VERTIGO SUITE V6.0

SERVICE PACK 1

Release Notes

REVISION 1

M852-0303-601

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Document Information

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Date	Description
July 3, 2018	First publication
July 5, 2018	Corrected the version number in 3rd party software, on page 26.

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Introducing Vertigo Suite v6.0 SP1

Vertigo Suite v6.0 Service Pack 1 (SP1) is a cumulative, full-version of the Vertigo Suite software, in that it contains all of the features and fixes from the initial 6.0 release and supplemental releases since. As such, it can be used for new installations, for upgrading from one major and minor release to another, or for updating the same release stream.

What's new in Vertigo Suite v6.0 SP1

The following sections identify the new features, enhancements and bug fixes that were addressed in the Vertigo Suite v6.0 SP1 release.

New features in v6.0 SP1

The following table identifies the new features that were introduced in the Vertigo Suite v6.0 SP1 release.

Item #	Description
VXM-1090	**When creating new clips on a scene, the initial loop value is read from the clips** For OXIs and VAFs that are added to a scene, the loop value is read from the clip. For instance if the clip or cel animation was ingested with loop set to true, the loop value property of the cel animation is set to true and you are not able to modify this value on the scene. If the clip or cel animation was ingested with loop set to false, the loop value property of the cel animation is set to false and you are not able to modify this value on the scene. However, if a VAF was ingested with an unspecified loop value, then the loop value property of the clip or cel animation is set according to the Settings > Asset Defaults > Clip/Cel Object Loop Defaults. and you are free to modify this value on the scene.

Feature enhancements in v6.0 SP1

There were no feature enhancements introduced in the Vertigo Suite v6.0 SP1 release.

Fixes in v6.0 SP1

The following table identifies the bug fixes that were introduced in the Vertigo Suite v6.0 SP1 release.

Issue #	Description
VXM-1070	**VAF clip playback randomly caused the XG renderer to stop working** After installing a previous release of the Vertigo Suite, playing certain VAF clips randomly caused the XG renderer crash. This issue has been resolved.
VXM-1075	**Audio levels not returning to their pre-ducked values** After a duck was performed, the audio levels would not return to their pre-ducked values. The only way to get the audio level back was to restart the XG renderer. This issue has been resolved.
VXM-1076	**File Ingest Service Control Panel crashed when creating a new instance** Creating a new instance of the File Ingest Service no longer crashes the FIS Control Panel.
VXM-1078	**Changes to the Scene Background Color setting were not retained after closing the template** The Scene Background Color property is now saved and loaded properly in Xstudio.

VXM-1079	**Double-clicking a category in Xplay's Asset Browser loaded a random template in the playlist** Double-clicking on a category with a large number of templates no longer opens a random template in the Xplay playlist.
VXM-1085	**The Transcode server sent the wrong region of Interest data to FPP during transcode of MOV to VAF** The Transcode server was sending wrong region of Interest data to FPP during transcode of MOV to VAF. A new version of the installed FPP corrects the problem.
VXM-1088	**XFTP is enabled in the XmediaServer Panel but it does not actually run** When XFTP is enabled in the XmediaServer Panel, the XFTP process is now visible in the Task Manager as proof that it is actively running. When disabled, the xftp.exe is no longer visible in the Task Manager. Also, when enabling/disabling the XFTP, you are now prompted to restart the XMS service.
VXM-1092	**MXF files were failing to loop** MXF files now loop properly.
VXM-1093	**ProRes422 clips were not ingested for HMP** 10 bit .mov files are now correctly transcoded to J2K.

What was new in Vertigo Suite v6.0 GA

The following sections identify the new features, enhancements and bug fixes that were addressed in the Vertigo Suite v6.0 GA release.

New features in v6.0 GA

The following table identifies the new features that were introduced in the Vertigo Suite v6.0 GA release.

Item #	Description
VXM-617	**Xmedia Suite supported on Windows 10 workstations** Xmedia Suite client applications (e.g. Xstudio, Xnews, Xbuilder, etc.) can now run on workstations using Windows 10. Note that the Vertigo XG/Intuition XG is not supported by Windows 10 at this time.
VXM-1008	**Certification of Xmedia Server running on a Virtual Machine** The Xmedia Server has been certified to run in a Virtual Machine environment. Please contact Grass Valley's Support team for further details.
VXM-1016	**Full category path added to the XMS REST command that returns assets** The full category path of an asset is now included in the JSON asset description.

Feature enhancements in v6.0 GA

The following table identifies the feature enhancements that were introduced in the Vertigo Suite v6.0 GA release.

Issue #	Description
VXM-1024	**The retimer cache value has been increased for clip preview and clip proxy generation** Some clips have many consecutive frames of video before the first frame of audio. If there were more than 20 frames of consecutive video before the first frame of audio, the clip was failing to ingest. Now the Xmedia Suite allows for up to and including 60 frames of consecutive video before the first frame of audio.
VXM-1046	**RoStorySend MOS message is now supported on the Xmedia Server** Using the Xmedia Server Control Panel's MOS Server settings, properties in the RoStorySend message can now be parsed and passed to the associated playlist segment in Xplay.

Fixes in v6.0 GA

The following table identifies the bug fixes that were introduced in the Vertigo Suite v6.0 GA release.

Issue #	Description
VXM-918	**Importing a schema may fail due to a name clash** When importing a schema, the import would fail if any asset of any type already existed with the same name as the schema. This has been fixed by checking if a different schema with the same name already exists.
VXM-1010	**Cueing or clearing a specific template caused the Vertigo XG to crash** Using a video input object with the source set to clip no longer causes the XG to crash while cueing or clearing the template containing it.
VXM-1011	**In-place image editing properties were not merged when persisting a template** Using in-place image editing on a persisted template now renders the image correctly.
VXM-1027	**Properties and Commands are not recognized by the Vertigo XG** Changes to the Vertigo XG unintentionally resulted in a restriction for Property names and Command names to be case sensitive. This has been addressed so that Property and Command names are again case-insensitive.
VXM-1040	**Microsoft updates caused Xbuilder's Merge List to fail** Microsoft reports that updates KB4041686, KB4041678, KB4041681 may cause applications based on the Microsoft JET Database Engine (Microsoft Access 2007 and older or non-Microsoft applications) to fail when creating or opening Microsoft Excel .xls files. It is this issue that caused Xbuilder's Merge List to fail. Please consult the following Microsoft Support pages if you experience this problem: • https://support.microsoft.com/en-ca/help/4041686/windows-7-update-kb4041686 • https://support.microsoft.com/en-us/help/4041681/windows-7-update-kb4041681
VXM-1041	**GV Engine resource management caused the Vertigo XG to crash** Timing in the releasing of internal buffers was causing the Vertigo CG to crash. This has been corrected.
VXM-1042	**1080i25 Timecode render invalid by the Vertigo XG** The Vertigo XG caused the VANC data not to be included in every odd field. This has been corrected.
VXM-1045	**Loop out animation is not smooth** A problem with the clip buffering made the loop out animation stutter for VAF clips only. This has been corrected.
VXM-1062	**Xplay crashed when another application was doing a port scan** When applications on machines outside the Xmedia Suite scanned various ports, the back channel of the Data Server client running inside of Xplay would crash. Protection has been added to the Xmedia Suite to prevent this type of crash.

Installation and Upgrade Procedures

Vertigo Suite v6.0 SP1 is a cumulative, full-version release 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 v6.0 SP1 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 6.0** - Your system is currently running a previous release of 6.0 and you would like to update the software to include the most recent fixes and enhancements.

- **Upgrade from previous Vertigo Suite release to v6.0** - You want to upgrade your workstation or playout device from a previous Vertigo release (e.g. v5.4) to the most recent version of the Vertigo Suite v6.0 SP1 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:

- Preparing to install or upgrade Vertigo Suite, on page 8
- Client workstation specifications, on page 9
- Platform and database considerations, on page 9

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 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, UDP and HTTP, 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
XMS REST Interface	8080	XMS REST Interface	HTTP

Client workstation specifications

Vertigo Suite v6.0 SP1 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® Core™ i5 or equivalent	Windows 7	4 GB RAM
Recommended requirements for general usage	Intel® Core™ i7 or faster	Windows 7 or 10 (64 bit)	8 GB RAM

Platform and database considerations

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

- Vertigo Suite v6.0 SP1 cannot be installed on computers running Microsoft Windows 2000 or Microsoft Windows Vista or Windows Server 2003 (64 bit).
- Before installing the Vertigo Suite v6.0 SP1 on a machine running Windows 7 (or later), you must disable (turned off) User Account Control (UAC). UAC is a Windows security component that unfortunately prevents some Vertigo Suite components (i.e. codecs) from installing and functioning properly.
- The Vertigo Suite v6.0 SP1 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 v6.0 SP1 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 web site.

Installer (32 bit) vx.x	This version of the Vertigo Suite is intended to be installed on computers running a Windows 7 (32 bit) operating system.
Installer (64 bit) vx.x	This version of the Vertigo Suite is intended to be installed on computers running Windows 7 (64 bit), Windows 10 (64 bit), Windows Server 2008 and Windows Server 2012 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 Web site 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 web site.

To access the Vertigo Suite user documentation:

1 Open the Grass Valley web site (www.grassvalley.com).

2 From the Menu, select Resources > Documentation Library.

3 From the Active Products 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 8).
- The user currently logged into the computer must have Administrative privileges.
- The Windows Firewall setting must be set to off.
- 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.
- If you plan on using SNMP monitoring, the Microsoft SNMP Service and Super Doctor 5 SNMP Agent must be installed.
- 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 v6.0 SP1 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 v6.0 SP1 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 10).

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).

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-6.0.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
publishAgent,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`
After Effects plugin for AE CC2017 (64 bit version only)	`AnimationExportPluginOpt\PluginAEC2017`
After Effects plugin for AE CC2018 (64 bit version only)	`AnimationExportPluginOpt\PluginAEC2018`
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.

Downgrading from Vertigo Suite v6.0 (or higher) to v4.10

To downgrade from Vertigo Suite v6.0 (or higher version) to v4.10:

1 Double click the batch file:
```
%vxapps%/Support/PrepareForDowngrade.bat
```

> Note: If the downgrade to v4.10 has already been done and the `PrepareForDowngrade.bat` file was NOT run before the downgrade, you must rerun the Vertigo Suite v6.0 (or higher version) installer and repeat these steps. It is crucial that the exact same build of the v6.x software that was previously installed be rerun and the `PrepareForDowngrade.bat` script be run on that version for the downgrade to work properly.

2 Read the message in the Command Prompt window and type **y** to confirm that you want to proceed with the downgrade.

Depending on the applications that were originally installed, confirmation messages may appear while the script is running and you may need to perform an action, like press any key to continue.

3 Once the script has finished, you can now downgrade to v4.10 as normal.

Xmedia Server Pro-e4 integration procedures

The Xmedia Server Pro-e4 is factory configured to run Windows Server 2012 R2, SQL Server 2014 and Vertigo Suite v5.1 (or newer).

The following requirements and guidelines must be respected when integrating one or more Xmedia Server Pro-e4 servers into an existing Vertigo system:

- All Vertigo applications (e.g Xplorer, Xstudio, Xplay...etc.) and hardware devices (e.g Vertigo XG, Intuition XG...etc.) in the same system must run the same software version (v5.1 or newer) to function properly.
- Xmedia Server Pro-e and Pro-e4 servers can coexist in the same system if the Pro-e servers are updated to run the same version of the Vertigo Suite software as the Pro-e4 (v5.1 or newer).
- The Xmedia Server Pro-e4 must run Vertigo Suite v5.1 (or newer). To ensure proper operation and support, the factory-installed Vertigo Suite must not be downgraded to an earlier version.

When replacing an existing Xmedia Server Pro-e with a new factory-configured Xmedia Server Pro-e4, you will want to migrate the existing Virtual Database and the SQL Server 2008 R2 database, from the Pro-e server to the Pro-e4 server. Please contact Grass Valley Technical Support should you have any questions or require assistance in performing the database migration.

> Note: When migrating the databases, please allow for an appropriate maintenance window in which there is no activity on the servers (e.g. ingesting new assets).

To migrate the Virtual Database and SQL 2008 R2 database

1. Replace the Virtual Database on the XMS-Pro-e4, on page 19
2. Create a backup copy of the SQL Server 2008 R2 database, on page 20.
3. Restore the SQL 2008 R2 database in SQL 2014 on the Xmedia Server Pro-e4, on page 20.

> Note: If your Xmedia Server is running SQL Server 2000, you must perform a stepped upgrade to migrate the database to the Xmedia Server Pro-e4. Unfortunately, SQL Server 2000 databases cannot be restored directly in SQL 2014. The stepped upgrade requires you to create a backup of the SQL 2000 database. The backup of the SQL 2000 database must then be restored in an instance of SQL 2008 R2. A backup of the SQL 2008 R2 database must then be created and restored to SQL 2014. Please contact Grass Valley Support for more information.

Replace the Virtual Database on the XMS-Pro-e4

1. On the XMS-Pro-e, open the **Xmedia Server Control Panel**.
2. On the **General** page, take note of the location of the Virtual Database (VirtualDB) in the **Virtual database path** field.
3. On the XMS-Pro-e, navigate to the Virtual database folder and make a copy of the folder.

4   On the XMS-Pro-e4, open the **Xmedia Server Control Panel**.

5   On the **General** page, take note of the location of the Virtual Database (VirtualDB) in the **Virtual database path** field.

6   On the **Service Control** page, click **Stop >>** to stop the XMS Service.

7   On the XMS-Pro-e4, navigate to the Virtual database folder and rename or delete the existing Virtual Database (VirtualDB) folder.

8   Move the copy of the VirtualDB folder from the XMS-Pro-e to this location on the XMS-Pro-e4 server.

9   Return to the Xmedia Server Control Panel on the XMS-Pro-e4.

10 On the **Service Control** page, click **Start >>** to start the XMS Service and click **OK**.

Create a backup copy of the SQL Server 2008 R2 database

1   Optional: On the XMS-Pro-e, open the Xmedia Server Control Panel, select the **Database** page and take note of the **Server name** and **Database name** values.

2   On the XMS-Pro-e, open **SQL Server Management Studio**.

3   Using the **Connect to Server** dialog, connect to the appropriate instance of the Microsoft SQL Server Database Engine using the Server name from step 1.

4   In the Object Explorer, expand the **Databases** folder.

5   Right-click the **XmediaSuite** database and select **Tasks** > **Back Up**.

    The **Back Up Database** dialog appears.

6   In the **Database** field, select **XmediaSuite**.

7   Remove the existing databases listed in Destination section by holding down the Shift key and selecting each of the existing databases listed.

8   Click the **Remove** button.

9   In the **Backup type** field, select **Full**.

10 In the **Destination** section, click the **Add** button to open the Select Backup Destination dialog.

11 Select **File name** and use the Browse (...) button to specify the destination where the backup file will be saved.

12 Click **OK** to close the Select Backup Destination dialog.

13 Click **OK** to launch the creation of the backup file.

    A confirmation message appears if the backup was successful.

Restore the SQL 2008 R2 database in SQL 2014 on the Xmedia Server Pro-e4

1   Move the backup file of the SQL Server 2008 database (`XmediaSuite.bak`) from the Pro-e server to an accessible folder location on the Pro-e4 server.

2   Stop the XMS Service on the XMS-Pro-e4:

    a   Open the Xmedia Server Control Panel.

    b   On the **Service Control** page, click the **Stop >>** button.

3   Optional: Select the **Database** page Xmedia Server Control Panel and take note of the **Server name** and **Database name** values.

4   On the XMS-Pro-e4, open **SQL Server Management Studio**.

5 Using the **Connect to Server** dialog, connect to the appropriate instance of the Microsoft SQL Server Database Engine using the **Server name** from step 2.

6 In the **Object Explorer**, expand the **Databases** folder.

7 Remove the existing XmediaSuite database:

    a Right-click **XmediaSuite** and select **Delete**.
      The **Delete Object** dialog appears.

    b In the **Object to be deleted** section, select the **XmediaSuite** database.

    c Check the Close existing connections check box.

    d Click **OK** to close the **Delete Object** dialog.

8 Add a new database:

    a In the **Object Explorer**, right-click the **Databases** folder and select **New Database**.
      The **New Database** dialog appears.

    b In the **Database name** field, type **XmediaSuite** (or the identical name of the SQL database being migrated from the XMS-Pro-e).

    c Click **OK**.

9 Restore the SQL 2008 R2 database:

    a Right-click the **XmediaSuite** database and select **Tasks** > **Restore > Database**.

    b In General page's **Source** section, click **Device**.

    c Click the Browse (...) button to open the **Select backup devices** dialog.

    d In the **Backup media type** field, select **File** and then click the **Add** button.

    e Browse to the backup file (`XmediaSuite.bak`) that you moved to the XMS-Pro-e4 server in step 1 and double-click the file.

    f Click **OK** to return to the General page.

    g Optional: In the **Destination** section, the **Database** box is automatically populated with the name of the database to be restored. To change the name of the database, enter the new name in the **Database** box.

    h Click **OK** to launch the restoration of the database.

    A confirmation message appears if the database was successfully restored.

10 Restart the XMS Service:

    a Return to the Xmedia Server Control Panel.

    b On the **Service Control** page, click the **Start** >> button.

    c Click **OK**.

11 Optional: Test the restored database by opening the Xmedia Server Control Panel. On the Database page, click the **Test Connection** button to test connection between the database and the XMS service. We also recommend that you open Xplorer or Xstudio to ensure that you can browse the assets.

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 v5.22 (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 cannot automatically detect Channel B in an iTXG Dual Channel Setup.

- 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 v6.0 SP1 software release.

Grass Valley hardware devices

The following Grass Valley hardware devices are supported by Vertigo Suite v6.0 SP1 for authoring, asset publishing, and on-air control.

- Vertigo XG v6.0
- Imagestore 750 v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- Intuition+ v1.13.8
- Intuition XG v6.0
- iTX Playout Server [Version not available at time of publication]
- 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 (v5.3.0.10)
- RCP/BR v5.0
- iMC panel v7.2.3.0

Operating system, services and applications

The Vertigo Suite v6.0 SP1 is supported by the following operating systems, services and applications:

- Windows 7 SP1 (32 bit and 64 bit)
- Windows 10 Pro (32 bit and 64 bit)
- Windows Server 2008 R2 (64 bit) and 2012 R2 (64 bit)
- Microsoft .NET 3.5 SP1 and 4.0 (both required)
- Microsoft SQL Server 2005, 2008 R2, 2014
- 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
- Apple macOS High Sierra 10.13 (Vertigo After Effects Extension's .zxp file only)

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 v6.0 release:

- ENPS 6.00.0057, 7.3.2.3089, 7.4.7.7174, 8.0.0.130, 8.2.0.300 and 8.2.2.2021
- iNEWS 3.5.1
- Octopus 8 Newsroom Computer System
- Ross Inception Newsroom Computer System 9.3
- IMM 1.14
- Adobe After Effects 4.0, 5.0, 5.5, 6.0, CC 2014, CC 2015, CC 2017.2 (release 14.2.1.34) and CC 2018 (15.0.1) Build 73
- Java 8 Update 171

> 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 Web site (www.grassvalley.com).

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

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