalypso System IP Addresses on page 34* for specific information.

## Kalypso 11.1 Components

The Kalypso 11.1 Software Release includes the following:

- Kalypso 11.1 Software CD,
- Kalypso 11.1 Documentation CD,
- Kalypso 11.1 Release Notes, and
- Kalypso 11.1 Release Notes Addendum.

The software packages (and documentation) can be downloaded from the Grass Valley website. See *Kalypso Software Downloads on page 36* for specific instructions.

## Kalypso 11.1 Detailed Software Update Procedure

**Note** If you are updating a Kalypso Classic system running software earlier than 7.6, additional steps are required. Contact Grass Valley Customer Service for specific instructions.

## Time Required

### Kalypso Classic Systems

On a Kalypso Classic system running version 7.6 through 9.0 software, updating to 11.1 should take about 45 minutes, because a 30 minute flash memory update will occur. A Kalypso Classic system running 9.1 or later software can be updated quicker because there is no flash memory update.

### Kalypso HD/Duo Systems

Kalypso HD/Duo systems do not have flash memory, and so will never have a 30 minute update.

**Note** Software download time and CD burn estimates are not estimated because the time required for these varies depending on the connection speed and applications used.

## Materials Required

You will need the following materials for this update:

- Kalypso 11.1 Software CD,
- Two Zip disks or other backup media for configuration and effects files, and
- P/S 2 keyboard and mouse (if you need to change IP addresses or are installing the Kalypso menu application on a PC).

## Backup Current Configuration and Effects Files

1. Save your system configuration files (Eng Setup, Suite Prefs, User Prefs, Source Memory), and your E-MEM registers, Macros, and R-MEM registers to removable media (Zip disk). Saving the multiple file sets (E-MEM, Macros, R-MEM) into separate folders can save time when you restore these files.
2. Label the disk with the version and date and store it in a safe place. You will use these files to restore your Kalypso system data after its NV Memory is cleared, and will want these files if you decide to back down to that earlier software version.

## Save Authorization Code

Existing Kalypso authorization codes will work with 11.0 and later software. However, on Kalypso HD/Duo systems new authorization codes created for new features will not work with previous software versions. This may result in loss of system functionality should you decide to back

down to earlier software. Should this occur, entering the previous authorization code will restore HD/Duo system operation with the options enabled by that earlier authorization code.

3. Go to the **Eng Setup, Install Options** menu.
4. Select **Perm** and save the Current Auth Code displayed. Writing it on the label of the Zip disk is a convenient way to do this. If you store the code elsewhere, indicate what Kalypso software version the code is used for.

## **Install Basic 11.1 Software on a Kalypso System**

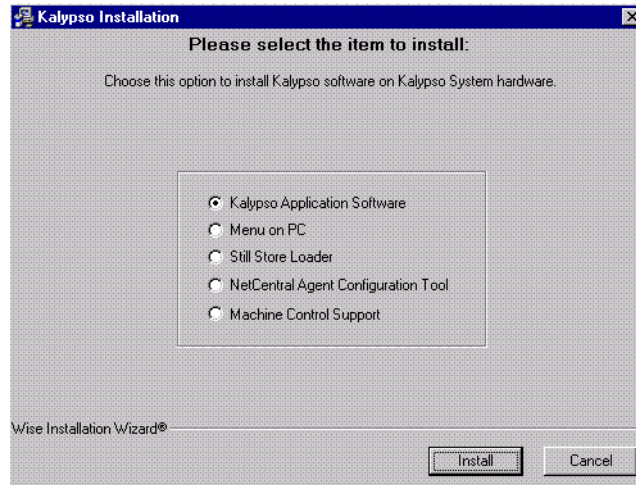
5. Exit the Kalypso Menu application and any other applications that may be running.
6. Disable any virus protection that may have been installed on the Kalypso Menu panel.
7. (OPTIONAL, Kalypso Classic systems) If you are updating a Kalypso Classic system running 9.0 or earlier software, Video Processor frame flash memory will need to be updated which can take up to 30 minutes. Unseating Video Processor frame modules before installing the software lets you confirm later in this procedure that the software has been loaded without having to wait for the flash memory update. This does NOT apply to Kalypso HD/Duo systems, which do not use flash memory.
  - Open the front door of the Kalypso Classic Video Processor frame and unseat all the M/E modules (slots A11 - A14), and Transform Engine modules (slots A15-A16, if present). Do not completely remove the modules, just pull them out approximately one inch to disconnect them from the backplane.
8. Insert the Kalypso Release 11.1 Software CD into the Kalypso system CD-ROM drive. The Kalypso Installation program will run and a license agreement screen will appear. Agree to the terms and touch **Next >**.



## Select Type of Installation

9. After accepting the license agreement the following menu appears (Figure 5).

Figure 5. Installer Selection



This menu permits you to select from a variety of installations. Each option actually launches a different installer program appropriate to the item selected:

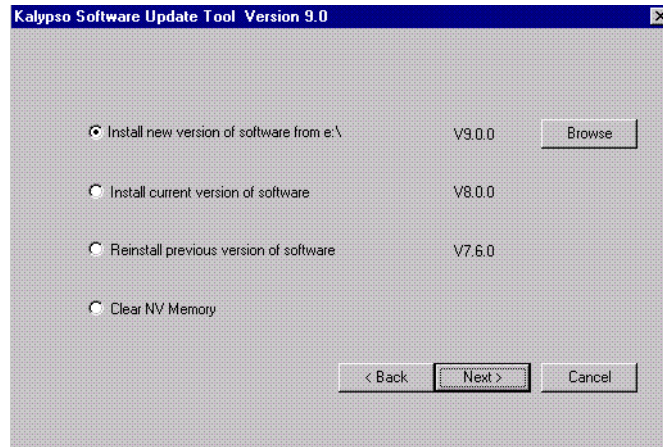
- Kalypso Application Software — Used for installing software on actual Kalypso system hardware. The Install Tool and all new software components are copied to the Menu panel C: drive with this option, even if all the components are not selected for installation. This permits loading current and previous versions of software to the various Kalypso components without the CD.
  - Menu on PC — Installs only the Kalypso Menu application on a PC or an additional Menu panel, which when networked with the Kalypso system provides an additional control point.
  - Still Store Loader — Installs the Still Store Loader utility program on the system where the CD is currently mounted, either a PC or a Kalypso Menu panel.
  - NetCentral Agent Configuration Tool — Used to install the NetCentral Agent, required for the NetCentral option, on a Kalypso system. Available only when SNMP is configured.
  - Machine Control support — Installs basic Machine Control software used with the KAL-IF-PROFILE and KAL-IF-VTR options.
10. To install the basic Kalypso software on a Kalypso system (not a PC or additional Menu panel), select **Kalypso Application Software** and then touch **Install**.

**Note** If a Menu panel running Windows NT posts one or more .DLL file messages, you can select either Ignore or Reboot to continue with the installation.

### Select Type of Software Update

11. The 11.1 Kalypso Install Tool will be copied to the C: drive and that application will launch, displaying the following menu (Figure 6).

Figure 6. Software Version Selection



Four options are available:

- Install new version of software — Select this option if you are updating your system software. It installs new software from the inserted CD. The **Browse** button is intended for software installation over the network, if the CD disk is not available.
- Install current version of software — Re-installs the currently loaded version of software. This is generally used to install the current software on new Kalypso hardware attached to the system. The CD disk is not required for this option.
- Reinstall previous version of software — Installs the previously loaded software from a Kalypso system backup directory. This option is included for safety, and generally should not be necessary. The CD disk is not required for this option.

**Note** A Kalypso HD system running v 10.1 software must be set to HD operation before a 9.1 or earlier previous software version can be installed using the Previous option, because earlier software did not support SD mode.

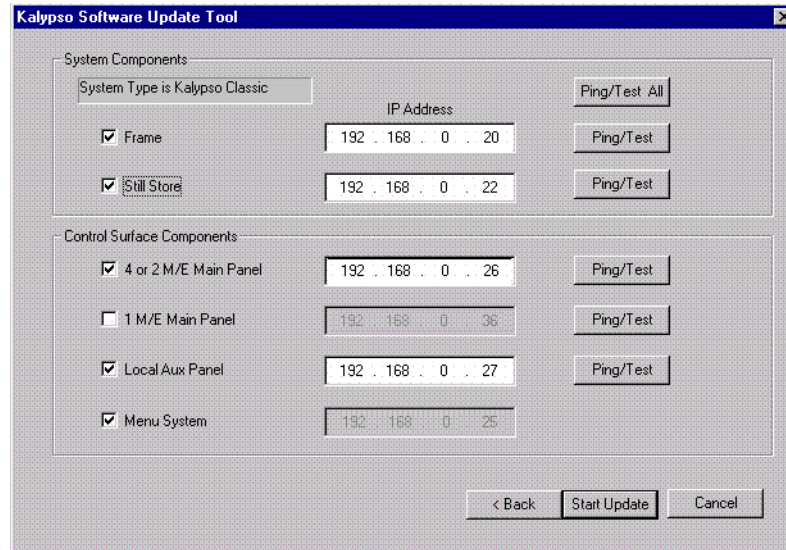
- Clear NV Memory — Used to drain Kalypso system non-volatile memory.

12. To install the new Kalypso software from the CD, select **Install new version of software** and touch **Next >**.

## Select Components to Update

13. A menu appears listing Kalypso system components, IP addresses, and Ping/Test buttons (Figure 7).

Figure 7. Kalypso System Components Selection Menu



14. The installer automatically polls the IP address indicated for the frame and reports the system type (Kalypso Classic or HD/Duo). If that target address responds but is not a frame, UNKNOWN will be reported. A communications failure to that IP address will also be reported.
15. Valid IP addresses are required. The default or previously used IP addresses are displayed. After checking the boxes of all the devices you wish to install, touch the **Ping/Test All** button on the upper right.
- If communications succeeds, an **All selected targets Pinged ok** message will appear.
  - If a device fails to respond, that device will be identified with a **No reply to Ping** message. The device might be disconnected from the network, be unpowered, or the IP address may be incorrect. If necessary, change the IP addresses on the screen using a standard computer keyboard and mouse connected to the ports on the rear of the Main panel. You can test whether a single device is communicating with its individual **Ping** button.

**Note** All selected devices must Ping successfully before proceeding. If Ping for any selected device fails, continuing installation will make the Update Tool exit.

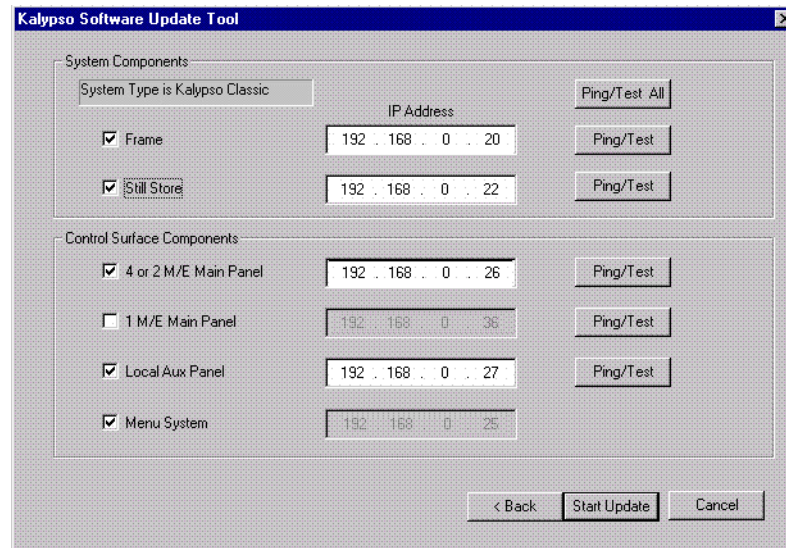
## Download Software Files to the Selected Components

- When the installation option selections and IP addresses are correct, touch the **Start Update** button. Ping is run automatically, then a progress bar is displayed and the components being loaded are identified. Systems running recent software will have updated kernel software and the process skips to [Step 20](#) on [page 21](#).

## Kernel Version Test (Older Software Versions Only)

- If any older kernel software is detected, messages will be posted indicating which devices need to be updated and reset (see [Kernel Update Process](#) on [page 37](#)).
- When all the kernels are current, the installer returns to the Kalypso System Components menu ([Figure 8](#)).

Figure 8. Kalypso System Components Selection Menu)

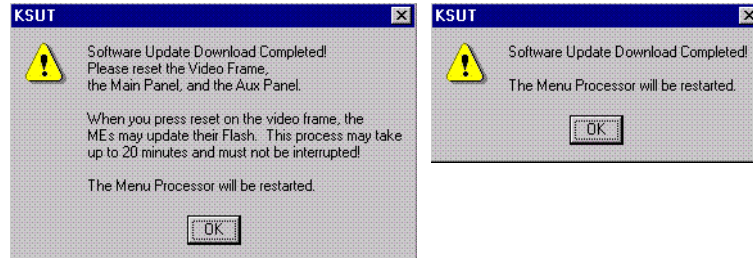


- With all the appropriate components checked, press **Start Update** again to download the Kalypso software to the selected components.

## Reset Kalypso System Components

20. When the file transfers complete a menu similar to one of those shown in Figure 9 appears.

Figure 9. Kalypso Install Reset Prompt



21. You must manually reset all the hardware components (Video Processor frame, Local Aux panel, Main panel) that were updated (see the *Kalypso Installation and Service Manual* for reset instructions).

**CAUTION** If Kalypso Classic Video Processor M/E and Transform Engine (if present) Frame modules are not unseated on a system running 9.0 or earlier software, when the Frame is reset the modules will automatically update their flash memory, which will take up to 30 minutes. The Kalypso Classic system must not be disturbed during this process. During the flash memory update LEDs on each M/E module display a unique counting sequence. Status messages (**Erasing, Programming**) are also reported on the Menu panel.

22. When all the components other than the Menu panel have been reset, Touch **OK**. The Menu panel resets itself automatically.
23. If running Windows 2000, a log on prompt may appear. Enhanced Menu panels are set at the factory to log on using the default user name displayed and no password. Simply touch **OK** to log on without entering any password.

24. When Menu panel initialization completes the Kalypso Menu application will run and display its startup screen (Figure 10).

Figure 10. Kalypso Startup Screen



## Confirm Software Versions

25. Touch **Home**, **Status & Diags** and check that the updated devices report the correct software version (Figure 11).

Figure 11. Kalypso System Software Versions, One Suite



**Note** Components with older software display the version and date in red. If you are updating a Multi-Suite Kalypso system some components will report older software at this time, which is normal. See [Software Installation on Multiple Control Surface Kalypso Systems](#) on page 30 for more information.

## Clear NV Memory

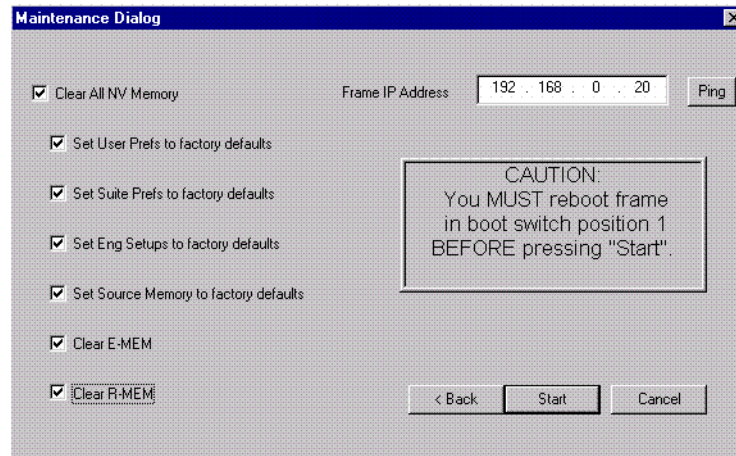
Kalypso system non-volatile memory (NV Memory) contains Engineering, Suite, and User configuration data, and also has data for all the effects registers. This data is stored as files on the Video Processor frame hard disk and is loaded on bootup. The Video Processor frame boot dial must be set to **1** and the frame rebooted before you can clear NV Memory.

**Note** You need backup copies of your configuration and data files so they can be restored after the NV Memory is cleared.

26. Set the Video Processor frame boot dial to **1**. On Kalypso HD/Duo systems there is one boot dial on the Control module in slot 1, and another on the Still Store module, if present. Only the Control module boot dial needs to be set to 1. On Kalypso Classic systems there are two boot dials on the Control Module in slot 1. Only the lower dial, labeled **COM**, needs to be set to 1.
27. Press the Video Processor frame **Reset** button and allow at least 30 seconds for the system to reboot.
 

**CAUTION** If you do not wait at least 30 seconds for the frame to reboot the NV memory may not clear. You will need to repeat the procedure and wait the 30 seconds.
28. Close the Kalypso Menu Application and any other running programs, then run the Kalypso Install program from the desktop (if it has been installed) or from the Kalypso Software CD.
29. Select the **Clear NV Memory** box, then touch **Next**. The following screen will appear (Figure 12).

Figure 12. Clear NV Memory Categories Menu



30. Ensure the IP address is correct and **Ping** to confirm the connection.
31. Check the boxes of the items you wish to clear. The **Clear All NV Memory** box toggles all the check boxes on or off.
32. Touch **Start** and confirm the dialog box by touching **OK**.
33. A progress bar will be displayed. When done, you will be prompted to reset the frame. Touch **OK**.
34. Reset the Video Processor frame using the zero boot dial setting.
  - a. Turn the Video Processor frame boot dial switch to position **0**.
  - b. Press the **Reset** button and allow at least 30 seconds for the system to reboot.



35. (OPTIONAL, Kalypso Classic systems running 9.0 or earlier software only) If you unseated modules at the start of the update, reseal the modules in the Video Processor frame. The modules will automatically update their flash memory, if necessary.

### **Preliminary System Check**

36. Go to the Status Versions menu and check that the Memory Usage meter is at 0%. This confirms the memory has been cleared.
37. Check that an M/E can do a mix or wipe between two sources. This confirms basic system functionality. Note that because the memory was cleared factory default source names will be displayed.
38. Remove the Kalypso Software CD from the drive and store it in a safe place.

### **Restore Kalypso Configuration Files**

39. Restore your backup files in the following order:
  - a. Reload your backup Eng Setup file and make sure it is correct by, for example, checking that the proper source names appear in the Eng Setups Sources menu. Older settings should be the same as before. Settings for new features will be set to defaults.
  - b. Load a Suite Profile, and check that the Suite Preferences settings are correct.
  - c. Load a User Profile and check that the User Preferences settings (Button Mapping for example) are correct.
40. If there are any problems with any of the restored files, they may have become corrupted and need to be deleted and rebuilt. If a problem file locks the system, you may need to drain NV Memory again to restore system operation, but you will know what file is responsible. Contact Grass Valley Customer Service if you need troubleshooting assistance.

### **Confirm System Operation**

41. Check that all the installed M/Es and Transform Engines are operational. Select different crosspoints on the M/Es and fly a key with the Transform Engine. If an M/E or Transform Engine is not operational, its flash memory update might not have succeeded. See [Software Installation Troubleshooting on page 40](#).
42. Check that any software enabled options operate correctly, Existing authorization codes should work with the new software, but there are potential backward compatibility issues with these codes (see [page 38](#)).

43. Reload the E-MEM files and check that the effects run properly. Older effects should work with the new software. If there are differences, however, you will need to edit or rebuild the effect with the new software version.
44. Reload the Macros and check that they operate correctly.
45. Load some Still Store images and confirm they display correctly.

## Backup New Configuration and Effects Files

46. When you are satisfied with the new configuration, save the new configuration file and effects to a new Zip disk.

**CAUTION** Do not overwrite the files previously saved from the old software. Newer software files do not work with older software.

47. Label the disk with the version and date and store it in a safe place.
48. Reactivate any virus protection on the Menu panel that may have been disabled at the start of this procedure.

## Single Suite Procedure Completed

The Kalypso system update for a single suite, single control surface Kalypso system is now complete. System time checks and hardware calibration should be done next.

If you have a multi-suite Kalypso system, additional steps are required (see [Software Installation on Multiple Control Surface Kalypso Systems on page 30](#)).

## Calibrate Main Panel Lever Arms and Joystick

The Main panel lever arms and joystick can be calibrated from the Main panel.

1. If necessary, press and hold down the **Unshift**, **Shift**, **Near Side**, and **Far Side** buttons on M/E 1 for five seconds to bring up the Top Menu on the PGM PST source name display. The source buttons labeled **IP Config**, **Disply Adj**, **Calibrate**, and **EXIT** will illuminate.
2. Press **Calibrate** to enter calibration mode. Lighted PGM PST Source buttons are labeled with all the lever arms and the joystick.
3. To calibrate a lever arm, press the labeled button of the desired lever. Calibration values display and a button labeled **Calibrate** flashes.

4. Press the flashing **Calibrate** button. Directions for the procedure are displayed. Move the lever to its lower limit, press a lighted button labeled **Press**, then move the lever to its upper limit, again pressing the button labeled **Press**. The values of each limit are displayed.
5. To calibrate the joystick, press the **Joystick** button. Calibration values are displayed and a button labeled **Calibrate** flashes.
6. Press the flashing **Calibrate** button. Directions for the procedure are displayed. Move the joystick up, down, left, right, clockwise, and counterclockwise. After all the direction limits have been reached, press the labeled **Press** button. Release the joystick to allow it to find its neutral position and press the labeled **Press** button.
7. Press **Exit** to exit the Top Menu. The Main panel automatically reboots and then returns to normal operation.

## Verify or Set Date and Time of Kalypso System Components

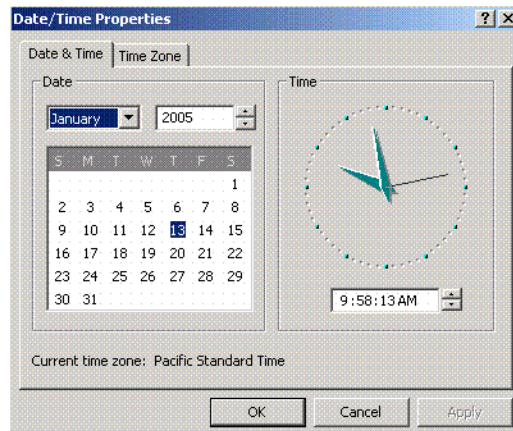
After software installation is complete and switcher operation has been verified, verify that your Kalypso system components are all set to the correct date and time. Incorrect date and time settings can interfere with the use of Temporary Authorization codes issued for enabling switcher options, and can make interpreting error log files difficult.

**Note** These procedures use a keyboard and mouse connected to the Menu panel.

### Verify or Set Menu Panel Date and Time

1. Minimize the Kalypso Menu panel application by selecting the **Home** button, then the **Minimize Menu** button in the Home menu to view the Windows 2000 desktop.
2. Under the Windows **Start** button, select **Settings/Control Panel/Date/Time**.
3. This will bring up the Date/Time Properties screen (Figure 13). In the Date & Time tab verify or set the correct time and date.

Figure 13. Verify or Set Windows 2000 Date and Time



4. Under the Time Zone tab, verify or set the correct time zone.
5. Select **OK** and close the window.

### Verify or Set Video Processor Date and Time

1. With the Kalypso Menu panel application minimized, open Windows Internet Explorer on the Menu panel.
2. Type the Video Processor's frame IP address on the web browser. This brings up the main Kalypso Frame Web Access screen (not shown).
3. Select the link on the left labeled **Frame Date and Time**.

4. In the Frame Date and Time screen (Figure 14), enter the current date and time to match that of the Menu panel

Figure 14. Video Frame Date and Time Screen

**Kalypso Web Access**

**Frame Date And Time**

[Software Versions](#)

[Frame Status](#)

[Frame Message Log](#)

[Frame Network Addresses](#)

[Frame Date and Time](#)

[Stillstore](#)

[RT Panel](#)

[Aux Panel](#)

**Date**

Day :  Range 1 to 31

Month :  Range 1 to 12

Year :

**Time**

Hour :  Range 0 to 23

Minute :  Range 0 to 59

Second :  Range 0 to 59

5. When finished, select the **Save New Settings** button.

### Verify or Set Still Store, RT Panel, and Aux Panel Date and Time

To verify or set the date and time on the remaining Kalypso system components, do the following:

1. With the Frame Web Access page displayed, select the **Stillstore**, **RT Panel**, or **Aux Panel** link.

**Note** Kalypso System Component Web Access screens for the Still Store, Main Panel, and Local Aux Panel may also be reached by entering the IP address of the device in the address line of the web browser.

2. Access the Date and Time page, change the settings for that component if necessary, and touch the **Save New Settings** button.
3. Repeat for each component.

## Software Installation on Multiple Control Surface Kalypso Systems

The Kalypso Resource Sharing feature permits coordinated operation of multiple control surfaces on the same Video Processor frame, using suites. The same version of software must be installed on all Kalypso system components. How this software is installed depends on the configuration of your facility. You will need to know the IP addresses of each component being updated.

**Note** A Kalypso Menu panel retains the last set of IP addresses used, and the components selected for update, and these settings are used by default the next time that Menu panel is used for a software update. Setting all the Menu panels with appropriate defaults can help ensure the software of all the components of a multi-suite Kalypso system are updated correctly.

### Guidelines

In general, the following software update guidelines apply:

- Each Menu panel (or PC running the Kalypso menu application) is updated locally, using the Kalypso Software CD inserted into that device's local drive.
- The components of each control surface are best updated using a Menu panel or PC operating in that control surface. If there is more than one Menu panel in a control surface, the EIC may wish to set the defaults of one panel for software updates of the control surface components, and set the defaults for the other panel to only update its own software.
- The Video Processor frame and Still Store option can be updated with a Menu panel in any control surface, but it is recommended this update occur once rather than be repeated with every component software update. The EIC may wish to assign one Menu panel (or a PC that has the Kalypso installer program installed) for updating the frame, and set the defaults so the frame is not installed from any other location.
- It is possible to update the software in the second suite while Kalypso Classic frame modules are updating their flash. However, the Frame should have completely rebooted and established communications with the other system components before you begin the second suite software installation. Frame communications can be confirmed by pressing an acquired M/Es source buttons and have the button tallies change accordingly. Though actual video will not change if the modules are removed, the tally changes indicate communication is present.
- When a Menu panel is used for a software update, it retains a backup version of the previously loaded software locally, permitting a return to that earlier software without need for the software CD. If multiple Menu panels are used for software update, there may be different backup versions of software resident on different Menu panels. Use care when backing down to earlier software versions, to avoid having different software versions running at the same time

## Update Procedure

1. Disable virus protection software on the additional Menu panel (if installed) and close any other running applications, including the Kalypso Menu application.
2. Verify IP addresses by selecting and Pinging the control panels of one surface only.
3. Perform the software update on that control surface's components, without selecting the Frame or Still Store.
4. Repeat for any additional control surfaces.
5. Confirm all the installed software versions are correct by going to the Status Versions menu (Figure 15).

Figure 15. Kalypso System Software Versions, Two Suites



**Note** Components with older software display the version and date in red.

## Machine Control Interface Installation and Configuration

Machine Control Interface software (formerly called OmniBus), used for external Profile VDR and VTR machine control via the Kalypso system Machine Control subpanel, is included on the Kalypso Software CD.

You need to decide whether installing Machine Control Support is appropriate.

- If you do not have the KAL-IF-PROFILE or KAL-IF-VTR options, Machine Control does not need to be installed. Your software installation is complete.
- If you updated your Machine Control (OmniBus) software when you installed Kalypso Release 10.2 or later software you do not have to update the software. The Machine Control software has not changed from that version.
- If you have installed Machine Control (OmniBus) software prior to Release 10.2, or plan to begin using the KAL-IF-PROFILE and/or KAL-IF-VTR options to control Profiles VDRs or VTRs you need to install Machine Control Support software.

Refer to the separate *Machine Control Interfaces Installation Manual* for specific information.

## File Transfer Tests and Installation Failure Notices

**Note** Notification messages are displayed if problems are detected during Kalypso software installation. Read any popup messages carefully.

The Kalypso system tests the FTP connection used during software installation. If a problem with the FTP connection is encountered, a popup notification is displayed and the installer program exits. The message may offer suggestions on what to do to continue with the installation. In earlier software versions, if an FTP failure occurred the installer automatically proceeded to the next software component without notification.

The installer now also performs a confidence check of copied file sizes. If a copied file size does not match, the system will retry the file copy up to two times. Repeated failures post a popup notification and the installer will exit.

See *Software Installation Troubleshooting* on page 40 for more information.

## Electronic Documentation

### Documentation for Release 11.1

A complete set of product documentation in .pdf format is included on the *Kalypso Documentation CD*. This electronic documentation can be viewed on screen, printed out, or installed onto a computer.



Kalypso 11.1 documentation is also available in .pdf format either directly from the Grass Valley downloads web page, or via a link on that page to the Grass Valley documentation web page. The documentation page can be accessed directly via [www.thomsongrassvalley.com/docs](http://www.thomsongrassvalley.com/docs).

**Note** Hardcopy versions of these manuals are available for purchase from Grass Valley Customer Service.

## Acrobat Reader

Adobe Acrobat Reader 3.0 or later is required to view the provided .pdf files. A version of Acrobat Reader plus Search that can be installed on Windows 98, ME, NT, 4.0, 2000, and XP computers is included on the documentation CD. The README\_PDF.txt file on the CD describes how to install Adobe Acrobat. This version of Adobe Acrobat supports the cross document Search feature. Information about this feature is included in the HowToSearchv2.pdf file included on the CD.

## .PDF File Names

The first part of the .pdf file name identifies the product. The software version is identified with a V and two or three numbers, though some files do not have a software version. The type of manual is identified (for example RN for Release Notes) followed by the last six numbers of that manual's part number.

## To Browse the Documentation on the CD

1. Insert the CD into the computer.
2. Open the Kalypso\_Documentation folder and double click on the desired file.

## To Install the Documentation on a Computer

1. Insert the CD into the computer.
2. Copy the entire Kalypso\_Documentation folder to your computer's hard disk.

Copying the entire folder includes the .pdf index file used for the Adobe Acrobat Reader cross documentation Search feature.

You can also copy individual files by selecting and copying only the ones you want. You will be able to use the find function to search these files individually but the cross document search feature will not work.

## Uninstalling Older Documentation

If you previously installed Kalypso documentation using a Release 7.6 or earlier CD, it should be uninstalled to avoid confusion that may result from the obsolete information. Earlier documentation installations created a Grass Valley Group location accessible from the Windows Start menu for that documentation.

To uninstall older documentation:

1. From the Windows desktop select **Start, Settings, Control Panel**.
2. Double click **Add/Remove Programs**.
3. Select **Kalypso Documentation**, click **Add/Remove** and then follow the instructions on the screen.

This will remove the older .pdf documentation files. The Kalypso Documentation location in the Start menu may remain, but it should be empty. The new documentation is accessed from the Kalypso\_Documentation directory on the CD or wherever you installed the .pdf files on your computer.

## Additional Kalypso System Update Information

### Kalypso System IP Addresses

The Kalypso Video Production Center is shipped with default IP addresses (Table 1). These default addresses can be used if the Kalypso system is operating on a dedicated network with no other devices present. Note that these addresses can be changed during installation, and so your system may not be using the defaults:

Table 1. Default IP Addresses

Device	IP Address
Video Processor frame	192.168.0.20 (Facility LAN)
	192.168.1.21 (Panel LAN, which exists on Kalypso Classic but is not used, and is not present on Kalypso HD/Duo)
	192.168.0.22 (Still Store)
Main panel (4-M/E and 2-M/E)	192.168.0.26
Main panel (1-M/E)	192.168.0.36
Menu panel	192.168.0.25
Additional Touch Screen Display	(undefined)

Table 1. Default IP Addresses

Device	IP Address
Local Aux panel	192.168.0.27
32 Crosspoint Remote Aux panels (when hard reset with the front panel buttons)	V0.0.2a SW: 192.168.0.250, Subnet Mask 255.0.0.0, Frame 192.168.0.251, Gateway 192.168.0.1
	V1.6.5 SW: 192.168.1.2, Subnet Mask 255.255.255.0, Frame 192.168.1.1, Gateway 192.168.1.1
All Subnet Masks (except Remote Aux panel)	255.255.255.0
All Gateways (except Remote Aux panel)	192.168.0.1

**Note** On Kalypso Classic systems, though the Panel LAN is not used the frame still requires a Panel LAN IP address that is different from the Facility LAN. The Panel LAN must also have the same subnet mask as the Video Processor frame or the Facility LAN will not work.

## Changing IP Addresses

**CAUTION** If other devices are present on the network (including a different Kalypso system) make sure every device has a unique IP address before it is connected to the network.

If you change the IP address of a Kalypso device, the IP address settings stored in the other devices must also be changed so they match. See the *Kalypso Installation and Service Manual* for specific procedures for changing IP addresses.

## Machine Control IP Addresses

If you install the machine control (Encore) database file to use the Profile interface (KAL-IF-PROFILE), a default Profile VDR IP address (192.168.0.10) and **Profile 1** name are configured automatically when the machine control software is loaded. The Profile VDR used with the Kalypso system needs to be configured with this default address. Otherwise, the OmniBus system configuration needs to be changed. OmniBus configuration procedures are outside the scope of this document, but information is available in the separate *Machine Control Interfaces Installation* manual included on the Kalypso documentation CD.

The VTR interface option (KAL-IF-VTR) also requires an IP address on its serial engine. Serial engines shipped from Grass Valley may be pre-configured with a default IP address of 192.168.0.15 (255.255.255.0 subnet mask) and named **VTR Control 1**, which will work on a Kalypso system using default IP addresses. Serial engines shipped direct may not be configured with a default address or name, however. These systems will need to be set by the installation engineer to an IP address that is compatible with the Kalypso and Encore system components. Refer to the separate *Machine Control Interfaces Installation* manual included on the Kalypso documentation CD for specific instructions.

## Kalypso Software Downloads

Kalypso system software is available from the Grass Valley website. You will need a PC with a high speed connection to the internet, an Unzip utility, and a CD burner to download these files for use with a Kalypso system.

1. Using a web browser, go to **www.thomsongrassvalley.com/downloads**, select **Switchers and Effects**, and then go to the desired software version.
2. Download the Kalypso 11.1 Software package using the same method as previous releases.
3. Unzip the downloaded archive, burn the entire downloaded package onto a CD, and label the CD with the software version.

## Backing Down to an Earlier Software Version

**WARNING** Kalypso 11.1 software requires an SBC1000 Frame Processor upgrade for optimum system performance. The SBC1000 is fully compatible with 7.2.1 and higher software versions. You must install compatible software BEFORE you install the SBC1000. Once installed, if you wish to back down to 7.1 or earlier software you will need to reinstall the earlier Frame processor before you load the older software. If the processor is not replaced beforehand, unrecoverable Kalypso system failure will occur, requiring hard disk or disk-on-chip hardware replacement.

**Note** A Kalypso HD system running v 10.1 or later software must be set to HD operation before a 9.1 or earlier software version can be installed using the Previous option, because earlier software did not support SD mode.

**Note** On Kalypso HD/Duo systems, authorization codes that enable 11.0 and later features cannot be used with earlier software versions. You will need to enter the authorization code for that earlier version of software to regain full system functionality (see [page 39](#)).

Once Kalypso Release 11.1 software has been installed, if you need to back down to earlier software use the Kalypso Install program loaded onto the system by the 11.1 software update. A shortcut to this program resides on the Kalypso Menu panel desktop.

### Using the 11.1 Desktop Kalypso Install Program

1. Exit the currently running Kalypso Menu.
2. Double touch the **Kalypso Install** shortcut icon on the desktop.
3. Select **Reinstall previous version of software** and touch **Next >**.

**CAUTION** Be sure the older version of software selected is compatible with your Kalypso system hardware configuration.

4. Choose all the components that exist in your system, run **Ping** to ensure communications, then select **Start Update**.
5. Follow the rest of the standard installation procedure. The previously loaded version of software will be installed.

## Kernel Update Process

Software kernel versions are checked first during the Kalypso software installation process. Kernels reside on the following devices:

- Video Processor frame Control Processor hard drive
- Still Store option hard drive
- Local Aux panel DOC (Disk on Chip)
- Main panel DOC or hard drive

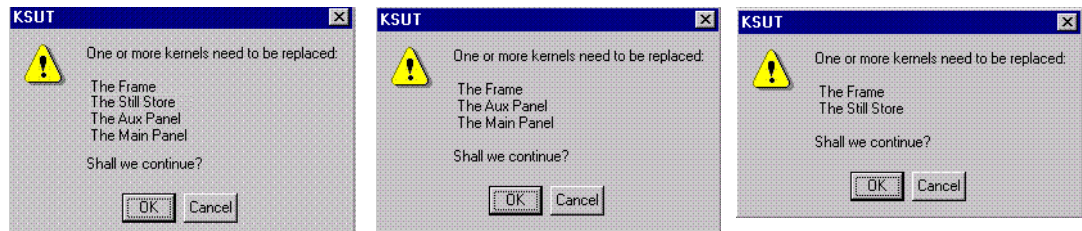
Depending on the devices involved and the versions discovered, different kernel update messages will be posted. In general, a message identifying the older kernels detected is displayed asking if you wish to continue. Continuing downloads kernel code to the device(s), and then another message is posted identifying the number of resets required to complete the kernel update for a particular device. When this is done, the reset message for the next device (if any) is displayed.

**Note** You need to carefully read the all menus and respond to each kernel update message in turn to completely update the system.

### To Update Kernel Software:

1. Examples of messages identifying older kernels are shown in (Figure 16).

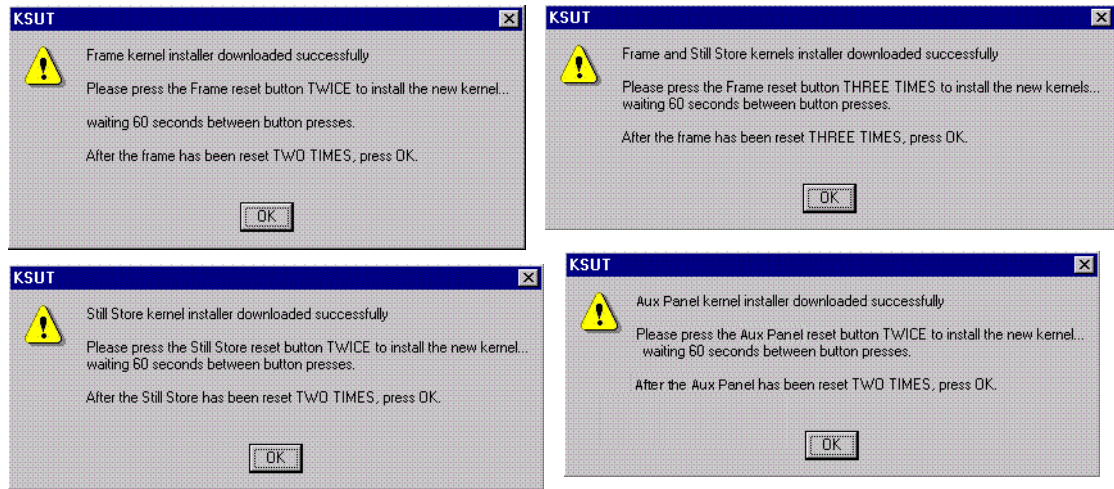
Figure 16. Older Kernel Detected Messages



2. Touch **OK** to download the kernel(s) to the device(s).

- Examples of messages identifying the number of resets required are shown in Figure 17.

Figure 17. Kernel Update Reset Messages



- Reset that device the number of times indicated, being sure to wait the specified time (60 seconds) between resets (see the *Kalypso Installation and Service Manual* for specific reset instructions). When done touch **OK**.

**Note** Typically each device needs to be reset twice, with a one minute wait between resets. However, if the Still Store option is installed the Frame needs to be reset three times.

- Read each subsequent message and follow the reset procedure stated for every device that was updated with the new kernel.
- After the kernels are updated the installer returns to the Kalypso System Components menu. At this point only kernel software has been installed, so you need to continue the process to install the actual Kalypso software.

## Software Authorization

New Kalypso systems ship with all purchased options already enabled, so authorization by the user is not required on these systems.

Customers who have purchased options should have received an authorization code for those options. This code needs to be entered on the specific Kalypso system for which the code was generated in order to enable the options.

- Authorizations can be checked by touching **Eng Setup, Install Options**.
- To enter a new authorization code, touch the New Authorization data field and type in the number using the popup keypad.

**Note** You must login as the EIC before you can enter an authorization code.

3. After you have entered the authorization code, confirm that the options operate. In particular, check that the correct number of Chroma Keys are enabled. Contact Grass Valley Customer Service if you have any problems with your authorization code.

## **Authorization Code Compatibility**

Authorization codes used with earlier Kalypso software versions should work with later software releases. These authorization codes, after being used on a newer release, should also continue work if the Kalypso system software is backed down to an earlier version. However, for Kalypso HD/Duo systems, the format of authorization codes has been changed to support Kalypso 11.0 features. If you install an 11.0 software option (for example, Advanced TE Effects) on a Kalypso HD/Duo system, that authorization code will not work if you back that system down to an earlier software version. In some cases this can severely affect Kalypso system operation. For example, a valid authorization code for a Kalypso HD system is required for HD operation, even though it is a standard feature. For this reason, it is important that Kalypso HD/Duo customers save the authorization code for Kalypso versions earlier than 11.0 should you later decide to load an earlier software version onto that system.

4. Reinsert the Control Processor module and power up the frame.

## **Kalypso Menu Uninstall From PC**

You can uninstall a Kalypso Menu application that has been loaded onto a PC with the Windows Add Remove Programs utility. Choosing **Automatic** when prompted will remove the Kalypso Menu application. If multiple versions of the Kalypso menu were installed a Rollback screen will appear. Choose the default **No** setting to remove the Kalypso Menu application.

If you wish to remove all the files associated with the Kalypso Menu application (including any backup files) you can also delete the Kalypso Menu folder located in C:/ProgramFiles.

## **Kalypso Installer Uninstall From PC**

The Kalypso Installer program is automatically installed on the C: drive of that computer when the **Kalypso Application Software** selection is chosen during installation. This does not occur when the **Menu on PC** selection is chosen. The Kalypso installer program cannot be removed with the Windows Add Remove Programs utility.

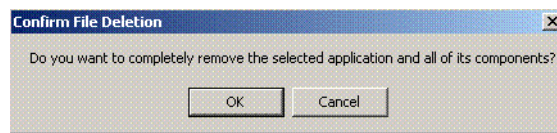
To remove the Kalypso Installer program from the computer:

1. Insert the Kalypso software CD, which will autorun and show the licensing agreement. After agreeing to the terms the Kalypso Installer Selection screen will be displayed.
2. Choose **Cancel** and **Exit Setup** to exit the Kalypso Installer program.
3. With the CD still in the drive, run the Setup.EXE uninstaller program located at:

[CD Drive]:/MenuPanel/Install Uninstall/Setup.EXE.

The prompt message shown in [Figure 18](#) will be displayed.

Figure 18. Kalypso Installation Program Uninstall Prompt



4. Select **OK**. The Kalypso installer program and its desktop shortcut will be removed.

## Kalypso Backup Components Uninstall From PC

When the **Kalypso Application Software** selection is chosen during installation, an Install folder containing several sets of backup folders is created on that computer's C: drive. These folders hold the current and previous versions of Kalypso software. Uninstalling the Kalypso Menu application and/or the Kalypso Installer programs will not automatically remove these other folders and files, which can occupy 75 MB or more of disk space.

**CAUTION** Do not delete the Install folder from an actual Kalypso Menu panel used with a Kalypso system, as this will make it impossible to re-install the current or previous versions of software without the Kalypso Software CD.

To completely remove all Kalypso files from a PC, after uninstalling the Kalypso Menu and the Kalypso Installer delete the C:/Install folder.

## Software Installation Troubleshooting

The installation process consists of four major steps. A failure in one of these steps must be corrected before installation can continue.



When installing from CD, the installer first copies the necessary files to a directory on the hard drive where the installation is performed. These copies allow reinstallation or backing down to the previous version without the installation CD. Failure to copy files could be due to a CD read failure or a file system problem on the menu/PC running the install.

- Try cleaning the CD and attempting install again.
- Try running checkdisk on the CD. If errors are found, return the CD or contact Customer Service for a new copy
- Try removing c:\Install\...\NEW folders and their contents and attempt install again
- Ensure that the C: drive is not full.
- Try running checkdisk on the hard drive

Next, the installer uses FTP to transfer files to the frame, still store and all panels. The installer transfers files to those IP addresses listed and enabled. FTP failures could be due to excessive network traffic or intermittent network connections, or due to file system problems on the destination. These file transfers replace the executables and FPGA images for the video hardware on the component's hard drive or disk on chip. The new files are used during the next boot up.

- If the transfer fails an executable may be deleted. Rebooting the component could render it nonoperational. Boot position 0 and 1 run different applications, so even in the event of an FTP failure, one of the executables should be intact.
- If the FTP transfer fails, try running the installation process again BEFORE rebooting the components.
- If it becomes necessary to reboot a component after an FTP failure and the component is nonresponsive after the reboot, try booting in boot position 1. This should allow installation to continue.

**Note** The Kalypso Still Store cannot have its software updated in frame boot position 1 or 2. If a Kalypso HD/Duo frame software update is required in either of these boot positions, uncheck the Still Store box, update the frame software, reboot the frame in position 0, run the installer, check only the Still Store box, and then install its software (the "install current" option can be used to save time). This does not apply to Kalypso Classic systems.

- In either boot position 0 or 1, FTP can be used to inspect the file system of the component.
- If the file system appears to be full, FTP can be used to remove log files, etc. Contact Customer Service before/while performing this cleanup operation to avoid deleting critical files.

After all files have been FTPed to the components, the components are reset. New executables and FPGA files are used during this boot operation.

A special process is used if an operating system Kernel needs to be replaced. The kernel needs to reside as the first entry in the hard disk/disk on chip directory so the file can't be installed reliably using FTP. Instead, the normal executable is replaced with a Kernel installer. A frame reset executes this kernel installer which manipulates the hard drive/disk on chip in such a way that the new kernel file is in the proper directory location. Depending on the work that needs to be performed, it may be necessary to reset the component additional times during this process. After the kernel has been replaced, the new application is FTPed to the component. A failure during the kernel replacement process could result in a non operational component requiring hard drive or disk on chip replacement. It is essential that the instructions are followed closely. There is no indication of progress during this procedure. Carefully measure the wait times between resets to insure each step completes before proceeding.

FPGA files are used in two different ways. For most modules, FPGA images are transferred to the modules during system boot. For Classic M/E and TE boards however, FPGA images are stored in flash on the module themselves. A processor on these modules transfers the image from flash to FPGAs when the board is reset. The frame processor tests a version code on each M/E and TE module at boot time and updates the flash if the version doesn't match what's expected. Flash during boot occurs before the system has fully initialized and holds off panel comms. The system also checks M/E and TE frame slots periodically for newly inserted modules and attempts to update them on the fly. Since flash updates are time consuming, some customers prefer to reboot the frame with modules unseated and allow the frame to initialize and establish panel comms, then insert M/E and TE modules so the "on the fly" update can proceed in the background.

Flash failures are rare unless the process is interrupted. If a failure does occur, a message is written to the frame log, but the board version is updated any way. This prevents the system from getting stuck at boot time should a flash memory part fail permanently. A manual process to force reflashing the M/E or TE board is provided in the separate *Kalypso Classic Installation and Service Manual*.

M/E status LEDs indicate flash update progress, boot progress and normal operation. A red LED lights to indicate module boot/FPGA load or FPGA flashing. The green LEDs count up or down during these processes. If all goes well, the red LEDs will go out and the bottom most green LED will glow dimly indicating the module's processor is operating normally. The next green LED up displays a frame comms heartbeat. If this LED does not blink the frame is not communicating with the M/E but it is otherwise healthy.

**Note** On Kalypso Classic systems, newly discovered M/E modules do not receive a heartbeat if any module is reflashing. Wait until all modules have reflashed before checking for heartbeats, unseating modules or resetting the frame. If a module is unseated during flash update, it may be necessary to manually force a flash update.

- If the module is functional but does not receive a heartbeat, reseal the board and/or reset the frame processor.
- If an FPGA fails to load on boot or a flash fails to program properly, one of the red LEDs will remain lit and the green LEDs will stop counting. The LED pattern provides an indication of which specific part failed to load/program. What's important to a customer is that the M/E has a hard failure and must be replaced.

The menu application is updated using a standard windows install process. This process must run on the processor hosting the menu application. No FTP is used in this process. The application is installed directly from the hard drive of that processor.

**Note** From time to time, the installer application itself is updated. While a copy of the installer is placed on the hard drive it may not be compatible with the new software being installed. Always run the installer from the CD when installing new software.

When the frame boots, previous configuration (eng setups, suite prefs, user prefs) and effects are loaded from nonvolatile storage (from the frame's hard drive). If the frame fails to boot after a software update, there is a slight possibility that a corrupted file exists in NV storage. Clearing NV storage can allow the system to boot, then files can be loaded individually from backups one at a time to identify where the corruption exists. If the frame crash was due to corrupt NV files, loading the file manually will probably crash the frame. Reset the frame and rebuild the file from scratch or from a previous version that does load properly.

