Aurora Browse Version 6.5 Release Notes and Installation Instructions

These release notes contain the most recent information and supersede previous publications, as of November 21, 2008. Check the Grass Valley website at *www.thomsongrassvalley.com/docs* for an updated version that contains additional important information.

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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.

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.

Telephone Support

Use the following information to contact Product Support by phone.

International Support Centers

Our international support centers are available 24 hours a day, 7 days a week.

Support Center	Toll free	In country
France	+800 80 80 20 20	+33 1 48 25 20 20
United States	+1 800 547 8949	+1 530 478 4148

Authorized Local Support Representative

A local support representative may be available in your country. To locate a support center during normal local business hours, refer to the following list. This list is regularly updated on the website for Thomson Grass Valley Product Support (http://www.thomsongrassvalley.com/support/contact/phone/).

After–hours local phone support is also available for warranty and contract customers.

Region	Country	Telephone
Asia	China	+861 066 0159 450
	Hong Kong, Taiwan, Korea, Macau	+852 2531 3058
	Japan	+81 3 5484 6868
	Southeast Asia - Malaysia	+603 7805 3884
	Southeast Asia - Singapore	+65 6379 1313
	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504
Pacific	Australia, New Zealand	+61 1300 721 495
Central America, South America	All	+55 11 5509 3440
North America	North America, Mexico, Caribbean	+1 800 547 8949 +1 530 478 4148

Region	Country	Telephone
Europe	UK, Ireland, Israel	+44 118 923 0499
	Benelux – Netherlands	+31 (0) 35 62 38 421
	Benelux – Belgium	+32 (0) 2 334 90 30
	France	+800 80 80 20 20 +33 1 48 25 20 20
	Germany, Austria, Eastern Europe	+49 6150 104 444
	Belarus, Russia, Tadzhikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
	Nordics (Norway, Sweden, Finland, Denmark, Iceland)	+45 40 47 22 37
	Southern Europe – Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
	Southern Europe – Spain	+34 91 512 03 50
Middle East, Near East, Africa	Middle East	+971 4 299 64 40
	Near East and Africa	+800 80 80 20 20 +33 1 48 25 20 20

About this document

This document contains the latest information about the Aurora Browse system. For the complete description and instructions for Aurora Browse, read the Aurora Browse application online Help and the *Aurora Browse Installation and Configuration Guide*.

Aurora Browse 6.5 features

Aurora Browse creates various low-resolution proxy formats for high-resolution material, both HD and SD. The high-resolution material resides on a K2 system. You can use the Edit LD application to edit stories using the low-resolution proxy, which is accessible from your PC. Aurora Browse also provides a rich metadata search engine that allows you to search for clips using various criteria.

Aurora Browse integrates with the Aurora Edit system for further editing.

You can archive and restore high-resolution material. Archived assets are still visible from the Edit LD application.

What's new in 6.5

This version of Aurora Browse software includes several improvements, in addition to correcting some problems that were present in earlier releases.

The MediaFrame Config tool — the MediaFrame server can now be configured with an application that facilitates the various MediaFrame setup.

Aurora Browse client installed locally on client PCs — The Aurora Browse application is no longer a web-based application. In previous versions, it was installed on the MediaFrame server and served to individual client PCs via HTTP. In Aurora Browse 6.5, it is a Windows executable, like the Aurora Edit LD application, and is installed locally on each client PC.

Support for archives — Aurora Browse is now compatible with version 6 of the SGL FlashNet archive product and version 6 of the DIVA archive product, as well as the Avalon archive, version 3.2

Round robin archiving of assets — Aurora Browse supports a round robin method for distributing transfers requests from a K2, News, M-Series or Profile MDI server to multiple transfer servers.

Condor NAS — Aurora Browse is now compatible with the Condor NAS used with K2 Storage Systems.

EDLs — Aurora Edit is now handling EDLs.

Collections —a virtual folder workspace allows you to create public or private folders so that you and others can contribute references to the assets. Some of the uses for Collections include selecting clips for projects, selecting clips to be archived or restored, and requests for the media manager, all without actually moving or duplicating assets.

TransferTool now integrated — In the Aurora Browse Client, you can drag and drop files and monitor transfer progress between devices.

Pinnable Windows — the MediaFrame panels are now pinnable and relocatable so you can customize and resize MediaFrame tools within the application

Extended Custom Metadata types — Custom Metadata now supports fields that are variable- and unlimited-sized text fields, date, pick list, and numbers

Enhanced Search — use filters for flexible and efficient searches. You can now search device metadata and save commonly used searches for private or global use.

Expanded results window, with dynamically positioned columns — you can customize a view using the column picker to show technical, general, or custom metadata when viewing search results.

Dynamic Keyword and Keyframe marking — FeedClip features are now included as standard functions. This includes AutoMark for single button capture of events with preset duration. These automatic calculation features enable easy capture of sports highlights, sound bites, or shots of interest for development of stories from live footage or material in shared storage.

Changes in previous releases

The following sections describe the changes in past releases.

Version 6.3.0

Support for 720p — With this release, Aurora Browse creates proxy for HD 720p material. Features that support HD in the Aurora Browse application and the Edit LD application apply to 720p assets as well.

AxiomTek PC not supported — The AxiomTek PC is no longer supported as a MediaFrame server platform. This machine was a part of some early NewsBrowse systems. If you use a AxiomTek PC as your Aurora Browse (MediaFrame) server, you must upgrade to the Dell 2950 or the HAAR platform as part of the upgrade to Aurora Browse 6.

Dell platforms — The following platforms are now shipping with updated models:

- Dell 1950 replaces Dell 1850

- Dell 2950 replaces Dell 2850

K2 Nearline — The K2 Nearline Storage System is supported.

Browse-controlled ingest not supported — This release is not compatible with the legacy Profile XP and Open SAN system architecture, where the Browse application controls ingest. Ingest Scheduler and other features related to ingesting and/or recording media with the Browse application are not available. For Browse licensing, the roles of Ingest Manager and Ingest View are not available.

Aurora Browse version compatibility

Versions qualified for compatibility with this 6.5 release of Aurora Browse software are summarized in the following tables.

Aurora Browse devices

Aurora Browse devices are compatible with this 6.5 release of Aurora Browse software as follows:

Browse device	Component	Version	Comment
Aurora Browse Client	Windows Operating System	Windows XP SP3 Windows Vista	Vista Business Edition
MediaFrame server	Windows Operating System	Server 2003 SP2	
	SQL Server	2005 SP2	Service Pack 2 is required on MediaFrame servers that have SQL 2005.
	Internet Information Services (IIS)	Version 6	Under Web Service Extensions, make sure ASP.NET is allowed.
	Microsoft .Net	2.0 SP2	Install after IIS
	Web Services Enhancements	3.0	
	Sabretooth	2.0.1.10	Grass Valley licensing software
MDI server	Windows Operating System	Server 2003 SP2 or Server 2000 SP4	Depending on the size of your system, the MDI server might be the same machine as the MediaFrame server. (For legacy systems, News MDI is supported on Server 2000 SP4.)
Aurora Proxy (Advanced) Encoder	Windows Operating System	Server 2003 SP2	
SmartBin Encoder	Windows Operating System	Server 2003 SP2	
Single-channel encoder	Not supported		
Sequential Encoder	Not supported		
Image Support Server	Not supported		
MediaFrame server on Axiom platform	Not supported		

Browse device	Component	Version	Comment
Router Gateway	Not supported		
NAS on Serial ATA network platform	Not supported		
NAS on Linux Fastora platform	Not supported		

Grass Valley products

Grass Valley products are compatible at the time of this 6.5 release of Aurora Browse software as follows:

Component or system	Version	Comments
Aurora Browse Client software	6.5.0.291	
MediaFrame Server software	6.5.0.291	
Aurora Proxy Encoder software	6.5.0.262	
Aurora Transfer software	---	Aurora Transfer is now part of the Aurora Browse/MediaFrame system
Aurora Suite: - Aurora Edit software - Aurora Edit LD software - Aurora FTP software - SmartBins Service software - RMI Core software	6.5.0.377	
Conform Server software	6.5.0.377	
NewsShare (DSM) software	6.5.0.377	
Aurora Ingest software	6.5.0.87	
Aurora Playout software	6.5.0.45	
K2 system software	3.2.74.967	With SNFS software version 3.1.2_RC25225_6138
Profile XP system software	5.4.8.1248 or newer	Profile XP standalone only.
UIM	2.1.0.216	
M-Series system software	2.0.13.567	
DIVArchive software	6	
FlashNet software	6	
Avalon software	3.2	
IngestStation	Not supported, use Aurora Ingest instead.	
News Q Pro	Not supported, use Aurora Playout instead	

Installing software on new Aurora Browse systems

Aurora Browse software version 6.5 is installed on new Aurora Browse devices as they come from the factory. If you have a new Aurora Browse system, you should not need to install or upgrade software. For general information about Aurora Browse software, refer to the ***Aurora Browse Installation and Configuration Guide***.

Browse system upgrade considerations

Browse systems that were built with previous versions of Browse software have special considerations for upgrading to version 6.5 software, as follows:

• **Upgrade for all systems with less than 4GB RAM** — The MediaFrame server, version 6.5, requires 4GB of RAM. The Dell documentation describes how to install memory for your Dell-based server (either 2850 or 2950).

• **Upgrade considerations for systems built with software version 2.7a or 3.1** — Most of the Browse system devices originally built with version 3.1 or lower are not qualified with version 6.5 software. If your system is currently running with version 2.7a or 3.1, or is using one or more devices originally used with version 2.7a or 3.1, you need to upgrade to version 6.0b and then upgrade to version 6.5.

• **Upgrade considerations for systems built with software version 6.0b** — If you have a Browse system originally built with version 6.0b, you will need to upgrade to version 6.5. If you have version 6.0b, depending on the design of your system, you might have some devices that are not supported by version 6.5 and so can not be upgraded.

The following devices can not be upgraded to version 6.5:

- Single-channel Encoder

- Sequential Encoder

- Image Support Server

- Router Gateway

Also refer to "Aurora Browse version compatibility" on page 6 for a list of compatible devices and their software versions.

If your system uses one or more devices that are not supported by version 6.5, your system must be reconfigured before it can be upgraded. For example, a system with Browse controlled ingest to Profile XP/Open SAN using Single-channel Encoders must be reconfigured to use Aurora Proxy Encoders instead of Single-channel Encoders, and a Profile XP standalone or else a K2 or M-Series system.

Systems built only with supported devices may by upgraded to version 6.5 using the upgrade procedure in these release notes. Refer to "Aurora Browse version compatibility" on page 6 for the list of compatible devices and their software versions.

If NetBIOS has been disabled in the network properties, make sure it is enabled before performing an upgrade.

In addition, if you are upgrading from a Browse system that has version 6.0b, you'll need to back up the database and config files, and save them to the NAS or some central server. MDIs no longer have transfer targets on archives.

You cannot use the old configuration file, except as a reference. The data is the same, but you need to go into the MediaFrame Config tool and specify the transfer target in the News, K2, M-Series or Profile MDI.

If the MediaFrame server does not have the Windows operating system and SQL database versions specified in "Aurora Browse version compatibility" on page 6, you will need to backup the database and re-import it after you have upgraded the system. For more information, refer to "Upgrading Aurora Browse systems".

The Aurora Browse Client now runs on a user's PC rather than through a website. User licenses are now handled through Active Directory. Administrators need to create licenses for Aurora Browse Client users. Roles need to be specified. For more information, refer to the ***Aurora Browse Installation & Configuration Guide***.

Upgrade considerations for systems built with software version 6.3 — If you have a Browse system originally built with version 6.3, you'll need to back up the database and config files, and save them to the NAS or some central server. MDI devices no longer have transfer targets on archives.

You cannot use the old configuration file, except as a reference. The data is the same, but you need to go into the MediaFrame Config tool and specify the transfer target in the News or K2 MDI.

The Aurora Browse Client now runs on a user's PC rather than through a website. User licenses are now handled through Active Directory. Administrators need to create licenses for Aurora Browse Client users. Roles need to be specified. For more information, refer to the ***Aurora Browse Installation & Configuration Guide***.

If the MediaFrame server does not have the Windows operating system and SQL database versions specified in "Aurora Browse version compatibility" on page 6, you will need to backup the database and re-import it after you have upgraded the system. For more information, refer to "Upgrading Aurora Browse systems".

Upgrade considerations for systems built with software version 6.4 — If you have a Browse system originally built with version 6.4, you might need to manually enter the new location of the roles.xml file, `c:\Thomson\MediaFrame\Configuration` in the Location text field.
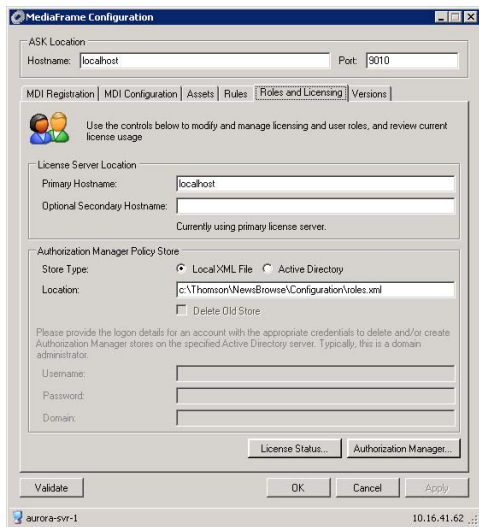
Upgrading Aurora Browse systems

NOTE: These upgrade instructions assume that current Browse software is at version 6.0b or higher. If you have a lower version of software, you will need to upgrade to version 6.0b before upgrading to version 6.5.

The following installation steps provide information specifically for upgrading an Aurora Browse system to version 6.5 software. Read the information in these sections carefully before attempting the upgrade.

To upgrade software on the system, work through the following procedures sequentially.

1. "Prepare for system upgrade"

2. "Upgrade K2 software"

3. "Upgrade the MediaFrame server"

4. "Upgrade the MDI server"

5. "Upgrade Encoders"

6. "Restart devices"

7. "Install Browse client PC application"

Prepare for system upgrade

Do the following to gather information and put the system in the state required for the upgrade:

Step 1: Identify components to upgrade

For your particular system, you must know what software components are in use, their current versions, on what devices those software components are installed, and their configuration.

> *CAUTION: You must fully back up the SQL database and configuration files before upgrading the system.*

If you have not yet clearly identified software components in this way, do so as follows:

1. View the MediaFrame server's configuration page at **Software Versions**.
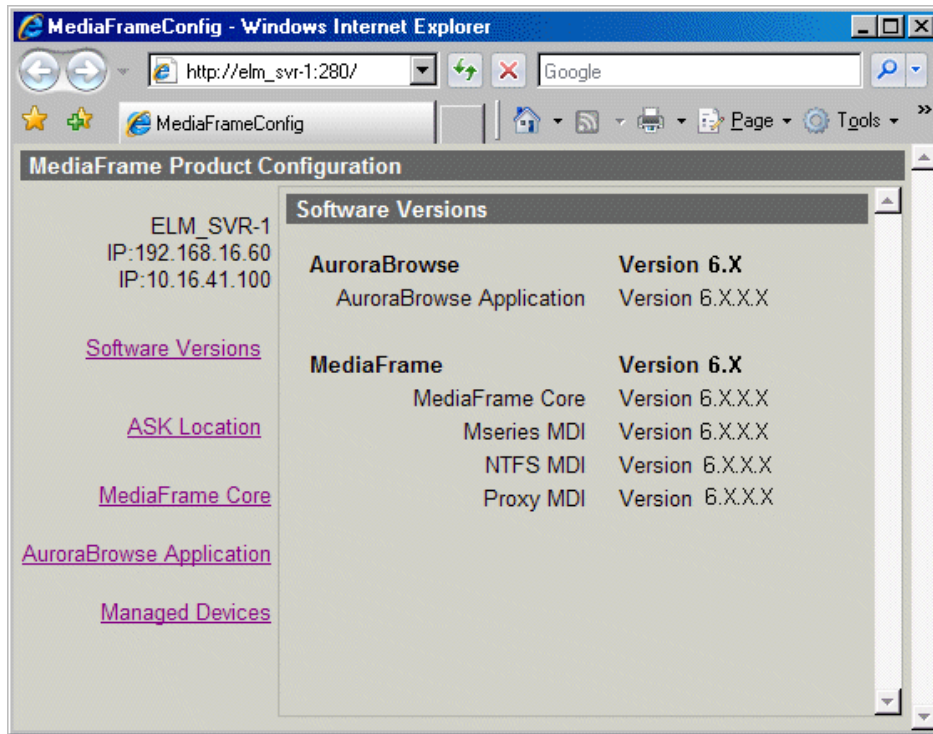
This page lists the components installed on the server and their versions.

2. View the server's configuration page at **MediaFrame Core | ASK**.
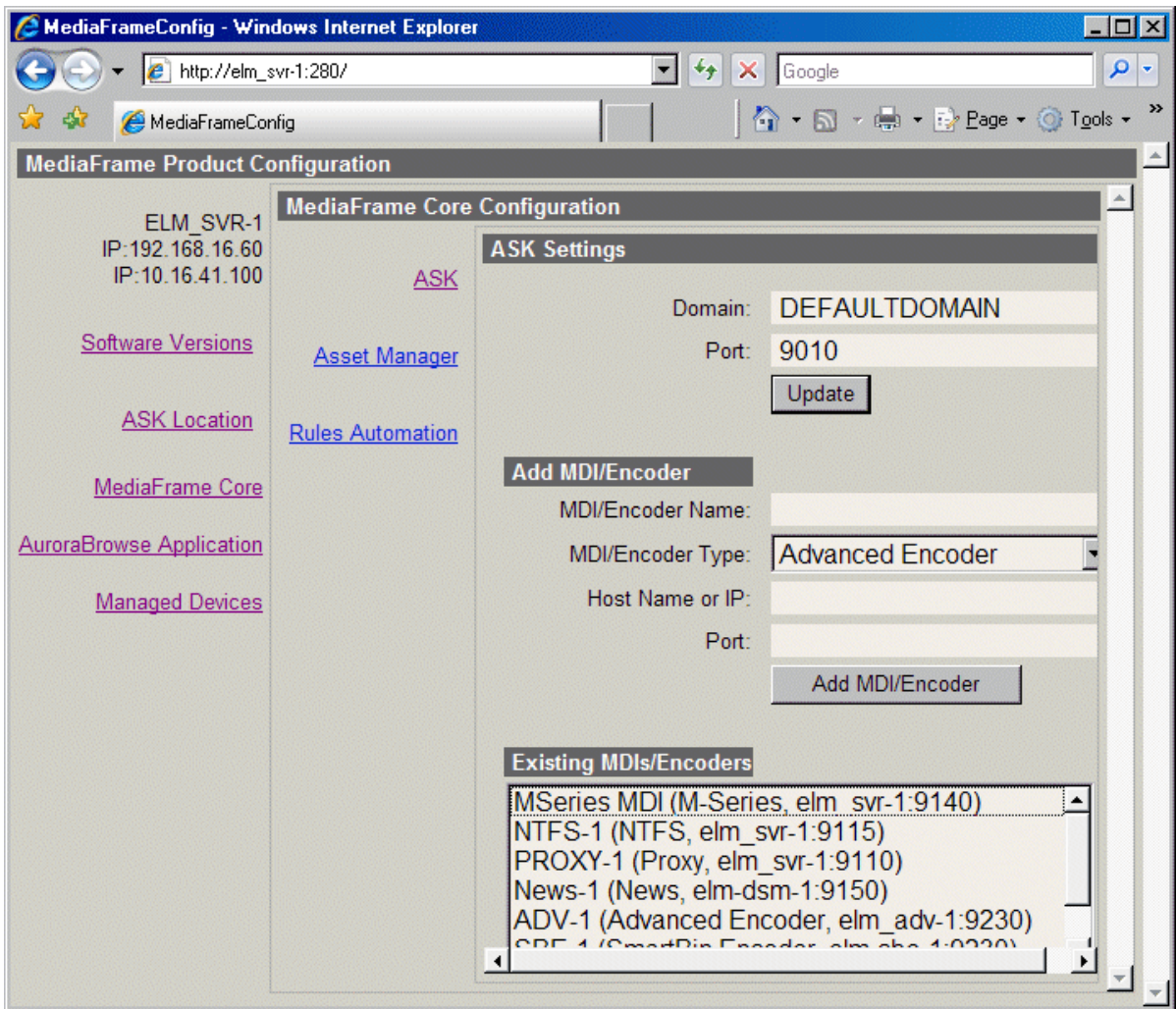
Existing MDIs/Encoders lists software components, the devices on which they are installed, and the configuration of the devices they control.

3. At each device in the Browse system, view the Windows **Add/Remove Programs** control panel.
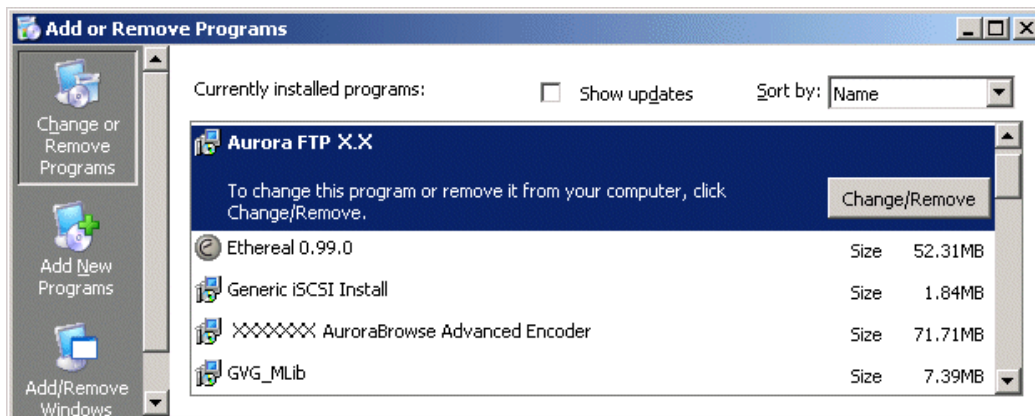
Identify the software installed on the device and determine what components must be compatible. Depending on your system design, there can be software related to K2 products, MediaFrame/Browse products, and other Aurora products all installed on a single device.

4. When you have the complete list of all the components that need to be at compatible versions on your system, proceed to "Step 2: Verify versions of supporting systems".

Step 2: Verify versions of supporting systems

Review the "Aurora Browse version compatibility" on page 6, as well as compatibility information in the most recent release notes for other products, to determine version and upgrade requirements.

Depending on the system design, the MediaFrame/Browse system requires that components from other systems be upgraded.

- If your system does not have the following software versions, you will need get the software upgraded in this order:

  a. Windows 2003

  b. Windows 2003 Service pack 2

  c. Microsoft Web Services Enhancements (WSE) 3.0

  d. IIS

  e. SQL 2005

  f. SQL Service pack 2

NOTE: After you have upgraded your system, you will need to import a fully backed up database. (Do not use an incremental backup.) For more information, refer to "Upgrade the MediaFrame server" on page 19.

- K2 systems, M-Series, or standalone Profiles must be running a compatible

version.

- K2 systems must have a version of K2 software that has the SetRTIO service running. (If not, *SetRTIO.exe* can be downloaded from the FTP site. Start the service after installing it.)

- Aurora Edit, Aurora Ingest, or Aurora Playout systems must be running a compatible version.

- The Aurora FTP version must be compatible.

- Encoders must have software components upgraded as necessary to access shared storage. For example, if accessing K2 shared storage, Encoders must have SNFS, Generic iSCSI, and GVG_MLib software upgraded to compatible versions and be able to successfully access the shared storage. The instructions for upgrading those K2 software components are provided in "Upgrade K2 software" later in this Browse system upgrade procedure.

- Before upgrading an encoder, SmartBins (SmartBin encoder) or Aurora FTP (Aurora Proxy encoder) must be installed on the machine. Before upgrading an encoder on K2 BaseCamp Express, the Intel IPP files must be installed.

When you have verified that other systems are already running compatible versions or can be upgraded to compatible versions along with this Browse system upgrade, proceed to "Step 3: Stop all system use".

Step 3: Stop all system use

1. Stop all media access on the Browse system and on connected systems. This includes all ingest, playout, record, play, and transfer operations.

2. If it is not already on the system, install QuickTime.

3. Proceed to "Upgrade K2 software".

Upgrade K2 software

Skip this step if:

- None of your browse system devices are iSCSI clients on a K2 Storage System. Skip ahead to "Upgrade the MediaFrame server" on page 19.

Do this step if:

- One or more of your browse system devices are iSCSI clients on a K2 Storage System.

Determine the devices in your Browse system that are iSCSI clients. Depending on your system design, the following devices can be iSCSI clients:

- Aurora Proxy (Advanced) Encoders

- MDI server

A device that is part of another system, such as an Aurora conform server or DSM, can also be an iSCSI client. Refer to documentation for these other products for specific software upgrade instructions.

On your iSCSI clients, upgrade software in this order:

1. StorNext File System

2. Grass Valley Generic iSCSI Client Installation

3. GVG_MLib software

Refer to the following procedures to upgrade software on iSCSI clients.

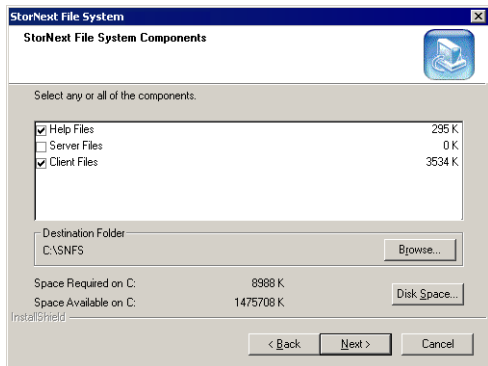## Step 1: Install the StorNext File System

The StorNext File System software is located on the Aurora Suite CD-ROM.

NOTE: Use the standard SNFS installer that is named according to the "snfs2xxbxx.exe" convention. Do not use the "simple" installer, which is designed for K2 systems only.

You can over-install software when you upgrade.

To upgrade the StorNext software:

1. Navigate to the directory that contains the software.

2. Double-click on the SnfsSetup32.exe file.

3. Install the software following these instructions:

On this screen...	Do this...
Welcome (2 screens)	Click **Install** then **Next**.
License Agreement	Click **Yes**.
Choose Destination Location	Accept the default location and click **Next**.
StorNext File System Components	Select **Help Files** and **Client Files**; do not select Server Files.
Select Program Folder	Accept the default location and click **Next.**
Start Copying Files	Click **Next**.
Choose Options to Complete the Installation	Leave the checkbox blank and click **Next**.
File System Name Service Locations	Enter the name or IP address of the K2 Media Server and click **Next**.

On this screen...	Do this...
Confirm File System Name Services Host List	Click **Next**.
Establish StorNext File System Drive Mapping and Credentials?	Click **No**; this will be configured automatically when you run the K2 Configuration application later.
StorNext File System Setup	Click **Finish**.

4. Reboot the Encoder when prompted.

5. Proceed with "Step 2: Install Generic iSCSI Client Software".
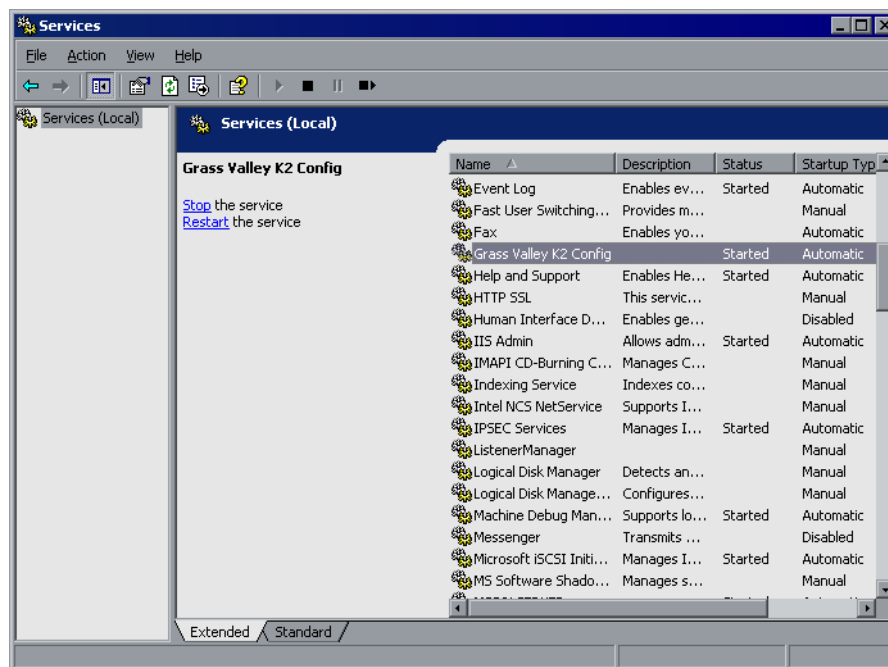
Step 2: Install Generic iSCSI Client Software

The Generic iSCSI Client software is located on the Aurora Suite CD-ROM. Refer to the Aurora Edit release notes to verify the version.

To install the software:

1. Navigate to the directory that contains the software.

2. Double-click on the setup.exe file.

   The Microsoft iSCSI Initiator software also installs. When the Microsoft iSCSI Initiator software install completes, the Generic iSCSI Client software install continues.

3. Once the Generic iSCSI software is installed, restart the machine.

4. When the machine comes back up, check the services as follows:

   - Go to **Start | Settings | Control Panel | Administrative Tools | Services**. The Services Control Panel opens

- Make sure that the service named "Grass Valley K2 Config" is started.

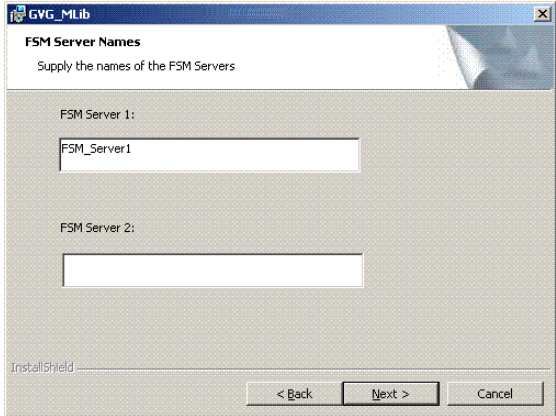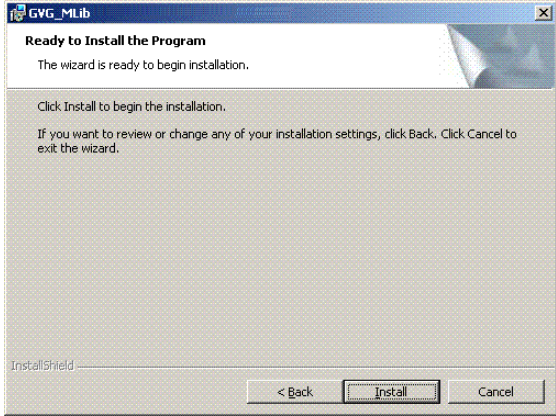5. Proceed with "Step 3: Install GVG_MLib Software".

Step 3: Install GVG_MLib Software

The GVG_MLib software is located on the Aurora Suite CD-ROM. Refer to the Aurora Edit release notes to verify the version.

To install the software:

1. Insert the Aurora Edit CD into your CD drive.

2. Navigate to **Software Installs | GV_MLib**.

3. Double-click on **Setup.exe**.

Install the software following these instructions:

On this screen...	Do this...
Welcome	Click **Next**.
Setup Type 	Enter the name of the K2 file system server. If you have a back-up server, enter that name as well; otherwise, leave the second entry space blank. Click **Next**.
Ready to Install 	To review or change your settings, click **Back.** To begin the installation process, click **Install**.
Installation Complete	Click **Finish**. The workstation prompts you to reboot so the new settings take effect.

4. Proceed with .

Upgrade the MediaFrame server

Do the following to upgrade software on the MediaFrame server:

Step 1: Back up database and configuration

You should make sure that you have recent backups of the MediaFrame database and the Browse configuration file before upgrading software.

To back up the database and configuration files, perform the following steps:

1. Verify that the database maintenance plan on the MediaFrame server is running correctly. Refer to the *Aurora Browse Installation and Configuration Guide* for a complete description and procedures for the database maintenance plan.

2. Back up the database

   a. Open Microsoft SQL Server Management Studio.

   b. Right-click on MediaFrame database.

   c. Select **Tasks | Backup**.
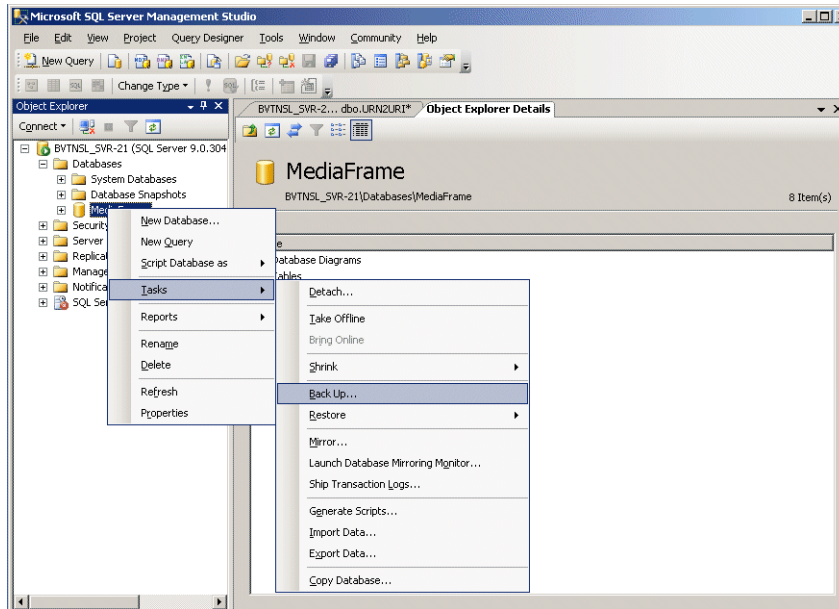
   d. Select **Full** as the Backup type; click **Add** and select a destination location.
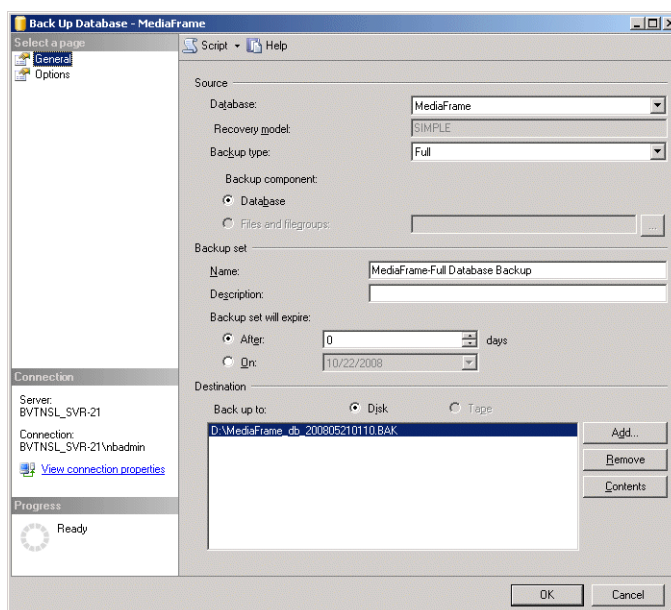
   e. Click **OK**.

3. Copy the *C:\Thomson* directory to a different location. This directory contains the configuration files for the locally installed software components.

4. After copying the C:\Thomson directory, delete the configuration files in the C:\Thomson\MediaFrame folder *except* for `MediaFrameCore.Config` file.

5. Proceed to "Step 2: Install "High Priority" Windows updates".

Step 2: Install "High Priority" Windows updates

This step is required if:

• You have a server that was originally installed with version 3.1 Browse software and you have not done any Windows updates since the original installation. In this case you must update the Windows operating system to support the version 6.5 installation program.

This step is recommended if:

• You have a server that originally installed with version 3.1 Browse software and you have done subsequent Windows updates

• You have a server that you received from Grass Valley with a version of Browse software higher than version 3.1 pre-installed.

Install Windows "High Priority" updates for version 6.5. While you have the MediaFrame/Browse system in an offline state to upgrade software, you should check to see if there are any new updates that you need to install. Use standard Windows procedures.

⚠ *CAUTION: Install only "High Priority Updates". Do not install other Windows or driver updates.*

Proceed to "Step 3: Install Web Services Enhancements 3.0".

Step 3: Install Web Services Enhancements 3.0

1. Double-click on the Microsoft WSE3.msi installation file.

2. On the Welcome page, click **Next**.

3. On the License Agreement page, select the **I accept the terms in the license** agreement radio button and click **Next**.

4. Select the **Administrator** radio button on the Setup Type page and click **Next**.

5. On the Ready to Install the Program page, click **Install**.

6. Proceed to "Step 4: Install IIS version 6".

Step 4: Install IIS version 6

Internet Information Services (IIS) is a component of the Windows 2003 Server software.

If IIS is already installed, skip to "Step 5: Install Microsoft .Net 2.0" on page 22.

1. Install IIS, version 6.

   a. Open **Add/Remove programs**.

  b. Select **Add/Remove Windows Components**.

  c. Open **Application Server | Internet Information Services (IIS)**.

  d. Select **Common files**.

  e. Open the **World Wide Web Service Internet Information Services Manager**.

  f. Select **World Wide WebService**.

2. Proceed to "Step 5: Install Microsoft .Net 2.0".

Step 5: Install Microsoft .Net 2.0

NOTE: Install Microsoft .Net 2.0 after IIS has been installed. This avoids performing extra steps to make the ASP.Net 2.0 extensions register properly with IIS. Microsoft .Net needs to be installed before configuring IIS.

1. Install Microsoft .Net 2.0 SP2. (This is shipped with the MediaFrame servers and Encoders.)

2. Proceed to "Step 6: Configure IIS version 6".

Step 6: Configure IIS version 6

1. Open the **Windows Control Panel | Administrative Tools | Internet Information Services** (which may also be named Internet Services Manager).

2. Verify that the version running is IIS V6.0.
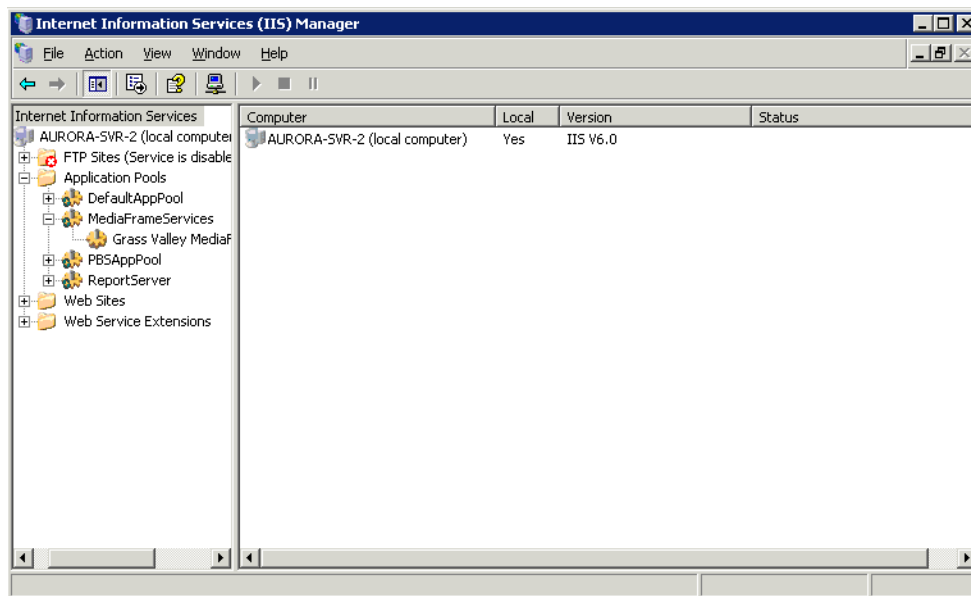
3. Under Web Service Extensions, enable **ASP.NET** (by default, it is prohibited).
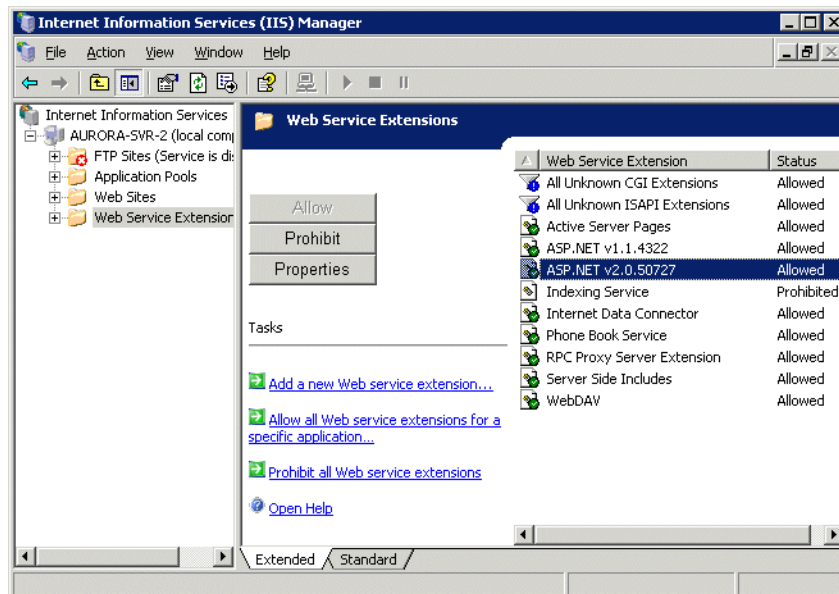
4. Under Web Sites, select the **Default Web Site**.
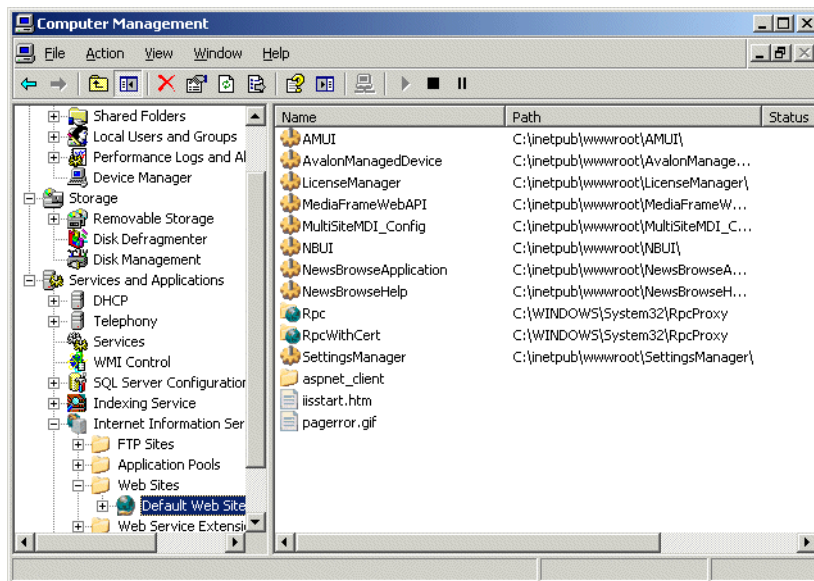
5. Right click and select **Properties**. Set the ASP.net version as shown in the following illustration.
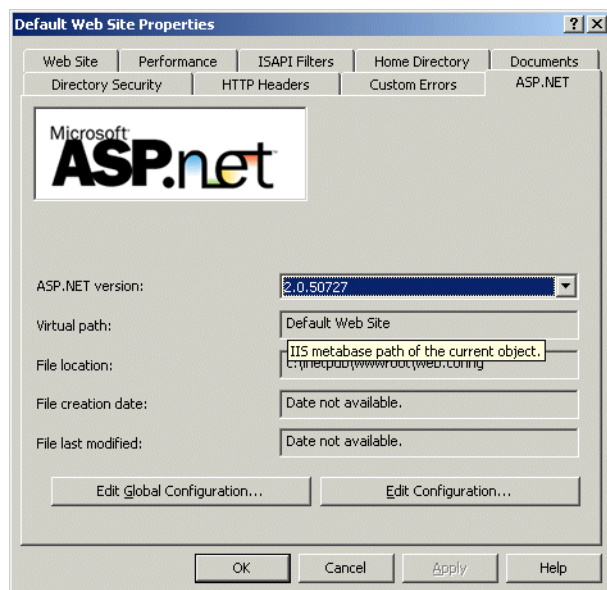
6. From the command line, navigate to the following path:

C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727

7. Enter the following command:

ASPNET_regiis.exe -i
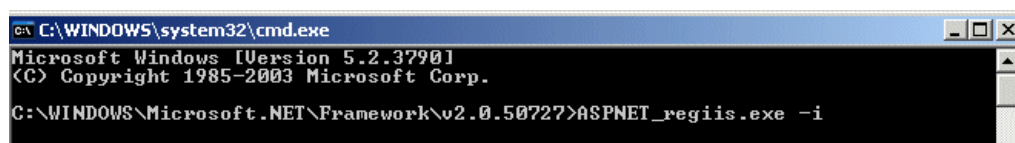
8. From the command line (or the Run command on the Windows Start menu) enter the following command:

iisreset

9. Exit out of IIS.

10.Proceed to "Step 7: Close all programs".

Step 7: Close all programs

On the MediaFrame server, do the following:

1. Close all applications, windows, and any other program. Check the Windows taskbar and make sure that it is empty.

2. Proceed to "Step 8: Uninstall software".

Step 8: Uninstall software

> *CAUTION: At this step, do not delete the database from the system if prompted to do so.*

On the MediaFrame server, do the following:

1. Open Windows **Add/Remove Programs**.

2. Locate the server software. Depending on your version of Browse software, it is named one of the following:

   • Thomson NewsBrowse Server

   • Thomson Aurora Browse Server

3. Select the server software and click **Remove**.

4. When prompted "You must restart…", click **Yes**. The MediaFrame server restarts.

5. When startup processes complete, log on to Windows and then proceed to "Step 9: Install SQL Server 2005"

Step 9: Install SQL Server 2005

NOTE: SQL Server 2005 must be running on the same server as the MediaFrame services.

Skip this step if:

Your system is currently running Microsoft SQL Server 2005.

• If you need to install SP2, skip to "Step 10: Install SQL 2005 Service Pack 2" on page 26.

• If your system is currently running Microsoft SQL 2005 with SP2, skip to step 9.

If you are currently running SQL Server 2000 on this machine, you need to uninstall 2000 and back up the MediaFrame database before installing 2005.

Install SQL Server 2005 using a default instance and default administrator username and password. The following instructions guide you through the installation.

1.Under the Install heading, click on **Server components, Books Online and samples**.

6. On the licensing agreement page, check the box to agree with the terms and conditions and click **Next**.

7. In the Microsoft SQL Server 2005 installation window, click **Install**.

8. When the prerequisites complete installation, click the **Next** button.

9. On the Welcome to the Microsoft SQL Server Installation Wizard, click **Next**.

10.At the System Configuration Check window, ensure there are no errors and click **Next**.

11.On the Registration Information window, enter the product key in the fields provided, and click **Next**.

12.On the Components to Install window, check the **SQL Server Database Services and Workstation components, Books Online and development tools** checkboxes; then click **Next**.

13.On the Instance Name window, select the **Default instance** radio button, and press **Next**.

14.On the Service Account page, make sure the **Use a domain user account radio**

button is checked, and input a set of credentials with administrative privileges in the appropriate boxes; then click Next.

15. On the Authentication Mode page, if it is needed for your system select the Mixed Mode radio button. For the administrator username, you can enter **SA**, and for the password, you can enter a strong password such as **P@55w0rd**. Click **Next**.

16. On the Collation Settings page click **Next**.

17. On the Error and Usage Report Settings page click **Next**.

18. On the Ready to Install page, click **Install**.

19. Proceed to "Step 10: Install SQL 2005 Service Pack 2".

Step 10: Install SQL 2005 Service Pack 2

Skip this step if:

• Your MediaFrame server has SQL 2005 with Service Pack 2.

Do this step if:

• Your MediaFrame server has SQL 2005.

To install SQL 2005 SP 2, do the following:

1. If you are currently running SQL 2000, uninstall this version.

2. Procure the SP 2 installation file. Find information at the following:

   http://support.microsoft.com/kb/913089

   Follow links to obtain SQL Server 2005 SP2 (not Express) and download SQLServer2005SP2-KB921896-x86-ENU.exe

3. On the MediaFrame server, close all applications, windows, and any other program. Check the Windows taskbar and make sure that it is empty.

4. Open the SP 2 installation file and work through the installation wizard.

5. If a Feature Selection window displays, check all features.
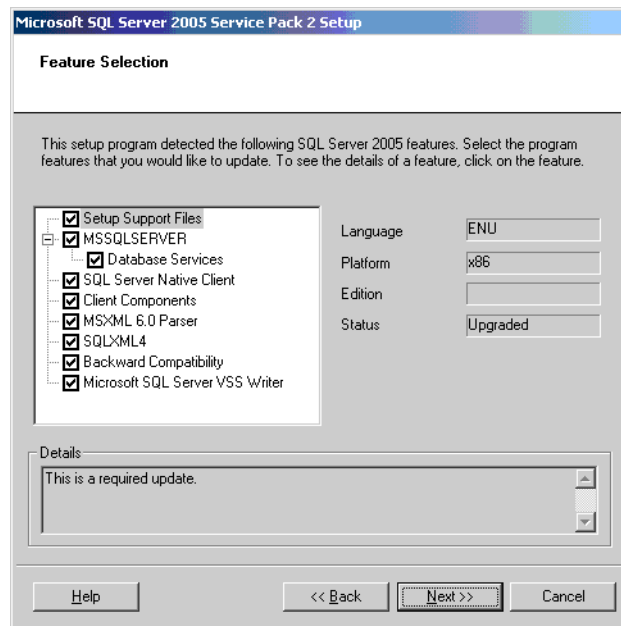
6. In the Authentication pane, select **Windows Authentication**.

7. Restart the MediaFrame server

8. Proceed to "Step 11: Upgrade the database".

Step 11: Upgrade the database

Make sure you have backed up the database and configuration before upgrading the database.

> *CAUTION: Upgrade the database before installing the MediaFrame software on this system. If the MediaFrame software is already installed on this machine, uninstall before proceeding.*

The upgradeDatabase utility automatically backs up and upgrades the database. A database install log provides information about the upgrade as it progresses.

After you have backed up the database and configuration, upgrade the database as follows:

1. Back up the database.

2. Perform the necessary upgrade(s):

   • If your system has Windows 2003, but you need to upgrade to SQL 2005, upgrade SQL now

   • If you need to upgrade to Windows 2003 and SQL 2005, upgrade Windows and SQL now

3. Restore the database.

   a. Open SQL Server Management Studio.

   b. Right-click on **System Database**.

c. Select **Restore Database**.
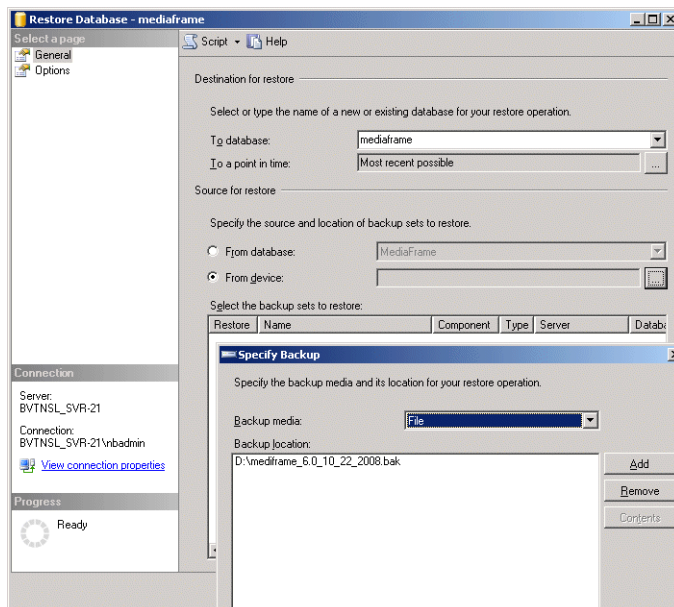
d. Click the **From Device** radio button.

e. Use the **...** icon to specify the backup media and location.

f. Click **Add**, and then click **OK**.

4. Proceed to "Running the database utility upgrade".

Running the database utility upgrade

NOTE: You cannot run the upgradeDatabase.exe file from a remote location.

1. Run the upgradeDatabase.exe file. A dialog box displays.

NOTE: The dialog box describes version 6.3. However, the utility upgrades to version 6.5.

2. After verifying that the MediaFrame database has been backed up, click **OK**.

The upgrade displays its progress.
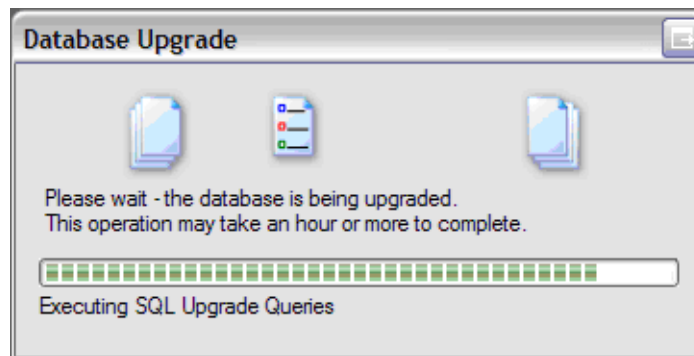
3. When the database upgrade has completed successfully, click **OK**.

4. Proceed to "Step 12: License Sabretooth"

Step 12: License Sabretooth

License information is stored in text files that you can manage just like any other file on your system. Licenses are unique to the machine for which they are requested and cannot be used on any other machine.
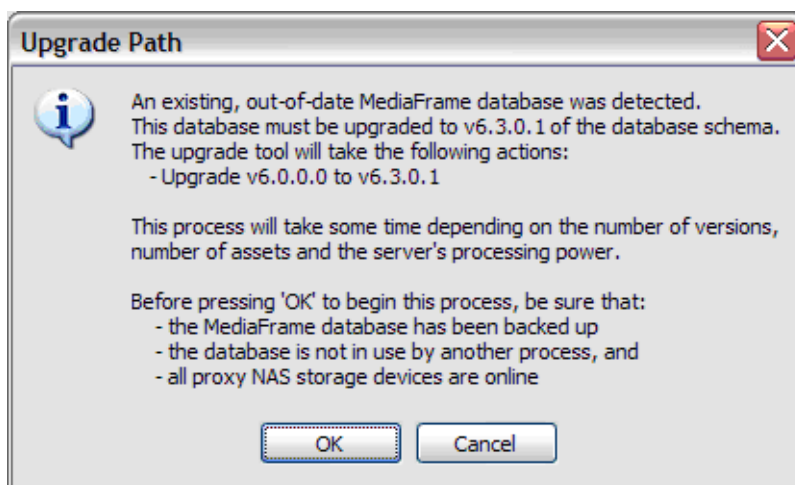
NOTE: Licenses are based on your system's unique identifier, which is partially derived from your system's Media Access Control (MAC) address. If you change your system's MAC address by performing operations such as changing the System Processor card, or changing an Ethernet card, you must obtain a new license based on the new MAC address.

1. Install Sabretooth from the software CD:

   ```
   C:\Software\Software installs\Sabretooth\Setup.exe
   ```

2. On the encoder or MediaFrame server, click the Sabretooth License Manger icon on the desktop.

3. Select File | Generate unique ID

4. Send an email to AuroraLicenses@thomson.net with the following information:

   a. The unique ID

   b. Your name

   c. Your email address

   d. Your company

   e. Your address, country, and phone number (optional)

   f. The name of the application

   g. The Sales Number

   h. The number of licenses:

   • Encoder —1 license needed for each encoder (licensed locally) as well as

licenses for the following:

- For SmartBin Encoder — Aurora-XRE-SBIN-GXF and Aurora-XRE-SBIN-FTP

- For Aurora Proxy Encoder — Aurora-XRE-SBIN-FTP

• MediaFrame Server — need 1 license for each role per user.

An email will be sent to the specified email address with the Sabretooth license number. Your software license, *Licenses_<SalesNumber>.txt*, is provided as a text file. You will receive one text file per machine; it will have all the licenses requested for that MAC address.

i. To add the license, access the SabreTooth License Manager.

j. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager.

5. Proceed to "Step 13: Install software"

Step 13: Install software

NOTE: If Sabretooth has not been installed, you will get an error message when you attempt to install the software.

On the MediaFrame server, do the following:

1. Insert the Aurora Browse software CD or otherwise gain access to the Aurora Browse software installation files.

2. Open `C:\Software\MediaFrame Server 6.5.0\Setup.exe`. The MediaFrame server installation wizard opens.

3. Click **Next** to progress through the wizard. When you arrive at the Custom Setup screen, select the components that were previously installed on the MediaFrame

server, as follows:
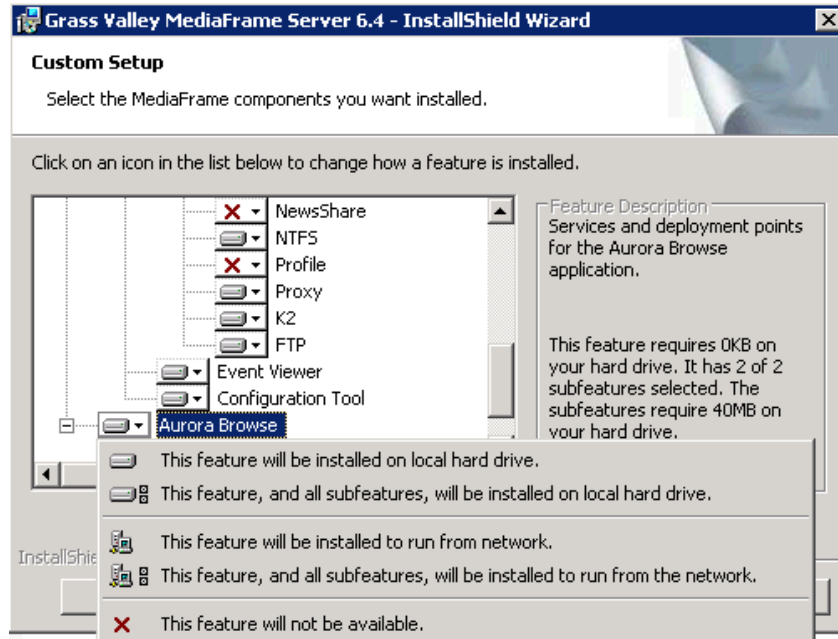
If a component that you want to install displays a red X, click the component and select **This feature will be installed on local hard drive.**

If a component that you do not want to install does not display a red X, click the component and select **This feature will not be available**.

4. When components to install are selected, click **OK**.

5. Specify the administrator name and password, click **Next**, and work through the remainder of the installation wizard accepting the default values.

NOTE: Depending on your configuration, workgroup or domain, you must have the same local or domain-supplied username and password (with administrative privileges) across all the machines in your Aurora Browse system. This account is critical for most Aurora Browse proxy access. For more information, see "About the Administrator Account" in the ***Aurora Browse Installation and Configuration Guide***.

Configure IIS Application Pool and Authentication

After you have installed the MediaFrame software, you need to configure the IIS application pool and authentication.

The MediaFrameWebAPI web site must run with administrative privileges because it makes event log entries. There are two ways to accomplish this; either configure the default application pool to run as an account with administrative privileges, or create a new application pool with administrative privileges and set the MediaFrameWebAPI web site to run with this application pool. The instructions provided are for the second method.

1. Open **Internet Information Services Manager**.

2. Navigate to the **Application Pools** tab.

3. Right-click on the **Application Pools** and select **New | Application Pool**.

4. Provide a name for the application pool, and check the radio button which reads **Use existing application pool as template**; ensure the application pool in the drop down box is **DefaultAppPool**.
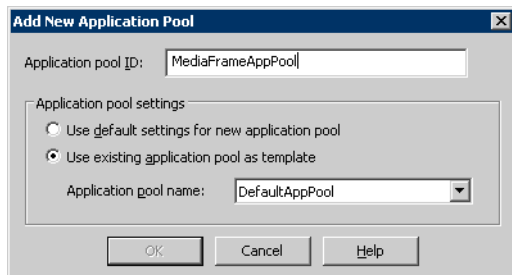
5. Right-click on the new application pool and select **Properties**.

6. Click on the **Identity** tab.

7. Select the **Configurable** radio button and enter credentials for an account with administrative privileges and click **OK**.

NOTE: This account must also be a member of the IIS_WPG group. For more information on adding users to groups, see the Aurora Browse Installation and Configuration Guide.

8. Navigate to **Web Sites | Default Web Site | MediaFrameWebAPI**. Right-click on **MediaFrameWebAPI** and click **Properties**.

9. Select the **Virtual Directory** tab; use the **Application pool** drop-down list to select the new application pool you have created.
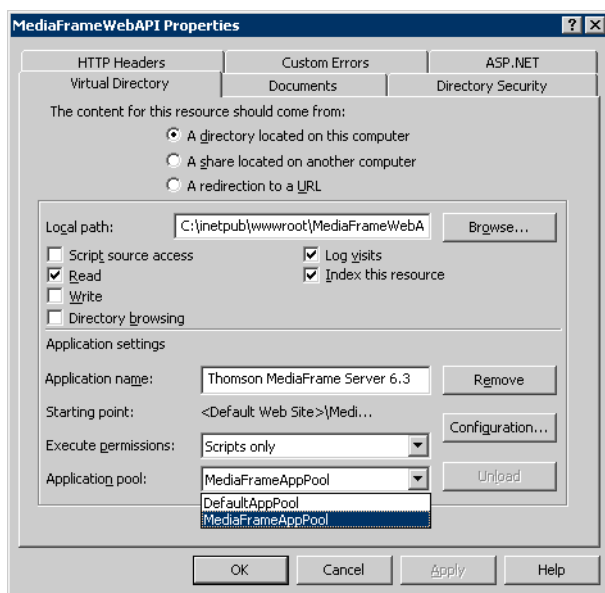
10.Select the **Directory Security** tab and click the **Edit** button under **Authentication and access control**.

11.Ensure the **Enable anonymous access** checkbox is unchecked.

12.Check the **Integrated Windows authentication** checkbox; the dialog box should look similar to the following illustration:

13.Click **OK** and exit the Internet Information Services Manager.

14.Repeat steps 8. through 13. for the following:

   a. Settings manager

   b. License manager

15.Proceed to "Upgrade the MDI server".

Upgrade the MDI server

Skip this procedure if:

• You do not have a separate MDI server as part of your MediaFrame/Browse system. This is the case if your MDIs are installed on the MediaFrame server. Skip ahead to "Upgrade Encoders".

Do this procedure if:

• You have a separate MDI server as part of your MediaFrame/Browse system.

Step 1: Back up configuration

You should back up the MDI server's configuration file before upgrading software, as follows:

1. Copy the *C:\Thomson* directory to a different location. This directory contains the configuration files for the locally installed software components.

2. After copying the C:\Thomson directory, delete the configuration files in the C:\Thomson\MediaFrame folder *except* for MediaFrameCore.Config file.

3. Proceed to "Step 2: Add username/password to the K2 MDI".

Step 2: Add username/password to the K2 MDI

The K2 MDI requires a specific username and password be added to the K2 Clients.

1. Add the following username and password to the K2 Clients:

Username: `nbadmin`

Password: `newsat10`

2. Proceed to "Step 3: Close all programs".

Step 3: Close all programs

On the MDI server, do the following:

1. Close all applications, windows, control panels, and any other program. Check the Windows taskbar and make sure that it is empty.

2. Proceed to "Step 4: Uninstall software".

Step 4: Uninstall software

On the MDI server, do the following:

1. Open Windows **Add/Remove Programs**.

2. Locate the server software. Depending on your version of Browse software, it is named one of the following:

   • Thomson NewsBrowse Server

   • Thomson Aurora Browse Server

3. Select the server software and click **Remove**.

4. When prompted "You must restart…", click **Yes**. The MDI server restarts.

5. When startup processes complete, log on to Windows and then proceed to "Step 5: Install software".

Step 5: Install software

On the MDI server, do the following:

1. Insert the Aurora Browse software CD or otherwise gain access to the Browse software installation files.

2. Open `C:\Software\MediaFrame Server 6.5.0\Setup.exe`. The MediaFrame server installation wizard opens.

3. Click **Next** to progress through the wizard. When you arrive at the Custom Setup screen, select the components that were previously installed on the MDI server, as follows:
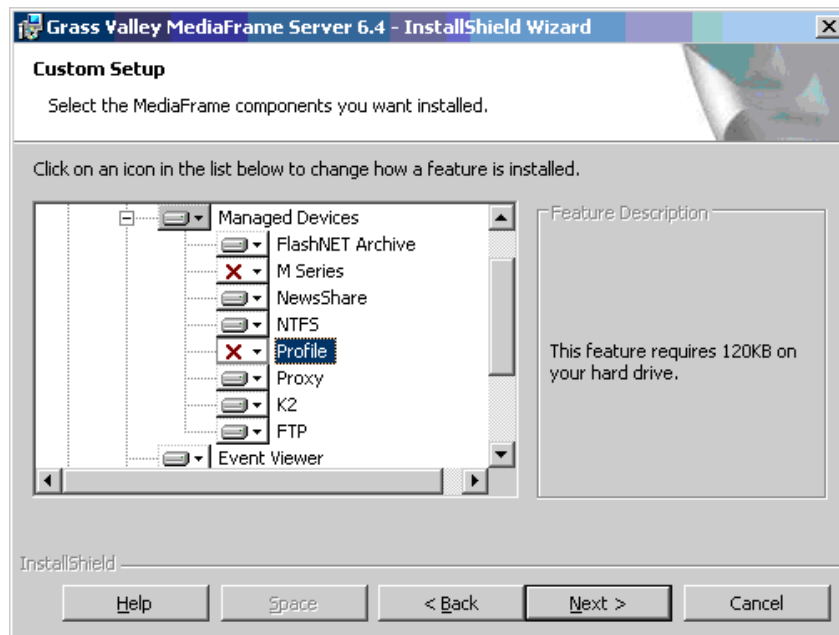
If a MDI that you want to install displays a red X, click the component and select **This feature will be installed on local hard drive.**

If a MDI that you do not want to install does not display a red X, click the component and select **This feature will not be available**.

4. When components to install are selected, click **OK** and work through the remainder of the installation wizard.

   Do not restart the MDI server or manually start any services.

NOTE: Configuring the MDI devices is described in the Aurora Browse Installation and Configuration Guide.

5. Proceed to "Upgrade Encoders".

Upgrade Encoders

A prerequisite for this procedure is that components related to supporting systems, such as K2 shared storage, SmartBins, or Aurora FTP, are upgraded. Refer to "Step 2: Verify versions of supporting systems" on page 14.

NOTE: If you need to uninstall the SmartBin encoder application, make sure the SmartBins software has been installed on the machine first.

On each of the Advanced Encoders or SmartBin Encoders in your system, do the following to upgrade software:

Step 1: Back up configuration

You should back up the encoder's configuration file before upgrading software, as follows:

1. Copy the *C:\Thomson* directory to a different location. This directory contains the configuration files for the locally installed software components.

2. Proceed to "Step 2: Close all programs".

Step 2: Close all programs

On the encoder, do the following:

1. Close all applications, windows, control panels, and any other program. Check the Windows taskbar and make sure that it is empty.

2. Proceed to "Step 3: Uninstall software".

Step 3: Uninstall software

On the encoder, do the following:

1. Open Windows **Add/Remove Programs**.

2. Locate the encoder software. Depending on your version of Browse software, it is named one of the following:

   • …NewsBrowse Advanced Encoder

   • …AuroraBrowse Advanced Encoder

   • ... SmartBin Encoder

3. Select the software and click **Remove**.

4. Restart the Encoder.

5. When startup processes complete, log on to Windows and then proceed to "Step 4: License Sabretooth".

Step 4: License Sabretooth

Sabretooth must be licensed locally on the encoder.

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

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

1. Install Sabretooth from the software CD:

   `C:\Software\Software Installs\Sabretooth\Setup.exe`.

2. On the encoder or MediaFrame server, click the Sabretooth License Manger icon on the desktop.

3. Select File | Generate unique ID

4. Send an email to AuroraLicenses@thomson.net with the following information:

a. The unique ID

b. Your name

c. Your email address

d. Your company

e. Your address, country, and phone number (optional)

f. The name of the application

g. The Sales Number

h. The number of licenses:

- Encoder —1 license needed for each encoder (licensed locally) as well as licenses for the following:

    - For SmartBin Encoder — Aurora-XRE-SBIN-GXF and Aurora-XRE-SBIN-FTP

    - For Aurora Proxy Encoder — Aurora-XRE-SBIN-FTP

- MediaFrame Server — need 1 license for each role per user.

    An email will be sent to the specified email address with the Sabretooth license number. Your software license, *Licenses_<SalesNumber>.txt*, is provided as a text file. You will receive one text file per machine; it will have all the licenses requested for that MAC address.

i. To add the license, access the SabreTooth License Manager.

j. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager.

k. Proceed to "Step 5: Install software".

Step 5: Install software

On the Encoder, do the following:

1. Insert the Aurora Browse software CD or otherwise gain access to the Browse software installation files.

2. Open the installation program:

   C:\Software\Advanced Encoder 6.5.0\Setup.exe.

NOTE: The SmartBins Service is part of the Aurora Suite installation.

The installation wizard opens.

3. Click **Next** to progress through the wizard.

4. When prompted for a user name and password to run the MediaFrame services, make sure the account has the "Log on as Service" security setting.

5. Click **Next** and **Finish** to close the installation wizard.

Do not restart the Encoder or manually start any services.

6. Repeat these steps to upgrade software on the remainder of the Aurora Proxy

Encoders or SmartBin Encoders in your system.

7. Proceed to "Upgrade NAS".

Upgrade NAS

To upgrade the Condor NAS, refer to the *K2 Storage System Instructional manual.* Once you have finished the NAS installation, proceed to **"Restart devices"**.

Restart devices

When software upgrades are complete on all the devices of the MediaFrame/Browse system, restart devices as follows:

1. Restart the MediaFrame server. While restart is in process, you can proceed to the next step.

2. If you have a MDI server, restart the MDI server.

3. Wait until restart processes are complete on servers.

4. Restart Encoders.

5. Proceed to Configuring a "Install Browse client PC application"

Install Browse client PC application

The Aurora Browse client application now runs on the user's PC. Before installing the client application, make sure that the user has been licensed for their particular role. See the *Aurora Browse Installation and Configuration Guide* for specific instructions on roles and licensing.

1. Direct the user to the location of the Browse installation file on the MediaFrame server. The path is:

`\\<MediaFrameServerName>\AuroraBrowse\AuroraBrowse.application`

2. Once the user has installed the Browse client software, they will need to enter the name of the MediaFrame server.

NOTE: Any upgraded software on the MediaFrame server is automatically detected and a message box prompts the user to upgrade their client software.

Logging in to the Aurora Browse client PC

1. To log in to Aurora Browse, select **Programs | Grass Valley Aurora Browse | Aurora Browse**. Aurora Browse will check your settings before the user interface displays.

2. If this is the first time you have accessed Aurora Browse, a dialog box displays asking you for the name of the Aurora Browse server. If you need to change this name later, select **File | Connect to server**.

For information on using the Aurora Browse client application, see the *Aurora Browse User Guide* or the Help menu of the Aurora Browse client application.

Operational considerations - Aurora Browse Client

Tooltip behavior — Once a button/control has been clicked/pressed/selected, its tooltip is not shown again. This is due to the way the Microsoft Windows UI was designed.

Display setting — Aurora Browse needs to be run on machines that have a display setting of 96 DPI.

Using "Offline Status is set" search filter — This filter searches assets that are *only* offline (in the archive). It does not search assets that are both online and offline.

Operation considerations - MediaFrame

SmartBin Encoder record duration — Because of the size limit on the cache drive (232GB), the longest duration that can be recorded is 10 hours for 50Mbs, 6 hours for 75Mbs and 5 hours for 100Mbs.

EDL locations — As of 6.5, EDL operations are handled by Aurora Edit.

Flashnet job priority set to above normal — Set the Flashnet job priority to normal.

Programs, playlists, and complex movies — Programs, playlists and complex movies are not supported. (K2 and Profile.)

Creation filter searches — The CreationDate filter compares 'is' or 'is between' creation dates only.

3rd party archive considerations

FlashNet and Profile/UIM — The FlashNet archive installer needs to make accommodations when connecting to a Profile/UIM system. In the *comm_methods* file, UIMs are configured exactly the same way as a Profile XP system, except that the UIM becomes the "FC" entry in the "@" clause, as follows:

For a Profile XP system on its own…

Profile_IP_Address	6	@profile_FC_Address/movie

And a UIM…

Profile_IP_address	6	@UIM_IP_Address/movie

This is because the CONTENT (directory listing) of the system is picked up through a Profile "sdss" client, while the DATA is moved via Fibre Channel.

With the UIM again the clipnames are found via 100Bt interface from a Profile, then the DATA is moved via the GigE interface on the UIM.

Avalon frame synch — Partial File Restore assets from Avalon in NewsFTP/Aurora FTP systems can have high-res and low-res out of synch by two frames. To solve this problem, contact Avalon for assistance.

FlashNet clip deletion — There can be a problem where the FlashNet archive does not reclaim space after clips are deleted. To solve this problem, contact SGL for assistance.

Restoring assets to SmartBins or Scavenge bins from an archive — not recommended. To avoid creating disassociated assets, restore to a non-scavenge bin instead.

Unicode characters — Only Diva supports unicode characters.

Known problems

K2/M-Series systems

Description	If the LAN cable is pulled out while a data transfer is in progress, the Flashnet archive MDI does not automatically reconnect. (CR86834)
Workaround	After you reconnect the LAN cable, stop the Flashnet MDI and restart it to ensure future archives and restores will occur. (To start or stop the service, select Start | Settings | Control Panel | Administrative Tools | Services. The Services Control Panel opens. Select Thomson Flashnet MDI, and right click Start or Stop.)
Description	For 720p material, the timecode displayed with the storyboard is one second ahead of the actual timecode. (CR83667)
Workaround	The timecode below the VGA is correct. Ignore the timecode displayed with the storyboard.
Description	When doing a restore operation from NLS, the restore is not automatically made higher priority than other archive or transfer operations currently underway. (CR83521)
Workaround	To make a restore operation from NLS a high priority, make sure there are no archive or transfer operations underway.
Description	Fastora NAS randomly locks up after a few weeks or months. (CR80997)
Workaround	This is caused by the Local Display Manager Service, which is a Windows operating system service. This service should not be started on a Fastora NAS. Refer to the Aurora Browse Installation & Configuration manual to correctly configure this service.
Description	DIVA transfers fail if the IP address is not used for the configured SourceName/DestinationName. (CR78273)
Workaround	This setting is in the DIVArchive Configuration Utility, not the MediaFrame DIVA MDI configuration page. In the utility, the source and destinations name configured must be the same as the IP address of the servers they are referring to.

Description	Event Viewer can crash with an "invalid value for machine name" message. (CR75795)
Workaround	Restart Event Viewer.

Description	There is an occasional benign error message in Browse server logs: "Collection was modified: enumeration operation may not execute". (CR75285)
Workaround	Ignore this message. It does not indicate a problem.

Description	In Aurora Transfer, during batch transfer operations to K2 systems, the % done status of transfers occasionally freezes. Also, some of the clips might not appear in the destination bin displayed in Transfer Tool. (CR74733)
Workaround	This is a user interface display problem only. The transfers are successful. Refresh the user interface to see the clips in the destination bin.

Description	If a partial file restore fails mid-transfer, a proxy/metadata-only asset is created in the system. (CR73408)
Workaround	Manually delete the proxy/metadata-only asset.

Description	DIVArchive and FlashNet restore operations fail if the destination folder has clips with the same base name as the clip to be restored. This occurs even if duplicate name handling is enabled. The specific condition that causes the failure is when the name of the clip to be restored is *clipname*, and the destination folder has a clip named *clipname **and*** a clip named *clipname_0*. (CR50770)
Workaround	Users must restore to a different destination folder or delete/rename the clips in the destination folder that have the same basename as the clip to be restored.

Description	If a FlashNet partial file restore is interrupted (for example, if the network cable is disconnected mid-transfer), Browse incorrectly receives a "DONE" message from the archive and subsequently displays a complete status. The asset will have low res but no actual high res. (CR71891)
Workaround	Ignore the "DONE" message, reconnect the network, restore again.

Description	After you manually abort a transfer to the Flashnet archive system, the Archive Status page incorrectly reports that the transfer is complete. (CR72212)
Workaround	None.

Description	During FlashNet archive transfers, the status messages show an incorrect % done messages, even though the transfer is correct. The incorrect message goes from 0% straight to 100%, or it stays at 0% even when done. Restore status messages are correct. (CR71921)
Workaround	This is a user interface display problem only. Ignore the % done messages.
Description	Partial File Restore assets from older versions of FlashNet, have high-res and low-res out of synch randomly 8-15 frames. (CR71923)
Workaround	Check with Grass Valley Service to confirm correct version of FlashNet.
Description	Aurora Browse shows invalid archived asset/group/volume(s) for FlashNet. (CR69678)
Workaround	Restart Thomson FlashNet MDI. This re-synchronizes the Aurora Browse database with the FlashNet archive file system. The problem occurs when you modify (add/delete) the FlashNet archive file system using some tool other than Aurora Browse. For example, if you label the FlashNet group/volume(s) using dtool.exe (supplied by SGL) or archive/delete an asset using testapi.exe or any other SGL supplied tool, you cause the problem. Since Aurora Browse does not support bi-directional synchronization with FlashNet archive, the Aurora Browse database goes out of sync with FlashNet.
Description	NTFS MDI cannot detect if a remote machine is online. This occurs if NetBIOS has been disabled. (CR75426)
Workaround	On machines monitored by the NTFS MDI, such as the Proxy NAS or the MediaFrame server, NetBIOS is enabled by default at the factory. Do not change this configuration. The NTFS MDI uses port 139, which becomes unavailable when NetBIOS is disabled.
Description	Aurora Edit LD audio files cannot be deleted. This occurs if the NTFS MDI is not monitoring the machine that stores the audio files. (CR75428)
Workaround	Make sure the NTFS MDI monitors at least one directory on the machine that stores Aurora Edit LD audio files.

Description	On Encoders, uninstall fails if Thomson Proxy Transfer service is selected in the Services window. (CR72735)
Workaround	Close the Services window before uninstalling. If the Services window is open and the uninstall fails, complete the uninstall process as follows: -Manually remove files that are left over from the uninstall from the `C:\Program Files\Thomson` folder. -Manually remove service entries from the registry at:

`HKLM\System\CurrentControlSet\Services\ProxyTransferService`

Description	Links in related tab won't work for any asset with a single quote (') in the name. (CR56657)
Workaround	No workaround available. This should not affect normal operations, as the related tab is only required for system diagnostics.

Description	Aurora Browse Advanced/SmartBin Encoders support 16 bit audio, matching the rest of the News products. They will not encode other audio configurations. (CR56678)
Workaround	Configure the audio settings in the ingest servers to 16 bits.

Description	GXF import (from within Aurora Edit) into a scavenge bin fails. (CR58258)
Workaround	Import file into non-scavenge folder. When the import is complete, move the clip to the scavenge folder.

Description	If one Aurora Browse user attempts to delete an asset at the same time another Aurora Browse user is viewing the clip, the High-resolution material will be deleted, however the proxy will remain. (CR57788)
Workaround	After the other user is no longer viewing the clip, retry deletion of the asset.

Description	Sometimes, the NewsMDI does not delete the source clip (a master clip) when the clip is being archived and the "delete online media following archive" is selected. (CR59065)
Workaround	Delete the online media manually using either the Aurora Browse or Aurora Edit applications.

Description	If the name of an M-Series MDI has not been first added to the ASK Configuration Page, it cannot be added to the list of M-Series MDIs within the M-Series MDI Configuration Page. In this case, when the "Add M-Series Managed Device" button is clicked, the following error message will appear: "Following fields are invalid: MDI Name". (CR59274)
Workaround	Add the M-Series MDI Name to the ASK configuration page before adding the M-Series MDI Name to the MDI Configuration page.

Description   On certain systems, occasional delayed write popup windows occur during Smart Bin Ingests. Both High-resolution Aurora Edit material and proxy are successfully created, however the popup dialog windows remain on the Smart Bin Encoder computer. (CR59288)

Workaround   Periodically, the Smart Bin Encoder should be monitored and these windows closed.

Description   Occasionally a UIM transfer fails, but the Aurora Browse application automatically retries and the transfer is successful. An error is reported in the log, but in this case it can be ignored, since the transfer is successful. (CR50533)

Workaround   No workaround required.

Description   Though the UIM supports six simultaneous transfers, on rare occasion it behaves as if it supports only four simultaneous transfers and the fifth transfer fails. (CR49987)

Workaround   Restart the UIM.

Description   Very large batch delete (~10K) causes NAS to get very slow. (CR50796)

Workaround   Reboot NAS. The system will recover after about 20 minutes when the deletions are complete.

Description   When Event Viewer is opened, software installation automatically starts with a "Service already exists" message. (CR69690)

Workaround   This only occurs the first time that the Event Viewer is run after installation of the MediaFrame server software. To avoid this problem, do the following:
1. Start Event Viewer (first attempt).
The install program automatically starts.
2. Once the install program has completed running, when prompted to restart the server, enter No. No restart is necessary.
An Explorer window opens, displaying the drives on the local server.
3. Close the Explorer window.
4. Restart Event Viewer (second attempt).
This time the install program does not start.

Description   If a hi-res clip has one or more spaces at the end of its name, the low-res proxy for that clip might not be created. (CR73873)

Workaround   End all clip names with a character, not a space.

Description   Aurora Browse will not scavenge audio-only assets. (CR58568)

Workaround   No workaround available.

Description	If you transfer a single asset to an archive that already has an asset of that name, a dialog box appears asking if you want to rename the asset. If you transfer a batch of archives without enabling auto-rename, no dialog box prompts you to rename the assets; instead Browse returns an error message. (CR92283)
Workaround	Specify auto-rename before archiving the batch of assets.

Description	Cannot create a new sub-folder with generic FTP. In the Aurora Browse Explorer tab, if you right click on the generic FTP MDI, you can select New folder to create a sub-folder. However, creating sub-folders on an archive is not supported in Aurora Browse.
Workaround	To create an archive sub-folder, create it on the archive machine itself rather than attempting to create it through Aurora Browse.

Description	When archiving to SGL 6, the status page does not show transfer updates. The status jumps from 0% to 100%. (CR86742)
Workaround	No workaround available.

Description	If foreign metadata is deleted, the URI remains in the URN2URI table. (CR97357)
Workaround	Run a SQL query to purge these URIs:

```
delete from URN2URI where URIFormat = N'<your type here>'
```

Description	Occasionally a log file (.EVT file) will not open in Thomson Event Viewer. (98729)
Workaround	If you have trouble viewing a log file (a .EVT file) in Thomson Event Viewer, try opening the file in Windows Event Viewer. If the file opens, save as another name (with the .EVT extension) and try opening it in Thomson Event Viewer again. If you still cannot open it, reboot and try again. If the file does not open in Windows Event Viewer, reboot the system and try opening the file again.

Description	Encoder software will not install unless Aurora FTP software is installed first. (CR98907)
Workaround	Install Aurora FTP software before installing encoder software.

Description	If you reboot a standalone K2 Media Client when using Transfer Smart Bins, the SmartBins encoders and SmartBins folders are affected. (CR96498)
Workaround	Restart the SmartBins service on the affected machines.

Known problems