grass valley

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M-Series iVDR Version 2.0.13 Release Notes and Installation Instructions

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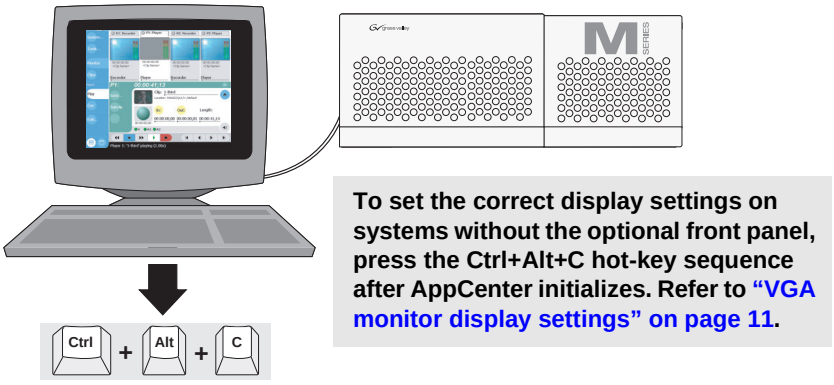
IMPORTANT: VGA Display 'hot-key' sequence



To set the correct display settings on systems without the optional front panel, press the Ctrl+Alt+C hot-key sequence after AppCenter initializes. Refer to "VGA monitor display settings" on page 11.

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Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax. Contact Grass Valley first regarding problems with third party software on Grass Valley products, such as the Microsoft® Windows® operating system, Windows Media® player, Internet Explorer® internet browser, and SQL Server™.

Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

World Wide Web: http://www.thomsongrassvalley.com/support/
Technical Support E-mail Address: gvgtechsupport@thomson.net.

Phone Support

Use the following information to contact product support by phone during business hours. Afterhours phone support is available for warranty and contract customers.

International (France)	+800 80 80 20 20 +33 1 48 25 20 20	Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
International (United States, Canada)	+1 800 547 8949 +1 530 478 4148	Belarus, Russia, Tadzikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
Hong Kong, Taiwan, Korea, Macau	+852 2531 3058	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504
Australia, New Zealand	+61 1300 721 495	Germany, Austria, Eastern Europe	+49 6150 104 444
Central, South America	+55 11 5509 3440	Near East, Africa	+33 1 48 25 20 20
China	+861 066 0159 450	Netherlands	+31 (0) 35 62 38 421
Belgium	+32 (0) 2 334 90 30	Northern Europe	+45 45 96 88 70
Japan	+81 3 5484 6868	Singapore	+65 6379 1313
Malaysia	+603 7805 3884	Spain	+41 487 80 02
Middle East	+971 4 299 64 40	UK, Ireland, Israel	+44 118 923 0499

Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

Version 2.0.13 new features and introductions

Version 2.0.13 includes performance improvements and support for all M-Series iVDR models. Features and performance improvements introduced by previous releases are also included in version 2.0.13. To learn about past releases, refer to the following section "What's new by version".

New in this release:

- Compatibility with Grass Valley Aurora products

Refer to the 2.0 version of the *M-Series User Manual* for information on the features introduced by this and all past software release. You can access all M-Series iVDR documentation at http://www.thomsongrassvalley.com/support/.

What's new by version

Version 2.0.13 includes all features and performance improvements introduced by previous releases. The following sections describe the introductions included in recent past releases.

Version 2.0.11

- Support for AMP Ethernet

Version 2.0.10

- Support for 300GB disk drives
- Improved recovery behavior for interrupted video sources

Version 2.0.9

Version 2.0.9 introduced the following hardware features to extend the capabilities of the M-Series iVDR.

- Support for models M-122A and M-222A
- Support for the IEEE 1394 Interface option on the M-122A and M-222A

Version 2.0.4

Version 2.0.4 introduced the following hardware features to extend the capabilities of the M-Series iVDR.

- Digital audio I/O— ES/EBU and SDI embedded, 4ch/video on the M-222D.
- 50Mbs video compression—DV50, and MPEG-2 I Frame only, along with the new digital audio I/O—AES/EBU and SDI embedded, 4ch/video on the M-322D.
- Introduced the IEEE 1394 option on the M-222D and M-322D.

NOTE: Version 2.0.4 did not support models M-122A or M-222A.

Version 1.6.9

- Erase unused media feature
- Remote control through GPI Inputs

- Controlling external equipment through GPI Outputs
- BVW protocol
- Continuous record mode
- Cue points
- Keyboard shortcuts
- Variable Speed Play enhancements
- Append record using serial protocol control
- Repositioning the AppCenter window
- NewsQ Pro support via the AMP protocol.

Version 1.5.12

- Saving a playlist as a program
- Transferring playlists and programs
- Saving clip and event audio levels
- Advanced Search
- Freeze on next event
- Configuration dialog box enhancements

Operational considerations

Use the following information in your operational planning for the iVDR.

Minimum record to playback time

The Player application enforces a 5 second minimum record to play time when playing a clip that is still being recorded. To play a clip that is still recording, start record, then wait at least 5 seconds before starting playback.

Composite analog video input performance

The iVDR can record signals from most non-timebase corrected signal sources such as color under video playback devices, i.e. VHS or U-Matic VTRs, and low cost cameras. However, for reliable recording performance some devices may require external signal conditioning products, i.e. timebase correction.

Remote control protocol support

You can use remote control devices and automation software developed for the M-Series iVDR that use industry-standard serial protocols. For each supported protocol, the iVDR provides a protocol-specific application. Be sure to contact your 3rd party automation system or software provider to ensure that the iVDR is supported. Contact your Thomson Grass Valley sales representative for a list companies that provide certified applications for the M-Series iVDR.

Recording using BVW protocol

To record using BVW protocol, you must manually load a new clip in BVW Recorder before the record channel can respond to the start record command. The BVW Recorder must be in "Local and Protocol control mode" to allow you to create the new clip locally. If the recording is stopped, you must eject the current clip, and then create a new clip since BVW Recorder does not support append record. Refer to the *M-Series User Manual* for detailed operating instructions.

Using USB devices

The USB connectors on the rear panel and front panel can be used to connect a USB drive, mouse, keyboard, or other USB device. Do not plug or unplug these devices while the iVDR is being used for critical play to air activity.

Verifying clip transfer rate before playing

Before playing a clip that is being imported from a file or stream, verify that the clip transfer rate is higher than the clip data rate using the Transfer Monitor. This is required to ensure uninterrupted playback.

Playing lists containing GPI output triggers

You can assign GPI output triggers to events and sections in a playlist. The GPI outputs can be used to trigger external equipment when the list plays. Before you can use GPI output triggers in a list, you must assign GPI outputs to the play channel using Configuration Manager. If you want to play a list that was created on another play channel, you must ensure that GPI triggers assigned to the play channels use the same names, otherwise the GPI triggers will not occur.

Virus software support

Thomson Grass Valley does not recommend installing third party software on your iVDR. However, if you must install virus scanning software, configure it for manual virus scan only. Automatic virus scanning could disrupt iVDR operation and should not be used.

Continuous record program length

A continuous recording is stored in the iVDR as a program. When the program is stored, its duration will be 3 minutes longer than the continuous record length specified. Take this into consideration when operating the iVDR with the media disks nearly full.

NetCentral SNMP Agent

This software release installs the M-Series NetCentral SNMP Agent, however, the agent must be unlocked for operation with NetCentral Manager software. NetCentral Manager provides centralized monitoring using Simple Network Management Protocol (SNMP). The M-Series SNMP agent allows the M-Series to collect and store management information (such as disk errors, temperature, video and audio status) and make this available to NetCentral Manager. Contact your Thomson Grass Valley representative for more information about obtaining a software key to unlock the M-Series SNMP agent and configuring it for use with NetCentral Manager.

Installing software version 2.0.13

M-Series iVDR system software version 2.0.13 was installed on your new iVDR at the factory. In normal operation, you do not need to reinstall system software.

Perform the following installation procedure if:

- You are updating the iVDR system software.
- You are instructed by Thomson Grass Valley product support to re-install system software.

This software installation procedure includes:

- Part 1: “Install “High Priority” Windows updates (recommended)”
- Part 2: “Special procedures if updating from 1.5.x or 1.6.x”
- Part 3: “Update the M-Series media file system”
- Part 4: “Install M-Series system software”
- Part 5: “Create a system disk image file”

Part 1: Install “High Priority” Windows updates (recommended)

Windows “High Priority Updates” are recommended, but not required for version 2.0.13. The iVDR must be connected to the internet to perform this procedure. If the iVDR does not have internet access, skip this procedure and proceed to Part 2: on page 7.

⚠ ***CAUTION: Only “High Priority Updates” should be installed. Do not install other Windows 2000 or driver updates on your iVDR.***

From the factory, Automatic Windows Updates are disabled. This prevents updates from being performed in a manner that could harm the operation of networked iVDRs. Do not modify the Automatic Update setting.

Update the “Windows Update” program and/or install high priority updates

Windows revises its Windows update program periodically. When you connect to the Windows update website, Windows scans your iVDR and determines if it needs to have its Windows update program updated. If the update is needed, on-screen messages inform you of this and guide you through the process to update the Windows update program and then install any needed high priority updates.

To update the Windows update program and install high priority updates, do the following:

1. Exit AppCenter. Choose **System | Shutdown**, then **Exit to Windows**, then **OK**. AppCenter closes and the Windows desktop appears.
2. Stop the media files system services by clicking **Start | Programs | Centravision File System | Stop File System Services**. Click **OK** to acknowledge.

⚠ ***CAUTION: Do not install software without first stopping media file system services. Failure to do so can result in record/play errors and/or loss of media.***

3. Start the Windows update program as follows:
   a. Click **Start | Run**.
   b. Type the following:
      `c:\WINNT\system32\wupdmgr`
   c. Click **OK**.
      Internet Explorer opens and connects to the Windows update web site. The Windows update program determines if your iVDR needs updated Windows update software and if there are any high priority updates available that have not yet been installed on the iVDR.
      If connecting to the Windows update web site does not proceed as expected, in Internet Explorer click **Tools | Windows Update**.
4. Follow on-screen instructions to update Windows update software and install any needed high priority updates.
5. When prompted, restart the iVDR.

⚠ ***CAUTION: Only "High Priority Updates" should be installed. Do not install other Windows 2000 or driver updates on your iVDR.***

NOTE: If "Found New Hardware" messages appear, refer to "Known issues" CR55678 later in these release notes.

6. After installing high priority updates, continue with Part 2: "Special procedures if updating from 1.5.x or 1.6.x":

Part 2: Special procedures if updating from 1.5.x or 1.6.x

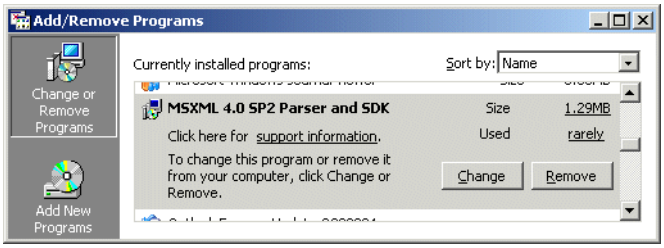
If you are updating from 1.5.x or 1.6.x, perform one or more of the following procedures, otherwise proceed to Part 3: "Update the M-Series media file system".

Update XML parser software (Only if upgrading from 1.5.x)

If you are upgrading from iVDR software version 1.5.x, use the following steps to check the XML parser software version, and then update if needed.

To check and update the XML parser software:

1. Exit AppCenter as follows:
   a. In the AppCenter toolbar, select **System**, then choose **Shut Down** in the pop-up menu.
   b. In the Shut Down dialog box, choose **Exit to Windows** in the drop-down list, then select **OK**.
2. In the Windows taskbar, click **Start | Settings | Control Panel**, then select **Add/Remove Programs**.



3. Does **MSXML 4.0 SP2 Parser and SDK** appear in the programs list?
   - If "No", proceed to step 4 to install the XML parser software.
   - If "Yes", skip the rest of this procedure and go to the next procedure "Uninstall existing version of M-Series software (If updating from 1.5.x or 1.6.x)".
4. Insert the *M-Series iVDR System Software* CD-ROM in the CD-ROM reader.
5. Use Windows Explorer to locate and run the *msxml.msi* installation file located in the **XML** folder on the CD-ROM.

   The installation wizard Welcome page is displayed.
6. On the Welcome page, click **Next**, then follow the onscreen instructions to install the software. Use the **Install Now** option when asked.

NOTE: Do not modify the Customer Information text page when it is displayed.

7. Click **Finish** to close the installation wizard.
8. When prompted to restart the iVDR, click **No**. The restart at the conclusion of the Part 3 procedure is sufficient.
9. Continue with the next procedure "Uninstall existing version of M-Series software (If updating from 1.5.x or 1.6.x)".

Uninstall existing version of M-Series software (If updating from 1.5.x or 1.6.x)

If you are upgrading from iVDR software version 1.5.x or 1.6.x, use this procedure to uninstall the existing version of M-Series software. This does not remove your media files from the iVDR. They will remain on the iVDR during the upgrade process.

To uninstall M-Series software:

1. Shutdown AppCenter as follows:
   a. In the AppCenter toolbar, select **System | Shutdown**.
   b. In the Shutdown dialog, select **Exit to Windows**, then **OK**.

      AppCenter closes, and the desktop appears.
2. Click **Start | Settings | Control Panel**.
3. Open **Add/Remove Programs**.
4. Select **M-Series**, then click **Remove**.
5. Click **Yes** to confirm file deletion.
6. When prompted to restart the iVDR, click **No**. The restart at the conclusion of the

Part 3 procedure is sufficient.

7. Proceed to the next section Part 3: "Update the M-Series media file system".

Part 3: Update the M-Series media file system

Use this procedure to update the media file system. You can access the installation program on the *M-Series iVDR Software* CD-ROM. Updating the file system does not harm existing media stored on the iVDR.

To update the M-Series media file system:

1. If AppCenter is open, exit AppCenter as follows:
   a. In the AppCenter toolbar, select **System**, then choose **Shut Down** in the pop-up menu.
   b. In the Shut Down dialog box, choose **Exit to Windows** in the drop-down list, then select **OK**.
2. Insert the *M-Series iVDR System Software* CD-ROM in the CD-ROM reader.
3. Use Windows Explorer to locate and run the *cvfs_win2k_2.1.2b91Simple.exe* installation file located in the CVFS folder on the CD-ROM.

   The installation wizard Welcome page is displayed.
4. Accept the license agreement to start installation.
5. Click **Finish** when installation is complete.
6. When prompted to restart the iVDR, do the following:
   - If you are upgrading from version 1.5.x or 1.6.x, click **Yes**. You must restart now to finalize changes from this procedure and from earlier procedures.
   - If you are upgrading from versions 2.0 or higher, click **No**. The restart at the conclusion of the M-Series system software installation is sufficient.
7. Proceed to Part 4: "Install M-Series system software".

Part 4: Install M-Series system software

To install system software:

1. Insert the *M-Series iVDR System Software* CD-ROM in the CD-ROM reader.
2. Run *setup.exe*

   You can click **Start | Run** in the Windows taskbar, and then use **Browse** to locate and select the *setup.exe* file in the **M** directory on the CD-ROM, then click **OK** to start installation.
3. In the Welcome dialog box, click **Next**, then follow onscreen instructions to install software.

NOTE: Be sure to install the software in the default** c:\profile **directory. Do not change it. Specifying another location will result in incorrect operation of the software.

4. After clicking **Finish** to close the install wizard, click **No** when prompted to restart

the iVDR.

5. Power cycle the iVDR. This is necessary to update (flash) the codec board. To power cycle, do the following:

   a. In the AppCenter toolbar, select **System**, then choose **Shutdown** in the pop-up menu. The Shutdown dialog box appears.

   b. In the Shutdown dialog box, choose **Shutdown**, then select **OK**.

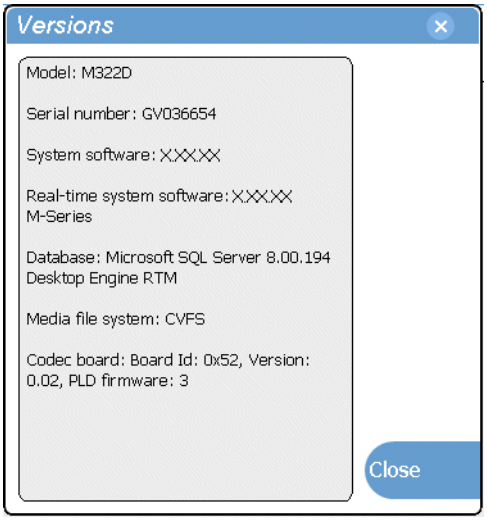
   c. Wait for the iVDR to power off, then push the standby switch to start up. After Windows initializes, AppCenter automatically starts.

NOTE: If "Found New Hardware" messages appear, refer to "Known issues" CR55678 later in these release notes.

6. Confirm that the correct software versions are installed as follows:

   a. Click the StatusPane button in the AppCenter StatusBar. The StatusPane opens.

   b. Select the StatusPane menu button , then choose **Show Versions**. Software versions are displayed.



   c. Verify that the correct versions are installed.

7. Proceed to Part 5: "Create a system disk image file".

Part 5: Create a system disk image file

Create a system disk image as described in the *M-Series Service Manual*. This backup image can be used to restore the system disk. The procedure requires the *Recovery Program* CD-ROM that you received with your iVDR.

This concludes the software installation procedure.

Known issues

The following limitations are present in this M-Series iVDR Software 2.0.13 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation. These known issues will be resolved in future releases.

"Found New Hardware" messages appear

Description	After restarting the iVDR, "Found New Hardware" messages for the PCI Memory Controllers appear. This occurs on some systems after certain Windows "High Priority Updates" have been installed. The timing of the hardware detection process changes with the Windows update such that now Windows detects Grass Valley hardware and incorrectly assumes it is new hardware. (CR55678)
Workaround	From the Windows Control Panel open **System | Hardware | Device Manager**. In the tree view under **Other Devices** there are two "PCI Memory Controller" nodes. Right-click each **PCI Memory Controller** and select **Disable**. You can safely disable these in Windows without affecting iVDR functionality. Once disabled, the "Found New Hardware" messages no longer appear.

VGA monitor display settings

Description	The Windows desktop is oversized and scrolls as you move the mouse. The display adapter card in the iVDR always starts in 640x480 mode even though the Windows screen size is set to 800x600.
Workaround	Press the **CTRL+ALT+C** hot-key sequence when AppCenter is fully initialized after power-up to switch the display adapter card to 800x600 display settings. If you inadvertently select this key sequence on an iVDR with a front panel, press the **CTRL+ALT+L** hot-key sequence to return to 640x480 display settings which is required for front panel operation. All display hot-key sequences are described in the *M-Series User Manual*.

Description	After changing display resolution on the VGA monitor, AppCenter becomes inoperable and a "…DirectDraw lock surface failed…" error is displayed. (CR76734)
Workaround	Before changing display resolutions, close AppCenter. After changing display resolutions, restart the M-Series iVDR.

"Unsafe Removal of a Device..." message may appear during startup

Description	Occasionally, during startup, the following Windows message may appear: "Unsafe Removal of a Device: PCI standard PCI-to-PCI bridge." (CR47600)
Workaround	Press **OK**, then restart the M-Series iVDR and complete startup without encountering the "Unsafe Removal" message.

Configuration files saved from previous versions are incompatible with 2.0.13

Description	Configuration files created using previous versions of M-Series software will not work with version 2.0.13.
Workaround	You must recreate configuration files after updating to 2.0.13.

Restore Defaults command does not restore factory settings

Description	If you uninstall M-Series software (required if updating from 1.5.x or 1.6.x) and then install version 2.0.13, using the restore defaults command makes no changes to the configuration settings. (CR49883)
Workaround	None.

Audio clipping indicator in Configuration Manager

Description	The audio clipping indicator in the Configuration dialog box does not function. The indicator is always gray.
Workaround	None.

Audio monitor in IEEE1394 record mode

Description	The rear panel audio monitor and the front panel headphone jack outputs the record channel audio input signal when the record channel is in IEEE 1394 record mode.
Workaround	None.

AVI output file format is always non-interleaved

Description	When exporting media to an AVI file, the user interface allows you to choose interleaved (type1) or non-interleaved (type2) AVI file format, however, the AVI file format is always non-interleaved (type2). (CR46219)
Workaround	None.

Channel information displayed only in full-screen mode

Description	The operation of the channel information setting in Configuration Manager is unclear. As designed, this setting only affects the channel Monitor in full-screen mode, not split-screen mode. (CR47436)
Workaround	NA.

Player: Signal status indicators do not operate

Description	The (V)(A1)(A2) signal status indicators in Player are not functional in this release. The indicators are always on.
Workaround	None.

Recorder: Audio status indicator problem when embedded audio selected

Description	In models M-222D and M-322D, when embedded audio is selected, all four audio status indicators in Recorder remain on even though the selected audio group contains less than four audio channels. (CR47333)
Workaround	None.

"VITC not present" message is always displayed in Configuration Manager

Description	In models M-122A and M-222A, the "VITC not present" message is always displayed in Configuration Manager even though VITC is detected and recorded as expected. (CR47411)
Workaround	None.

"Video is not present" message is always displayed in Configuration Manager

Description	In models M-122A and M-222A, the "video is not present" message is always displayed in Configuration Manager even though the SDI and Composite video signals are input and recorded as expected. (CR47412)
Workaround	None.

Playlist fails to transfer

Description	If a playlist you are attempting to transfer has one or more clips with only two audio tracks, the transfer fails. (CR53011)
Workaround	Make sure all clips in the playlist have four audio tracks.

SNMP agent crashes

Description	If more than one SNMP trap destination is entered in M-Series iVDR SNMP properties, the SNMP agent fails to start and SNMP (NetCentral) monitoring of the iVDR stops. (CR55416)
Workaround	Enter only one SNMP trap destination.