VERTIGO SUITE V4.9 SP3

Release Notes

REVISION 1

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Document Information

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Revision History

Date	Description
07 December 2015	First publication
29 January 2016	Updated the supported versions of the Imagestore 750, LGK-3901 and DSK-3901 on page 25.

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Introducing Vertigo Suite v4.9 SP3

The Vertigo Suite consists of a set of powerful applications for creating, managing, and playing out real-time, dynamic broadcast graphics. Designed to provide an end-to-end solution for a variety of broadcast applications, the Vertigo Suite is built around a modular and open architecture, allowing the system to scale up from a single user to hundreds of users in multiple locations.

Vertigo Suite v4.9 SP3 is a service pack release and full version of the Vertigo Suite software. These release notes identify the new features, enhancements and bugs fixes that were introduced in the Vertigo Suite v4.9 GA software and its service pack releases. Installation and upgrade procedures are also provided in this document.

Notes

- The Vertigo Suite v4.9 SP3 installer is only accessible from the "Downloads for Broadcast Products" section of the Grass Valley website. See Accessing the Vertigo Suite installation files, on page 14 for more information.
- All user documentation supporting Vertigo Suite software and hardware products is now available in the "Documentation Library" on the Grass Valley website. See Accessing Vertigo Suite user documentation, on page 15 for more information.

What's New?

The following sections introduce the new features, enhancements and bug fixes that were introduced in the Vertigo Suite v4.9 GA software and its service pack releases.

New features

No new features were introduced in the Vertigo Suite v4.9 SP1, SP2 and SP3 releases. However, the table below identifies the new features that were introduced in the Vertigo Suite v4.9 GA release.

New features introduced in v4.9 GA	
S-03065	**Xplorer: Asset size information now displayed in Detail view** Xplorer's Detail view now includes the Size column which displays the asset's file size. In previous versions, you had to right-click and select **PROPERTIES** for this information to be displayed.
VXM-2	**Xmedia Server: Media can now be transferred between Xmedia Servers using MOS Redirection** Using a MOS Protocol based technique called MOS Redirection, Xmedia Servers work with the ENPS Newsroom Computer System (NCS) to transfer stories and their associated media between local and remote Xmedia Servers. See the "Xmedia Server Configuration Guide" for more information.
VXM-4	**After Effects Plug-in: The ability to ingest the VAF portion of a OXI-Embedded VAF into specified Xmedia Servers, while the After Effects Plug-in is generating the OXI-Embedded VAF** This new functionality requires the Merge List file (.xls) to have three new columns: • **VERTIGO TEMPLATE**: Specifies the name and location of the base Template that the VAF uses when loaded on the XG playout devices. • **VERTIGO TEMPLATE ELEMENT**: Specifies the name of the template element that holds the VAF when the template is loaded. • **VERTIGO TEMPLATE ELEMENT**: A comma separated list of Xmedia Server IPs or names that represent where the target Xmedia Servers are defined. See the "Vertigo After Effects Plug-in User Manual" for more information.

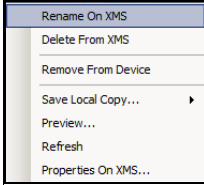| VXM-6	**Xplay: Scroll cued and on-air elements on device into view**
	When playing out a playlist, the playlist's default behavior is to scroll and show the most recently taken element. If in a multi-device setup and many consecutive takes are made on the same device, the cued and on-air elements on other devices may scroll out of view.
	It is now possible to select a device and scroll so that the cued and on-air elements on that device scroll into view. This is particularly useful when you want to begin taking items on that device.
	To enable this feature, right-click the device name on the right-side of Xplay and select the **Scroll Into View** menu command.
	Note: If both the cued and on-air elements cannot be visible at the same time because they are too widely spaced, then the cued element is made visible. If there is no cued or on-air element on the chosen device, no scrolling is performed.
VXM-8	**Xplay: New Actions commands (with keyboard shortcuts) have been added for common control actions on up to 8 devices**
	Xplay's **Actions** menu now features a set of new submenu commands for performing the following actions on up to 8 devices:
	• **Cue on Device**
	• **Take on Device**
	• **Skip Multi Takes on Device**
	• **Clear on Device**
	• **Scroll Into View on Devic**e
	Each of the above commands expands and allows you to specifically select which device to perform the action on. If the device requested in the action does not exist, no action is performed.
VXM-9	**Xplay: A new menu command has been added to the Tools menu to enable or disable GPI inputs**
	Xplay's **Tools** menu now features the **Enable GPI** command, which can be used to enable or disable GPI inputs to Xplay.
VXM-10	**Xplay: A new setting has been added to allow only one instance of Xplay to run at a time**
	The **General** section of Xplay's **Settings** has a new option called **Only Allow One Instance**. By default this option is unchecked (disabled) and multiple instance of Xplay can run simultaneously.
	When the **Only Allow One Instance** option is checked, only one instance of Xplay may run at a time. If an attempt to launch a second Xplay is made, a message box appears and informing you to exit this instance of Xplay before opening another.
VXM-17	**Xmedia Server: A preliminary REST Interface has been added to the Xmedia Server**
	A preliminary REST Interface has been added to the Xmedia Server. Presently, the only function provided by the Xmedia Server REST interface is to provide thumbnails of Pages and Clips that are displayed in the ENPS client application.

VXM-29	**Xplay: Support for a postfix or prefix to be appended to playlist element names in Oxtel commands on the main device**
	When the selected protocol in the **Xplay Automation Configuration** dialog is **Oxtel over TCP/IP** or **Oxtel over Serial**, the **Properties** pane contains the **Use Postfix** check box and the **Select Device Postfix/Prefix** options which can be used to specify the postfix or prefix that is appended to playlist element names when sending Oxtel protocol commands to the main device (as opposed to a forwarded device). See the "Xplay User Manual" for more information.
VXM-35	**Xplay: Changes have been made to the Playout page in Xplay's Settings**
	The **FollowDevice** option has been added to Xplay's **Playout > Manual Scroll Style** setting and is used in conjunction with the new **Manual Scroll Device** setting. When **FollowDevice** is selected and a manual **Take, Skip Multi-Takes** or **Clear** is executed, the playlist scrolls such that the cued and on-air elements on the device specified in the **Manual Scroll Device** setting are visible. Note that if the **Manual Scroll Device** setting is blank, then the element at the arrow is scrolled into view. If the **Manual Scroll Device** setting contains an unrecognized device name, no scrolling is performed.
	The following AFD related settings have also been moved from Xplay's Settings **Playout** page to a new **Xplay > AFD** page: • Enable XG Output AFD monitoring • Enable XG Input AFD monitoring • XG Input AFD Source Type • XG Input AFD Source ClipObject Name

Feature enhancements

The table below identifies enhancements that were made to existing Vertigo Suite features and functionality in the Vertigo Suite v4.9 GA, SP1 and SP3 releases. Note that no new feature enhancements were introduced in the Vertigo Suite v4.9 SP2 release.

Feature enhancements introduced in Vertigo Suite v4.9 SP3	
VXM-679	**V1 and V2 commands now support timestamps**
	The V1 and V2 commands now support timestamps. The timestamps must be in 100 ns since 1 January 0001 in UTC. This release will only support 25 Hz outputs.
Feature enhancements introduced in Vertigo Suite v4.9 SP1	
VXM-65	**Xplay - Before deleting a device from the Device Manager, users must now confirm the action**
	When attempting to delete a device from the Device Manager, a dialog now appears and has users confirm that they want to delete the device. This has been added to prevent devices from being unintentionally deleted.

VXM-107	**Xplorer - The Delete and Rename commands in the Asset Gallery's context menu have changed**
	The **Delete** and **Rename** commands in the Asset Gallery's context menu have been renamed to **Rename On XMS** and **Delete From XMS**. This change is intended to emphasize to users that the action is applied to the asset on the Xmedia Server, as well as all devices.

```
Rename On XMS
Delete From XMS
Remove From Device
Save Local Copy…        ▸
Preview…
Refresh
Properties On XMS…
```

Feature enhancements introduced in Vertigo Suite v4.9 GA	
VXM-15	**Xstudio: The Asset Browser's command for manually publishing assets to all associated devices has been reordered in the menu**
	The Asset Browser's **Publish To > All Associated Devices** command has been reordered to appear in the upper portion of the context menu (just under **Connected Devices**).
VXM-39	**After Effects Plug-in: The standard Vertigo Suite logging settings are now used by the After Effects Plug-in**
	The After Effects Plug-in's **Logging** tab (**Export Options** dialog) has been updated to use the standard Vertigo Suite logging settings: **Rollover Count** and **LogFile max size** (in Bytes). The **Log file location** and **Enable logging** from previous versions have been removed.
	The log files now appear in the standard log folder where all Vertigo logs go. Every execution of the After Effects Plug-in appends to the most recent After Effects Plug-in log file until it reaches the size specified in the setting, at which point it will rollover and create a new file.
VXM-98	**Xmedia Server: Additional MOS logging can now be enabled on the Xmedia Server Control Panel**
	The Xmedia Server's MOS communication with ENPS is already recorded in the log file (`vxmos.log`) and can be configured on the Xmedia Server Control Panel's `MOS` tab.
	However, additional MOS logging can now be enabled on the Xmedia Server Control Panel's `Logging` tab. The `MOS` setting has been added to the Debug Categories and is intended to be used in parallel with the new MOS Redirection. When the `MOS` setting is checked, MOS Redirection activities inside the Xmedia Server are logged to the Xmedia Server log file.

Bug fixes

The table below identifies a selection of user-reported defects and requests that were resolved in the Vertigo Suite v4.9 GA, SP1, SP2 and SP3 releases.

Bugs fixed in Vertigo Suite v4.9 SP3	
VXM-601	**Certain text fonts were not recognized resulting in the default font being used on scenes authored in Xstudio for Imagestore** Scenes authored in Xstudio for the Imagestore now set the font filename correctly when converted to the oxa format.
Bugs fixed in Vertigo Suite v4.9 SP2	
VXM-75	**Properties associated with Image objects in Xpanel were not displayed** When the Properties view is open in Xpanel, selecting an image object on the panel displays the object's properties.
VXM-594	**Unable to ingest large audio files in Xstudio** Large video files can be ingested without any error messages.
VXM-612	**Lookup table conversion was not handled in Xpanel's Production mode** When a panel is resolving a value in a lookup table, the conversion is now handled correctly in Xpanel's Production mode.
VXM-648	**The Set Property action does not populate image object in Xpanel resulting is a Thumbnail not available icon** Using the Set Property action in a control object to populate an image object in Xpanel displays the intended image asset rather than the Thumbnail not available icon.
Bugs fixed in Vertigo Suite v4.9 SP1	
VXM-18	**Xmedia Server - Updates to an asset's Expiry values on the Main XMS are not replicated to the Backup XMS** The lifespan extension that is done during a playlist verification is now being replicated correctly. Asset updates now match on both the primary and backup Xmedia Servers when a publish, republish or verification is performed.
VXM-22	**Xbuilder & Xplay - Playlist Verification does not publish/extend all items in the playlist** Playlist verification now correctly extends the lifespan of published assets. There was an issue where if any asset from a set of dependent assets was not published, none of the other assets had their lifespans extended.
VXM-83	**Xbuilder - The SendEvent command does not execute when the Target is Channel:All** Channel:All now targets the template itself along with the panel in Xbuilder. This resolves the issue of the SendEvent command not executing when the Target is Channel:All.
VXM-121	**Xplorer - The Ingest dialog may fail to open when Ingest is clicked in the WorkOrder/Job dialog** This issue has been resolved.

VXM-123	**Xmedia Server - The Thumbnail Generator may crash when the Xmedia Server service is stopped** Losing the connection to the Xmedia Server connection is no longer responsible for crashing the Thumbnail Generator when Thumbnail Generator processes are actively running.
VXM-124	**Xmedia Server - MediaCheck through automation can sometimes incorrectly return a not-ready status** After importing a set of assets into the Xmedia Server, the automation system was sometimes unable to playout a page. The MediaCheck was reporting that dependent assets in the Page (i.e. Scene asset) as not published, which resulted in the Page's status to be Not Ready. This issue has been resolved.
VXM-126	**After Effects Plug-in - The After Effects Plugin crashes when exporting in Miranda Animation (non-merge) mode** A check for NULL of the Data Source was missing for non-merge mode exports and caused the After Effects Plugin to crash. This issue has been resolved.
VXM-130	**Vertigo XG - Crawls are displaying the wrong number of images** The wrong number of updates was causing additional images to be introduced when creating the next Crawl group. This issues has been resolved.
VXM-132	**Data Server - Oracle Data Source does not work** Vertigo applications are 32 bit so the DSN source must be 32 bit, even on a 64 bit machines. The 32 bit version of the Oracle client must be installed first. If you are using a Windows 7 64 bit machine, go to `C:\Windows\SysWOW64 and run odbcad32.exe`. Then, add a new Data Source using "Microsoft ODBC for Oracle". In Xstudio, create a new scheme with a DSN source and use the User DSN that you created.
VXM-140	**Data Server - VxDataServer.exe experienced a memory leak when data sources were destroyed/garbage collected** A memory leak has been fixed in VxDataServer.exe that occurred when data sources were destroyed/garbage collected.
VXM-141	**Vertigo XG - Cel animations whose name ends with a digit fail to playout on the Vertigo XG** The cause of this behavior was that single asset files where being resolved as multi-files (cel animation) in the sequence. This has been fixed.
Bugs fixed in Vertigo Suite v4.9 GA	
VXM-24	**Xplay: Double-clicking a playlist element fails to execute a General Cue if that same element was already cued** The desired behavior in such a case would be for a General Cue to be executed because it would move the arrow to the clicked element and affect the elements cued on other devices. Changes have been made so that double-clicking the playlist element now executes the General Cue, even if the element is already cued. This behavior is consistent with selecting a cued element and pressing F2, which also executes the General Cue.

VXM-26	**Xplay: A cue invoked using PlayListCmd does not perform a general Cue when in the per-device layout** The **PlayListCmd** object in the Producer API offers the following commands to cue a playlist element: • **Cue** • **CueByRecallId** • **CueByLocation** • **CueRemoteCtl** Previously, if Xplay was configured using the per-device playlist layout, then these commands would not send a General Cue (as opposed to Manual cue) to the playlist even when specified in the parameters. This was inconsistent with the behavior in other playlist layout modes. Now, these commands send a General Cue to the playlist when specified in the parameters.
VXM-27	**Xmedia Server: Ingesting images could crash the Xmedia Server** In some cases, ingesting images caused the Xmedia Server to crash. This issue has been resolved.
VXM-28	**Xnews: Opening a second instance of Xnews in the same application causes Xnews to be unusable** Xnews does not support opening more than one instance at a time in the same application. Previously, if a second instance of Xnews was opened, it would not be usable. Now, if an attempt is made to open a second instance of Xnews, a warning message is displayed asking you to close that instance.
VXM-30	**File Ingest Server: Ingesting a TGA Sequence may fail when converting the TGA sequence to OXI/OXA** When converting a TGA sequence to OXI/OXA, the **TotalPixel** tag was not calculated correctly. The File Ingest Server allocated memory based on this value. When the value became too big, it caused the ingest to fail. To resolve this issue, the **TotalPixels** tag for OXI/OXA files is now calculated as the sum of width*height of every frame rather than max_width*max_height*num_frames.
VXM-37	**Vertigo Suite: Vertigo applications may crash on startup when certain fonts are installed** Vertigo Suite applications (Xplorer, Xstudio, Xplay, etc.) that load fonts may crash on startup if certain fonts are installed. The fonts causing this problem are true type fonts where the OS2 table in the font metadata was smaller in size than is customary. The specific fonts that caused the problem were: • **Reducto Condensed (REDU4.TTF)** • **Wanted Poster SSi (WANTED.TTF)** This problem has been resolved.
VXM-90	**Xmedia Server: The Xmedia Server's publish queue would stop processing items** Items in the Xmedia Server's publish queues were sometimes seen accumulating and not being published. A temporary workaround was to transfer the items to another publish queue for them to be published. This workaround is no longer necessary as the original problem has been resolved.

VXM-103	**Xstudio & Xplorer: Unable to publish a category or asset to Vertigo XG devices using the Publish to > All Associated Devices command**
	In Xstudio and Xplorer, the **Publish to** > **All Associated Devices** command allows you to select an asset or category and publish it to all auto-publish devices as indicated by the **Category** properties. An internal error in the categorization of the assets was causing the publish to fail. This problem has been resolved.
VXM-104	**Vertigo XG: When playing back VAF files, random rendering artifacts appeared in below the video**
	When rendering VAF files, the Vertigo XG was unintentionally introducing random artifacts into the lower portion of the video. This problem has been resolved.

Installation and Upgrade Procedures

Vertigo Suite v4.9 SP3 is a service pack release and full version of the Vertigo Suite software, which can be used in the following situations:

- **New installations** – The Vertigo Suite software is not currently installed on the computer and you would like to install the complete Vertigo Suite v4.9 software or specific applications.

- **Install additional Vertigo Suite applications**: Some Vertigo Suite applications are already installed on the computer and you want to add additional applications.

- **Update Vertigo Suite v4.9** – Your system is currently running a previous release of v4.9 and you would like to update the software to include the most recent fixes and enhancements.

- **Upgrade from previous Vertigo Suite release to v4.9** - You want to upgrade your workstation or playout device from a previous Vertigo release (e.g. v4.8) to the most recent version of the Vertigo Suite v4.9 software.

- **Install or update the Vertigo XG Inside option on an iTX system** - You want to integrate the XG graphics rendering capabilities into an iTX playout server and iTX Desktop. See the *Vertigo XG Inside User Guide* for information and installation instructions.

Preparing to install or upgrade Vertigo Suite

Before installing or upgrading the Vertigo Suite software, we recommend that you familiarize yourself with the network, hardware and platform guidelines presented in the following sections:

Network requirements

The Xmedia Server, Vertigo playout devices and workstation running Vertigo Suite applications must be installed on a dedicated LAN, using the existing security infrastructure. A qualified system administrator should verify that the setup follows the organization's security standards.

Specific recommendations regarding proper virus protection strategies can be obtained by contacting Grass Valley's Technical Support.

Most Vertigo Suite applications and devices must be actively connected via the network to the Xmedia Server to access the database, licenses, and other services. All connections used by the Vertigo Suite are over TCP and UDP, using the configurable range of ports listed below.

Application	Port #	Description	Protocol
Xmedia Server	14050	Primary connection	TCP
Xmedia Server	14051	Back channel	TCP
Xmedia Server	14052	Publishing back channel	TCP
DataServer	14060	Primary connection	TCP
DataServer	14070 - 15000	Back channel	UDP
Xpublish Agent	15000	Publishing port	TCP
Xmedia Server	10540	MOS low port	TCP
Xmedia Server	10541	MOS high port	TCP
Vertigo XG & Intuition XG	4000	Primary connection	TCP
Vertigo XG & Intuition XG	4001	Secondary connection	
XG Dashboard	5000 - 5010	Configuration control ports	TCP
Xmedia Server	15098 & 15099	Discovery port	UDP

Client workstation specifications

Vertigo Suite v4.9 SP3 applications can be installed and run on a client PC that is on the same network as the central Xmedia Server and respects the following system requirements:

Vertigo Suite Client Platforms	Processor	Operating System	Memory
Minimum requirements for general usage	Intel Pentium 4 or equivalent	Windows XP professional SP3	1 GB RAM
Recommended requirements for general usage	Intel® Core™2 Duo Processor E6600 (2.4 GHZ) or faster	Windows 7 (64 bit)	2 GB RAM

Platform and database considerations

Before installing Vertigo Suite on a computer workstation or device, consider the following guidelines:

* Vertigo Suite v4.9 SP3 cannot be installed on computers running Microsoft Windows 2000 or Microsoft Windows Vista or Windows Server 2003 (64 bit).
* Vertigo Suite v4.9 SP3 must be installed and run only on the physical computer, not on a virtual PC.
* Before installing the Vertigo Suite v4.9 SP3 on a machine running Windows 7, you must disable (turned off) User Account Control (UAC). UAC is a Windows 7 security component that unfortunately prevents some Vertigo Suite components (i.e. codecs) from installing and functioning properly.
* The Vertigo Suite v4.9 SP3 is backward compatible with SQL 2000, 2005, and 2008. The Vertigo Suite v4.9 SP3 Installer automatically installs SQL 2008 on the target system if the system does not already have an existing SQL database. If the target system already has a supported version of SQL installed, the Installer skips the SQL installation task (i.e. it does not upgrade the system with SQL 2008). If you would like to upgrade from an existing database to SQL 2008, you must do it as a separate procedure using Microsoft SQL Management tools.
* Upgrading a standalone Vertigo application that uses an Access database, maintains the database intact. However, the standard for Vertigo Suite v4.9 SP3 applications is to use the SQL 2008 Express database with Vertigo Schema, which is automatically installed by the Setup Wizard during the upgrade procedure. Some complications may occur when using the standalone application (no central XMS) with the HMP or LGK cards as a result of the two databases. In such a case, we request that you contact our Technical Support team for an appropriate solution.

Accessing the Vertigo Suite installation files

The Vertigo Suite Installer consists of an executable file that runs the **Vertigo XmediaSuite Setup Wizard**. The Setup Wizard is an all-in-one installer that guides you through the process of installing or upgrading the Vertigo Suite software on a client workstation or hardware device.

There are two (2) versions of the Vertigo Suite Installer, which are available for download from the **Downloads for Broadcast Products** section of the Grass Valley website.

Installer (32 bit) vx.x	This version of the Vertigo Suite is intended to be installed on computers running one of the following operating systems: • Windows XP SP3 and later • Windows XP Embedded SP3 • Windows Server 2003 SP3 • Windows 7
Installer (64 bit) vx.x	The version of the Vertigo Suite is intended to be installed on computers running the Windows 7 (64 bit) or Windows Server 2008 operating systems. Note that this version does not provide 32-bit support.

Also available for download with the Vertigo Suite installation files is the **Matrox DSX Utils** driver file that contains the required device drivers for the SDI video cards used by the Vertigo XG and Intuition XG rendering devices. These driver files are used when restoring XG hardware devices.

To access the executable files that launch the Vertigo XmediaSuite Setup Wizard:

1 Open the Grass Valley website in an Internet browser.
2 Navigate to the **Software Downloads** page (Support > Downloads).
3 Click **Downloads for Broadcast Products**.
4 Select **Vertigo Suite** from the drop-down list and click **Go**.

   Or,

   Scroll down to the **Playout** > **Graphics** category and select **Vertigo Suite**.
5 Again select **Vertigo Suite** from the Product Software Download List.
6 Save a local copy of the executable file by right-clicking the appropriate **Installer** link and selecting **Save target as**.

Accessing Vertigo Suite user documentation

User documentation for the Vertigo Suite software applications and hardware devices are available in the Documentation Library on the Grass Valley website.

To access the Vertigo Suite user documentation:

1 Open the Grass Valley website (www.grassvalley.com).

2 Select Resources > Documentation Library.

3 From the drop-down list, select either:

- Vertigo Suite: Branding Graphics Automation and Asset Management
- Vertigo XG: Advanced HD/SD Graphics Processor
- Intuition XG: Advanced HD/SD Graphics Processor

4 Click the **Go** button to the right of the drop-down list.

Installing Vertigo Suite using the Vertigo Setup Wizard

The following information and instructions describe how to use the **Vertigo XmediaSuite Setup Wizard** to install or upgrade the Vertigo Suite software applications on a workstation computer or hardware device.

All Vertigo applications (Xplorer, Xstudio, Xbuilder, Xpanel, Xplay... etc.) and hardware devices (Xmedia Server, Intuition XG, Vertigo XG... etc.) must run the same software version to function properly. When upgrading, the Setup Wizard automatically updates all previously installed Vertigo Suite components to ensure compatibility of all components.

Prerequisites and guidelines

The following conditions must be true before attempting to install or upgrade the Vertigo Suite software:

- The client computer must meet all of the necessary hardware and software requirements (see page 12).
- The user currently logged into the computer must have Administrative privileges.
- The Windows Firewall setting must be set to off.
- If installing on a computer running Windows XP, Windows service pack 3 must be installed prior to installing Vertigo Suite v4.9 SP3.
- All other applications running on the computer must be closed.
- The system's Regional Options (Windows Regional and Language Options) must be set to English (United States). This ensures consistency in number, date and time formats.
- Quicktime Alternative must not be installed on the system.
- If you plan on using SNMP monitoring, the Microsoft SNMP Service and Supero Doctor 3 SNMP Agent must be installed. See the *Release Notes for Vertigo Suite v4.7* for more information.
- If you have removed a previous version of the Vertigo Suite (v4.7 or v4.8) from the computer and you would now like to perform a new installation of the Vertigo Suite v4.9 SP3 on that computer, you must perform the following tasks before launching the installer:
  1. Uninstall SQL Server and all related entries.
  2. Using the Registry Editor, delete the following registry key:
     ```
     HKEY_LOCAL_MACHINE\SOFTWARE\Miranda Technologies Inc.\Xmedia
     Suite\Installer
     ```
- When upgrading Vertigo playout devices (i.e. Vertigo XG & Intuition XG), you must uninstall the current DSX Utils package using
  `C:\Program Files\MatroxDSX.utils\Uninstall.exe`. Then download and install the **DSX Util** 8.0 package from the Software Downloads section of the Grass Valley website.
- When upgrading from v4.3 or lower, you must uninstall the **Vertigo codec pack** using the Windows "Add or Remove Programs" tool. The Setup Wizard automatically installs the latest Vertigo Codec pack.
- The Vertigo Suite v4.9 SP3 release does not support upgrading from versions prior to v4.0. Also note that when upgrading, compatibility of customized applications, scripts and plug-ins is not guaranteed. Please contact Grass Valley's Technical Support for upgrade advice and compatibility guidelines.

To install or upgrade Vertigo Suite on a client workstation or hardware device:

1 Access and make a local copy of the Vertigo Suite's Installer file that is appropriate for your operating system (see page 14).

2 Save a copy of the Vertigo Suite Installer on the workstation or device where it is to be installed.

3 Right-click the Installer file and select **Run as Administrator** to launch the **Vertigo XmediaSuite Setup Wizard**.

4 Follow the Setup Wizard's initial on-screen instructions, including accepting the License Agreement and specifying the Destination Location.

5 Select the components to be installed:

   • If no Vertigo Suite components are already installed on the system, you can select a preset configuration from the drop-down list (e.g. Complete XmediaSuite).

   • If Vertigo Suite components are already installed on the system, the installed components are listed and will automatically be upgraded. You may also select additional components from the list to be installed.

6 Continue to follow the Setup Wizard's initial on-screen instructions and restart the computer when prompted.

7 Once restarted, the Setup Wizard automatically returns to verify and complete the installation process.

8 After the installation is finalized, complete the instruction for acquiring and validating a license key (see page 20).

9 Verify the installation by launching one of the Vertigo Suite applications.

Installing Vertigo Suite using the unattended deployment

The Vertigo XmediaSuite installer supports an unattended (silent) mode for automated remote installations with minimal visual output and no reboot. An unattended installation is launched by appending the appropriate command-line options to the installer executable file name as follows:

```
XmediaSuite-4.9.xxx.x.exe /VERYSILENT /SUPPRESSMSGBOXES /NORESTART
/COMPONENTS="component1,component2,…"
```

The installation can be customized to install any combination of applications by modifying the `/COMPONENTS` option. The example below shows the components for a typical Xnews installation including Xplorer, ingest, and software preview:

```
/COMPONENTS="Apps\Xnews,Apps\Renderers\SoftwareCG,Codecs,Drivers\X
plublishAgent,Apps\Xplorer,Servers\TranscodeServer"
```

Refer to the Components section for the list and syntax of the available components.

Notes:

- The installer must be run as Administrator with ACL off.
- These instructions are for the full installer, which includes all 3rd party dependencies. The same executable and syntax are used for new installations and upgrades.
- Unattended installations will not install Microsoft .NET 3.5 SP4 and 4.0 since they trigger reboots. Both must be installed prior to the Xmedia Suite installation.
- Most combinations of components require a reboot, which should be triggered by the administrator at an appropriate time. Removing `/NORESTART` causes the reboot to be automatically triggered.
- The software is installed in `C:\Program Files\VertigoXmedia`.

Uninstallation

The Vertigo Suite provides a separate uninstaller executable, which also supports the `/VERYSILENT` and `/SUPPRESSMSGBOXES` command-line as shown below:

```
"C:\Program Files\VertigoXmedia\unins000.exe" /VERYSILENT
/SUPPRESSMSGBOXES
```

Notes:

- Quotes around the executable file path are required due to spaces in the folder name.
- It is not necessary to specify components. They will all be uninstalled.

Components

A component is an individual application, service or device driver which can be installed. The following components can be defined using the `/COMPONENTS` command-line option.

Application name	Component name command-line syntax
Xbuilder	`Apps\Xbuilder`
Xnews	`Apps\Xnews`
Xpanel	`Apps\Xpanel2`
Xplay	`Apps\XplayOpt\Xplay`
Xplorer	`Apps\Xplorer`

Application name	Component name command-line syntax
Xstudio	`Apps\XstudioOpt\Xstudio`
Xstudio LT	`Apps\XstudioOpt\XstudioLT`
Software CG	`Apps\Renderers\SoftwareCG`
Vertigo XG	`Apps\Renderers\XG`
After Effects plugin for AE CS3 (32 bit version only)	`AnimationExportPluginOpt\PluginAECS3`
After Effects plugin for AE CS4 (32 bit version only)	`AnimationExportPluginOpt\PluginAECS4`
After Effects plugin for AE CS5 (64 bit version only)	`AnimationExportPluginOpt\PluginAECS5`
After Effects plugin for AE CS6 (64 bit version only)	`AnimationExportPluginOpt\PluginAECS6`
Clip and audio playback codecs	`Codecs`
Xpublish Agent	`Drivers\XpublishAgent`
Imagestore driver	`Drivers\Imagestore`
Distributed Content Editing Server	`Servers\ContentServer`
Data Server	`Servers\DataServer`
File Agent Server	`Servers\FileIngestServer`
GPI Communication Server	`Servers\GPIServer`
Transcode Server	`Servers\TranscodeServer`

Acquiring and validating licenses

To operate in their full capacities, most Vertigo Suite software applications and hardware devices require that valid application and device licenses be installed and validated on the Xmedia Server (or Embedded Xmedia Server).

> Note: New hardware devices that were factory configured usually ship with the appropriate licenses already installed.

After the installation of the Vertigo Suite components is complete, you must perform the following procedure to acquire and validate the licenses on your system:

1 Open the **Xmedia Server Control Panel**.

2 Select the **Licensing** tab.

3 Select **Soft Keys** from the **License Server options** drop-down list.

4 Click the **Copy to Clipboard** button, which copies the **Machine ID** to the computer's clipboard.

5 Paste the **Machine ID** from the clipboard into an email and send it to Grass Valley Technical Support.

Upon receipt of the email, your licensing agreement is verified and an email is returned to you with a license code (softkey).

6 Once you have receive the license code, return to the **Soft Keys** page (Licensing) on the **Xmedia Server Control Panel**.

7 Paste the license code (softkey) into the **License Keys** section's text box and click **Validate**.

8 Click **OK** and the Xmedia Server Control Panel closes.

Uninstalling the Vertigo Suite software

Uninstalling the Vertigo Suite software removes all Vertigo applications and components from the computer. Individual Vertigo Suite components or applications cannot be uninstalled without removing all of the currently installed Vertigo components.

To uninstall the Vertigo Suite software:

1 Open Programs and Features by clicking the **Start** button, clicking **Control Panel**, clicking **Programs**, and then clicking **Programs and Features**.

2 Select Vertigo XmediaSuite version x.x, and then click **Uninstall**.

3 When prompted, confirm that you want to uninstall the Vertigo Suite by clicking **Yes**.

4 If prompted, agree to remove all shared files by clicking **Yes to All**.

5 Click **OK** to finish the uninstall procedure.

Known Issues and Limitations

- In earlier versions of Vertigo & HMP, Vertigo relied on its publish history to know what assets were on the HMP. With Vertigo Suite v4.8 (and later) & HMP v4.9 SP2 (and later), Vertigo now scans a specific folder on the HMP, that did not exist before, to know what assets are on the device. Therefore, if the HMP has assets on it and gets upgraded, this folder will be empty and Vertigo will not know what assets were on the HMP. As such, you must republish the assets from the Xmedia Server to the HMP.

- The File Ingest Service supports the use of network mapped drives (e.g. T:) provided that UNC paths are used and that the local system account has access to the drive.

- Unlike character-based asset names which can be duplicated (e.g. image1 and image1 can exist on the system in different folders), assets named using only numerical digits (e.g. 1234) must be unique.

- When dropping a file into a watch folder, the file must be locked while writing to the folder, otherwise the Vertigo tool that is being used to perform the ingest (Autoingester, File Agent, or File Ingest Server) might demonstrate odd behavior. Therefore, we require that you use Windows to copy the file in a separate step. This ensures that the file is locked, thus preventing the file from being read before writing is complete. Unpredictable behavior will result if this step is skipped.

- RTF (Rich Text Format) is not supported in Xnews.

- The Transcode Server does not support:
    - .AVI as an output container
    - WMV and image sequences as output encoding formats
    - VAF and J2K as input encoding formats

- EAS (Emergency Alert System) is currently supported with TFT systems only. SAGE systems are not supported.

- The XG Dashboard application cannot detect both devices when running a dual channel Vertigo XG or Intuition XG device because both devices are listening on the same UDP port.

- Fonts used in a scene do not automatically become a scene dependency. This means that all fonts used in a scene must explicitly be published by associating the Fonts category to your destined device. Then you must drag the font from the Asset Browser to the asset dependency section of the scene tree. Only fonts that are ingested into the Xmedia Server can be published to a destination device.

- Xstudio does not provide a way to view the key signal for assets or templates.

- File names published to Imagestore and Intuition are restricted to a maximum of 36 characters.

- Rounded frames on text objects are not supported in Xstudio.

- HD compositing limitation: When running in HD video standards, Vertigo XG has certain performance characteristics that may limit the amount of compositing that can

be performed at any given time. If the limits are exceeded, the Vertigo XG's output may stutter. The factors that contribute to compositing limits are:

- The number of videos in enabled objects.

- The number of keyers, and the total amount of graphics enabled.

- The number of clip streams playing. Note that when a clip is transitioning to another clip, both clips' streams count.

The dual output Vertigo XG may also demonstrate compositing limiatations due to the sharing of resources.

For more details, refer to the Vertigo XG and Intuition XG performance and supported file formats document in the Documentation Library section of the Grass Valley website.

- The following circumstances are known to cause the Vertigo XG to stop operating:

  - Connecting to and/or from the Vertigo XG using Microsoft's remote desktop tool.

  - Connecting to the Vertigo XG using VNC, with the video and system hooks enabled stops the Vertigo XG.

  - Activating the ATI control panel.

  - The activation of a screensaver.

  - Pressing *Ctrl-Alt-Delete* key sequence may cause the application to close immediately. Use the *Ctrl-Shift-Esc* key sequence instead.

- Renamed assets are not reflected on HMP cards, and thus any further management of them is lost, including deletion and validation.

- Content which is not full resolution is not currently supported in the MJ2 format. For example, files that are not full resolution will not playback on the HMP card.

- When ingesting a Targa sequence (.tga) and converting it to J2K the asset is saved as a cel animation. This is acceptable for HMP playback, but the J2K cannot be played back on the Vertigo XG as a cel animation.

Devices and Software Supported by this Release

The following topics identify the hardware devices and software application/services that are compatible with the Vertigo Suite v4.9 SP3 software release.

Grass Valley hardware devices

The following Grass Valley hardware devices are supported by Vertigo Suite v4.9 SP3 for authoring, asset publishing, and on-air control.

- Vertigo XG v4.9 SP3
- Imagestore 750 v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- Intuition+ v1.13.8
- Intuition XG v4.9 SP3
- iTX Playout Server v2.3 SP3
- LGK-3901 v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- DSK v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- HMP v4.9 SP3
- RCP/BR v4.9
- iMC panel v7.2.3.0

Operating system, services and applications

The Vertigo Suite v4.9 SP3 is supported by the following version of Microsoft's operating systems, services and applications:

- Windows 7 SP1 (32 bit and 64 bit)
- Windows XP (regular/embedded) SP3
- Windows Server 2003 (32 bit) and Windows Server 2008 (64 bit)
- Microsoft .NET 3.5 SP1 and 4.0 (both required)
- Microsoft SQL Server 2003, 2005, 2008 R2
- Microsoft SQL Native Client 2008 R2 (v10)
- Microsoft Visual C Runtime 2005, 2008, 2010
- Microsoft Visual Basic Runtime 6
- Microsoft Office (for ODBC) 2007 and 2010
- Microsoft SNMP Service (XP only) 5.1

3rd party hardware devices

In some circumstances, the following 3rd party devices have been supported by the Vertigo Suite for asset publishing and on-air control only. On-air content for these devices are authored in the creation packages provided by the vendor. Full support of these devices would need to be evaluated on an individual case basis.

- Ventuz
- VizRT
- Other devices may be supported. Contact Grass Valley for details.

3rd party software

The following software applications and versions are supported by the Vertigo Suite v4.9 SP3 release:

- ENPS 7.2.1.2034
- iNEWS 3.5.1
- IMM 1.14
- Adobe After Effects 4.0, 5.0, 5.5 and 6.0
- Quicktime 7

Note: To read Excel spreadsheets, the Vertigo After Effects plug-in must be installed on a machine running a 64 bit operating system with Microsoft Office x64 (for the ODBC drivers). Both Adobe CS (64 bit) and Microsoft Office (64 bit) must also be running on the same system.

Contact Us

Grass Valley Technical Support

For technical assistance, contact our international support center, at 1-800-547-8949 (US and Canada) or +1 530 478 4148.

To obtain a local phone number for the support center nearest you, please consult the Contact Us section of Grass Valley's website (www.grassvalley.com).

An online form for e-mail contact is also available from the website.

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