K2 Avid Plug-in

K2 & PROFILE XP AVID PLUG-IN DATA HANDLER MODULE SOFTWARE

Installation and User Guide and Release Notes

071-8551-02

2010-05-17

SOFTWARE release 7.0.0.99

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Revision Status

Revision Number	Date	Changes
1.0	February 2007	First release
1.1	July 2009	Updated to include K2 Summit
1.2	February 2010	Updated for K2 Summit v. 7.1
1.3	May 2010	Updated for K2 Summit v. 7.2

Table of Contents

Chapter 1 Product Description

Introducing Grass Valley DHM for K2 Media Client, K2 Summit Production Client and PVS1xxx

Grass Valley recommends that you read all the information in this document thoroughly before installing or using any new software release.

This document describes the steps required to successfully connect an Avid NewsCutter®, MediaComposer®, Avid Unity™ TransferManager or Avid Interplay system for the Windows® 2000 or Windows XP operating system and a Grass Valley video file server via a Fibre Channel switch or GigaBit Ethernet connection depending on the videoserver used.

The Avid NewsCutter® or MediaComposer® system initiates transfers to the video file server system through a local Avid TransferManager / Interplay Transfer Engine or in case of a shared Avid system it done using a dedicated Avid TransferManager / Interplay Transfer Engine. Send to Playback or Ingest are done using the Emulex IP over Fibre Channel connection for the PVS videoservers and Gigabit Ethernet for the K2 / Summit videoservers.
Transfers to and from PVS videoservers can also be via the UIM.
Both distributed and SAN based videoservers are supported by the Plug-in.

These installation instructions also provide information on making transfers between these two systems and list all known bugs and limitations associated with the software and hardware.

Supported compression formats

Compression format	PCM Audio	Media Client
DVCCAM	16 & 24 bit	PVS11xx, K2 & K2 Summit
DV25	16 & 24 bit	PVS11xx, K2 & K2 Summit
DV50	16 & 24 bit	PVS11xx, K2 & K2 Summit
DV100	16 & 24 bit	K2 Summit
D10/IMX 30Mbit	16 & 24 bit	PVS11xx & K2
D10/IMX 40Mbit	16 & 24 bit	PVS11xx & K2
D10/IMX 50Mbit	16 & 24 bit	PVS11xx & K2

Streaming Workgroup Overview

The Streaming workgroup is a concept that combines an Avid NewsCutter® or MediaComposer® with the Grass Valley video file server via Fibre Channel or Gigabit Ethernet connection.

These elements are tightly integrated in an environment that enhances speed and content quality in news editing and news production. The workgroup's Fibre Channel / Gigabit Ethernet and Ethernet connections encourage a streamlined workflow, from the ingest of raw material from the Grass Valley Videoserver to the Avid NewsCutter® or

MediaComposer®, to editing of the material on the Avid NewsCutter® or MediaComposer®, to playout of the finished story on the Grass Valley Videoserver.

Playout of finished material (called "playback") is initiated by the Avid Unity™ TransferManager or Avid Interplay system software installed on the Avid NewsCutter® or MediaComposer® (in standalone workgroups) or by the Avid Unity™ TransferManager or Avid Interplay system server (in Avid Unity™workgroups).

This document contains instructions on how to configure the Avid Unity™ TransferManager or Avid Interplay system software in both standalone and Avid Unity workgroups. In this document, the system running the Avid Unity™ TransferManager or Avid Interplay system software is referred to as the "TransferManager platform" for both types of workgroups.

The Avid NewsCutter® or MediaComposer® and the Grass Valley Videoserver store digital media in a format that is known on both systems. As a result, ingest of the material from the Grass Valley Videoserver to the Avid NewsCutter® or MediaComposer®is possible via a Fibre Channel / Gigabit Ethernet connection. When the material reaches the Avid NewsCutter® or MediaComposer®for editing, the Fibre Channel / Gigabit Ethernet network allows the material to be edited and transferred between Multiple Avid NewsCutter® or MediaComposer® systems. When the story is ready for broadcast, it is transferred to the Profile for playback via the Fibre Channel / Gigabit Ethernet connection and TransferManager software. In standalone mode, each edit and playback system maintains its own storage space, while in a workgroup configuration the editor's share from a single pool of storage space making a physical transfer of the material necessary.

To minimize on-air failures, an optional second Grass Valley Videoserver can be used to ensure that a backup playback system is available. The Avid NewsCutter® or MediaComposer® can make transfers using a dual-send configuration, sending media to both a primary and secondary Grass Valley Videoserver.

Avid Generic MXF FTP.

One special case of the TM-DHM is the Generic FTP solution. This is a DHM implementation created by Avid and available as an option to Interplay Transfer provides an interface to import media from, or export media to, any standard FTP server which supports media wrapped as MXF OP-1A. With the rapidly increasing usage of MXF-supporting applications and file-based workflows, the Generic FTP solution may well be of interest. One benefit of using this is the support for XDCAM HD.

Chapter 2 System requirements

K2 Media Client and K2 Summit Production Client system requirements

K2-AvidTM Plug-in version 7.0.0.99 is supported on the K2 Media Client & K2 Summit Production Client; both the standalone and SAN based systems are supported.

The K2-AvidTM Plug-in version 7.0.0.99 has been tested using the following:

Application	Version	Notes
Avid Transfer manager	2.9.21	
Avid Interplay Transfer Engine	1.6.2	Standalone Mode
Avid NewsCutter Adrenaline	7.5.9	
Avid MediaComposer	3.5.9	
K2 Media Client	3.2.74.1127 & 3.3.1122	
K2 Summit Production Client	7.2.7.1319	

Microsoft has developed a software update to deal with thread handles and of event handles in the Microsoft .NET Framework 2.0. This update needs to be installed on the K2 client. For more information, refer to Microsoft knowledge base 968760.

PVS system requirements

K2-AvidTM Plug-in version 7.0.0.99 is supported on the PVS series of videoservers, both Standalone and SAN systems are supported. The K2-AvidTM Plug-in version 7.0.0.99 has been tested using the following:

Application	Version	Notes
Avid Transfer manager	2.9.21	
Avid Interplay Transfer Engine	1.6.2	Standalone Mode
Avid NewsCutter Adrenaline	7.5.9	
Avid MediaComposer	3.5.9	
PVS11xx	5.4.9.1306	

PDR 200, 300 and 400 series are not supported.
There are currently no plans to qualify the DHM with the PDR 200,300 and 400.

Avid system requirements

The DHM has been tested using the following:

Application	Version	Notes
Avid Transfer manager	2.9.21	
Avid Interplay Transfer	1.6.2	Standalone Mode

Engine		
Avid NewsCutter Adrenaline	7.5	
Emulex LP9000 FC card	5.0.2195.6717	Used for FC transfers.

Chapter 3 hardware Installation

Setting up PVS fibre channel network for Avid connectivity

These instructions assume that a basic installation of the
Avid NewsCutter, MediaComposer, K2 or Profile system has been completed. If you
have not yet installed these systems, complete this first and then return to these
installation instructions.

For information on installing and configuring Fibre Channel and the PVS series of
videoservers, refer to the Avid document *profile.pdf.* This document is located on the
Avid installation CD.

Before proceeding, verify you can ping the PVS and establish an FTP connection to the
PVS from the device running the TransferManager or Avid Interplay.

Setting up the K2 system for Avid connectivity

The Avid NewsCutter, MediaComposer, TransferManager, Avid Interplay, or K2
installation is described in the following sections:

Before proceeding, verify you can ping the K2 Media Client, K2 Summit Production
Client and establish an FTP connection to the K2 Media Client, K2 Summit Production
Client or K2 Media Server from the device running the TransferManager or Avid
Interplay.

Chapter 4 Software Installation

Install overview

The installation is done in several steps and each step must be completed before you can stream media between Avid and K2.

Note: Uninstall all previous versions prior to any upgrade.

When you have completed the setup process, see Known Bugs and Limitations.

Uninstall previous installed version

1. Uninstall the Tserver on the K2 clients.

    o   Do not do the following steps if there is no Tserver installed.

    o   Do the following steps if you are upgrading from a previous release.

    a. Use the Windows Add/Remove Programs control panel and uninstall the Tserver.

    b. Make sure there in no trace of the previous installed Tserver on the K2 client. Use regedt32.exe to search HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ for "Tserver" or "Grass Valley TServer Interplay".

    c. Delete "Tserver" or "Grass Valley TServer Interplay" if this was not removed by the un-install.

    d. Check there is no tserversvc.exe in the C:\profile directory of the K2 client.

    e. Reboot the K2 client.

2. Make a backup of the DHM license. (See Archiving licenses)

    o   Do not do the following steps if there is no DHM installed.

    o   Do the following steps if you are upgrading from a previous release.

    a. Click the License Manager icon on the desktop.

    b. Locate the K2-DHM license and drag this to the desktop. Doing this creates a backup of the license file.

3. Uninstall the K2 DHM.

    o   Do not do the following step if there is no DHM installed.

    o   Do the following step if you are upgrading from a previous release.

a. On the device running the Avid transfer manager / Interplay engine, use the Windows Add/Remove Programs control panel to uninstall the DHM.

4. Uninstall the Profile software from Avid transfer manager Interplay engine.

   o Do not do the following step if there is no DHM installed.

   o Do the following step if you are upgrading from a previous release.

a. On the device running the Avid transfer manager / Interplay engine, use the Windows Add/Remove Programs control panel to uninstall the ProfileXP software.

5. Reboot the Avid transfer manager / Interplay engine device.

6. Uninstall the Grass Valley K2 Avid Ingest from the Avid Editor.

   o Do not do the following step if there is no Ingest software installed.

   o Do the following step if you are upgrading from a previous release.

a. On the device running the Avid Editor, use the Windows Add/Remove Programs control panel to uninstall the Ingest software.

7. Uninstall the Profile software from the Avid Editor.

   o Do not do the following steps if there was no Ingest software installed or the Profile software was removed as part of the DHM uninstall on a standalone Avid transfer manager / Interplay engine / editor system.

   o Do the following steps if you are upgrading from a previous release and this is an Editor connected to a shared Avid system.

a. Use the Windows Add/Remove Programs control panel to uninstall the ProfileXP software.

b. Reboot the Avid Editor device.

8. Repeat step 6 and 7 for each editor installed with the Grass Valley K2 Avid Ingest support software.

Installing TServerSvc on the K2 Media Client & K2 Summit Production Client

NOTE: The TServerSvc is always installed on the K2 client and must not be installed on the K2 Media Servers when configuring systems with external (shared) storage.

If TserverSvc was previously installed, uninstall it prior to installing the new version.

Prerequisite for Installing the TserverSvc on the K2 Summit Production Client

Before you can install software on the K2 Summit Production Client, disable the Write Protect utility.

1. Navigate to the Write File Utility and launch the application.
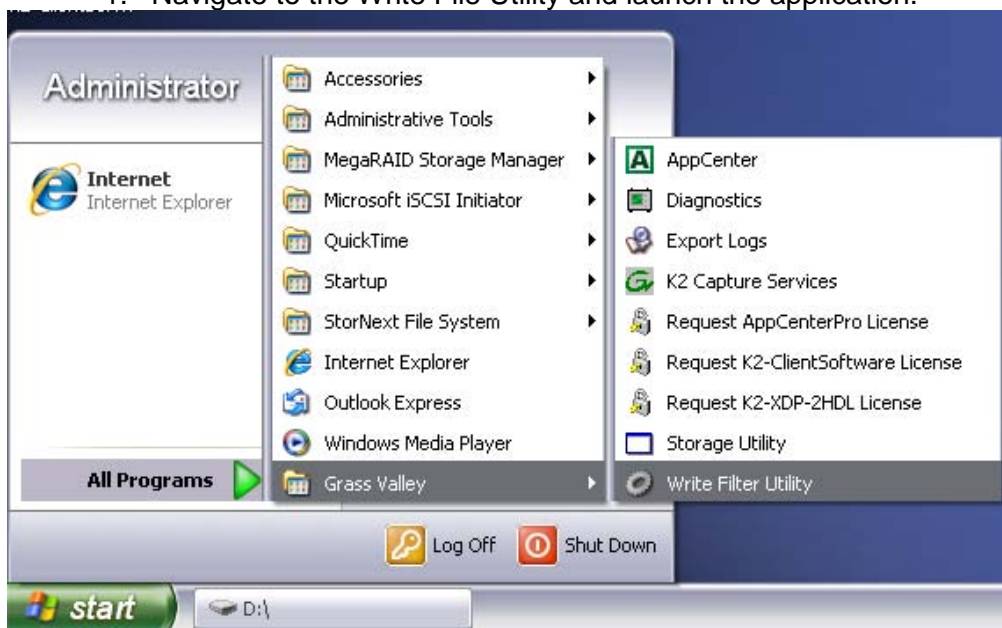
2. Under the Protected Volumes set this to Unprotected.
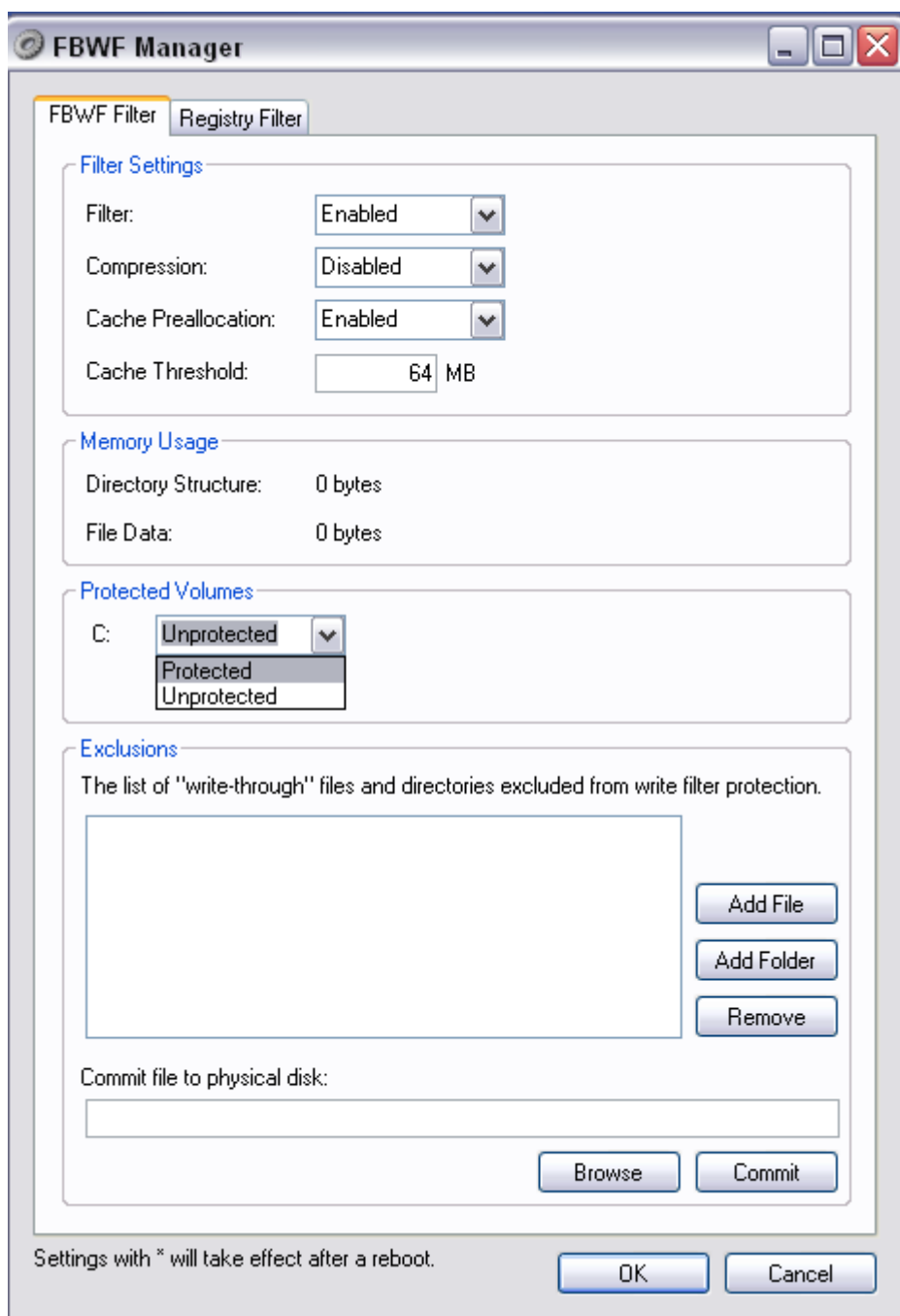
Reboot the K2 Summit Production Client and proceed with the TserverSvc installation.

1. Browse the K2DHM folder and access the folder \TServerInstaller\.

2. Double-click *Setup.exe*.
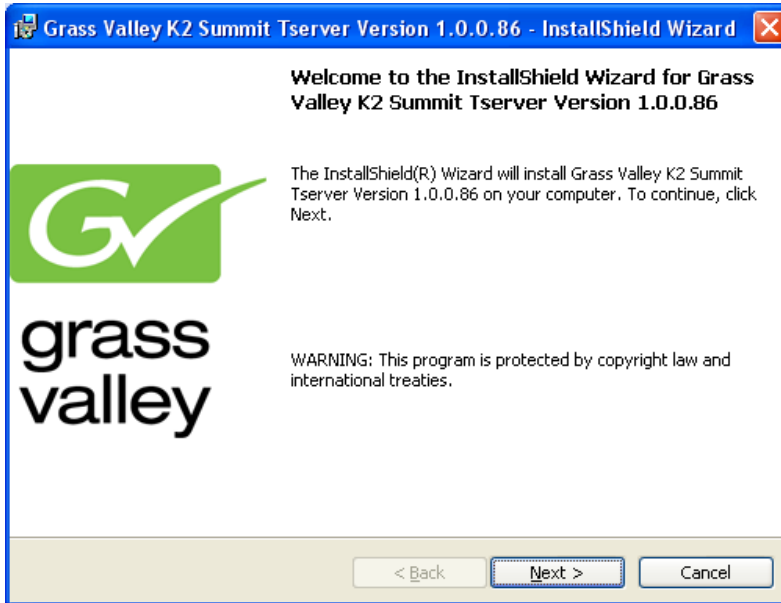
3. Click Next in the "Welcome to the InstallShield Wizard for Grass Valley K2 Summit Tserver Version 1.0.0.86" dialog box.

   Note: You might get the following message if the K2 client software has not yet been installed on the K2 client.
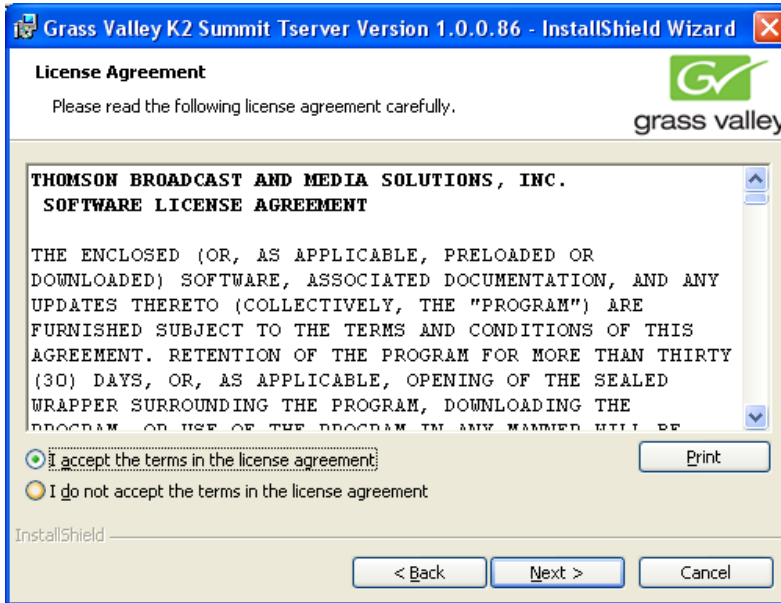
4. The License Agreement is displayed. Tick "I accept the terms in the License agreement," and click Next.

5. Determine the Avid version used, and click Next. Click Quit Installation if unsure what type to select.
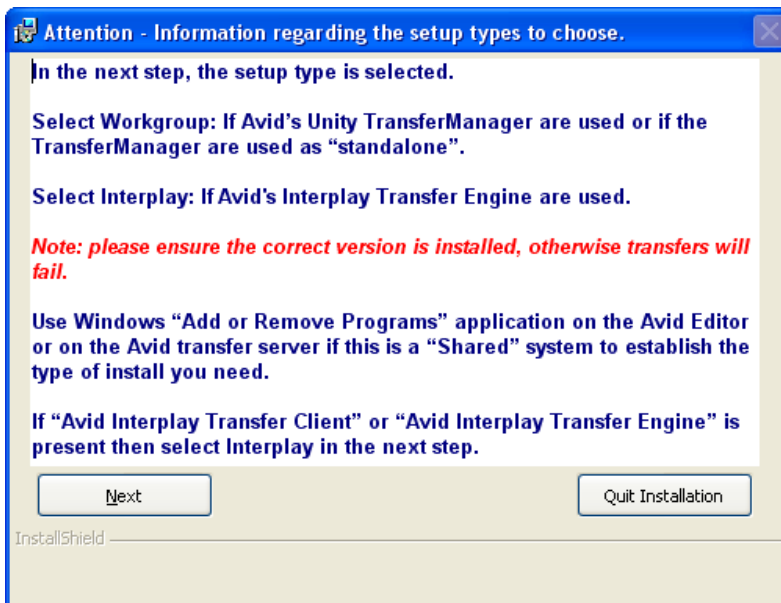
6. Select the required Avid support.
   Workgroup support is the default.

7. Click Next in the dialog box.
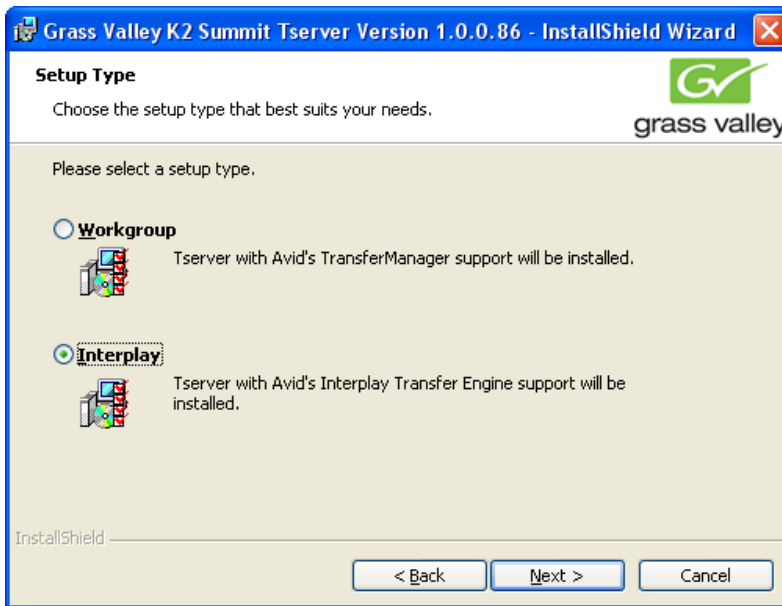
8. Click Install to start the installation.
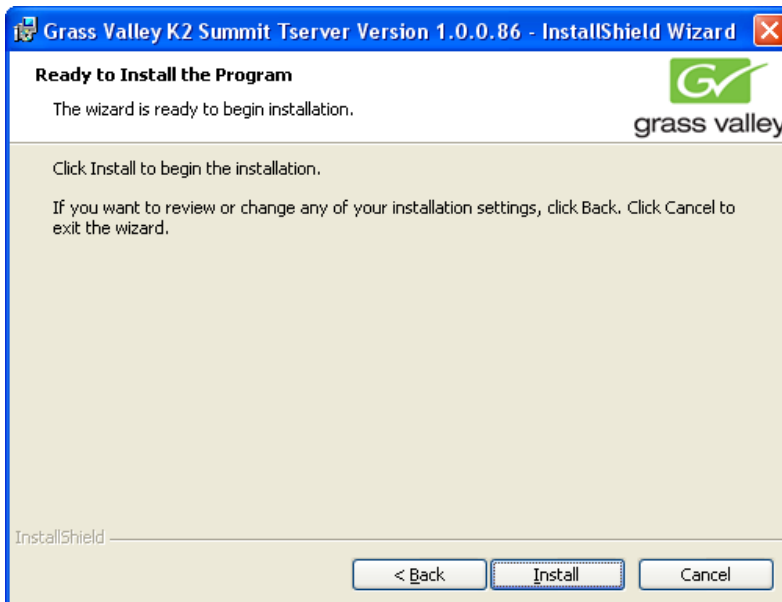
The status dialog box displays the progress of the installation.
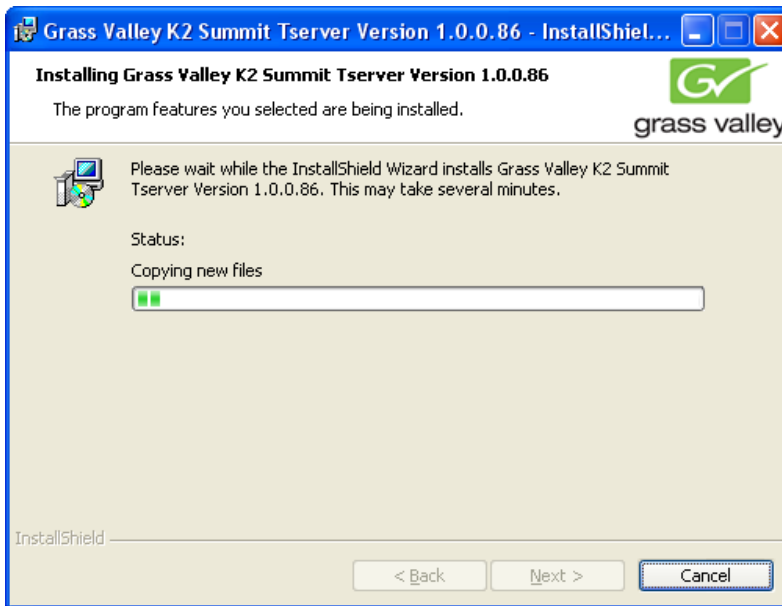
9. When installation completes, click Finish in the "InstallShield Wizard Completed" dialog box.
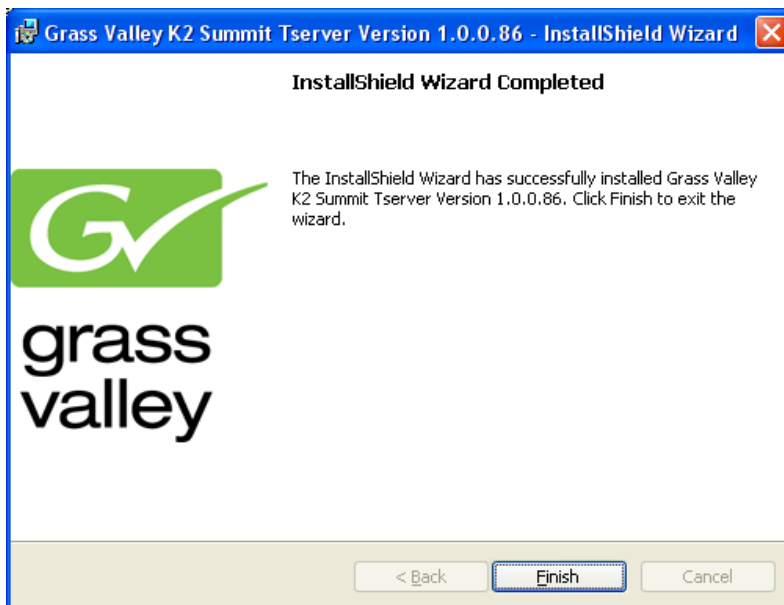
Verify TserverSvc is installed correctly

1. On the K2 client, open the Logviewer program (c:\profile\log.exe).
   Make sure no filters are selected.

2. Look for the following TServerSvc messages.

    o INFO: No master or slave IP alias for: DeviceHostName, mirroring not in use.

    o Waiting for request to be received from Avid Transfer manager.
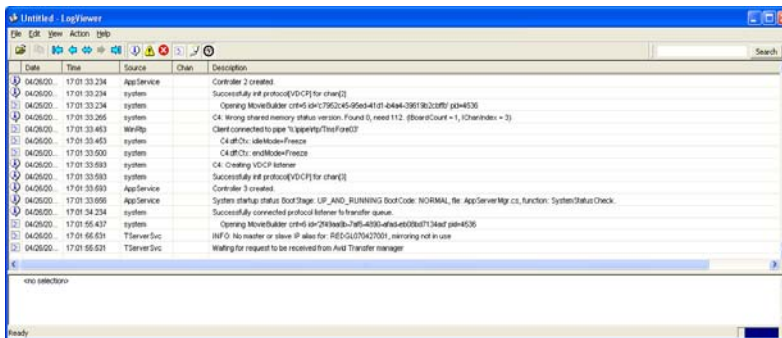
This indicates the service is installed and running.

Repeat the above steps for each K2 Media Client or K2 Summit Production Client.

Installing TServer on Profile PVS Clients

1. Install the Grass Valley PVS TServer Version 1.0.0.86 on the Profile XP clients.

    - Do not do the following steps if: K2-AvidTM is only used with a K2 client.

2. Browse the K2-AvidTM software folder and access the folder \PvsTserver\Disk1\.

3. Double-click *Setup.exe*.
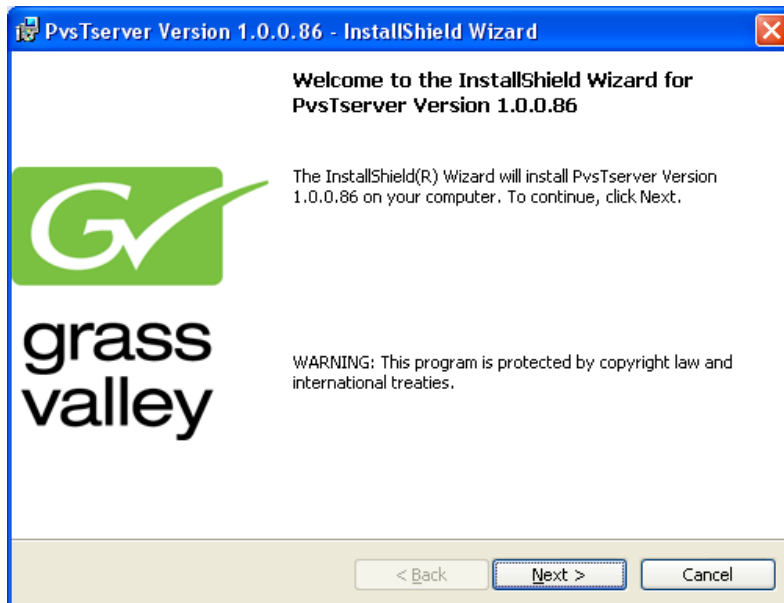
4. In the "Welcome to the InstallShield Wizard for Grass Valley PVSTserver Version 1.0.0.86" dialog box, click Next

    The License Agreement is displayed.
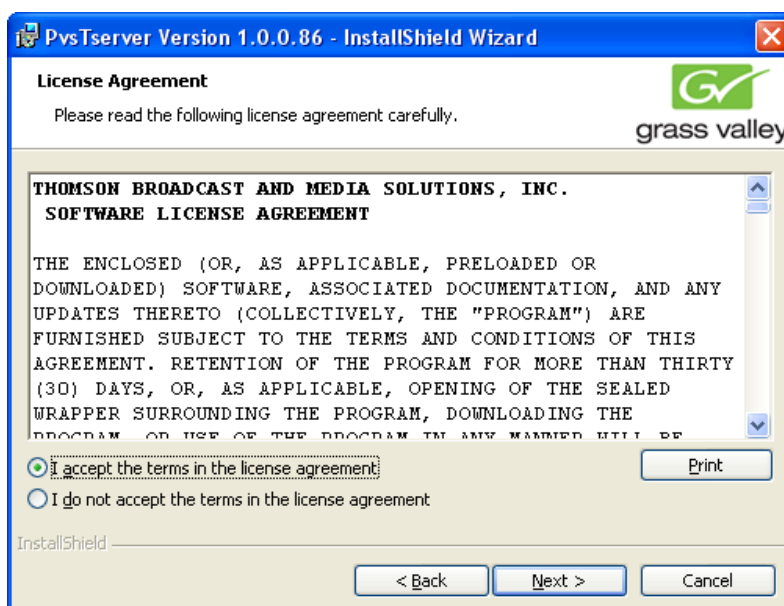
5. Tick "I accept the terms in the License agreement" and click Next.

6. Determine the Avid version used and click Next . Click Quit Installation if unsure what type to select.
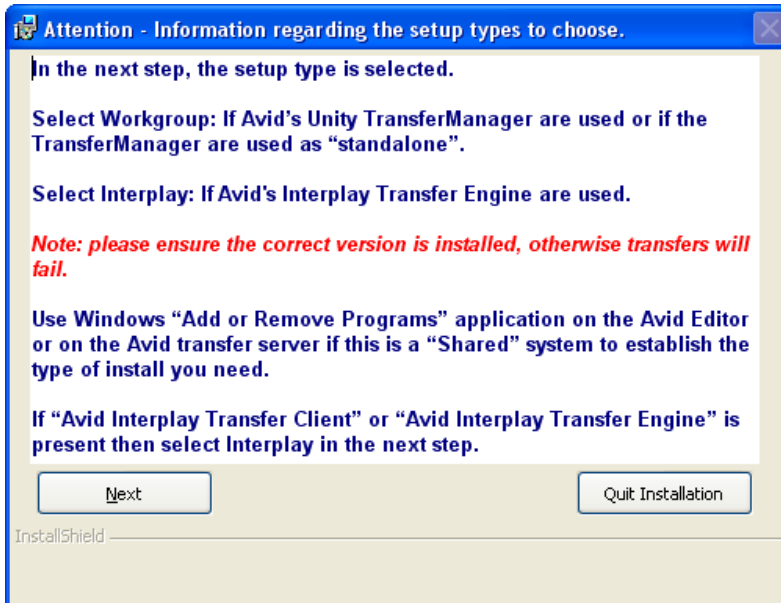
7. Tick the appropriate Setup Type and click Next.
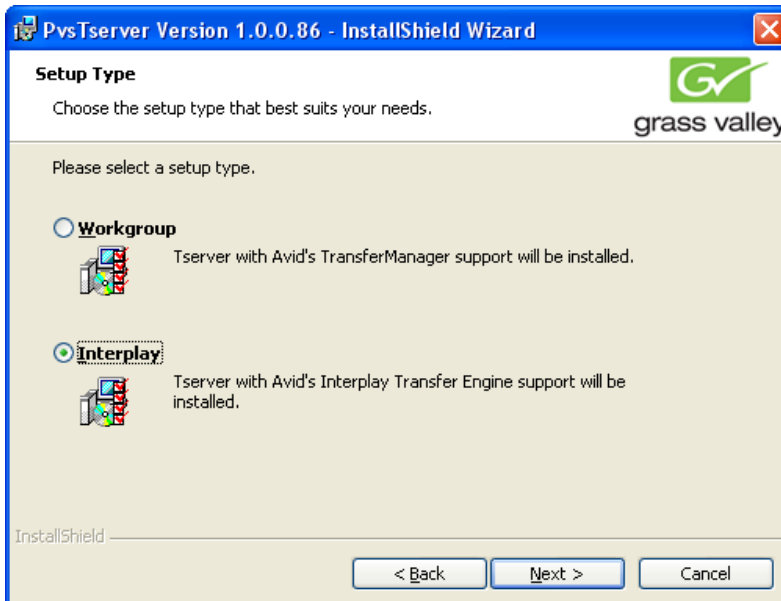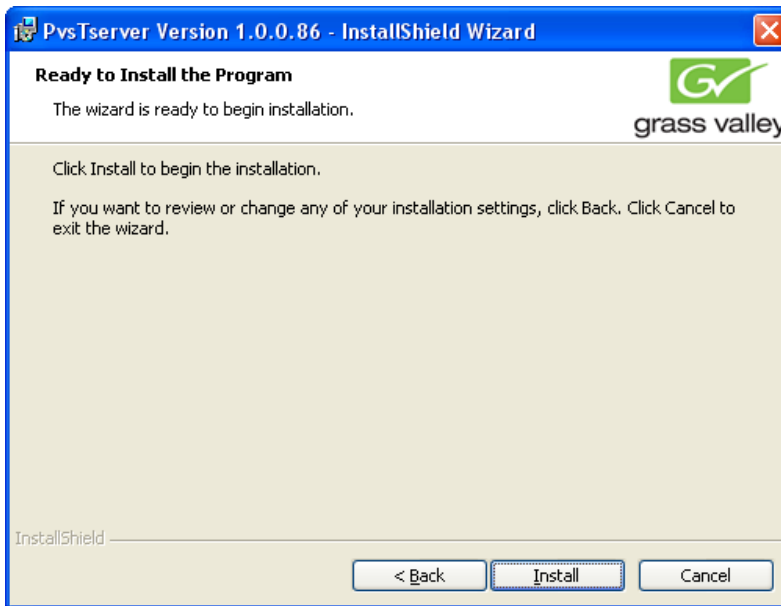
8. Click Install.

The status dialog displays the progress of the installation.
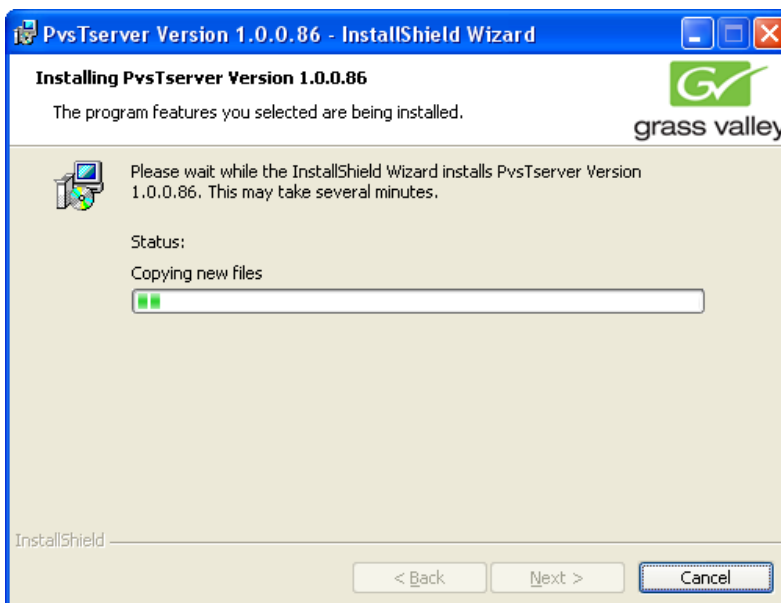
9. When the install is completed, click Finish.
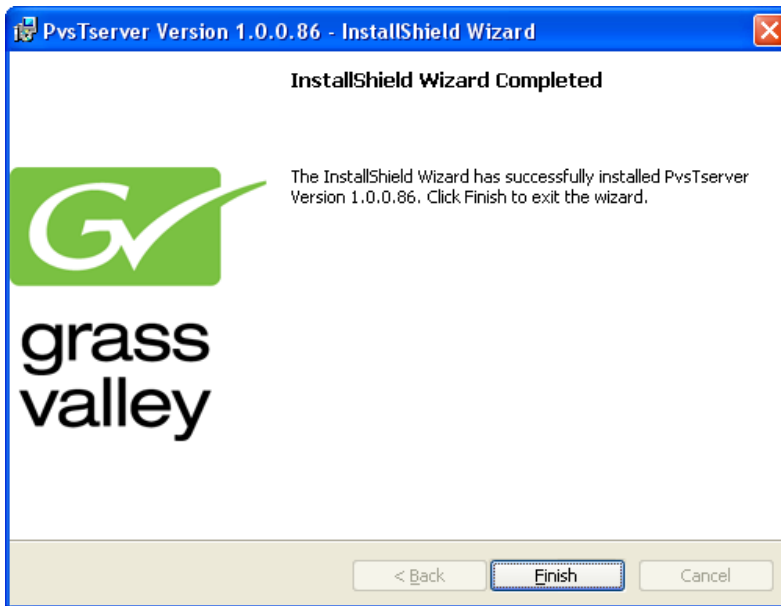
10. Repeat the above steps for each Profile XP.

   Note: The Tserver.exe is located in C:\profile\Tserverex and must be started manually.

Installing K2-AvidTM Software on Avid devices

Prerequisites:

A.   NewsCutter or MediaComposer software is installed on editor clients.

B.   Avid Unity TransferManager server or Avid Interplay server software is installed.

C.   Each editor client has TransferManager client or Avid Interplay client software installed.

Installing the K2AvidDHM software

1. Browse the K2-AvidTM software folder and access the folder \K2AvidDhm\Disk1\.
2. Double-click *Setup.exe*.
3. In the "License Required for this version of software" dialog box, click Next.
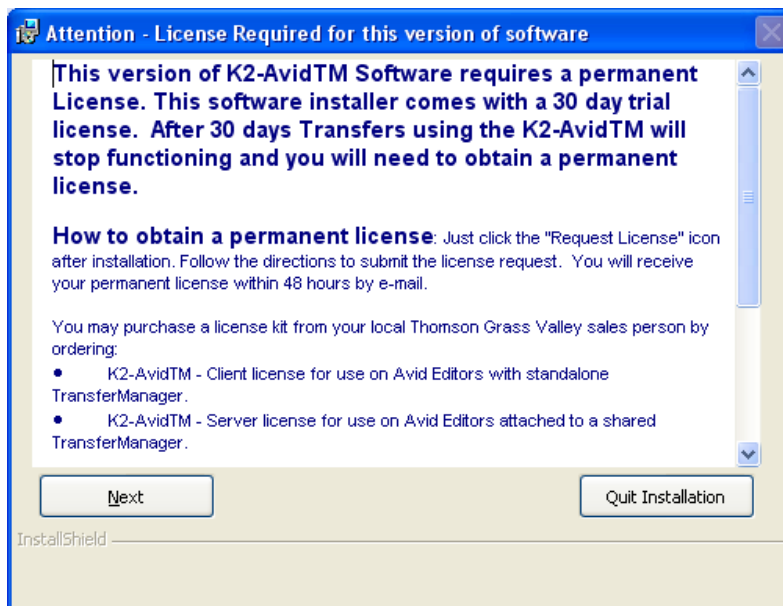
Note: you might get the following message if you are attempting to install on a device which do not have any Transfer Manager or Interplay Transfer engine installed.

Note: A message is displayed if both Transfer Manager and Interplay Transfer engine are installed.

4. In the "Welcome to the InstallShield Wizard for Grass Valley Avid DHM Support Version 1.0.0.86" dialog box, click Next.
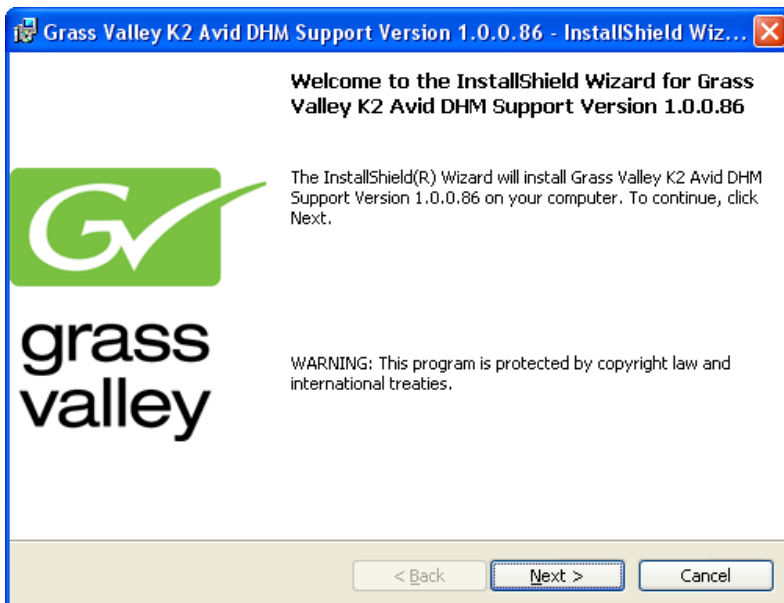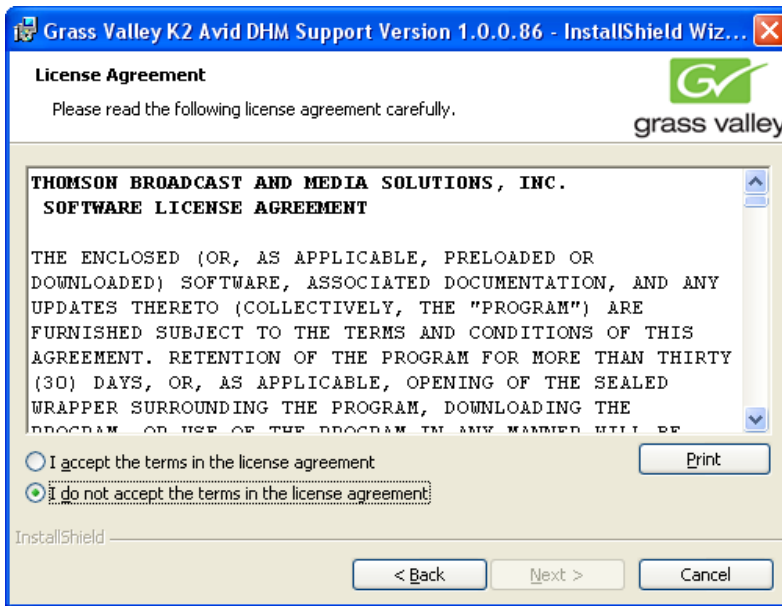
The License Agreement is displayed.

5. Tick "I accept the terms in the License agreement" and click Next.
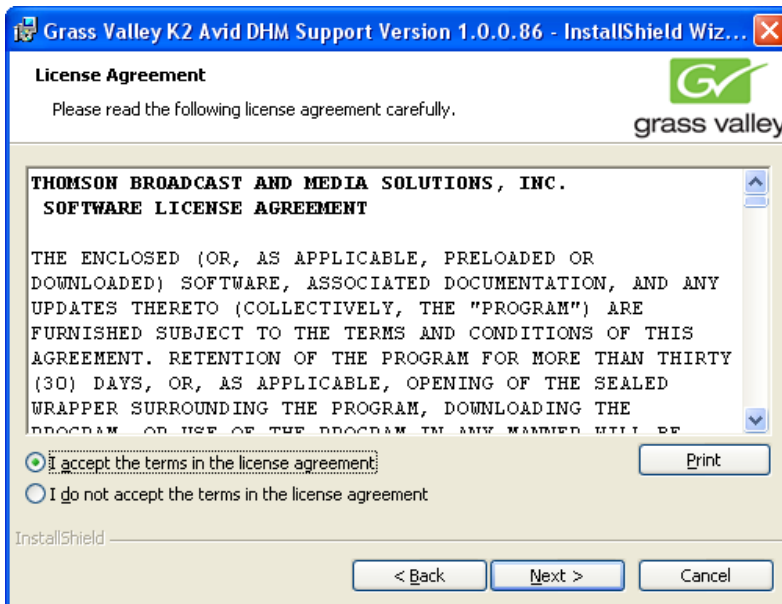
6. Determine the Avid version used and click Next. Click Quit Installation if unsure what type to select.
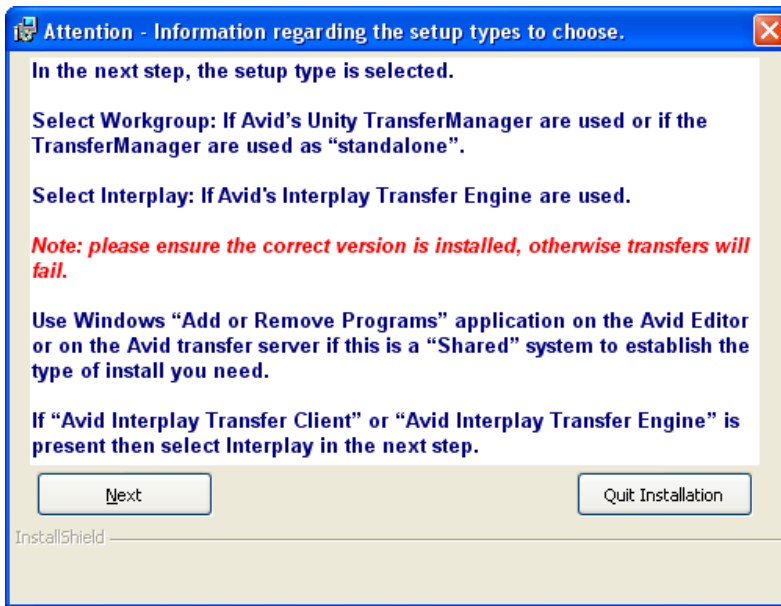
7. Tick the appropriate Setup Type and click Next.
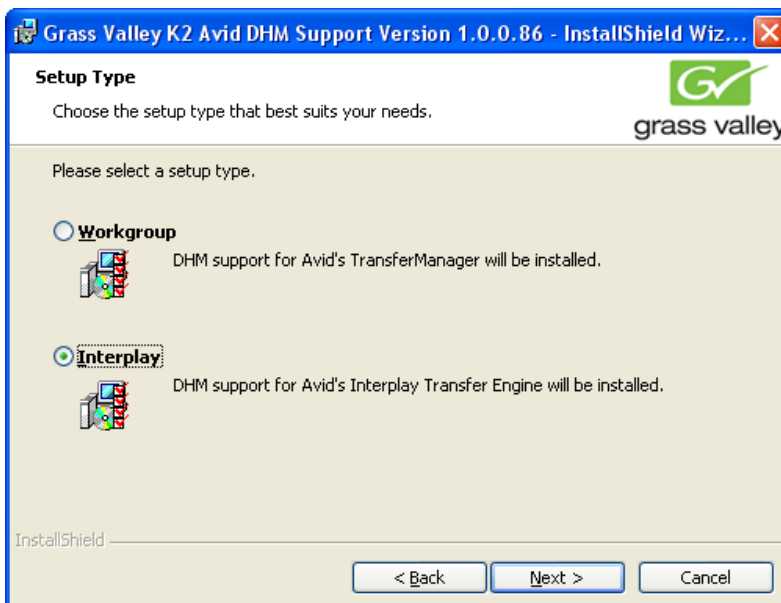
8. To begin the installation, click Install.
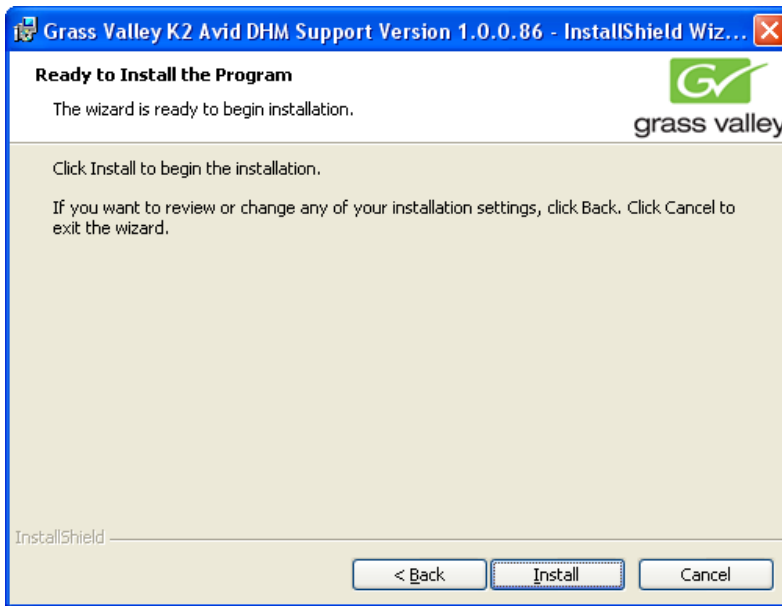
The status dialog box displays the progress of the installation.
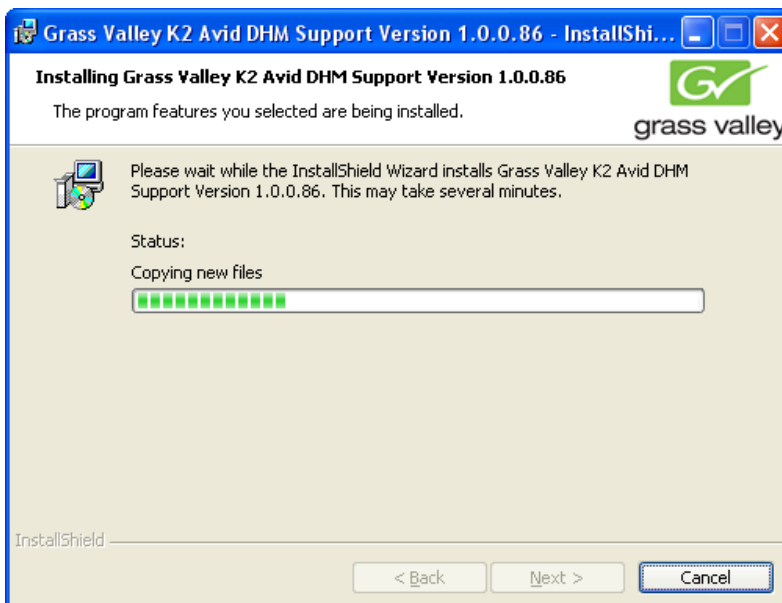
9. When the install is completed, click Finish.
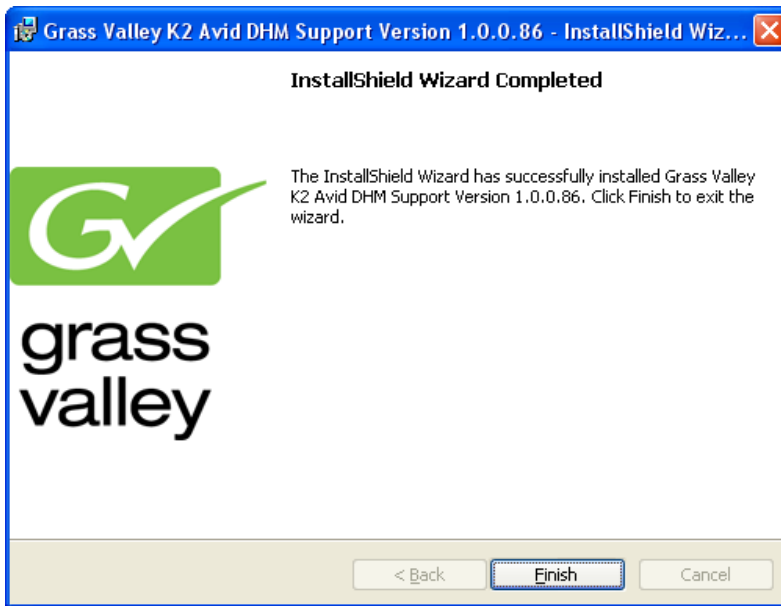
10. Reboot the Avid Transfer manager / Interplay engine device to complete the DHM installation.

Verify K2AvidDHM is installed correctly

1. Start the License Manager and verify licenses are installed.

2. On the Avid Transfer manager / Interplay engine device, double-click the License manager icon on the desktop.

    - Do the following step if: you are upgrading from a previous version and a permanent license was previously installed.

        a. Verify this is still present. Otherwise add the license which was backed up in previously and verify it's still valid.

    - Do the following step if: you do not have a permanent license.

    a. Check if a temporary license was installed during the setup. If not, you can add a temporary license which can be found in C:\Program Files\Thomson Grass Valley\SabreTooth\TemporaryLicense.txt.

Note: You need a permanent license to operate beyond the 30 day trial period. Details on how to obtain permanent license can be found under **Obtaining and maintaining licenses** on page 38.

Installing the K2AvidIngest software

Install the Grass Valley K2 Avid Ingest Support Version 1.0.0.86 on the Avid Editor.

1. Browse the K2-AvidTM software folder and access the folder \K2ingest\Disk1\.

2. Double-click *Setup.exe*.

   a. In the "Welcome to the InstallShield Wizard for Grass Valley K2 Avid Ingest Support Version 1.0.086" dialog box, click Next.

        You might get the following message if you are attempting to install on a device which does not have an Avid editor installed.

        You might get the following message if you are attempting to install on a device which has both AvidNewsCutter and Avid MediaComposer installed.

        If there are no TransferManager Clients or Avid Interplay Transfer Clients installed, you might see the following message.

The License Agreement is displayed.
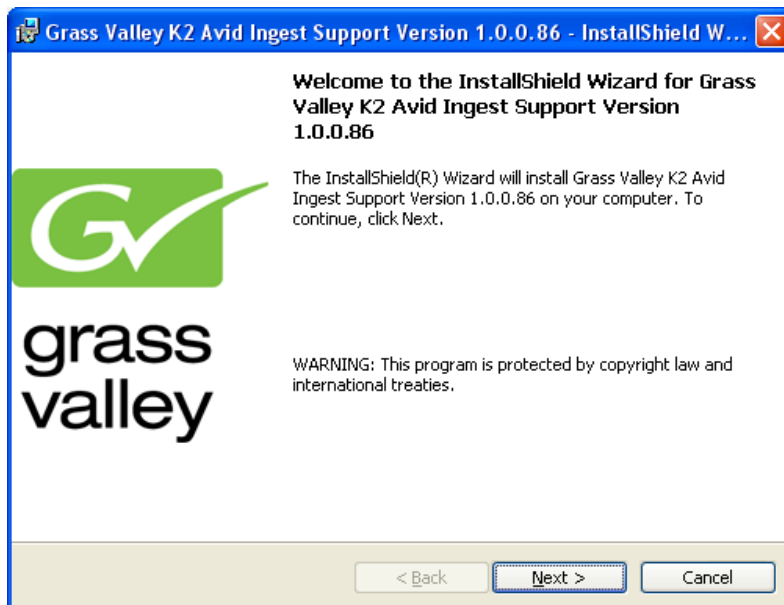
3. Tick "I accept the terms in the License agreement" and click Next.
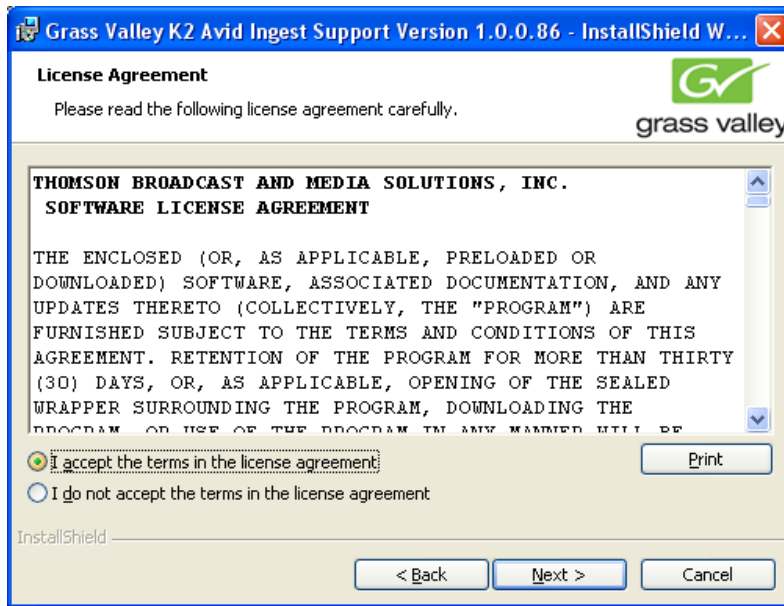
4. Determine the Avid version used and click Next. Click Quit Installation if unsure what type to select.
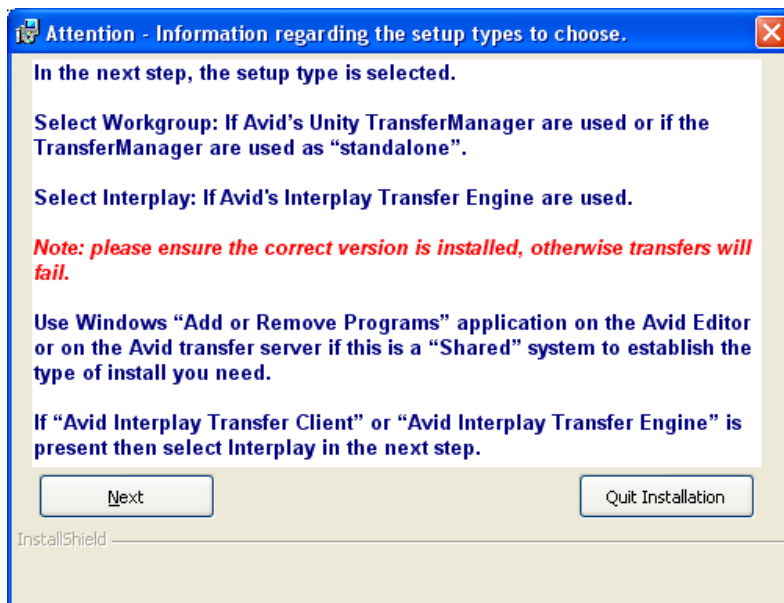

5. Tick the appropriate Setup Type, and click Next.
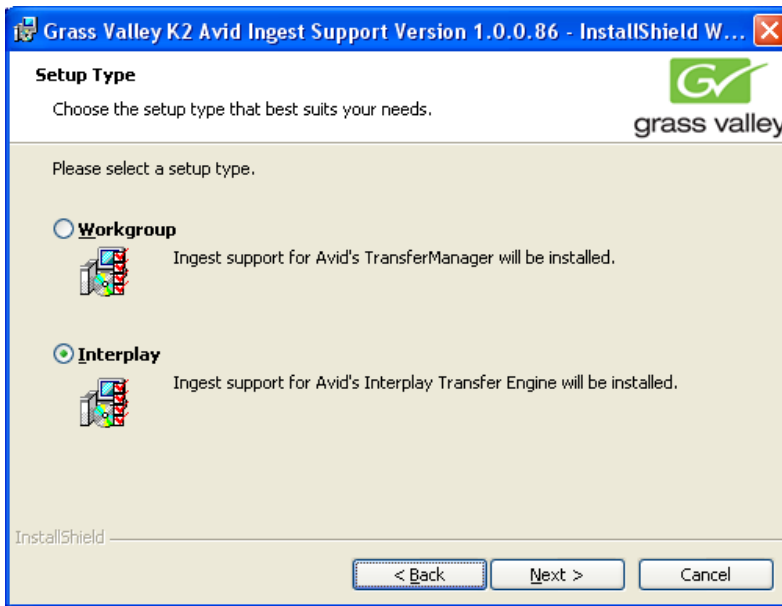
6. Locate the Avid editor executable.

The Install program attempts to locate the Avid editor executable and use the path found. The next dialog box displays the path found.
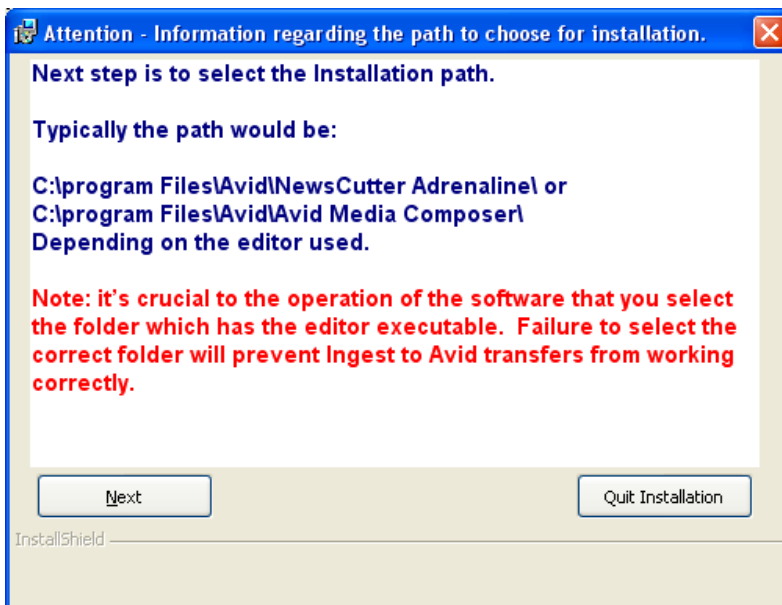
7. Verify the path, and click Next. Otherwise, click Change… and browse to the correct destination folder.
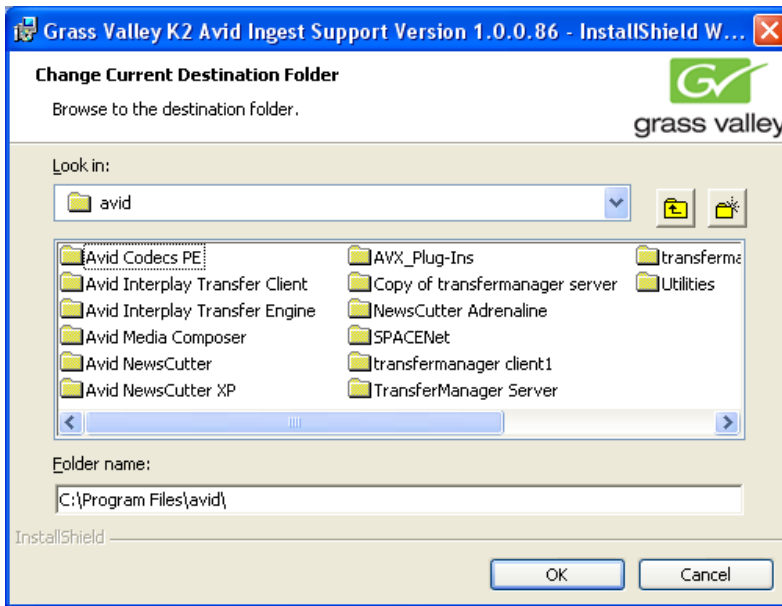
8. To begin the installation, click Install.
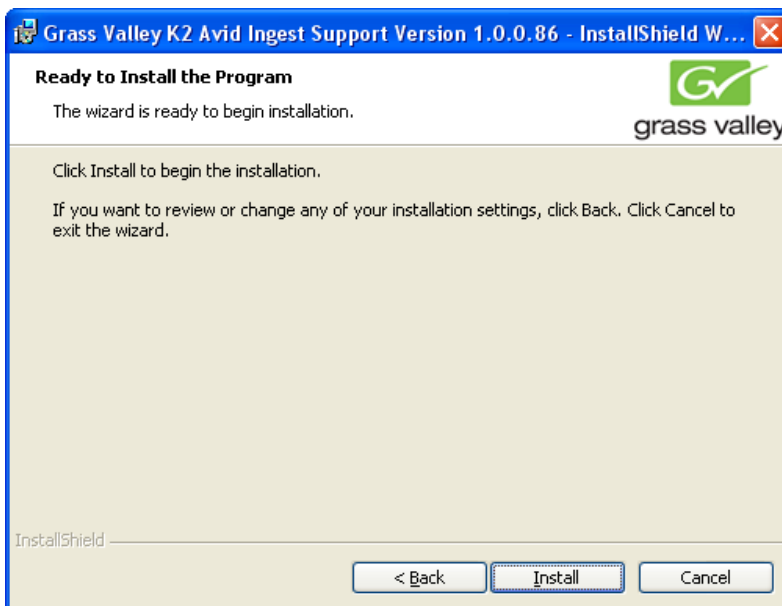
The status dialog box displays the progress of the installation.
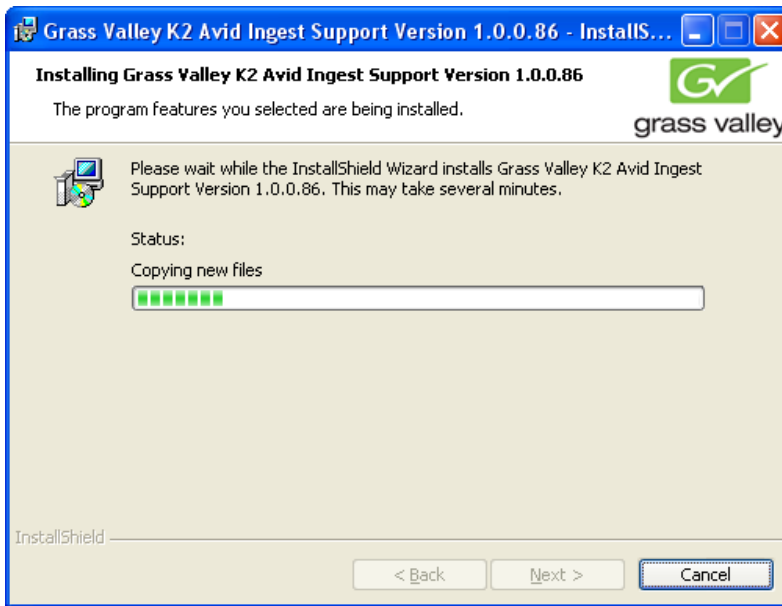
9. When the install is completed, click Finish.
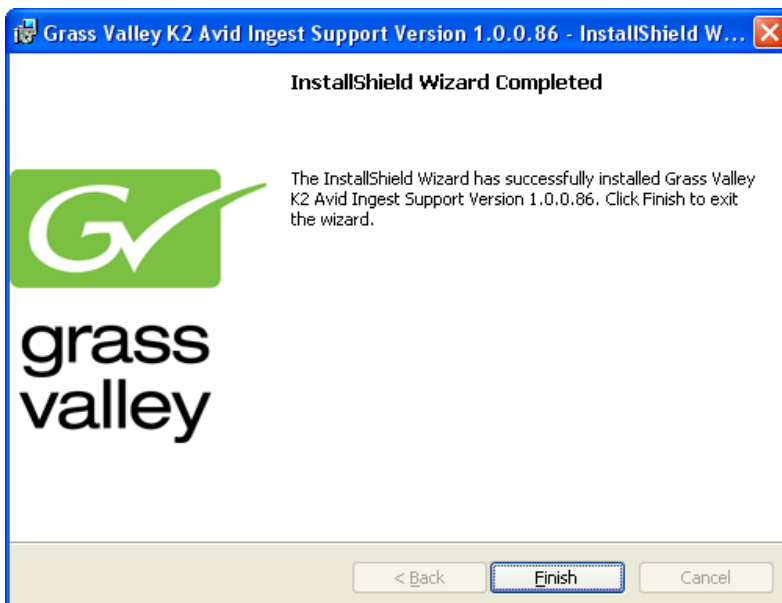
Chapter 5 Licensing K2-AvidTM software

This section is divided into three topics:

About K2-AvidTM software licensing

K2-AvidTM software version requires a license from Grass Valley. Licensing is enforced at the Avid Transfer manager / Interplay engine device, so every standalone Avid Transfer manager / Interplay engine device must have a valid license in place. No K2-AvidTM licenses are required on the K2 clients or K2 Media Server.

The K2-AvidTM software installs with a trial license in place. You must obtain a permanent license from Grass Valley and install it on the Avid Transfer manager / Interplay engine device before the trial period expires. For licensing procedures, see Requesting a license.

Licenses are requested through the K2-AvidTM License Wizard and managed through the SabreTooth License Manager, which is installed with K2-AvidTM software. The K2-AvidTM License Wizard and SabreTooth License Manager must be located on the Avid Transfer manager / Interplay engine device.

License information is stored in text files that you can manage just like any other file on your system. Licenses are unique to the system for which they are requested and cannot be used on any other machine.

Note: Licenses are based on your system's unique identifier, which is partially derived from your system's Media Access Control (MAC) address. If you change your system's MAC address by performing operations such as changing the System Processor card, or changing an Ethernet card, you must obtain a new license based on the new MAC address.

After the temporary license expires, if you have not yet obtained a permanent license, the following occurs:
• The K2-AvidTM software temporary license expires. You will not be able to perform any Ingest or Send to Playback transfers once the license has expired.

Requesting a license

Software licenses are unique to the system for which they are purchased. They cannot be used on any other system. This requires that you provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique license. These instructions apply to all K2-AvidTM software versions.

To get a license number, follow these steps:

1. Log on to the Avid Transfer manager / Interplay engine device that you want to license.
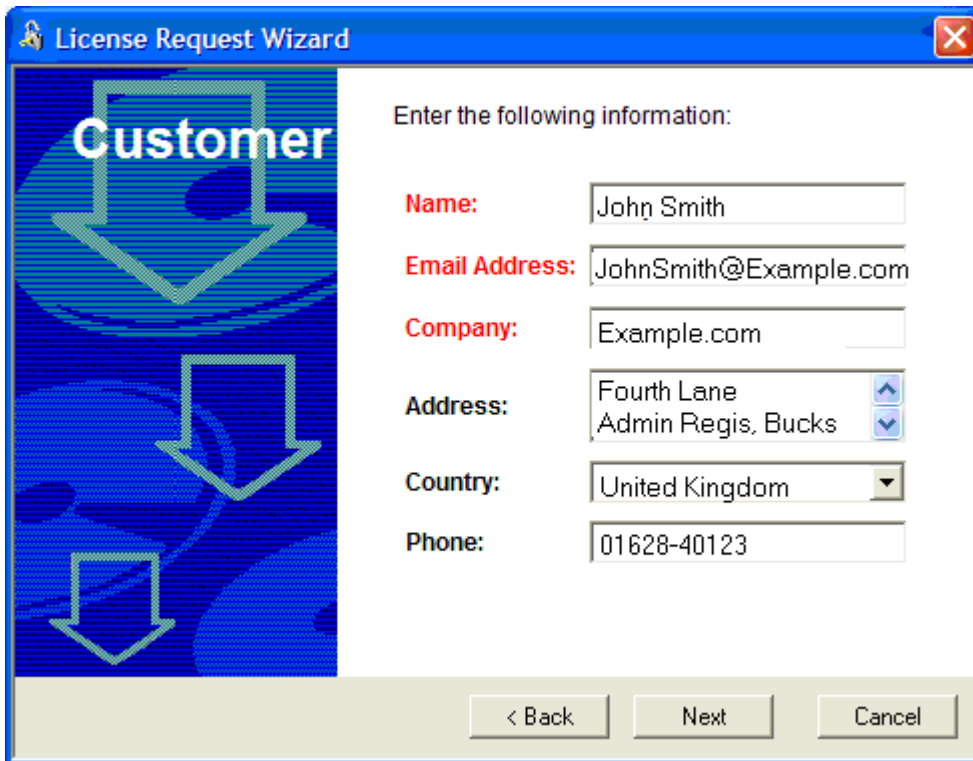
NOTE: You must log in as an Administrator with a local account, not a domain account.

2. On the Windows desktop of the computer where you want to install the license, click the K2-AvidTM License Wizard icon.

    The License Request Wizard then displays.
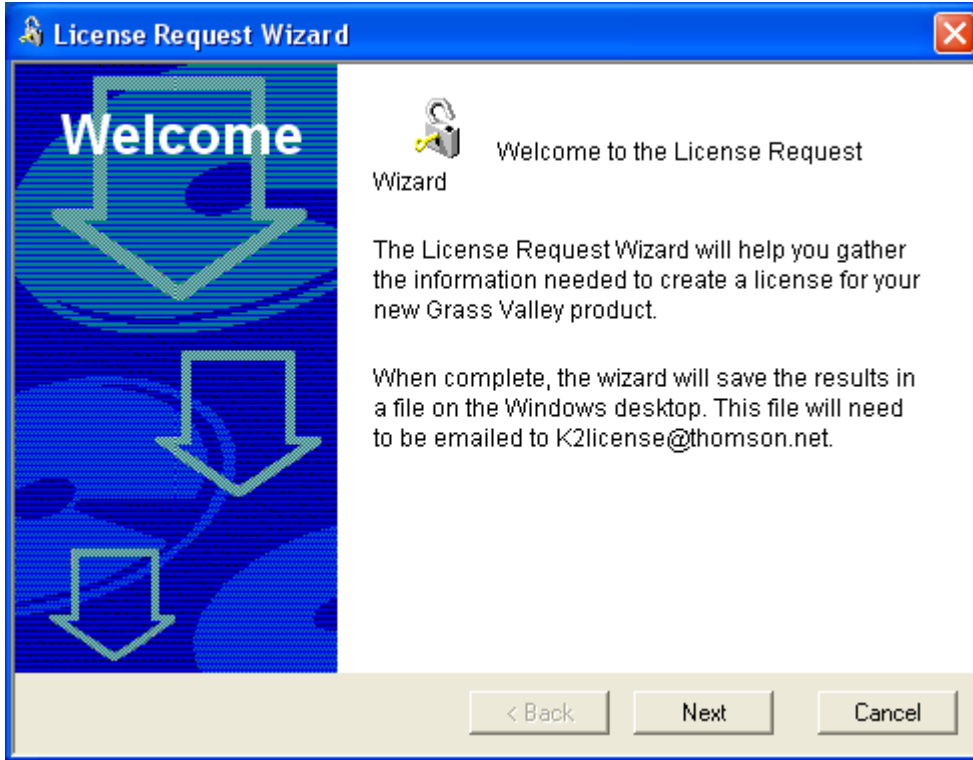
3. Read the on-screen instructions, then click **Next** to proceed to the customer information screen. The Customer dialog box displays.

4. Enter the information requested in red font on this page. You must provide a valid email address to receive your license file.

5. Click Next to continue. The Sales Number dialog box displays.

6. Enter the Sales Order Number in the field. The Sales Order Number can be found on the Software License.

7. Click Next to continue. The Summary dialog box displays.
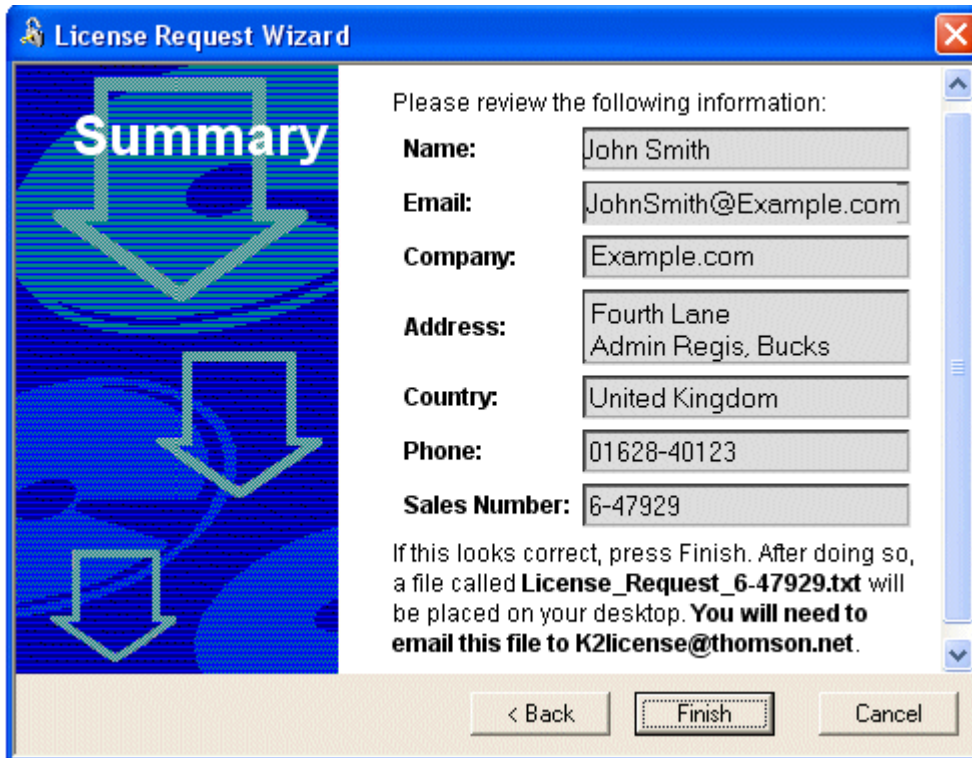
8. Review the License Request information and click Finish. A License Request text file, License_Request_<SalesNumber>.txt, is generated and saved to the Windows Desktop.
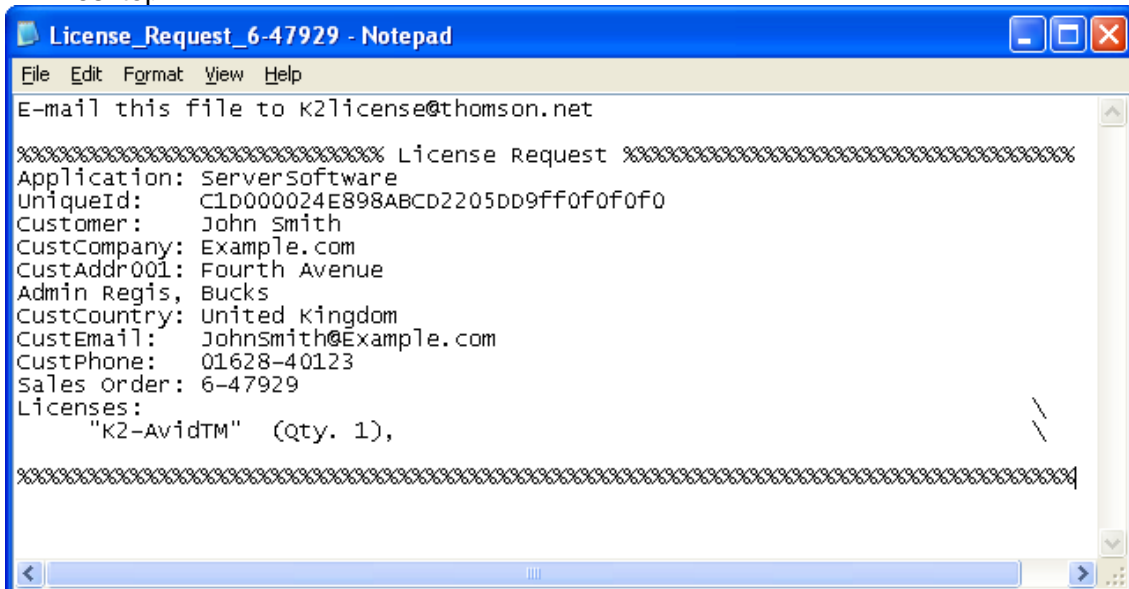
9. Attach this text file to an email and send it to K2License@grassvalley.com. You can also paste the text directly into an email message. You might want to keep a copy of the message for your records.

10. An email will be sent from Grass Valley to the return email address you specified; your SabreTooth software license will be provided as a text file. (Save this email in case you ever need to re-image this machine.)

Now that you have obtained a license, you need to add it to the SabreTooth License Manager. For more information, see Adding a license.

If you encounter difficulties when requesting a license

If you encounter difficulties running the License wizard, try this alternate method:

Send an email to K2License@grassvalley.com and include the following information:

• Customer Name
• Customer Email
• Sales Order Number (this is sent with your purchase of Grass Valley software)
• Unique ID of the Avid Transfer manager / Interplay engine device where you will install software. For more information, see Generating a unique id.

The SabreTooth license number will be emailed to the email address you specified.

Generating a unique id

To generate a unique id:

1. Click on the License Manager icon on the Windows Desktop. The SabreTooth License Manager opens.

2. Choose **File | Generate Unique Id** the License Manager.

3. Click **Copy to clipboard** to copy the generated id, and **OK** to exit.

Obtaining and maintaining licenses

Use the SabreTooth License Manager for the following tasks:
• Adding a license
• Deleting licenses
• Archiving licenses

Adding a license

Your software license, *Licenses_<SalesNumber>.txt*, is provided as a text file. Use the License Manager to add this file to your system and enable the desired feature.

To add a license:
1. Click on the License Manager icon on the Windows Desktop. The SabreTooth License Manager opens. When K2-AvidTM is first installed, a temporary 30-day license is automatically provided.

2. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager. You will now see the

permanent license in SabreTooth, as well as any other licenses, permanent or temporary, that have been installed on this machine.

Once you have added the permanent license, you can delete the temporary license. If the temporary license is still in SabreTooth you will continue to get temporary license notifications, even with the permanent license installed, unless you delete the temporary license. For more information, see "Deleting licenses".

You might want to save the permanent license to a backup system, such as a thumb drive. For more information, see "Archiving licenses".

Deleting licenses

Deleting a license disables the feature that it enabled. You might want to delete a temporary license prior to its expiry if you have decided not to purchase the feature. You can delete a temporary license after the permanent license has been installed without disabling K2-AvidTM.

To delete a license:

1. Select the license in the SabreTooth License Manager.

2. Use the Delete key on your keyboard or right click with your mouse and select Delete.

Archiving licenses

You can archive your licenses to a secure external location. This allows you to quickly re-install a license should it be deleted or should you have to downgrade and then re-install K2-AvidTM software. You can archive multiple licenses at the same time.

To archive a license:

1. In the SabreTooth License Manager, select the license or licenses.

2. Choose **File | Export License** to open the Save As dialog box.

3. Assign a meaningful name to the file, and save it to the desired location. Grass Valley recommends saving the license file to a flash drive or other external location.

    NOTE: If you want to downgrade to an earlier version of K2-AvidTM software, make sure to archive the licenses before performing the downgrade.

Chapter 6   System Configuration

Modifying / verifying the services file on the K2 / PVS

You must enable the Avid Unity TransferManager or Avid Interplay system platform's Playback Protocol in the Services file on the K2 or PVS.

NOTE: The Avid Unity TransferManager or Avid Interplay system software will not transfer to the Profile without these changes.

Usually, the K2Tserver Installer automatically adds the necessary lines to the services file, however the installers provided for the PVS does not add the necessary lines to the services files, so this needs to be modified if necessary.

To configure the Services file:

1. Open Notepad on the Profile.
2. Open the Services file located in the following directory:

    C:\Winnt\system32\drivers\etc\Services.

3. Add the following line to the Services file:

    com.avid.pbp 6535/tcp

Set up hosts files

IP addresses for Control & FTP/streaming ports must have double name resolution. FTP/streaming ports hostnames are appended with the "_he0_0" suffix for GigE and "_fc0_0" for FC ports.

You can use host tables or another mechanism, such as DNS, to provide the name resolution. This directs the streaming traffic to the correct port.

In most systems, network name resolution is provided by host tables.
The following procedure describes how to set up hosts tables to provide name resolution for both the control network and the FTP/streaming network.

If you are using other mechanisms for name resolution, use the host table examples here to guide you.

**Modifying the Hosts file on the Avid Unity TransferManager or Avid
Interplay system for single send**

On each Avid Unity TransferManager or Avid Interplay system, set up the hosts file as
follows:

1. Open the following file using Notepad or some other editor.
    C:\Winnt\system32\drivers\etc\Hosts

2. Enter text in two lines for each K2 or PVS system that is a transfer
    source/destination to the Avid.

    a. Type the IP address for the control network, then use the TAB key or Space
        bar to insert a few spaces.

    b. Type the machine name, such as GVMX-d54 . This sets up the host file for
        resolving the machine name on the control network. The machine name
        cannot have any spaces in it.

    c. On the next line, type the IP address for the FTP/streaming network, and
        then use the TAB key or Space bar to insert a few spaces.

    d. Type the machine name followed by the characters "_he0_0". Be sure to
        use the zero character, not the letter "o".

    Refer to the following example:

    ```
    192.165.100.20    gvmx-d54                            # control network
    10.14.129.13       gvmx-d54_he0 gvmx-d54_he0_0     # Streaming network
    # Note the PVS does not have alias for the control port and uses _fc0_0.
    192.165.100.21    pvs-d10                  # control network for PVS client.
    192.168.253.21    pvs-d10_fc0 pvs-d10_fc0_0 #Fibre channel network.
    ```

    Please refer to the **System diagrams and Sample hosts files** for further
    information on typical configurations and their hosts files.

Modifying the Hosts file on the Avid Unity™ TransferManager or Avid Interplay system, server for dual send

For a dual-send configuration, you must specify which K2 client or Profile is master (primary) and which one is the slave (secondary).

NOTE: A dual configuration can't consist of one K2 client and one PVS media client.

On each TransferManager or Interplay engine system, set up the hosts file as follows:

1. Open the following file using Notepad or some other editor.
   C:\Winnt\system32\drivers\etc\Hosts

2. Enter text in two lines for each K2 or PVS system that is a transfer source/destination to the Avid.

   a. Type the IP address for the control network, then use the TAB key or Space bar to insert a few spaces. Type the machine name, such as GVMX-d54, then use the TAB key or Space bar to insert a few spaces. For the master device we need a 2nd alias, again use the TAB key or Space bar to insert a few spaces and add the alias "dual". This sets up the host file for resolving the machine name on the control network. The machine name cannot have any spaces in it.

   b. On the next line, type the IP address for the FTP/streaming network, and then use the TAB key or Space bar to insert a few spaces. Type the machine name followed by the characters "_he0_0". Be sure to use the zero character, not the letter 'o'.

   c. Repeat steps a and b for the slave device, but leave out the "dual" alias for the Slave Control Port.

   d. On the next two lines dual aliases are added.

      i. Type the IP address for the Master FTP/streaming network, then use the TAB key or Space bar to insert a few spaces and add the alias "dual_he0_0".

      ii. Type the IP address for the Slave FTP/streaming network, then use the TAB key or Space bar to insert a few spaces and add the alias "dual_he0_1".

   This format allows for both single and dual transfers.

   Refer to the following example:
   ```
   192.165.100.20 gvmx-d54   dual # control network
   192.165.100.21 gvmx-d55          # control network

   10.14.129.13 gvmx-d54_he0 gvmx-d54_he0_0 #Gigabit streaming network
   10.14.129.14 gvmx-d55_he0 gvmx-d55_he0_0 #Gigabit streaming network

   # For a alias name of "dual" the hosts entry is as following.
   10.14.129.13 dual _he0_0 #Gigabit streaming network
   ```

10.14.129.14 dual _he0_1 #Gigabit streaming network

Please refer to the **System diagrams and Sample hosts files** for further information on typical configurations and their hosts files.

Modifying the Hosts file on K2 or PVS for single send to playback

No changes are required for single send to playback.

Modifying the Hosts file on K2 or PVS for dual send to playback

The following is based on the previous examples used of "dual" alias.

1. Open the following file using Notepad or some other editor.
   C:\Winnt\system32\drivers\etc\Hosts

2. Enter text in two lines for each K2 or PVS system that are part of dual-send group.

   a. Start with the Primary / Master device first. Type the IP address for the control network, then use the TAB key or Space bar to insert a few spaces. Type the machine name, such as GVMX-d54, then use the TAB key or Space bar to insert a few spaces and add the alias "dual" with the "_master" suffix for the master device.

   b. On the next line the Secondary / Slave is added. Type the IP address for the control network, then use the TAB key or Space bar to insert a few spaces. Type the machine name, such as GVMX-d55, then use the TAB key or Space bar to insert a few spaces and add the alias "dual" with the "_slave" suffix for the slave device.

   c. NOTE: there is no need to configure the Secondary / Slave device.

The entries should look similar to the following example, where the first line are the address for the primary Profile named gvmx-d54, and the next line are the address for the secondary K2 named gvmx-d55.

192.165.100.20 gvmx-d54   dual_master   # control network
192.165.100.21 gvmx-d55   dual_slave   # control network

Please refer to the **System diagrams and Sample hosts files** for further information on typical configurations and their hosts files.

Configuring the Avid Transfer Manager / Interplay engine

The following example is from a standalone Interplay engine.

1. Start the TmConfig or Avid Interplay Transfer Engine Configuration, usually a icon on the desktop. Alternative you can find this in C:\Program Files\Avid\TransferManager Server\TRANSFERMANAGERCONFIG\tmconfig.exe or in case of interplay in C:\Program Files\Avid\Avid Interplay Transfer Engine\TRANSFERMGRSERVERCONFIG\tmconfig.exe

2. In the Standalone Settings:

    a. Tick the Accept Incoming transfers after timeout.

    b. Select OMF or AAF.

    c. Select the directory for incoming transfers.

3. In the System Settings:

    a. Tick the Enable auto-cleanup of transfer queues.

    b. Set the Storage Type to Standalone.

4. In the Workgroups:

    a. Tick the Workgroup transfers enabled.

    b. Tick the delete temporary composition files after transfer.

    c. Click the Add… and add "WORKGROUP" to the Add Workgroup Name field. And the Hostname of the Interplay engine device to the Maps To server Name field as show below.
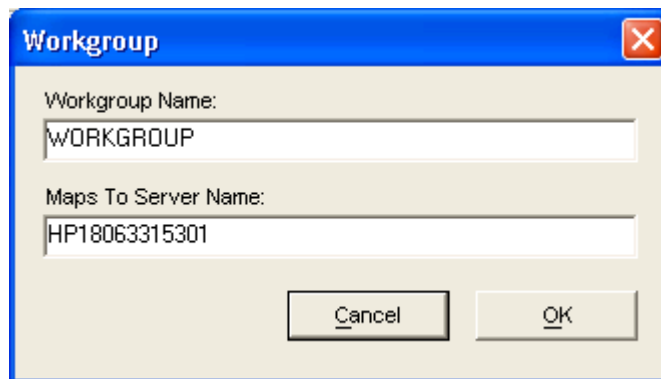
5. In the Playback

    a. Tick the Playback transfers enabled.

    b. Set the max simultaneous playback transfers to 4.

      c.   Do not tick the Long GOP transfers enabled.

      d.   Click Add… to add the Playback devices.

6.   In the Ingest:

      a.   Tick the Ingest transfers enabled.

      b.   Set the max simultaneous ingest transfers to 4.

      c.   Click Add… to add the Ingest devices.

7.   In the Total Transfers (All Types):

      a.   Click Calculate to update the Max. Simultaneous Transfers.

8.   Click Save to Exit configuration or click Cancel to discard the changes.

9.   If the transfer manager / Interplay engine is running terminate and restart to use the new configuration.

Refer to the following example:
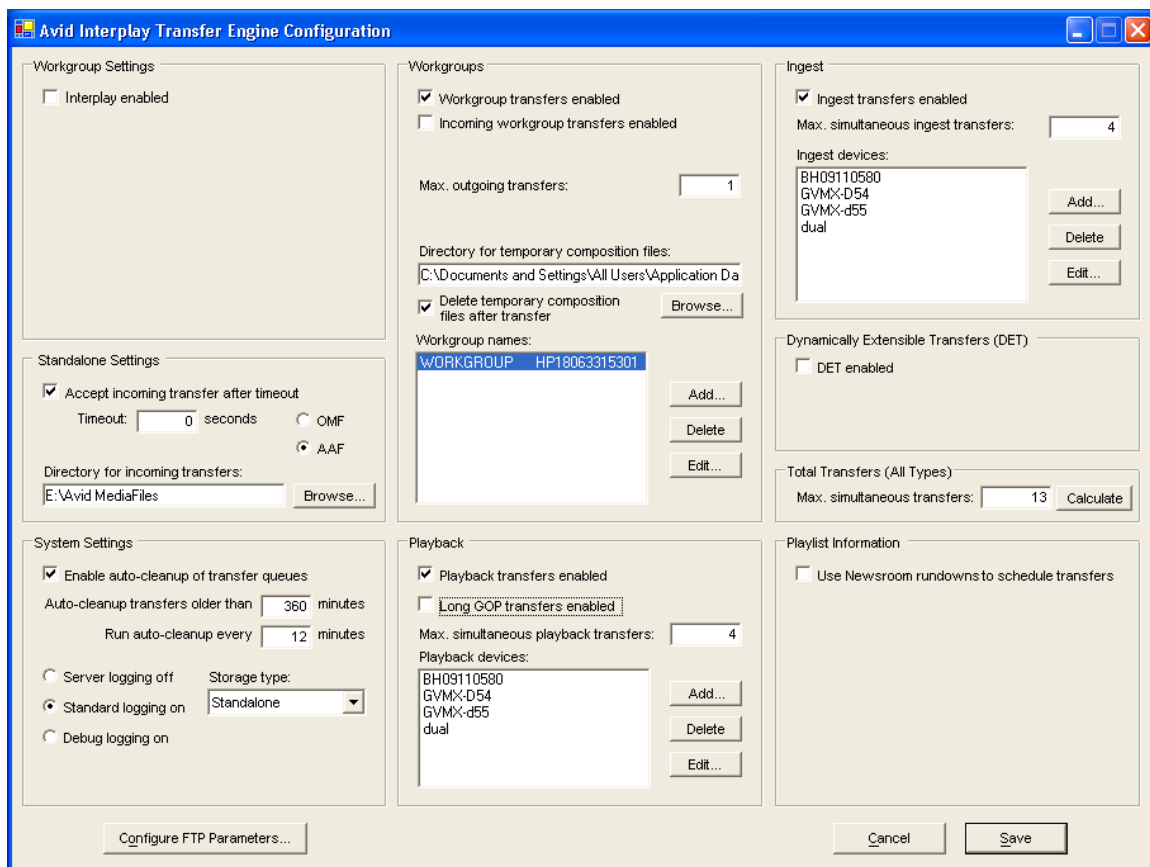
Configuring the Avid Editor for Transfer

The following example uses the Avid NewsCutter.

1. Start the Avid NewsCutter and wait for the application to start.

2. Click the Edit menu, and then select Preferences...

3. Select Transfer under the settings list.

4. In the Send To Playback locate the Output Audio Mix and select Direct channel output or Stereo output.

5. Click on the TMClient.ini tab and click Add.

6. Add the host name of the device which is running the Transfer manager / Interplay Engine, in this example "HP18063315301", and set the Workgroup to "WORKGROUP".

   NOTE: The names must match the names used to configure the Avid Transfer Manager / Interplay engine.

7. Restart the Editor.

   Configuration of the editor is complete.

Configuring the Avid system to use other bins / folders for send to playback

The K2AvidDHM installer saves a registry file, *K2-AvidTM.reg*, which can be used as a template if you decide to change the PVS Media client's volume name or if it's required to send to media to a different destination folder than the default folder.

The file is *K2-AvidTM.reg*.
The template uses the following as examples:

• gvmx-d54 as the name of the K2 Media Client or K2 Summit production Client path. The name of the K2 client should be the Control port host name of the K2 used for send to playback. It's the same host name that was added to the Avid Transfer Manager / Interplay engine Configuration.

• DestinationPath value is V:/transmission/ where V: is the Volume Name (disk array) and "transmission" is the folder name where the media will be transferred to.

To edit and run the regedit file:

1. Open the K2-AvidTM.reg file using Notepad or some other editor. This file can be found in C:\profile\AvidPlayback.

2. Change the registry file to use a different HostName while keeping the DestinationPath.

    From "gvmx-d54" to "K2-Summit"

    > [HKEY_LOCAL_MACHINE\SOFTWARE\ SOFTWARE\\Avid Technology\\TransferManager Server\\DHM\\gvmx-d54]
    > "DestinationPath"="V:/transmission/"

    > [HKEY_LOCAL_MACHINE\SOFTWARE\ SOFTWARE\\Avid Technology\\TransferManager Server\\DHM\\K2-Summit]
    > "DestinationPath"="V:/transmission/"

3. Change the value of the DestinationPath to match your configuration.

    For example, change:

    From "DestinationPath" = "V:/transmission/"
    To "DestinationPath" = "V:/NewsAtTen/".

    > [HKEY_LOCAL_MACHINE\SOFTWARE\ SOFTWARE\\Avid Technology\\TransferManager Server\\DHM\\K2-Summit]
    > "DestinationPath"=" V:/NewsAtTen/"

    Note: the DestinationPath is case sensitive.

    In a mirrored configuration, the send to a mirror requires both the volume name and destination folder to be identical for both media clients used in the dual set-up.

4. Save the modified template file.

5. Double-click the *K2-AvidTM.reg* file to add the changes to the registry.

   Note: If multiple send to folders are required for the same media client, then you need to add an alias to the host file for each folder used and add the host names to the Transfer manager / Interplay Engine configuration.

6. Add the alias to the hosts file.

Chapter 7   Using the K2-AvidTM

Verify the Send To Playback

1. Make sure the Transfer Manager (XfrMgrServer) is running or, if Interplay is used, check the Transfer Engine are running.

2. Verify the Editor is connected to the Transfer Manager / Transfer Engine by clicking on Menu Transfer. It should then provide a submenu named "Reconnect to server" This indicated the Editor is connected.

3. If the choice is Connect to Server, the editor is not connected. You need to select Connect to Server.

4. Select an Edited Sequence.

5. Right-click the highlighted sequence and select Send to Playback.
   A list of devices is displayed. Refer to the following illustration.
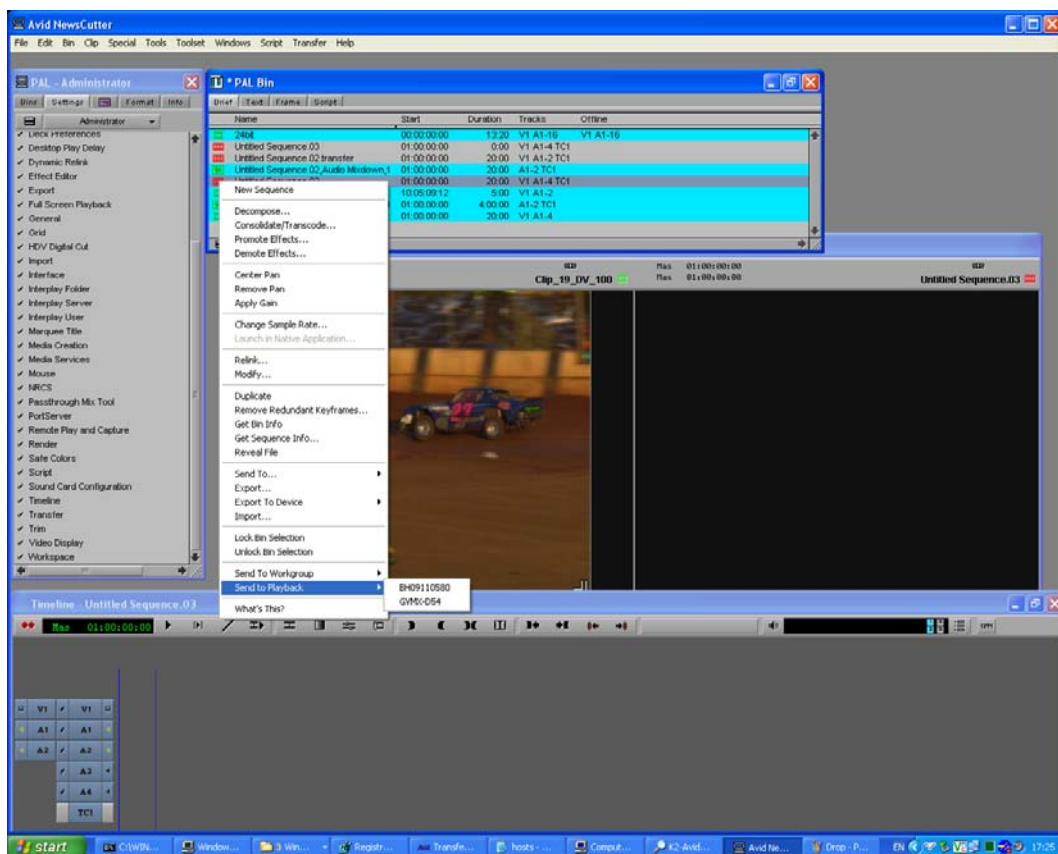
6. Select the device you want to transfer to, and hit Enter.
   The Send to Playback dialog box is displayed.

   NOTE: If the Transfer Manager (XfrMgrServer) / Transfer Engine is not running, no devices are listed.

7. Add TapeId. TapeId is the name which will appear on K2.

8. Tick Overwrite.
    If the asset already exists on the K2 system, the asset is deleted before the transfer starts.

9. Hit OK.
    The transfer starts.
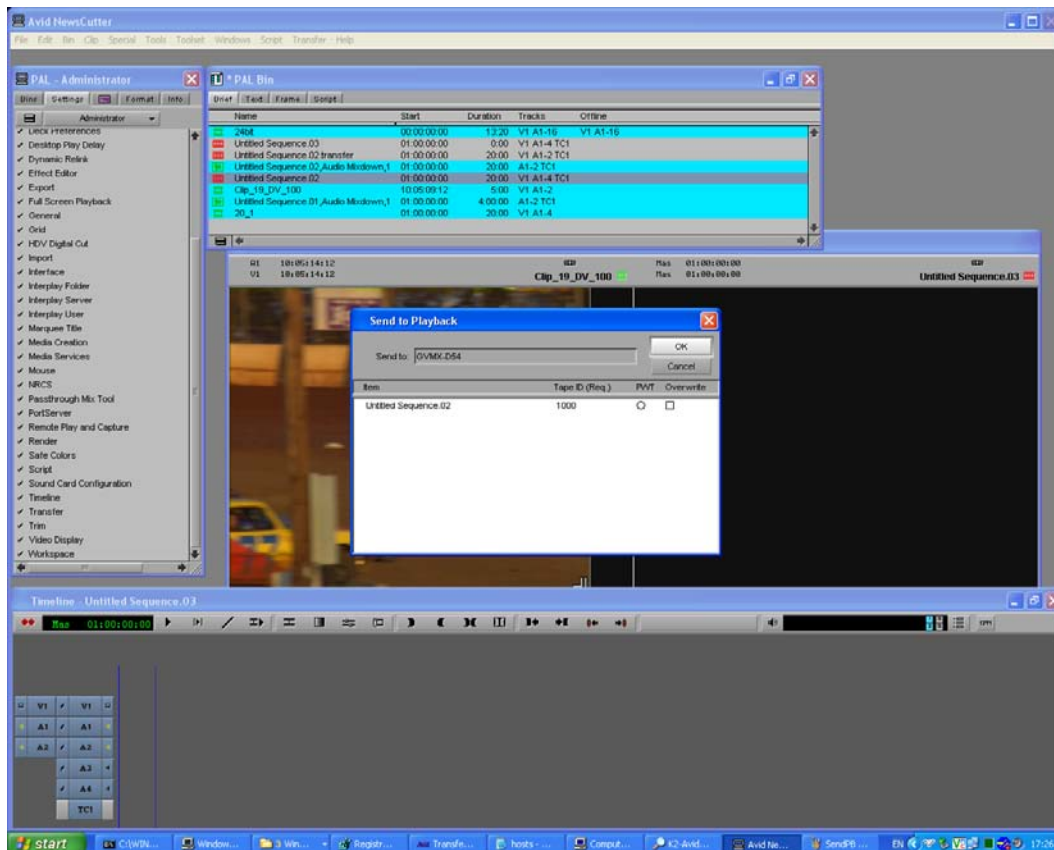
10. To monitor the transfer progress, select **Transfer | Status**.
    The transfer history / transfer progress window displays.

Verify the Ingest to Avid from the K2 system

1. Make sure the Transfer Manager (XfrMgrServer) is running, or if Interplay is used, check the Transfer Engine is running.

2. To verify the Editor is connected to the Transfer Manager / Transfer Engine, click **Menu Transfer**.

a. If the Reconnect to server menu is displayed, the Editor is connected.
b. If the choice is Connect to Server, the editor is not connected. Select Connect to Server.

3. From the shortcut on the desktop, start the K2AvidExplorer or PvsMediaManager.

4. Select a clip and drag and drop it to a bin on the Avid editor.
   The Drop initiates the ingest action.

5. Would you like to transfer now or defer it to later?, select Now.
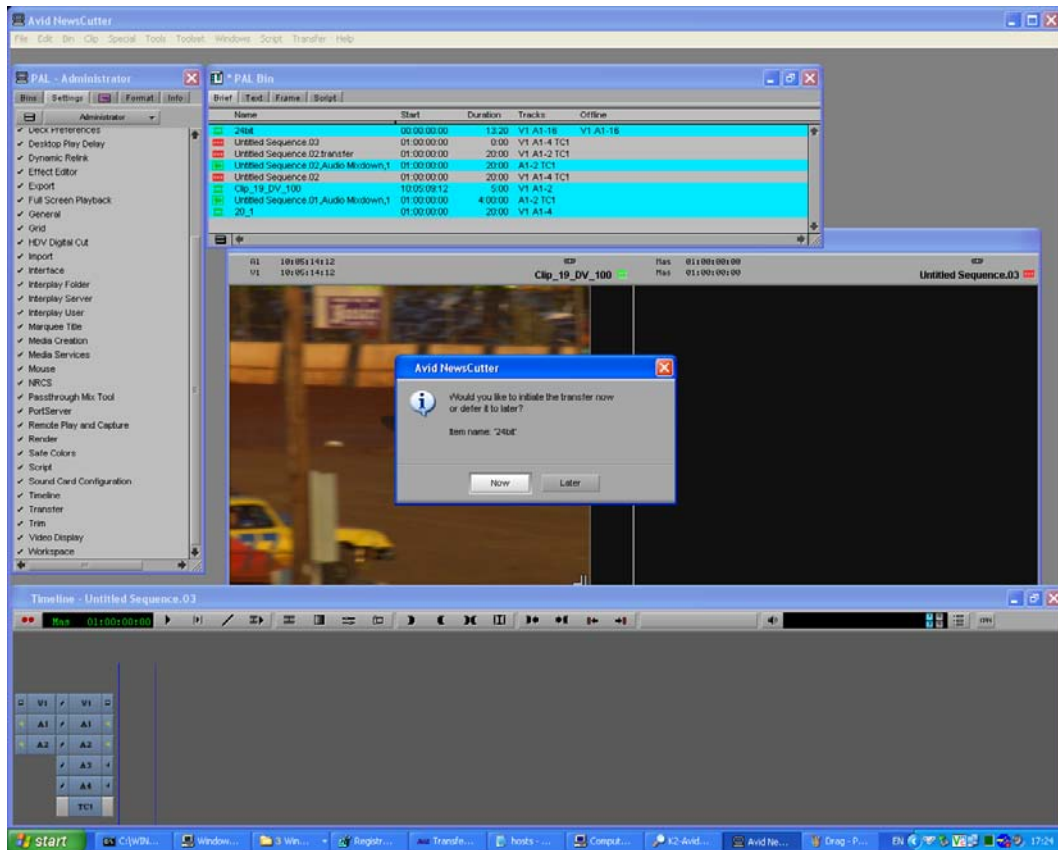
The transfer starts and the transfer history / transfer progress window updates accordingly.

Chapter 8   System Diagrams and Sample Hosts files

Single K2 and Avid Editor system diagram using only the Control network

TServer is installed
on K2 Media Client

192.165.100.10   192.165.100.20
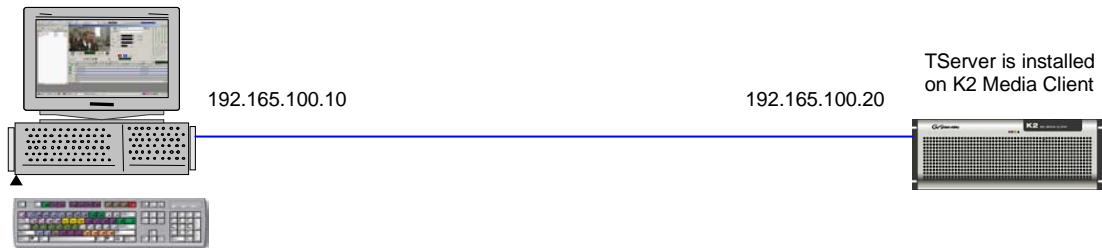
Sample hosts file

```
192.165.100.10      AvidEditor                                      # control network
192.165.100.20      K2-MediaClient  K2-MediaClient_he0  K2-MediaClient_he0_0  # control network
```
 # NOTE do not add any alias to the Avid device.

Control network shown in blue
Streaming network shown in red
Fibre channel network shown in Green

Single K2 and Avid NewsCutter Adrenaline system diagram using only the Control network.

Single K2 and Avid Editor system diagram using both Control and Streaming networks
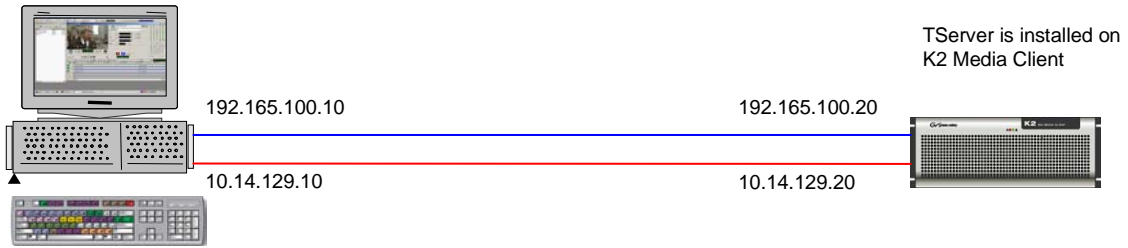
TServer is installed on
K2 Media Client

192.165.100.10   192.165.100.20

10.14.129.10   10.14.129.20

Sample hosts file

192.165.100.10	AvidEditor	# control network
192.165.100.20	K2-MediaClient	# control network
10.14.129.20	K2-MediaClient_he0 K2-MediaClient _he0_0	# streaming network

 # NOTE do not add any alias to the Avid device.

Control network shown in blue
Streaming network shown in red
Fibre channel network shown in Green

Single K2 and Avid Editor system diagram using both the Control and Streaming networks.

SAN based K2 and Avid Editor system diagram using both Control and Streaming networks.

TServer is installed on
K2 Media Client

192.165.100.10

192.165.100.20

10.14.129.10

192.165.100.21

10.14.129.20

K2 server FTP
Streaming Engine

Sample hosts file

192.165.100.10	AvidEditor	# control network
192.165.100.20	K2-MediaClient	# control network
192.165.100.21	K2-MediaServer-1	# control network
10.14.129.20	K2-MediaServer-1_he0 K2-MediaServer-1_he0_0	# streaming network

 # NOTE do not add any alias to the Avid device.

Control network shown in blue
Streaming network shown in red
Fibre channel network shown in Green

SAN-based K2 and Avid system diagram using Control and Streaming networks.

Dual K2 and Avid Editor system diagram using only the Control network
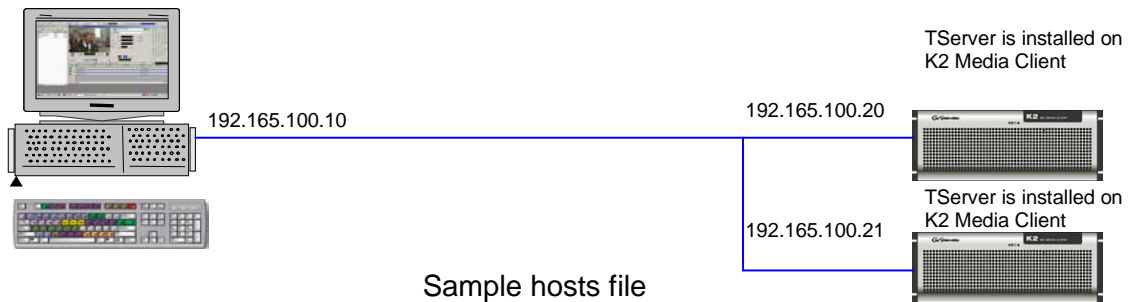
192.165.100.10

192.165.100.20

TServer is installed on
K2 Media Client

192.165.100.21

TServer is installed on
K2 Media Client

Sample hosts file

192.165.100.10	AvidEditor		# control network
192.165.100.20	K2-MediaClient1	dual	# control network
192.165.100.21	K2-MediaClient2		# control network
192.165.100.20	K2-MediaClient1_he0	K2-MediaClient1_he0_0	# control network
192.165.100.21	K2-MediaClient2_he0	K2-MediaClient2_he0_0	# control network

\# For a alias name of "dual" the hosts entry is as following.

192.165.100.20	dual_he0_0	# control network
192.165.100.21	dual_he0_1	# control network

 # NOTE do not add any alias to the Avid device.

Control network shown in blue
Streaming network shown in red
Fibre channel network shown in Green

Dual Send K2 and Avid system diagram using only the Control network.

Dual K2 and Avid Editor system diagram using both Control and Streaming networks
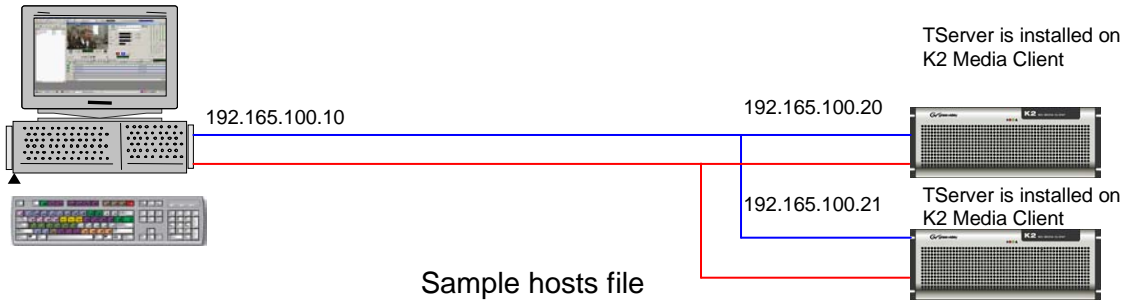
TServer is installed on
K2 Media Client

192.165.100.10   192.165.100.20

192.165.100.21

TServer is installed on
K2 Media Client

Sample hosts file

192.165.100.10	AvidEditor		# control network
192.165.100.20	K2-MediaClient1	dual	# control network
192.165.100.21	K2-MediaClient2		# control network
10.14.129.20	K2-MediaClient1_he0	K2-MediaClient1_he0_0	# Streaming network
10.14.129.21	K2-MediaClient2_he0	K2-MediaClient2_he0_0	# Streaming network

For a alias name of "dual" the hosts entry is as following.
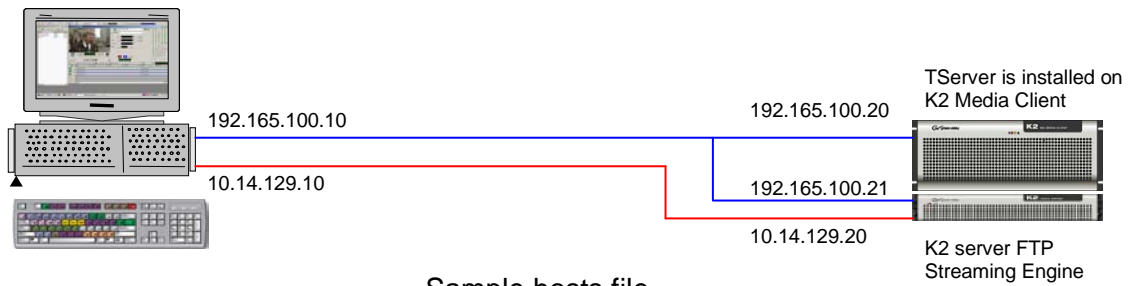| 10.14.129.20 | dual_he0_0 | | # Streaming network |
| 10.14.129.21 | dual_he0_1 | | # Streaming network |

 # NOTE do not add any alias to the Avid device.

Control network shown in blue
Streaming network shown in red
Fibre channel network shown in Green

Dual Send K2 and Avid system diagram using Control and Streaming networks.

Chapter 9   Registry settings

This section outlines all the various registry keys and settings used by the K2-AvidTM software.

On Avid Unity TransferManager or Avid Interplay system device, K2-AvidTM uses the following keys and values:

HKEY_LOCAL_MACHINE Software\\Grass Valley Group\\Applications\\K2-AvidTM\\DHM

Name	Type	Data (default values)	Notes
DataSockRecvBufSize	REG_DWORD	0x0000c000	
DataSockSendBufSize	REG_DWORD	0x00080000	
DumpPerf	REG_DWORD	0	1 Enables Transfer rates to be printed in the TM console window.
FtpBufferSize	REG_DWORD	0x00080000	
FtpSocketTimeoutSec	REG_DWORD	0x000000c3	
LogLevel	REG_DWORD	0	1 Enables trace log
LogName	REG_SZ	c:\profile\logs\dhmlog.log	
NullStream	REG_DWORD	0	1 Enables Null stream transfers to Profile, no dates are then saved on the Profile disk array. Used for testing transfers rates.
NullToDhm	REG_DWORD	0	1 enables Null stream transfers to Profile, no dates are then saved on the Profile disk array. Used for testing transfers rates.
oldLogName	REG_SZ	c:\profile\logs\old_dhmlog.log	
QueueDepth	REG_DWORD	2	
Set16x9	REG_DWORD	0	1 Enables all Send to playback transfers to be flagged with 16x9 aspect.
StreamType	REG_DWORD	0	1 Enables GXF stream is dumped to c:\ on TM
TcOffset	REG_DWORD	0	1 Enable Media Marks on PVS/K2 to match Sequence Timecode

Tracename	REG_SZ	c:\profile\logs\dhmtrace.log	

One level down from:

HKEY_LOCAL_MACHINE Software\\Grass Valley Group\\Applications\\K2-AvidTM\\DHM there is the SEQ Key.

HKEY_LOCAL_MACHINE Software\\Grass Valley Group\\Applications\\AvidTM DHM\\SEQ.

This enables the generation of a file that contains the details of the sequence. A useful feature for automation systems that need to know the mark in and mark out at the beginning of the transfer.

Name	Type	Data (default values)	Notes
SeqDump	REG_DWORD	0	1 Enables the generation of SeqDump files.
Path	REG_SZ	c:\\profile\\logs\\	Path to the location where the SeqDump will be saved on the TM.
Name	REG_SZ	User configurable string	

The file names used are created from:

STRING_YYMMDD_HHMMSS_ID.txt, with:
- STRING = Configurable text string as in the above "My User Configurable String"
- YYMMDD and HHMMSS = Date/Time of the start of the transfer.
- ID = Tape ID (variable number of characters).

The file itself contains the:

STRING TAPEID SOM EOM SequenceName

Example: User Configurable String   TEST_0   01:00:00:00   01:01:08:14   RED

This section outlines the registry keys used by the receiver

The Registry keys and values can be found in:

HKEY_LOCAL_MACHINE\SOFTWARE\Grass Valley Group\Applications\K2-AvidTM\RECV

Name	Type	Data (default values)	Notes
DataSockRecvBufSize	REG_DWORD	0x00010000	
DataSockSendBufSize	REG_DWORD	0x00080000	
DumpPerf	REG_DWORD	0	1 Enables Transfer rates are printed in the TM console

			window.
FtpBufferSize	REG_DWORD	0x00080000	
FtpSocketTimeoutSec	REG_DWORD	0x000000c3	
FtpReadSize	REG_DWORD	0x00010000	
LogLevel	REG_SZ	c:\profile\logs\dhmlog.log	
FtpWindowSize	REG_DWORD	0x00010000	

This section outlines the registry keys which can be used on the Avid Editor Clients

The Registry keys and values can be found in:
HKEY_LOCAL_MACHINE\SOFTWARE\\Grass Valley Group\\Applications\\K2-AvidTM\\SETUP

Name	Type	Data (default values)	Notes
LogLevel	REG_DWORD	0	1 Enables tracelog to c:\profile\logs

This section outlines the registry keys which can be used on the K2 Media Client

The Registry keys and values can be found in HKEY_LOCAL_MACHINE Software\\Grass Valley Group\\Applications\\TServer

Name	Type	Data (default values)	Notes
LogLevel	REG_DWORD	0	1 Enables DbgView support.
DeleteDelay	REG_DWORD	5	Sets the delay in Seconds.

Chapter 10 Release notes

What's new in this release

This version of K2-AvidTM software plug-in includes new features, in addition to correcting some problems that were present in earlier releases.

- DV100 compression compression format are now supported. Requires Avid Interplay 1.6.2 or higher.

- New "K2 Avid Explorer" drag and drop interface

- Send to Playback transfers are now closed down currently, preventing erroneous error messages to be printed in the K2 log.

- Removed the Striped TC Setting.

- When overwriting assets TServer now waits until asset are deleted. The delay can be changed in the registry.

Feature limitations in this release

- Drag and Drop of multiple assets is not supported in K2 Avid Explorer.

- Bit rate are not displayed correctly in K2 Avid Explorer.

Changes in previous releases

The following sections describe the changes in past releases.

Version 7.0.0.98

- Fixed CR111833 Clips sent from AVID to Profile XP SAN do not overwrite existing clips, allthough the overwrite option has been selected.

- Fixed memory corruption causing audio distortion in 525 line 24Bit ingests.

- Added support for Avid Interplay version 1.6.2

Version 7.0.0.97

- Fixed Ingest issue on assets with no audio tracks.

- Added compression format check to setup dll; if the user attempts to ingest a unsupported compression format, a dialog is displayed.

- Fixed Handle leak in Tserver occurring when event log reached max size.

- Changed Tserver installer to configure event to overwrite events as needed.

- Fixed Handle leak in Tserver occurring when event log reached max size.

Version 1.0.0.86.

- First release supporting the K2 Summit.

Version 1.0.0.85.

- Installer now supports installation on Avid editors installed with AvidMediaComposer.exe, AvidNewsCutter.exe, AvidNewsCutterXP.exe or AvidNewsCutterAdrenaline.exe.

- To allow install on machines using Vista, the installer does not check which version of NT is used. NOTE: 64Bit OS is not currently supported.

- GvgK2PvsSetUpVC7.dll and GvgK2PvsRecvVC7.dll changed to enforce support for Frame Chase editing on Interplay systems.

- GvgK2PvsRecvVC7.dll changed to catch exceptions on ingest when filler frames are required.

Version 1.0.0.84
- Installer changed to support installation on systems connected to a domain.

Version 1.0.0.83.
- Added 24 bit audio support.

Version 1.0.0.82.
- Added Avid Frame chase editing support. (Edit while record a clip on K2.)
  Note: This is only supported on Shared Interplay systems.

Version 1.0.0.81.
- Added registry Key to enforce 16 x 9 aspect ratio flag.
- Fixed an issue whereby PVS based systems would not work with Avid Interplay.

Version 1.0.0.80
- Installer changed to use Installshield.
- Added message in Tserver log to identify the DHM dll name used.
- Added PDR version to ProfileHost Core as D10 attributes did not work.
- Added correct paths to installers.
- Fixed exception when slave K2 are missing
- Removed 16 bit and 24bit support as it was broken.
- Added log output if we are out of disk space on PVS
- New PVS Tserver installer which adds support for new dll naming convention.

Version 1.0.0.7
- Fixes a Lip Sync issue when ingesting Trimmed K2 clips to the Avid.

Version 1.0.0.5
- Added code to handle filler frames and missing media in Sequences created on Avid editors.

Version 1.0.0.4
- Fixed Audio to video lip-sync on clips with offset timecode.
- Dual send support added.

Version 1.0.0.3
- Added support for Interplay.

Version 1.0.0.2
- Add support for to DHM for Sequence timecode to match media marks on K2.
- Fixed fault caused by long clip names.
- Added code to prevent use of illegal characters.
- Added code to prevent clip names longer than 32 characters.
- Added additional logging and exception handling.
- Added support for file generation of containing details of the sequence.

Version 1.0.0.1
- Added fix for TServerSvc failing to start after reboot of K2.

Version 1.0.0.0
- TServer.exe ported to support K2. Now runs as a service.
- GvgProfileSetup.dll ported to support K2 and Avid GenericHelperVC7.dll.
- GgvProfileRecv.dll & GvgProfileDhm ported to use Avid GenericHelperVC7.dll.
- Added support for D10 (IMX) metadata.

Chapter 11 Troubleshooting hints

This section describes common installations mistakes and provides information on how to troubleshoot the K2-AvidTM installation.

Common install or configuration faults

Installation

Description:

- Setup program fails to launch or fails partway through.

Workaround / hint:

- Run the setup again, but this time from the command line.
  Use the following syntax: Setup /lv log.txt
  This produces a log.txt that then can be forwarded to
  Grass Valley for further analysis.

Description:

- K2-Avid-Explorer fails to start.

Workaround / hint:

- Make sure Microsoft .NET Framework 1.1, 2.0 and 3.0 are installed.

Description:

- K2-Avid-Explorer fails to connect to K2.

Workaround / hint:

- Verify the network connection by using ping. Ping both host name and
- IP address. That is: ping gvmx-d54 and ping 192.165.100.20.

Description:

- K2-Avid-Explorer fails to enumerate assets.

Workaround / hint:

- Check the K2 software versions are as are outlined in this document.

Description:

- Drag and drop an asset on a Avid bin, an exception is thrown.

Workaround / Troubleshooting hint:

- Verify Ingest software is installed in the same location as the Avid Editor.
- Check the correct version was installed (workgroup versus interplay)

Description:

- Can't connect to K2 or Ingest fails.

Workaround / Troubleshooting hint:

- Check the correct version was installed (workgroup versus interplay)

Description:

- Send to Playback fails.

Workaround / Troubleshooting hint:

- On PVS, Verify the TServer is running (Check the TServer log).
- On K2, Verify the TServersvc is running (Check the K2 log).
- Hosts file wrong, Avid can't connect to K2, Verify the network connection by using ping. Ping using both host name and ip address. That is: ping gvmx-d54 and ping 192.165.100.20.
- Check the correct version was installed (workgroup versus interplay).
- Check sequence you are trying to send, mixed format are not supported.

PVS Media Manager

Description:

- Fails to connect to the PVS Client.

Workaround / Troubleshooting hint:

- Make sure the PVS port server is running.
- Verify the network connection by using ping. Ping using both host name and ip address. That is: ping gvmx-d54 and ping 192.165.100.20.

Ingest to Avid

Description:

- Ingest fails to start.

Workaround / hints:

- Verify the license is valid.

- Verify the network connection by using ping. Use both host name and ip address. That is: ping gvmx-d54 and ping 192.165.100.20.

- Verify the TransferManager is running.

- Verify the Editor is connected to the TransferManager.

- If no faults can be found then save the console output from the XferMgrserver (TransferManager) which can then be forwarded to Grass Valley for further Analysis.

Ingest to Avid fails

Description:

- Ingest fails with error message "Unable to transfer from the ingest device. The server doesn't have information for the specified device".
-

Workaround / hints:

- The device used to ingest from has not been added to the Avid Interplay Transfer Engine Configuration or the wrong name was added. Please check hostname used and add if missing.
- The Avid Interplay Transfer Engine is not running. If the Avid Interplay Transfer Engine are running then verify the editor are connected to the server. Click on Transfer (on menu bar of the editor). The editor is not connected if it says "Connect to server" in that case click to connect.

Description:

- Ingest fails with transfer status "error" and the Transfer Engine console window displays "Unable to load dll: GvgK2PvsRecvVC7]

Workaround / hints:

- K2AvidDHM has not been installed. Check installation and install if missing.

Description:

- Ingest fails with error message "Cannot perform ingest operation", "The required dll for the ingest device could not be located."

Workaround / hints:

- Check the location of the editor program, C:\Program Files\Avid\Avid NewsCutter, verify GvgK2SetupVC7.dll and GvgProfileSetupVC7.dll are present. Reinstall software and make sure the correct path is used during install.

Description:

- Ingest fails with Transfer status window reporting Track synchronization error occurred.

Workaround / hints:

- This is caused by media files / tracks are not aligned. This can occur if the clip was originally recorded with 2 audio tracks and then later on playout on a channel with 4 audio tracks. In this case the PVS or K2 will create dummy tracks which then causes the transfer to fail.

Description:

- Fails to ingest media to Avid.

Workaround / Troubleshooting hint:

- Check the tmClient.ini. Host names should be used not IP addresses.

Send To Playback

Description:

- When selecting "Send to playback" no devices are listed or the wrong device names are listed.

Workaround / hints:

- The Avid Interplay Transfer Engine is not running. If the Avid Interplay Transfer Engine are running, then verify the editor are connected to the server. Click on Transfer (on menu bar of the editor). The editor is not connected if it says "Connect to server" in that case click to connect.
- Use the Avid Interplay Transfer Engine Configuration tool to verify the device names.

Description:

- Send to playback fails with transfer status "error" and the Transfer Engine console window displays "Failed to connect to Playback service"

Workaround / hints:

- Tserver are not running on Profile or K2. Verify it's running.
- Check the device name added in the Avid Interplay Transfer Engine configuration.
- Check IP address and device name are correct in the hosts table on the Avid Editor and Avid Interplay Transfer Engine.

Description:

- Send to playback fails with a dialog box indicating TTMixDownAudioTracks did not perform AudioMixDown due to current MediaCreation Tool MIXDOWN setting.

Workaround / hints:

- Check the Audio Project settings, they may not compatible with the Transfer settings … The most convenient is to set the Transfer settings for <Output Audio Mix> to Direct Channel Output. This means, that whatever comes from the Audio project (timeline), will be transferred without attempting to create a Stereo output. If you are using 8 audio channels in the project, all 8 channels will be transferred to K2.
Note: If the Transfer settings for <Output Audio Mix> are set to STEREO OUTPUT, then verify that the output of the Audio Project is set to Stereo Mix.

Send To Playback

Description:

- Fails to send media to PVS or K2.

Workaround / Troubleshooting hint:

- If a firewall is enabled, disable it.

Description:

- Send to Play Back fails with Transfer Status reporting: Error: Internal error in the DLL that sends media to the playback device and XfrMgrserver console window displays: failed to connect to Playback device.

Workaround / Troubleshooting hint:

- Make sure the PVS port server is running.
- Check you can ping the K2 by host name and IP address. Verify the network connection by using ping. Use both host name and IP address. That is: ping gvmx-d54 and ping 192.165.100.20.

   Debug logs can be enabled

   Setup: HKEY_LOCAL_MACHINE\SOFTWARE\Grass Valley Group\Applications\K2-AvidTM\SETUP
   Set log level to 1.

   Receiver: HKEY_LOCAL_MACHINE\SOFTWARE\Grass Valley Group\Applications\K2-AvidTM\RECV
   Set log level to 1.

   DHM: HKEY_LOCAL_MACHINE\SOFTWARE\Grass Valley Group\Applications\K2-AvidTM\ DHM
   Set log level to 1.

Can you manually FTP?
Is Tserver running?

Are there any Tserver messages logged?