

Encore

CONTROL SYSTEM



Release Notes
Software Version 1.8.1



Affiliate with the N.V. KEMA in The Netherlands



CERTIFICATE

Certificate Number: 510040.001

The Quality System of:

Thomson Inc, and its worldwide Grass Valley division affiliates DBA GRASS VALLEY

Headquarters
400 Providence Mine Rd
Nevada City, CA 95959
United States

15655 SW Greystone Ct.
Beaverton, OR 97006
United States

10 Presidential Way
Suite 300
Woburn, MA 01801
United States

Kapittelweg 10
4827 HG Breda
The Netherlands

7140 Baymeadows Way
Ste 101
Jacksonville, FL 32256
United States

2300 So. Decker Lake Blvd.
Salt Lake City, UT 84119
United States

Rue du Clos Courtel
CS 31719
35517 Cesson-Sevigné Cedex
France

1 rue de l'Hautil
Z.I. des Boutries BP 150
78702 Conflans-Sainte
Honorine Cedex
France

Technopole Brest-Iroise
Site de la Pointe du Diable
CS 73808
29238 Brest Cedex 3
France

40 Rue de Bray
2 Rue des Landelles
35510 Cesson Sevigné
France

Spinnereistrasse 5
CH-5300 Turgi
Switzerland

Brunnenweg 9
D-64331 Weiterstadt
Germany

Carl-Benz-Strasse 6-8
67105 Schifferstadt
Germany

Including its implementation, meets the requirements of the standard:

ISO 9001:2008

Scope:

The design, manufacture and support of video and audio hardware and software products and related systems.

This Certificate is valid until: June 14, 2012
This Certificate is valid as of: June 14, 2009
Certified for the first time: June 14, 2000

H. Pierre Sallé
President
KEMA-Registered Quality

The method of operation for quality certification is defined in the KEMA General Terms And Conditions For Quality And Environmental Management Systems Certifications. Integral publication of this certificate is allowed.

KEMA-Registered Quality, Inc.
4377 County Line Road
Chalfont, PA 18914
Ph: (215)997-4519
Fax: (215)997-3809

CRT 001 073004

Accredited By:
ANAB

Experience you can trust.



Encore

CONTROL SYSTEM

Release Notes
Software Version 1.8.1

Contacting Grass Valley

International Support Centers	France 24 x 7	+800 8080 2020 or +33 1 48 25 20 20	United States/Canada 24 x 7	+1 800 547 8949 or +1 530 478 4148
Local Support Centers (available during normal business hours)	Asia	Hong Kong, Taiwan, Korea, Macau: +852 2531 3058 Indian Subcontinent: +91 22 24933476 Southeast Asia/Malaysia: +603 7805 3884 Southeast Asia/Singapore: +65 6379 1313 China: +861 0660 159 450 Japan: +81 3 5484 6868		
		Australia and New Zealand: +61 1300 721 495	Central/South America: +55 11 5509 3443	
		Middle East: +971 4 299 64 40 Near East and Africa: +800 8080 2020 or +33 1 48 25 20 20		
	Europe	Belarus, Russia, Tadzikistan, Ukraine, Uzbekistan: +7 095 2580924 225 Switzerland: +41 1 487 80 02 S. Europe/Italy-Roma: +39 06 87 20 35 28 -Milan: +39 02 48 41 46 58 S. Europe/Spain: +34 91 512 03 50 Benelux/Belgium: +32 (0) 2 334 90 30 Benelux/Netherlands: +31 (0) 35 62 38 42 1 N. Europe: +45 45 96 88 70 Germany, Austria, Eastern Europe: +49 6150 104 444 UK, Ireland, Israel: +44 118 923 0499		

Copyright © Grass Valley USA, LLC. All rights reserved.

This product may be covered by one or more U.S. and foreign patents.

Grass Valley Web Site

The www.grassvalley.com web site offers the following:

Online User Documentation — Current versions of product catalogs, brochures, data sheets, ordering guides, planning guides, manuals, and release notes in .pdf format can be downloaded.

FAQ Database — Solutions to problems and troubleshooting efforts can be found by searching our Frequently Asked Questions (FAQ) database.

Software Downloads — Download software updates, drivers, and patches.



END-OF-LIFE PRODUCT RECYCLING NOTICE

Grass Valley's innovation and excellence in product design also extends to the programs we've established to manage the recycling of our products. Grass Valley has developed a comprehensive end-of-life product take back program for recycle or disposal of end-of-life products. Our program meets the requirements of the European Union's WEEE Directive, the United States Environmental Protection Agency, and U.S. state and local agencies.

Grass Valley's end-of-life product take back program assures proper disposal by use of Best Available Technology. This program accepts any Grass Valley branded equipment. Upon request, a Certificate of Recycling or a Certificate of Destruction, depending on the ultimate disposition of the product, can be sent to the requester.

Grass Valley will be responsible for all costs associated with recycling and disposal, including freight. However, you are responsible for the removal of the equipment from your facility and packing the equipment to make it ready for pickup.



For further information on the Grass Valley product take back system please contact Grass Valley at + 800 80 80 20 20 or +33 1 48 25 20 20 from most other countries. In the U.S. and Canada please call 800-547-8949, and ask to be connected to the EH&S Department. Additional information concerning the program can be found at: www.grassvalley.com/about/environmental-policy

001187401

Contents

Encore Release Notes	7
Introduction	7
New Features in Encore Release 1.8.1	7
General Encore System Changes	7
Tie Line Manager (TLM) Enhancements	7
Salvo Editor 2.1.0	8
Encore Visual Status Display 2.1.0 Enhancements	8
Operating System Compatibility	8
Software Update	9
Introduction	9
Update Only Existing Encore Systems	9
Update From Version 1.7.4.1 and later to Version 1.8.1 Software	9
Update With the Encore Sharer PC	10
SCB Flash Memory Available Space Requirement	10
Have Sharer On-Line When Booting SCB Running CPS	10
Encore Software Compatibility	10
External System Compatibility	12
Version 1.8.1 Software Update Procedure	12
Ensure The Encore Database is Consistent	12
Manually Backup the Encore Database	13
Install Software Components On The Sharer PC	13
Restart Sharer	20
About NetConfig	20
Launch NetConfig	21
Update Encore SCB Software	22
Update Matrix Software	23
Update Control Panel Software	24
GSC Control Panel Software Update Procedure	25
Confirm Sharer Mode	26
Restore Full System Operation	27
Configure New Features	27
Backup New OMN Configuration	27
Backing Down from Encore v1.8.x to Earlier Software	27
New System Manager	27
TLM Rooms Configuration	27
Mismatched Redundant Panel Server SCB Software Recovery	28
Manually Updating SCB Flash Memory	28

Encore Release Notes

Introduction

This document describes product enhancements provided by Encore software release 1.8.1. It also describes the installation procedure used to upgrade an Encore system to 1.8.1 (see [page 9](#)).

New Features in Encore Release 1.8.1

General Encore System Changes

- Encore system control of the Trinix 128 x 256 asymmetric frame matrix. Configuration is accomplished with the standard Encore Router Controller OUI procedure: choose **Trinix Digital Video** as the matrix type, set the appropriate numbers for **Max Src.** and **Max Dst.**, and define the Physical Matrix with the **First/Last Input** and **First/Last Output**, using the asymmetric matrix values (i.e. 128 x 256).
- Encore system control of the Nevion matrix. Configure the channel type as **Nevion** and then initialize the channel.
- A new gray background appearance has been applied to the web pages for the Encore SCB, Encore Control Panels, and Concerto matrix.
- The RCL NPClient GUI support has been added for all new RCL & NP commands. All currently available commands are now supported on both protocols.

Tie Line Manager (TLM) Enhancements

- The TLM application, using a timestamp comparison, now automatically switches to Sharer mode if the Sharer is re-discovered.

Salvo Editor 2.1.0

Note Encore Salvo Editor clients do not support Level Exclusion Sets, if configured on that client. Salvos can be created, tested, and executed that include excluded Levels. This applies to the current version and all earlier software versions of the Encore Salvo Editor.

Encore Visual Status Display 2.1.0 Enhancements

- The Encore VSD now displays RCL Alarms.

Note Encore VSD clients do not support Level Exclusion Sets if configured on that client. All levels can be displayed, and the Event Stacker can issue commands to excluded Levels. This applies to the current version and all earlier software versions of the Encore VSD.

Operating System Compatibility

Encore control system components and related products have been qualified for operation with either the Windows 7 or XP operating system, provided the user logs in as Administrator.

The following applications do not work from a Guest logon in either Windows 7 or Windows XP:

- Encore OUI
- System Manager
- Sharer/Watchdog
- NetConfig

The following applications do not work with a Guest logon in Windows XP:

- Visual Status Display
- Salvo Editor

Software Update

CAUTION During the software update your Encore system will be taken off-line for a short time while components reset. Existing matrix crosspoints will remain selected, but source to destination changes will not be possible while some system components are off-line.

Introduction

Note Read these instructions carefully and follow all the steps exactly to help ensure your update goes smoothly.

If you have any questions regarding software update, contact Grass Valley Customer Support.

Update Only Existing Encore Systems

This procedure is for updating an existing Encore system that has been previously installed, completely configured, and is operating correctly. New Encore systems ship from the factory with the latest version of software already installed, so these systems do not need their software updated. However, new Encore systems will need to be properly configured to operate at your facility.

Update From Version 1.7.4.1 and later to Version 1.8.1 Software

This update procedure is for Encore systems running the recent version(s) of software indicated above.

CAUTION Redundant Encore SCBs running the Panel Server application must be updated to 1.8.0 simultaneously. Running different versions of Panel Server software at the same time on redundant systems can make one SCB fail to complete its reboot. This precaution does not apply to SCBs not running Panel Server software, or to non-redundant SCBs.

Note Encore systems running 1.7.4.2 and later can be updated to 1.8.0 and, if backed down to 1.7.4.2, Control Panel Server database values will be retained. Encore systems running 1.6.5.4 through 1.7.4.1, if upgraded to 1.8.0 and backed down to those versions, will revert the Control Panel database to default values. Encore 1.7.4.2 modified the database structure for faster performance.

CAUTION If your Encore system is running software earlier than 1.6.5.4, contact Grass Valley Customer Support for software update assistance. NetConfig may not be able to discover devices running earlier Encore software.

Update With the Encore Sharer PC

Use the Encore Sharer PC for the software update. This PC should already be configured to operate on the Encore network and you will be able to easily access all the Encore system components.

SCB Flash Memory Available Space Requirement

CAUTION Encore SCBs only support flash memory up to 512MB. Do not attempt to use higher capacity flash because corrupted data may result.

To accommodate the update process, 15MB of available SCB flash memory is required. Available flash memory space can be ascertained by mapping the SCB drive and opening the properties window for that device.

Note If you purchased flash memory from Grass Valley Customer Support it will already be formatted and loaded with Encore 1.7.3 software. See [Manually Updating SCB Flash Memory on page 28](#) for additional information.

Have Sharer On-Line When Booting SCB Running CPS

Typically the Control Panel Server (CPS) application runs on an SCB. The Sharer should be on-line when the SCB running the CPS is booted when migrating to v1.8.1 software. During start up the CPS loads the DataBase file from the Sharer.

Encore Software Compatibility

The Encore 1.8.1 release has several components with different software versions. Some software has been modified for this release and will have new version numbers, and some components may retain their existing version because they were not modified.

CAUTION The latest software versions provided with this release must be run on all system devices for proper Encore system operation. Grass Valley tests only these versions for compatibility. Though some older versions for some components may work, some will be incompatible and cause problems, possibly serious. Grass Valley Customer Support and Grass Valley Engineering will only support customers with the latest versions of software installed.

This Encore release package contains the software listed in [Table 1](#).

Table 1. Encore 1.8.1 Release Components

Component Type	Name	Software Version
Encore	Encore	1.8.1
	Encore Control Panels	1.8.1
	JEP-100 Control Panel	1.8.1
	Control Panel Server	1.8.1
Matrices	7500 Matrix Controller Code	1.8.1
	Concerto Matrix Controller Code	1.7.8
	Trinix/BroadLinx	3.2.0
Accessory Applications	NetConfig	2.0.13
	Salvo Editor	2.1.0
	Soft Panels	3.2.0
	Encore Visual Status Display	2.1.0
	RCL Test Application	1.8.1
Core Software	Sharer	3.63 patch 16
	System Manager	3.70 debug b9
	Router Controller	4.08 build 6
	Tie Line Manager	2.04 build 4

External System Compatibility

An Encore system can interface with many different external devices. As above, only the versions of software for these external systems available at the time of release are tested for compatibility.

CAUTION Software versions listed in [Table 2](#) must be installed on your external systems to help ensure proper Encore system operation. Any hardware components required for these software versions must also be installed, especially any involved with system communications. Grass Valley Customer Support and Grass Valley Engineering will not support the integration of external systems running older software.

Table 2. Tested for Encore System Compatibility

External System	Software Version	Notes
Acappella	3.2.5 Matrix	Available on the v 3.2.3 CRCS Software CD.
	3.1.0 Panel	
Maestro	2.2	
Kalypso	15.1.2	
Kayenne	3.0	
Newton	2.0	
SMS 7000 (Encore bridge for control of Trinx/Apex)	8.3.4	Apex license required.
SMS 7000 (peer to peer control)	8.3.4	
Jupiter (control of Encore)	7.9	RS-422 serial Native Protocol interface.
Jupiter (controlled by Encore)	7.9	Ethernet using Native Protocol or RS-422 using ES Switch.

Although newer versions of external system software are expected to work with Encore systems running Encore 1.8.1 software, this cannot be guaranteed. Developers generally extend careful efforts to maintain compatibility, but software versions not available at the time of an Encore release obviously cannot be tested.

Version 1.8.1 Software Update Procedure

Ensure The Encore Database is Consistent

1. Using the Encore OUI, log onto Master Panel Server(s), go to the Panel Server screen and use **Modify** to save the database to the Sharer (and the mirror, if present).
2. Log onto the Master Router Controller(s), go to the Configure screen and use **MODIFY** to save the database to the Sharer (and the mirror, if present).
3. Log onto the Master TLM, go to the System screen and save the database to the Sharer (and mirror, if present).

4. Exit the Encore OUI, close Watchdog, and then shut down Sharer and System Manager.

Manually Backup the Encore Database

Because a valid Encore database is essential for system operation, a backup copy should always be available on removable media (CD ROM or floppy disk, USB stick, etc.). The Encore database consists of a series of files located in the OMN folder. Manually backing up this information before you start the software update will provide added security should a power outage or hardware failure occur.

5. Copy the entire OMN folder on the C: drive root directory of the Sharer PC onto removable media, rename the copied folder if desired, and store it in a safe location.

Note If you rename the OMN folder to identify its version or date, before it can be used again by Encore the folder will need to be renamed back to its original OMN name and placed in the C: drive root directory of the Sharer PC.

During the software update process you are given the opportunity to create a backup file. We recommend you do this in addition to the manual backup.

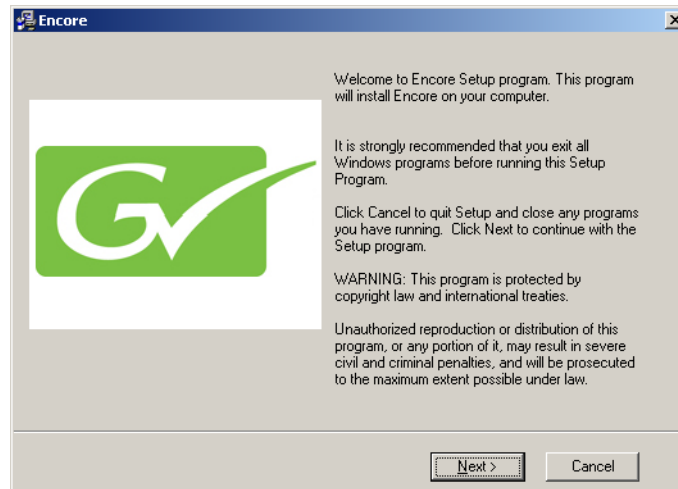
Install Software Components On The Sharer PC

Note To help ensure any hidden activity is stopped (for example, Port Mapper) you can restart the computer.

6. If necessary quit all Encore programs on the configuration PC, including Sharer, and disable any virus protection programs or firewalls.

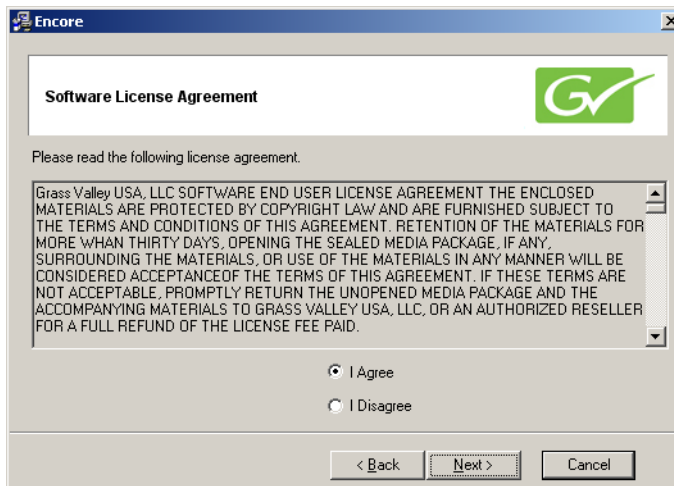
7. Insert the Encore System Software CD into the PC (or access the volume from removable media or a mapped drive). If the Installation Program doesn't start up automatically, double-click **Setup.exe**. The Encore Installation Welcome screen will be displayed (Figure 1).

Figure 1. Encore Installation Welcome Screen



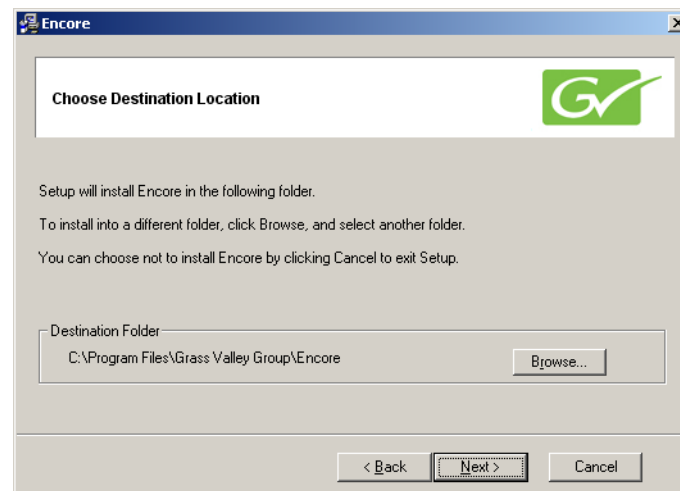
8. Click **Next >**. The Software License Agreement screen appears (Figure 2).

Figure 2. Software License Agreement



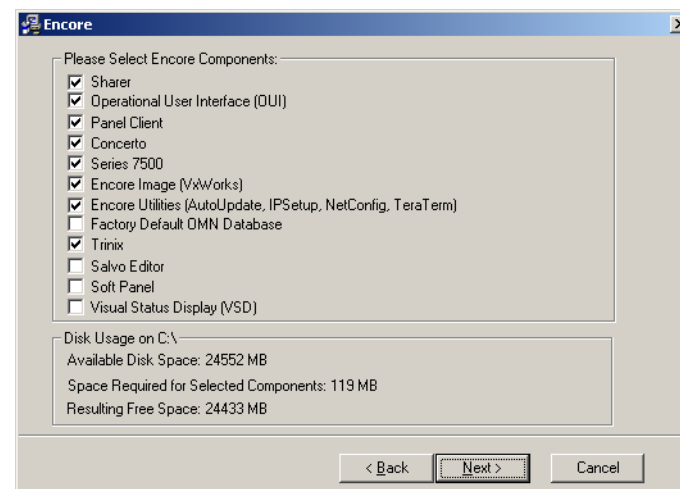
9. Click **I Agree** to accept the license agreement. The Choose Destination Location screen appears (Figure 3).

Figure 3. Destination Location Screen



10. Accept the default destination and click **Next >**. Encore software will be loaded onto the Sharer PC.
11. A Select Encore Components Screen appears (Figure 4).

Figure 4. Select Encore Components Screen

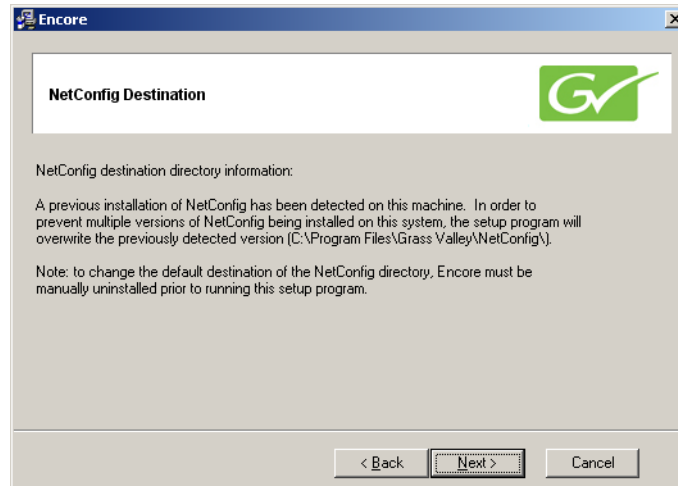


12. Because you are updating an existing Encore system, be sure the **Sharer** box is checked to ensure the Encore components will run the same software version after install. You can also select or omit any additional items as appropriate. For example, if your Encore system does not control a Concerto or SMS7000 matrix you can uncheck that box.

CAUTION Do NOT select the **Factory Default OMN Database** if you are updating an existing Encore system. If the factory default is installed your existing Encore database will be overwritten, which may make it necessary to completely reconfigure your system.

13. After selecting the correct components in [Figure 4](#) click **Next >**. If you selected Encore Utilities and NetConfig has previously been installed on this PC, the NetConfig Destination screen appears ([Figure 5](#)).

Figure 5. NetConfig Destination Screen

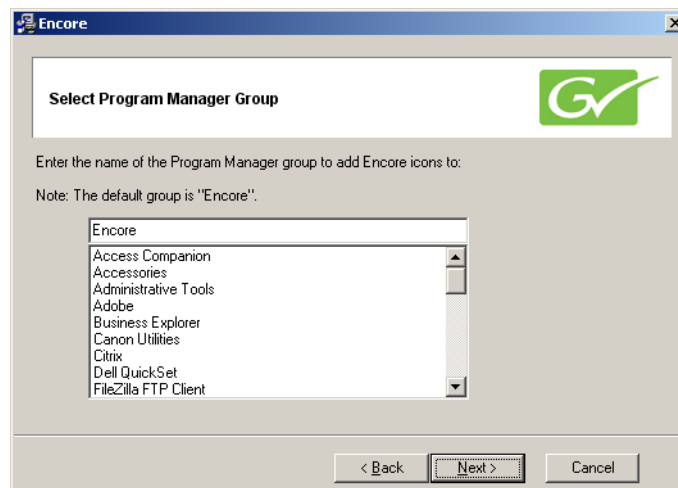


14. Click **Next >** to overwrite the existing NetConfig version. This prevents the installation of different versions of NetConfig.

Note If a newer version of NetConfig exists on the PC, a prompt is displayed indicating installation of an older version of NetConfig is not allowed.

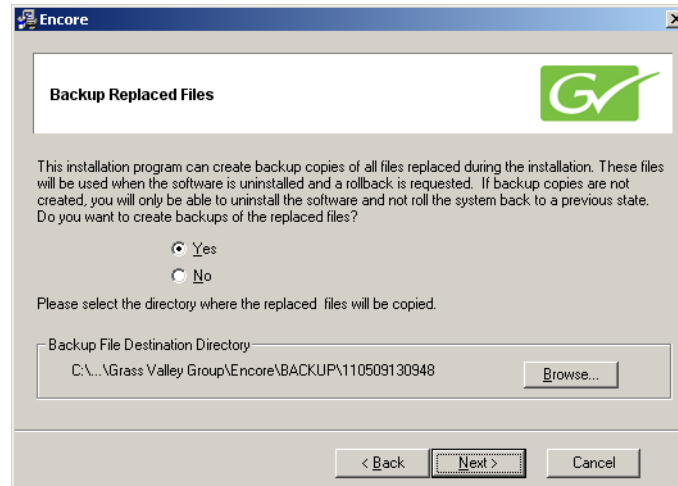
15. The Select Program Manager Group screen then appears ([Figure 6](#)).

Figure 6. Program Manager Group Screen



16. Accept the default Encore group name and click **Next >**. If you are updating existing Encore software the Backup Replaced Files screen appears (Figure 7).

Figure 7. Backup Replaced Files Screen.

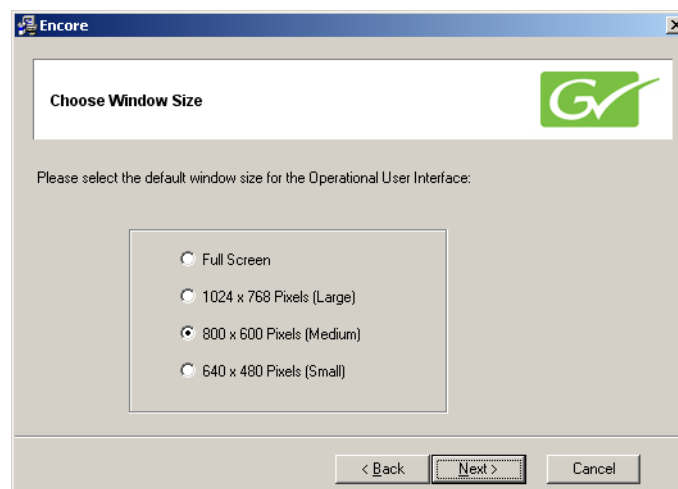


17. Select **Yes** to backup the files and click **Next >**. The backup file folder is named with the date and time. Note that Log files are not saved in this backup directory.

If you choose **No** you will be unable to rollback the system to its previous state.

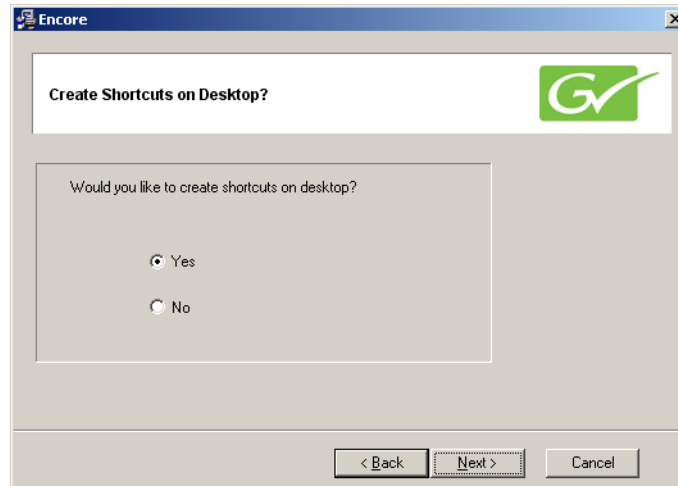
18. The Choose Window Size screen appears (Figure 8). Choose the size that best fits your PC monitor. Medium is recommended for most situations. Click **Next >** after your selection.

Figure 8. Choose Window Size Screen



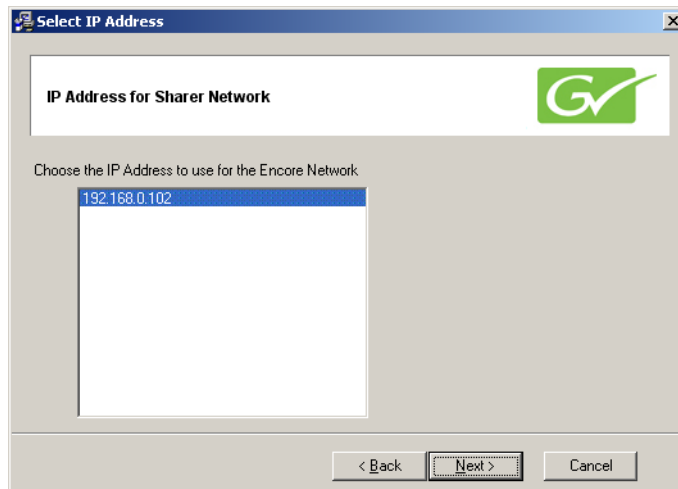
19. The Create Shortcuts on Desktop screen appears (as shown on the left of [Figure 9](#)). We recommend installing the shortcuts to make it easy to launch the Encore application. Click **Next >** after making your selections.

Figure 9. Create Shortcuts on Desktop Screen



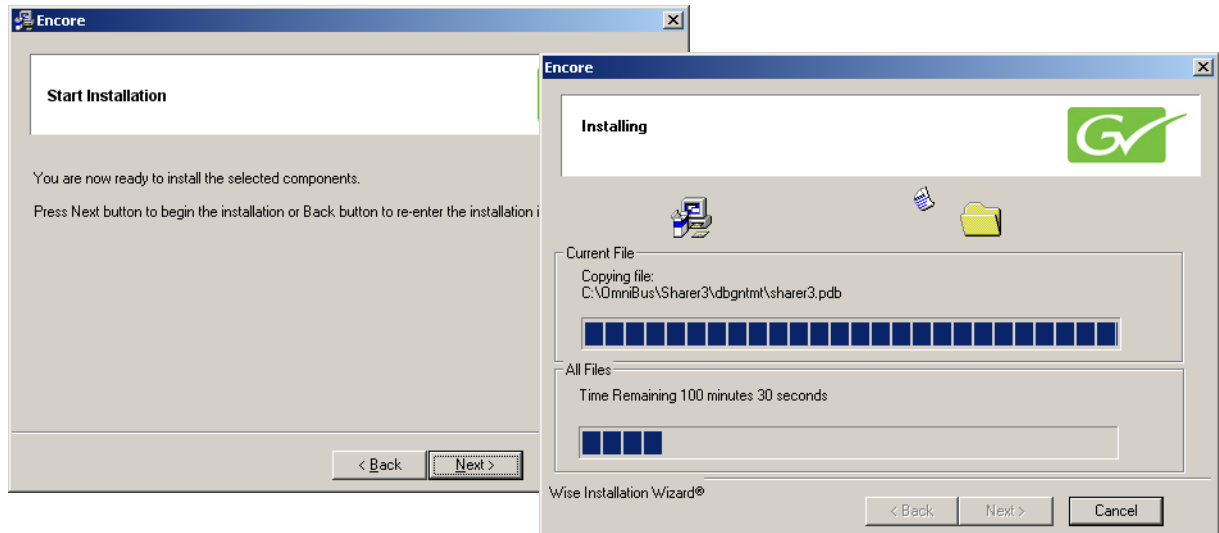
20. A screen then appears asking you to confirm the IP address of the Sharer Network ([Figure 10](#)). The IP address of the network interface cards (NIC) in use on that PC will be listed. If multiple NICs are installed you must select the one that will be used by Encore. Click **Next >** to continue.

Figure 10. IP Address for Sharer Screen



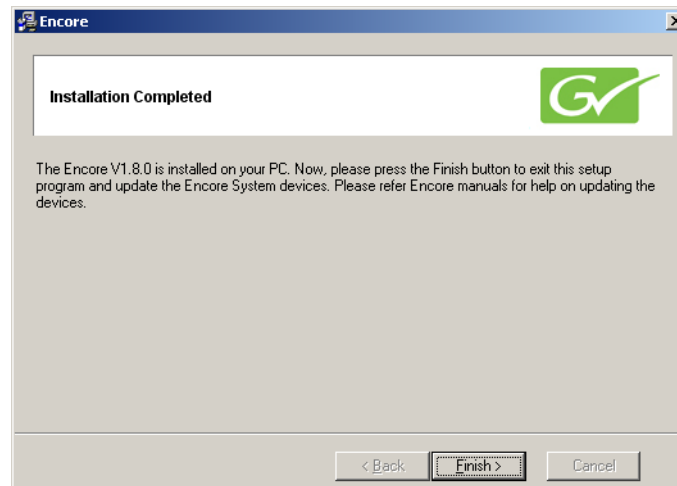
21. The Start Installation screen appears. Click **Next >** to begin copying files to the PC. The progress of the transfer is reported (Figure 11).

Figure 11. Encore Installation Screens



22. When the file transfer is done the Installation Completed screen appears (Figure 12). Click **Next >** to finish this part of the installation.

Figure 12. Encore Installation Screens



23. If you checked boxes for other components, a series of additional installation screens will be displayed until all the selected software components have been installed onto the PC.

Note If this is a first-time install of Encore software you will be prompted to reset your PC to complete the installation.

24. While the installation on the local PC is completed, you are not finished with the software update. Other Encore system components still need to be updated.

Restart Sharer

Figure 13. Watchdog Icon



25. Re-start the Sharer, System Manager and Encore OUI. Run the Sharer by double clicking the Watchdog icon (Figure 13).

CAUTION The Sharer must be running when you reboot SCBs the first time after they have been updated with new Panel Server software (see [page 10](#)).

You will next use the NetConfig application to transfer the software you just installed onto the PC to the actual Encore system components.

About NetConfig

NetConfig (Networking Configuration Application) is a multipurpose software utility for managing NetConfig-enabled Grass Valley devices. The latest version of NetConfig is included on the Encore Software CD, and is installed on a PC by choosing the **Encore Utilities** checkbox.

You will use the NetConfig utility program to update the software on your existing Encore system components.

Requirements

The NetConfig program requires:

- Windows 2000 SP4 (and above), or Windows XP SP2 (and above), and Windows 7 operating systems,
- to be logged in with Administrator-level privileges for the local machine, and
- have Internet Explorer version 5.5 or later installed.

Note Windows 7 requires Administrator login to run Encore and related applications.

Features

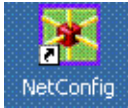
Once installed on a PC configured on an Encore network, NetConfig can be used to:

- Discover devices on the network, report duplicate IP addresses, and remotely configure these devices to resolve conflicts,

- Report rudimentary health checks of these devices,
- Display web pages served by these devices on the network,
- Identify devices (blink control panel buttons or frame LEDs), and
- Install software to these devices.

For more information, see the separate *NetConfig Instruction Manual*.

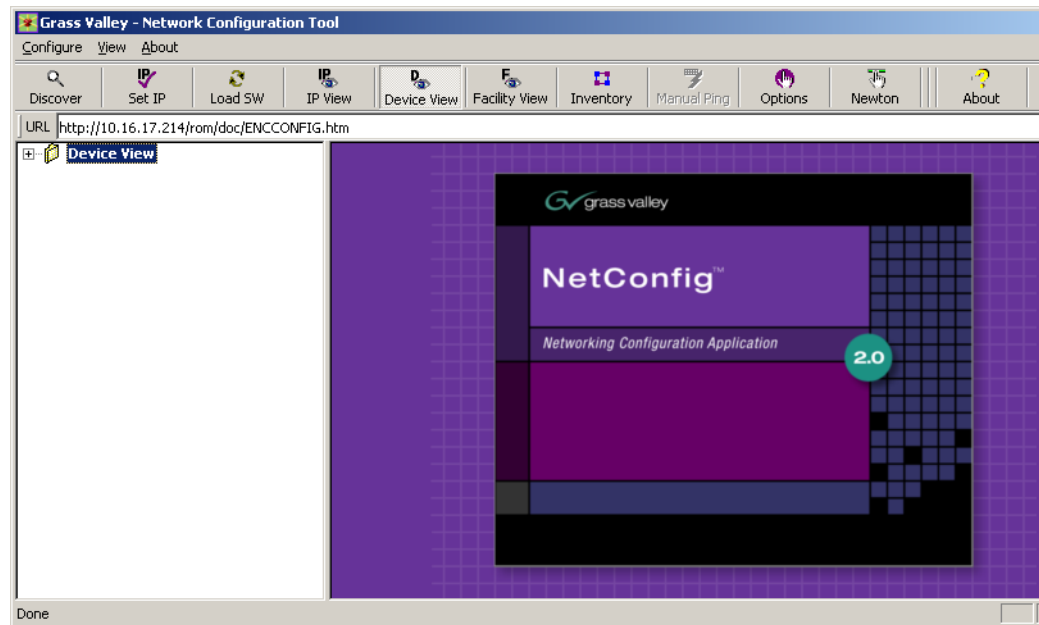
Launch NetConfig



During software installation a shortcut to NetConfig (as shown on the left) is automatically installed on the PC desktop.

26. Double click on the **NetConfig** shortcut icon to launch the application.
27. The NetConfig screen will appear ([Figure 14](#)).

Figure 14. NetConfig Screen



Route Table (Multi-Area Systems Only)

If your system has multiple Areas and routes have not been established to cross networks, you may need to execute route commands to allow NetConfig access to other Areas. You can create and run a .bat file at least once to create the routes. Placing this .bat file in a startup directory on the PC will help ensure it will run.

An example of the commands for this .bat file for a default Encore system with two Areas with the second SCB set to 192.168.2.0 is:

```
route add 192.168.1.0 mask 255.255.255.0 192.168.0.100
route add 192.168.2.0 mask 255.255.255.0 192.168.0.101
```

The first entry in each row is the IP address of that network (in this example the “0” is a placeholder), the second entry is the subnet mask, and the third entry is the EN1 IP address of the SCB in that network.

If you need help, contact your network system administrator or Grass Valley Customer Support for assistance.

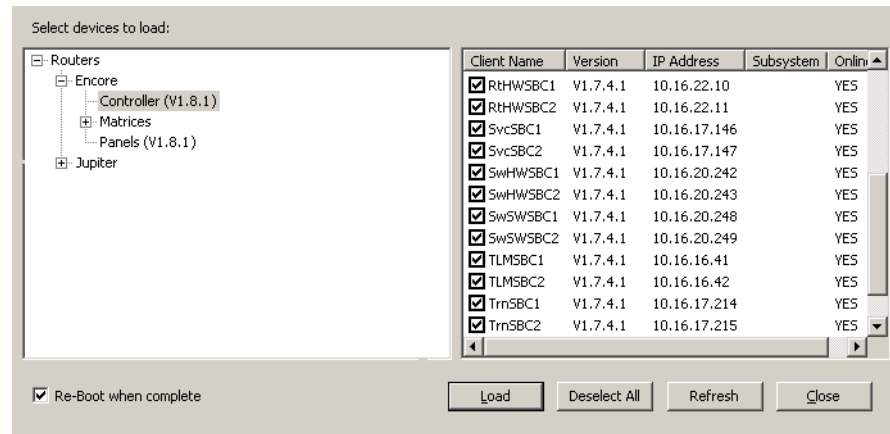
Update Encore SCB Software

CAUTION In previous Encore releases SCB software was updated by mapping their drives and copying files directly to their flash. This technique should not be used with Encore 1.7 and later software.

CAUTION Redundant Encore SCBs running the Panel Server application must be updated to 1.8.0 simultaneously. Running different versions of Panel Server software at the same time on redundant systems can make one SCB fail to complete its reboot. This precaution does not apply to SCBs not running Panel Server software, or to non-redundant SCBs.

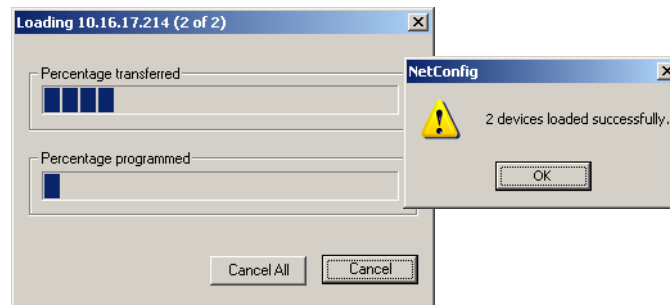
28. Update all your SCBs with the new software.
 - a. Click on the NetConfig **Load SW** tab to open a window showing a hierarchy of the software available.
 - b. Click **Routers > Encore > Controller** in the software hierarchy window, then select **Encore Controller (V1.8.1)**.
29. Click the **Select All** check box to select all your SCBs (figure)

Figure 15. All Encore SCBs Selected for Software Update



- a. Make sure **Re-Boot when complete** is selected and click **Load**. The software will load to all the SCBs in turn and report its progress. When finished, click **OK**. Each SCB will reset and run the new software version.

Figure 16. Multiple Software Update Progress and Confirmation



CAUTION The SCBs must remain undisturbed for at least 5 minutes while the loaded software is extracted and the unit reboots. While the SCBs may appear inactive (no blinking green lights) but they are actually performing vital tasks that must complete. Resetting an SCB during this time will corrupt the flash, requiring a manual flash update to recover.

Redundant Tie Line Manager Update to 1.8.0

When redundant Tie Line Managers exist, if both the Master and Mirror Tie Line Manager SCBs are upgraded to 1.8.0 at the same time (the suggested practice), first configure the Master Tie Line Manager, save that configuration on the Master, and then configure the Mirror Tie Line Manager. This prevents possible problems with the Mirror Tie Line Manager failing to complete its configuration.

Update Matrix Software

Encore systems can employ Concerto, Trinix, and SMS7000 Matrices.

Note Allow any SCBs updated with new software to completely reset before attempting to update Matrix software. This can take about 5 minutes.

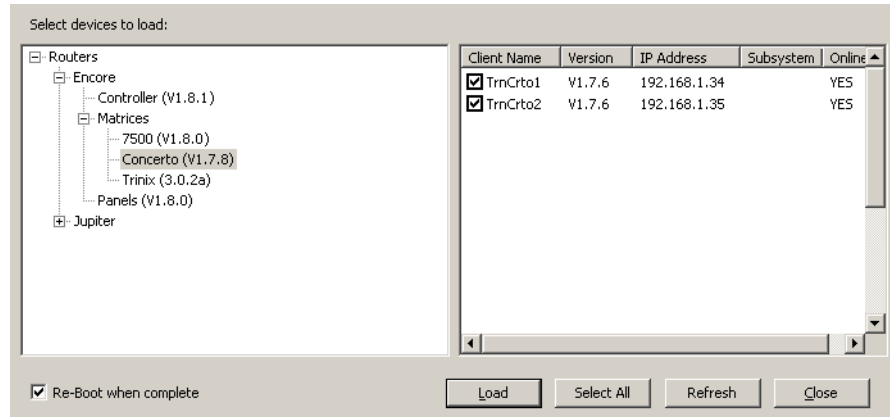
Concerto Matrix Procedure

If your system includes a Concerto matrix, the Matrix Application software is also updated using NetConfig.

30. In NetConfig, click on the **Load Software** tab, or select **Configure > Load Software** to open a window showing a hierarchy of the software available.

31. Click **Routers > Encore > Matrices** in the window, then select **Concerto**. This will display the software versions available for loading (Figure 17).

Figure 17. Concerto Matrix Software



32. Select the Concerto software to be loaded and check the boxes of the matrix controller(s) to be updated.
33. Select **Re-Boot when complete** and **Load**. The software will be loaded to the target(s) in turn with the progress reported. When finished, click **OK** to the loaded successfully prompt. The devices will then reset and run the new software version.

Trinix Matrix Update Procedure

CAUTION Trinix Broadlinx Controllers cannot be upgraded using NetConfig. The upgrade must be carried out manually by either replacing the Broadlinx compact flash with one containing the new version or by using a compact flash reader/writer to upgrade the existing compact flash.

SMS7000 Matrix Update Procedure

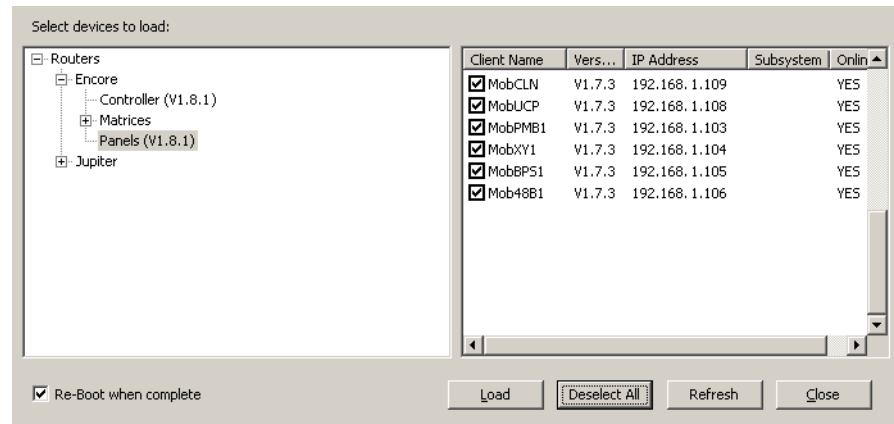
SMS7000/7500 systems can be updated using NetConfig only if the system is already running V1.6 5 or later software. Systems running older software will need to be updated using the older procedure (Xitami).

Update Control Panel Software

34. In NetConfig, click on the **Load Software** tab, or select **Configure > Load Software** to open a window showing a hierarchy of the software available.

35. Click **Routers > Encore > Panels** in the window. This will display the software versions available for loading (Figure 18).

Figure 18. Control Panels Software Directory)



36. Select the control panel software to be loaded and check the boxes for the panel(s) to be updated.

Note If you are upgrading a multi-area system (i.e., a multi-network system), and a panel is reported as offline, uncheck that panel and complete the installation for the online panels. Then, check the gateway setting for the configuration PC. The gateway setting must point to the SCB that will be used to reach the control panels being updated. In the case of redundant SCBs, you may need to try both before the panels will update. It may be helpful to check the IP View to see which panels are visible (green light) to the SCB selected as the gateway.

37. Make sure **Re-Boot when complete** is selected and then click **Load**. The software will be loaded to the target(s) in turn with the progress reported. When finished, click **OK** to the loaded successfully prompt. The devices will then reset and run the new software version.

GSC Control Panel Software Update Procedure

GSC control panels (like the newly supported PXS, PXD, PXYE, MB4, and SCP) used in SMS7000 systems must have their software updated before these panels can be used in an Encore Control System. GSC panel enhancements (like sign on error reporting) also require a software update. A button tally problem with BPS32 panels will also be corrected a this software update.

1. Ensure the System Controller Board (SCB) has the GSC mezzanine installed.
2. Verify the control panels are connected to the encore frame on the side the SCB with GSC mezzanine is installed.

3. Ensure the SCB has been updated with Encore 1.7 or later software using NetConfig.
4. Using a console interface (serial or telnet interface into the SCB) type either 'ls' or 'll' to display the list of files on the flash card. Verify that the gscPanel.mot file is located on the flash.

CAUTION Do not type 'ls-l' on the console interface, as it will stop the SCB from functioning.

5. Next type in the following command, followed by the return key, which will reprogram all GSC control panels connected to the SCB:

```
lcpProgram
```

6. Once the panels are programmed they will automatically reboot and sign onto the Encore system. At this point the GSC control panels should connect and be given the default configuration defined for each panel type within the Panel Server.
7. Configure these control panels using the standard method described for Encore control panels. Remember all configuration changes are live changes and do not require a panel reboot, but to make the changes persistent the user must select **Save** (or **Modify** for v1.7.x and earlier software) to save the configuration changes.

CAUTION When renaming a GSC control panel from the Encore OUI, exit and re-enter the OUI edit select screen before editing the renamed GSC panel. This allows the OUI to update active panel configuration chevrons appropriately. Make sure there are active chevrons (>>) for the GSC panel to be edited after re-entering the OUI screen.

Confirm Sharer Mode

8. Use the Encore OUI to log on to the Master Panel Server and verify that the Panel Server is in **Sharer** filing mode and that, for redundant Panel Servers, the Sync Status is **In Sync**.
9. Log onto Master Router Controller and verify that the Router Controller is in **Sharer** filing Mode.
10. Log onto the Master TLM and verify that the TLM is in **Sharer** filing mode.
11. Repeat steps [Step 8](#) through [Step 10](#) with the Mirror application of each Master/Mirror pair in your system.

This completes the upgrade process.

Restore Full System Operation

After the software update, some items may need to be addressed to restore the Encore system with its previous functionality and activate new features.

- If after an update of a system with redundant SCBs the panels report NO ROUTER, use the Encore OUI to access the Router Controller application, go to Configure and click on Commit Changes. This updates the panels with their configurations.
- If you are running redundant SCBs and crosspoints switches are not occurring in sync, check that either VITC timecode is present, or if VITC is not present, that the Frame Count Server on all SCBs in the system are turned on, via each SCB's webpage.

Configure New Features

With the new software installed, you can now use the new Encore control system functionality, which can require modifying existing configurations and adjusting new parameters. Refer to the documentation for each new feature for specific instructions.

Backup New OMN Configuration

After you have your Encore system configured with the new software, copy the entire OMN folder on the C: drive root directory of the Sharer PC onto removable media, rename the copied folder if desired, and store it in a safe location. This folder can be used as a backup, by renaming the folder back to OMN, placing it in the root directory of the Sharer PC, and then rebooting the SCBs.

Backing Down from Encore v1.8.x to Earlier Software

New System Manager

To properly downgrade from Encore v1.8.x to v1.7.4.3 or earlier software you will need to uninstall Encore v1.8.x, using the Windows Add or Remove Programs before installing the earlier Encore software.

Encore v1.8.x has a new System Manager (v3.70 Build 9) which will not be removed if an older version of Encore is installed on top of Encore V1.8.x. This newer System Manager is not compatible with earlier Encore software.

TLM Rooms Configuration

To properly downgrade an Encore system that uses Tie Line Manager Rooms from 1.8.x to 1.7.4.3, delete all the TLM Configurations created (if

any) with 1.8.x and also delete the category TLM_CONFIG from the System Manager. The new category created for 1.8.x to support TLM configuration save/load is not supported by earlier software versions. This incompatibility can result in the loss of previously created rooms configurations.

Mismatched Redundant Panel Server SCB Software Recovery

If redundant SCBs run incompatible versions of Panel Server software, one SCB will fail to complete its reboot, but may remain accessible via Net-Config. To recover from this situation:

1. Use NetConfig to go to the Application Configuration web page of the SCB running newer software that is not rebooting.
2. Uncheck the **Panel Server Application** box and the click on **Update Configuration**.
3. Install the newer Encore software on the other SCB, remembering to wait 5 minutes for the file extraction and reboot to complete.
4. When both SCBs are running the same version of 1.8.0 software, go back to the Application Configuration web page of the SCB, re-enable the **Panel Server Application** box, and reboot that SCB.

This should restore your Encore system to full operation. However, if this procedure does not work (for example, you may be unable to access the webpage of the SCB), you can manually update the flash memory of the inoperable SCB.

Manually Updating SCB Flash Memory

SCB flash memory can be purchased from Grass Valley Customer Support. These flash cards are pre-formatted and installed with the latest Encore software.

CAUTION Encore SCBs only support flash memory up to 512MB. Do not attempt to use higher capacity flash because corrupted data may result.

If you are using separately purchased compact flash memory, or if the SCB flash becomes corrupted, you can reformat it and load files manually.

Note Flash memory formatted only by the Windows OS cannot be used in an Encore SCB because the VX Works operating system code is used.

A special flash memory formatting procedure using a Grass Valley supplied application is required. These procedures are described in detail in the separate *Encore Installation & Service Manual*. Contact Grass Valley Customer Support if you require further assistance.