Aurora Transfer Version 6.0b Release Notes

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Grass Valley Product Support

To get technical assistance, check on the status of problems, or report new problems, 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.

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.

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 1300 721 495	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

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.

About this document

This document contains the latest information about the Transfer system. For the complete description and instructions, read the *Aurora Transfer Instruction Manual*.

Product Description

The Transfer product provides the ability to navigate, find, organize, move, and manage high-resolution media assets, regardless of their physical location or type. A wide range of devices is supported, including storage devices, archive devices, servers and editing stations.

The Transfer product is made up of two components:

- The Transfer Server — This is a dedicated server that provides the core processing mechanism for Transfer functionality. It come from the factory with software pre-installed.

- The Transfer application — This software component provides the user interface for controlling the movement of media from source to destination. The software can be installed on a network-connected Windows PC.

Transfer functions are built on the Grass Valley MediaFrame platform. This allows the Transfer product to share MediaFrame components with other Grass Valley products, such as Aurora Browse. The underlying protocol for file transfers is FTP.

Installing Transfer software

For the general installation instructions, refer to the *Aurora Transfer Instruction Manual*.

Known problems

Problem: Files that are currently being written (growing in size) cannot be transferred. (CR71875).

Workaround: Wait until the file write operation is complete and the file is closed, then transfer the file. There is no support for transferring growing files.

Problem: Can't drag clips from search result to Aurora Edit (CR65883).

Workaround: Sort clips by name or date in folder view and drag from there.

Problem: Occasionally can't see assets in FlashNet archive using Transfer. May be related to the number of clips in the archive. (CR65119)

Workaround: Refresh the list view in Transfer.

Problem: Auto-rename does not always work as expected for Aurora Edit clips when transferring from FlashNet archive. This problem only occurs if the same clip from Aurora Edit is archived and auto-renamed multiple times. If these auto-renamed clips are then transferred at the same time from archive back to the same Aurora Edit location, they end up with the same name. (CR60823)

Workaround: When transferring clips from archive do not transfer multiple auto-renamed clips (that came from the same source clip) at the same time.

Problem: When transferring from a M-Series iVDR, the Transfer Monitor on the iVDR does not display the transfer. (CR62263)

Workaround: Check the Transfer Monitor on the destination device to determine if the transfer was successful.

Problem: When a Favorite is selected for which the associated device's MDI is not operating, the current browse view location incorrectly changes. The view jumps to the top-most level of the currently selected device. (CR61453)

Workaround: Wait until MDI recovers

Problem: The Transfer application can stall in the transferring state. (CR61256)

Workaround: None. Wait until the transfer moves beyond the "Pending" state.

Problem: Progress is displayed incorrectly for a transfer from Flashnet to Aurora. (CR61126)

Workaround: None. Even though progress is displayed as "00:00:00:00", and "100%" for long time periods, the transfer is progressing normally.

Problem: In Flashnet Detail View the sourcepath property is not displayed. (CR60326)

Workaround: View the sourcepath property through the context menu, the toolbar menu, or from the menu bar.

Problem: Transfers fail when running the Transfer application on the same computer that hosts the NewsFTP component. (CR68624)

Workaround: Do not install the Transfer application on the NewsFTP host.