

Encore

CONTROL SYSTEM



Release Notes

Software Version 1.8.2

KEMA Quality

CERTIFICATE

Certificate Number: 510040.001

The Quality System of:

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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: December 23, 2010
Certified for the first time: June 14, 2000



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Encore

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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

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Encore Release Notes

Introduction

This document describes product enhancements provided by Encore software release 1.8.2. It also describes the installation procedure used to upgrade an Encore system to 1.8.2 (see [page 17](#)).

New Features in Encore Release 1.8.2

- EDP knob rotation delay has been added to the Encore Configuration INI file for setting sensitiveness.
- A **Default Destination Page Time-In** feature is added. A new flag Destination Page Time in and attribute Default Destination Page Time has been added to the flag and attributes configuration pages of the PMB, EDP, MB4, and MB8 control panels.
- Encore now supports RCL Matrix (by Index). See *RCL Protocol Matrix Driver* [on page 8](#) for more information.

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 login in Windows XP:

- Visual Status Display
- Salvo Editor

Issue With Importing Prelude Router Configurations Into Encore

A known issue exists with Compact Router Control System (CRCS) 3.3.0 and earlier software. This only occurs if upgrading from a Prelude system that uses a shared physical matrix to an Encore system using a comma separated variable (.csv) file. A workaround exists that can be used until the CRCS software is fixed in a subsequent release.

The root of the issue is an Encore system requires unique logical matrix names, but existing Prelude software employs duplicate names for shared physical matrices. If a Prelude configuration (versions CRCS 3.3.0 and earlier) with shared physical matrices needs to be imported, the .csv file needs to be hand edited. This will not be required when the CRCS software is updated (probably in v3.3.1).

For example, consider a two Level (Level1, Level2) Prelude router configuration with a shared physical matrix. If "M1" is the name of the shared physical matrix, the logical matrix name will be "M1" in the .csv file. In that file look for the entry 'Logical Matrix' and change one of the logical matrix 'Name' entries. You could rename the second Logical Mtrix "M2".

Once the duplicate logical matrix name has been changed, accordingly change the name of the logical matrix under corresponding 'Levels' column in Source name configuration. In this example, because the name of the logical matrix corresponding to the 2nd Level was changed, the matrix names under 'Level2' needs to be changed to "M2".

Once these changes are have been made, save the Prelude router configuration file, which can then be imported it into Encore.

RCL Protocol Matrix Driver

Overview

Encore supports an RCL protocol Matrix Driver (RCL Matrix). This matrix type allows an Encore Router Control Engine (RCE, acting as the local system) to interact with another control system (referred to as the remote system) as an automation client. The local system is then able to control cross points belonging to the remote system. The remote system can be any

control system that supports an RCL Protocol server. The RCL matrix driver is a licensed component in Encore.

Features

- A local Encore Control System communicates with another remote Encore Control system (which could be located in a different site) using the RCL matrix driver and, can switch cross points on the remote system.
- The RCL matrix driver allows controlling multiple remote systems (multiple Areas) with a single Control Panel Server (CPS) running in the setup.
- The RCL matrix driver can be used to issue Take, Protect and Unprotect commands to the remote system. It displays the current status of the remote system at any point of time.
- In case of loss of connection to the remote system, the RCL matrix driver attempts to reconnect automatically. If the connection cannot be reestablished, the user will be notified when Takes, Protects, or other operations are attempted.
- The local Encore control system identifies the cross points controlled by the remote system by their names as configured in the remote system. Each of these names can be given a new name. The translation from local system name to the remote system name is done automatically by the RCL matrix driver.
- The local system can control the Sources and Destinations of the remote system, either on a Level by Level basis or on an all Level basis.
- The RCL Matrix configuration details including the remote to local name translations are saved persistently.
- Cross point changes made from the remote system are received by the RCL matrix driver and updated on the panels, automation clients, and LRPs connected to the local system.
- The RCL matrix allows performing the Takes across Areas. Tie Lines need to be available between Areas, however.

Protect and Unprotect

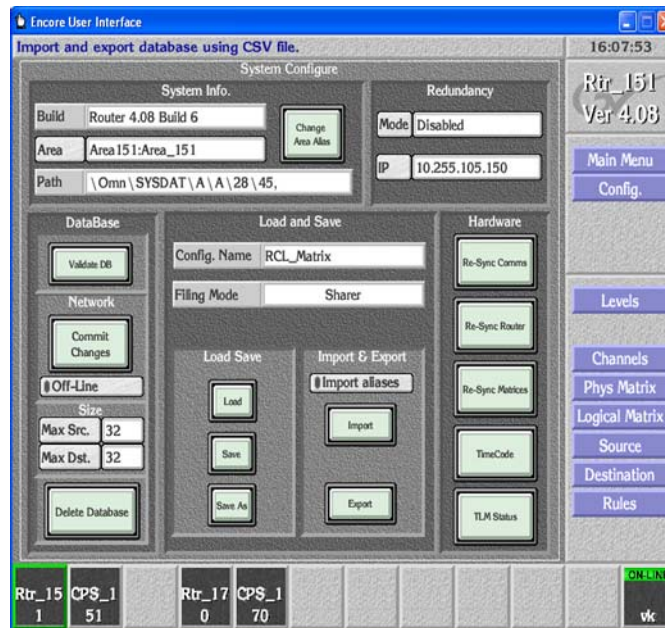
- The RCL protocol supports only Protects & Unprotect (RCL does not support Soft Locks, Hard Locks, Force Unlock/Unprotect, and Lock/Protect Override.) Protects can be performed on individual Levels also.
- The Protects issued to the remote system from the local system are retained by the remote system even if the connection is lost between them, provided the **Retains Protects** flag is selected on the remote CPS OUI. This is set configuring the local system in the RCL server screen in CPS OUI. If this flag is not selected, Protects will be lost if communication is lost.
- A Protect issued by the remote system cannot be Unprotected or overridden by the local system.
- A Protect issued by a local system on a Destination controlled by a remote system can be Unprotected by a panel connected to the remote system, by enabling the **Force Unlock/Unprotect** flag.

Configuration

RCL Matrix control is configured with the Router Control Application using standard Encore configuration procedures. A matrix configuration is created for the remote system, an RCL Client is defined, and the **GVG RCL (Index)** protocol is selected. An example configuration procedure is described below:

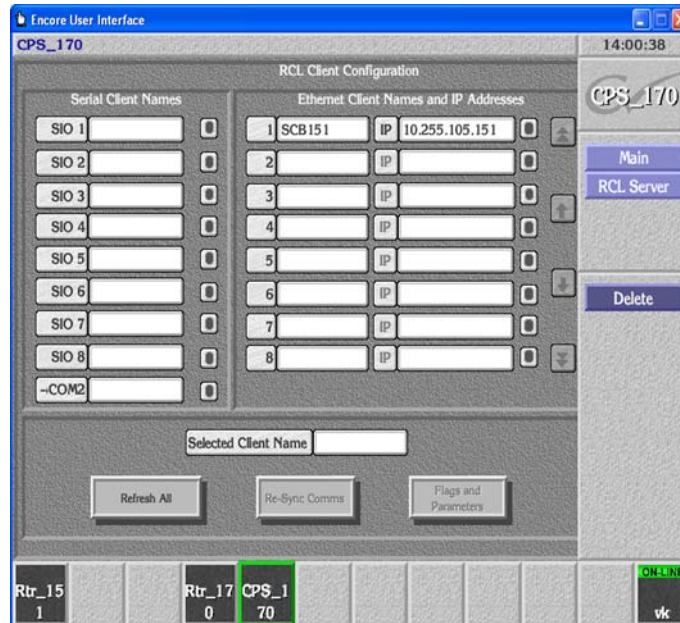
1. Using the Encore OUI launch the Router Control application on the local Encore system. Create a configuration with name such as "RCL_Matrix".

Figure 1. Router Configuration Name



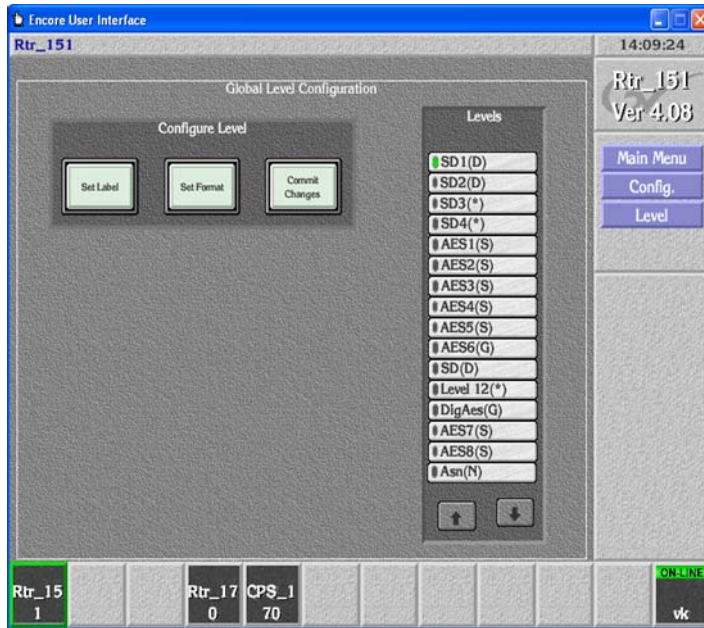
- Log on to the remote system CPS OUI, navigate to the RCL Server screen and configure the local system IP as an Ethernet client.

Figure 2. Ethernet RCL Client



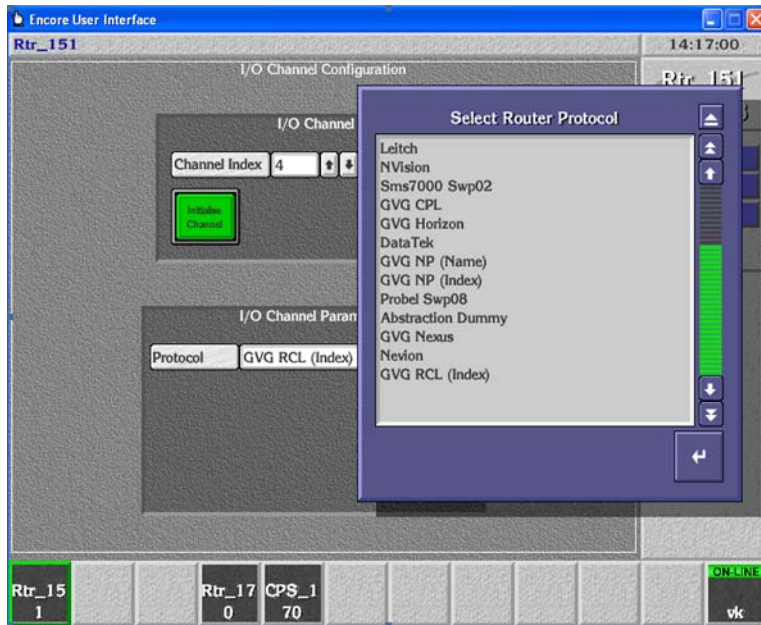
- Log onto the local RCE OUI, then select the “Level” button and configure the required levels.

Figure 3. Levels Configuration on Local RCE



4. Click on “Config” button, and navigate to the Channels screen. Choose the protocol as **GVG RCL(Index)**. Click on **Initialize Channel**.

Figure 4. Channel Configuration with RCL Protocol



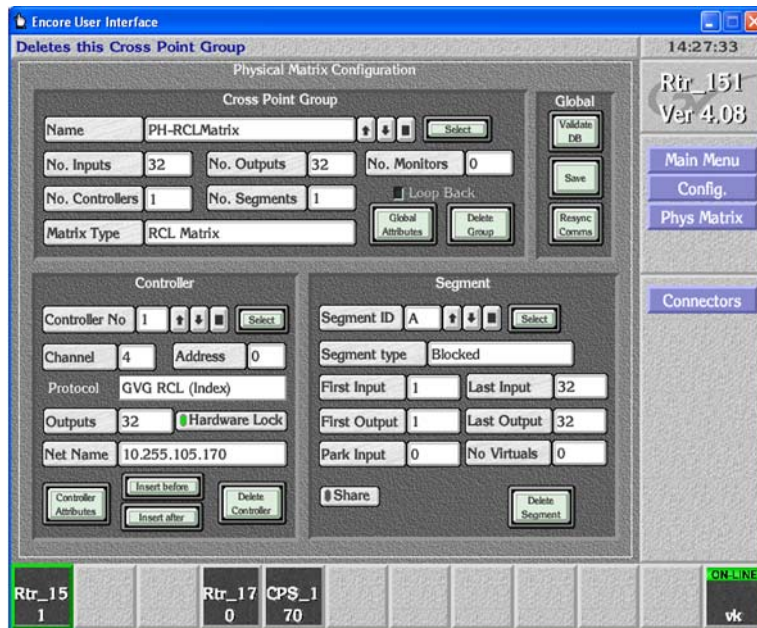
5. Click on the **Config** button.
6. Navigate to the Phys Matrix screen. Navigate to the Cross Point Group section, set the required fields like Name, No. Inputs, No. Outputs, No. Monitors, No. Controllers, No. Segments.

7. Click on the **Matrix Type** field and from the list, choose **RCL Matrix**.
8. Navigate to the Controller section, choose the Channel as **GVG RCL (Index)**.
9. Specify the Address (in hexadecimal) as the Level that exists on the remote system, for which the Source(s)/Destination(s) are to be controlled.

Note This field accepts hexadecimal values only. For example, to control the Sources and Destinations on Level 10 of the Remote System enter **a** as the address. Values of **0** and **FF** are used to indicate all Levels.

10. In the **Net Name** field specify the IP address of the remote system.
11. Navigate to the Segment section and specify the appropriate values for all the required fields.

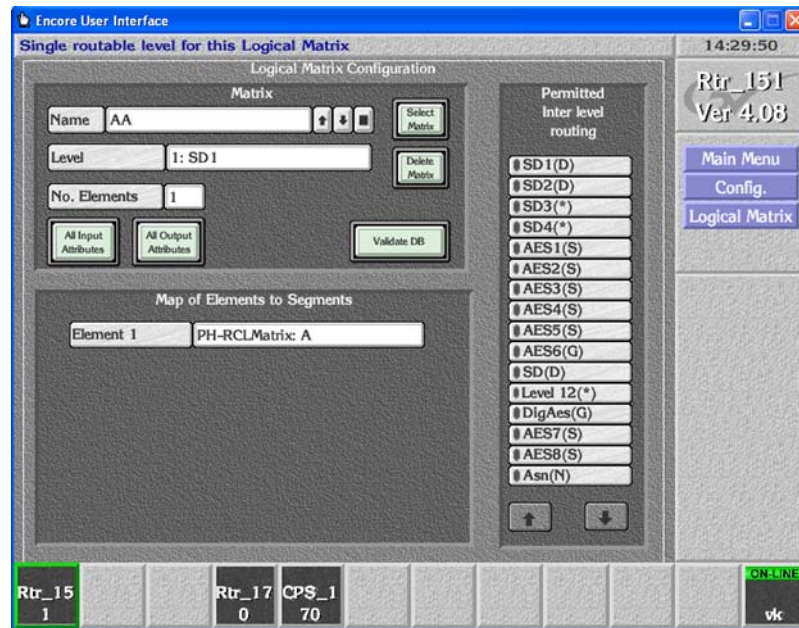
Figure 5. Segment Configuration



CAUTION The number of Sources and Destinations on the RCE should be determined by actual customer needs on the Encore RCE configuration side. Unconfigured Sources or Destinations will result in blank name sets. Blank name sets can adversely affect automation systems retrieving name sets (some automation systems will fault if a blank name is received). Also blank names can potentially slow down panel search operations to filter through these additional blank names.

12. Click on the Config button. Navigate to the Logical Matrix screen. Configure the appropriate information for the configured physical matrices.

Figure 6. Logical Matrix Configuration



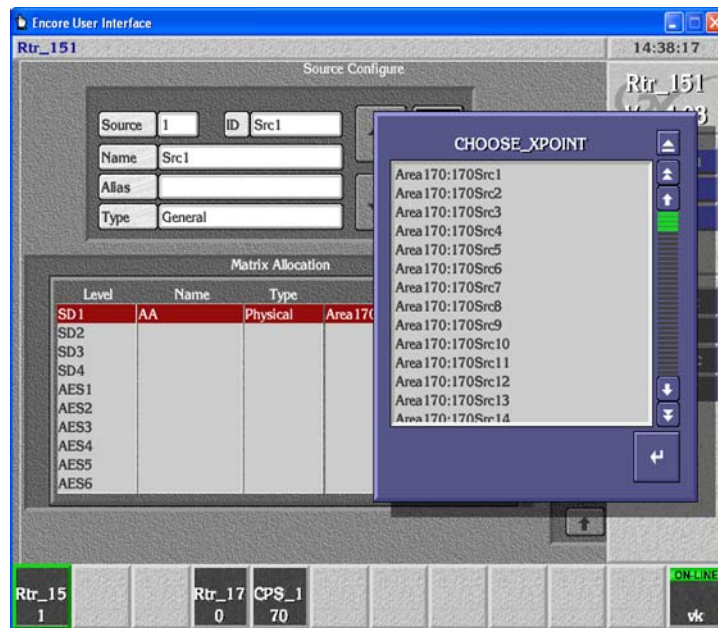
13. Click on the **Config** button, then click on the **Save** button, and then click on **Re-Sync Comms**. The Remote System must be running and have Ethernet connectivity for these operations to be successful.
14. Navigate to the Source screen. Enter appropriate values for the **ID** and **Name** fields.

Note All panels and automation clients connected to this control system will use the ID and the name specified here.

15. Navigate to the Matrix Allocation section. Select the appropriate Name and Type. While selecting the I/O value, the list of remote fully qualified Source names pops up. Select the remote Source to be associated with the local Source. The **Copy & Inc** button can be used to fill in the rest of the Sources to be configured if appropriate. Click on the **Config** button.

Note The source names popup list depends on the Area Exclusion Set configured on the RCL Server of the remote system CPS OUI for this local Encore system.

Figure 7. Source Configuration

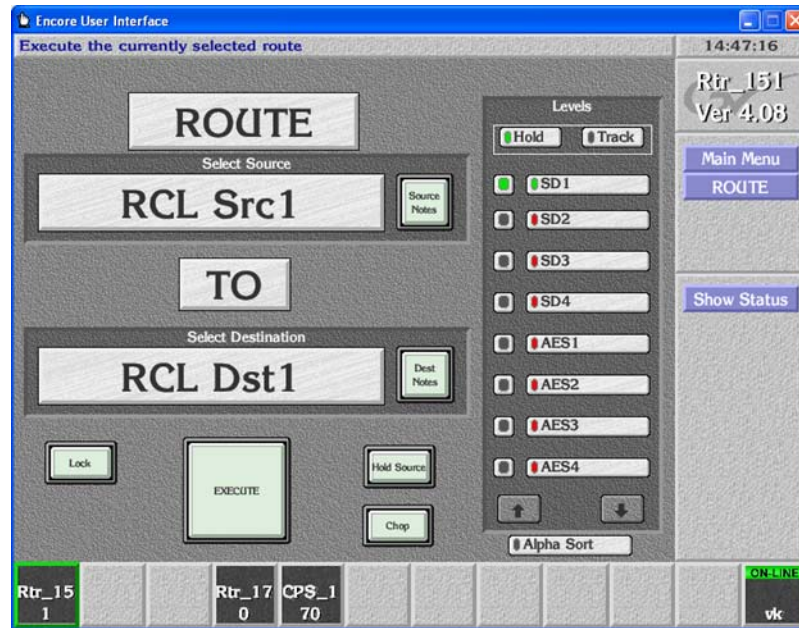


16. Navigate to the Destination screen. Follow the same procedure as above for Sources. Enter appropriate values for the Name, Id and Alias fields. Navigate to the Matrix Allocation section and Select the appropriate Name and Type. While selecting the I/O value, the list of remote fully qualified destination names pops up. Select the remote Destinations from the pop-up menu to be associated with the local Destination.

Note The destination names popup list depends on the Area Exclusion set configured on the RCL Server of the remote system CPS OUI for this local Encore system.

17. Click on the **Config** button, and then click on the **Save** button.
18. Click on the **Main Menu** button. Navigate to the Route menu. Perform a few Takes and verify the cross points change on the remote system.

Figure 8. Testing Remote System Takes



Redundancy

For redundancy, enter the primary IP address in the Net Name slot of physical matrix screen in the local system RCE OUI. The next higher address is considered the secondary IP address i.e. the secondary IP address is the primary IP address +1, as is already done for CPL matrix controllers. The connection is in the fail-over mode.

This RCL matrix driver identifies connection loss to the remote system when an operation is requested or data is read back from the server. If this matrix driver is configured for redundancy, if a connection loss occurs, connection is established with the redundant server. This action is transparent to the user. If the driver fails connecting to the redundant server, it returns an error.

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 1.8.2 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.X 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.X 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.X 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.

CAUTION You MUST update your Trinix Routing switcher to the latest version of Broad-
linx to insure that switches occur at the correct timing position. See the latest
version of the *Trinix Installation and Planning manual* for more information.

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 36 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 v1.8.2 software. During start up the CPS loads the DataBase file from the Sharer.

Encore Software Compatibility

The Encore 1.8.2 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 1.8.2 Release Components

Component Type	Name	Software Version
Encore	Encore	1.8.2
	Encore Control Panels	1.8.2
	JEP-100 Control Panel	1.8.2
	Control Panel Server	1.8.2
Matrices	7500 Matrix Controller Code	1.8.1
	Concerto Matrix Controller Code	1.7.8.2
	Trinix/BroadLinx	3.2.0
Accessory Applications	NetConfig	2.0.13
	Salvo Editor	2.1.0
	Soft Panels	3.2.1
	Encore Visual Status Display	2.1.0
	RCL Test Application	1.8.1
Core Software	Sharer	3.63 patch 15
	System Manager	3.70 debug b9
	Router Controller	4.08 build 6
	Tie Line Manager	2.04 build 4
	Encore OUI	4.30.32

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	2.3	
Kalypso	15.1.2	
Kayenne	3.0	
Newton	2.0	
SMS 7000 (Encore bridge for control of Trinix/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 1.8.2 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 1.8.2 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.

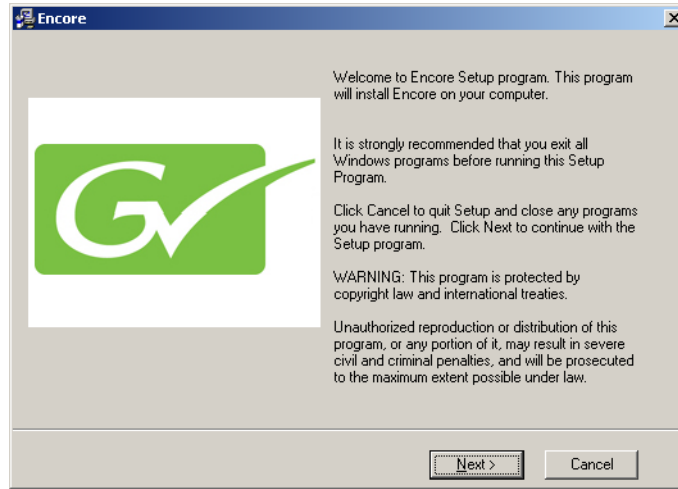
Install Software Components On The Sharer PC

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.

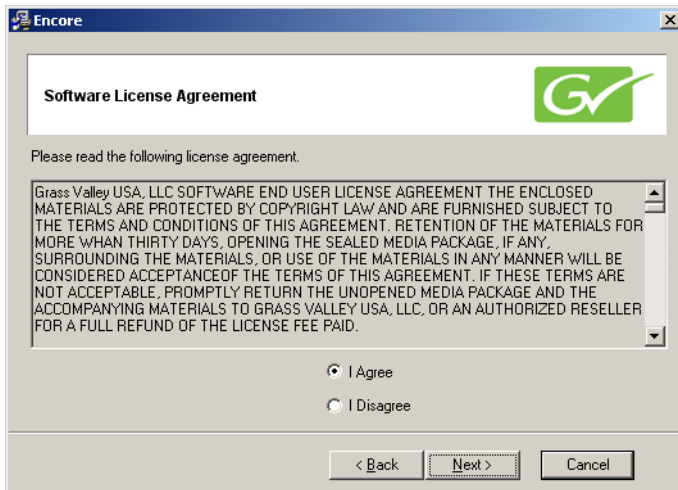
7. Insert the Encore System Software CD into the PC (or access the volume from removable media or a mapped drive). If the Installation Program doesn't start up automatically, double-click **Setup.exe**. The Encore Installation Welcome screen will be displayed (Figure 9).

Figure 9. Encore Installation Welcome Screen



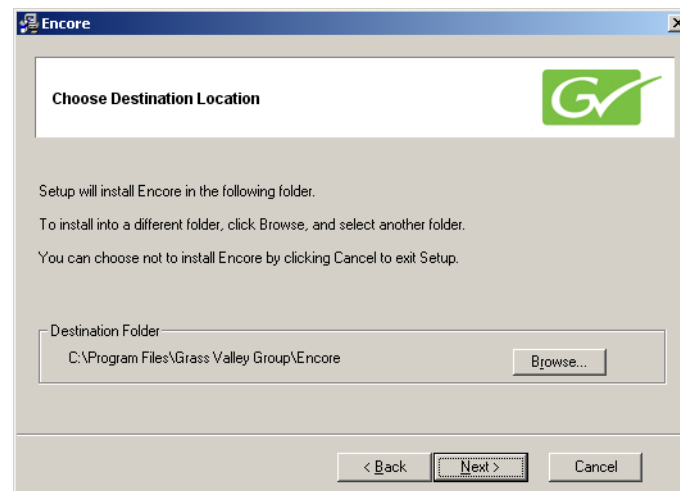
8. Click **Next >**. The Software License Agreement screen appears (Figure 10).

Figure 10. Software License Agreement



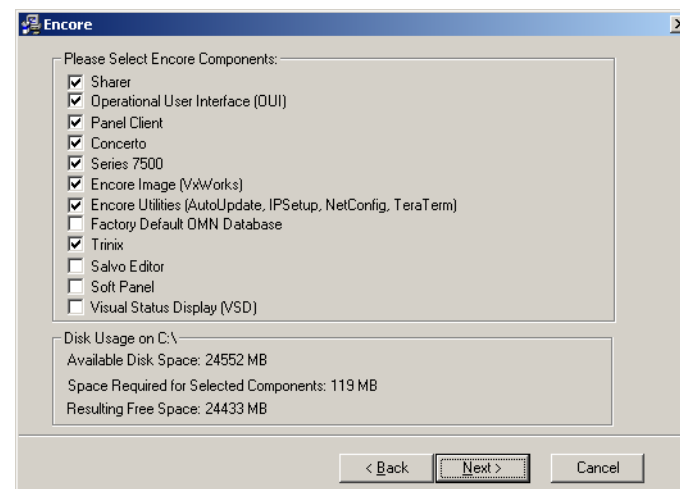
9. Click **I Agree** to accept the license agreement. The Choose Destination Location screen appears (Figure 11).

Figure 11. 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 12).

Figure 12. Select Encore Components Screen

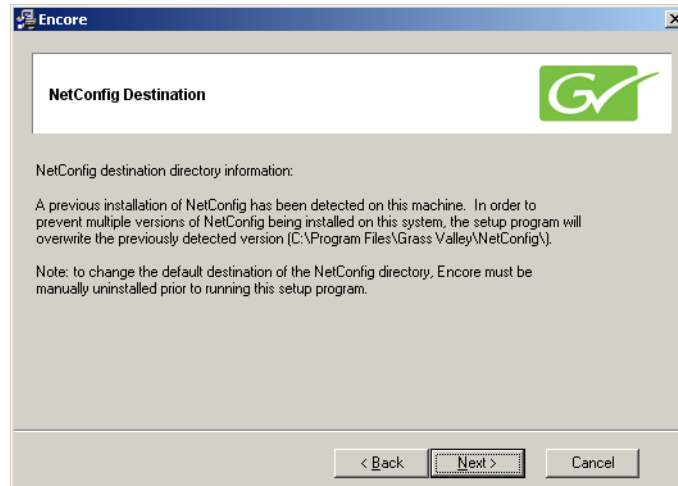


12. Because you are updating an existing Encore system, be sure the **Sharer** box is checked to ensure the Encore components will run the same software version after install. You can also select or omit any additional items as appropriate. For example, if your Encore system does not control a Concerto 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 12](#) click **Next >**. If you selected Encore Utilities and NetConfig has previously been installed on this PC, the NetConfig Destination screen appears ([Figure 13](#)).

Figure 13. NetConfig Destination Screen

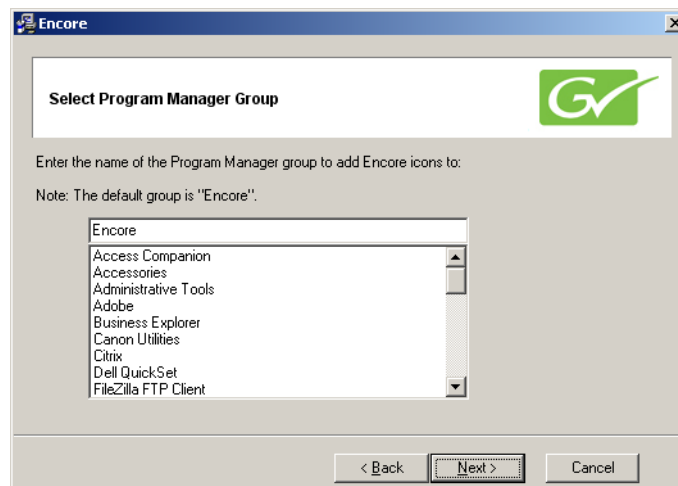


14. Click **Next >** to overwrite the existing NetConfig version. This prevents the installation of different versions of NetConfig.

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.

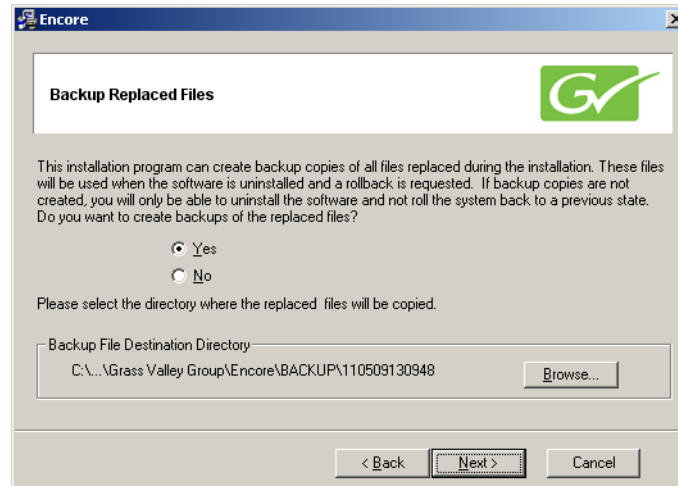
15. The Select Program Manager Group screen then appears ([Figure 14](#)).

Figure 14. 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 15).

Figure 15. Backup Replaced Files Screen.

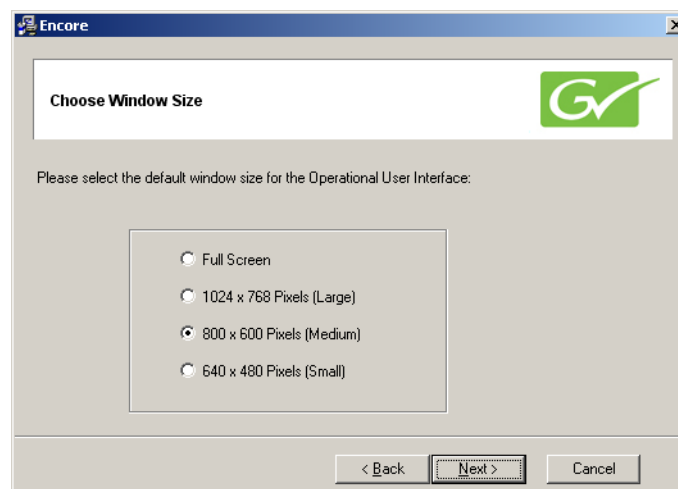


17. Select **Yes** to backup the files and click **Next >**. The backup file folder is named with the date and time. Note that Log files are not saved in this backup directory.

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

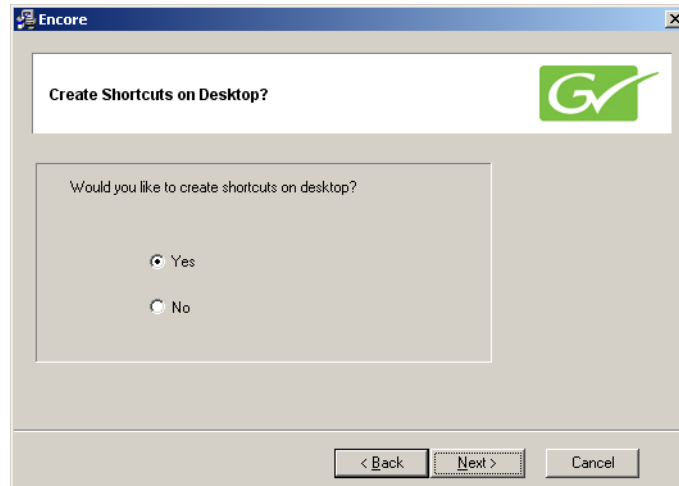
18. The Choose Window Size screen appears (Figure 16). Choose the size that best fits your PC monitor. Medium is recommended for most situations. Click **Next >** after your selection.

Figure 16. Choose Window Size Screen



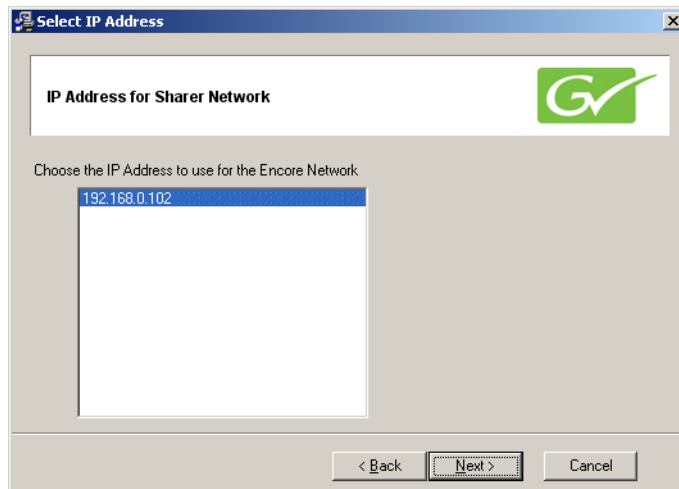
19. The Create Shortcuts on Desktop screen appears (as shown on the left of [Figure 17](#)). We recommend installing the shortcuts to make it easy to launch the Encore application. Click **Next >** after making your selections.

Figure 17. Create Shortcuts on Desktop Screen



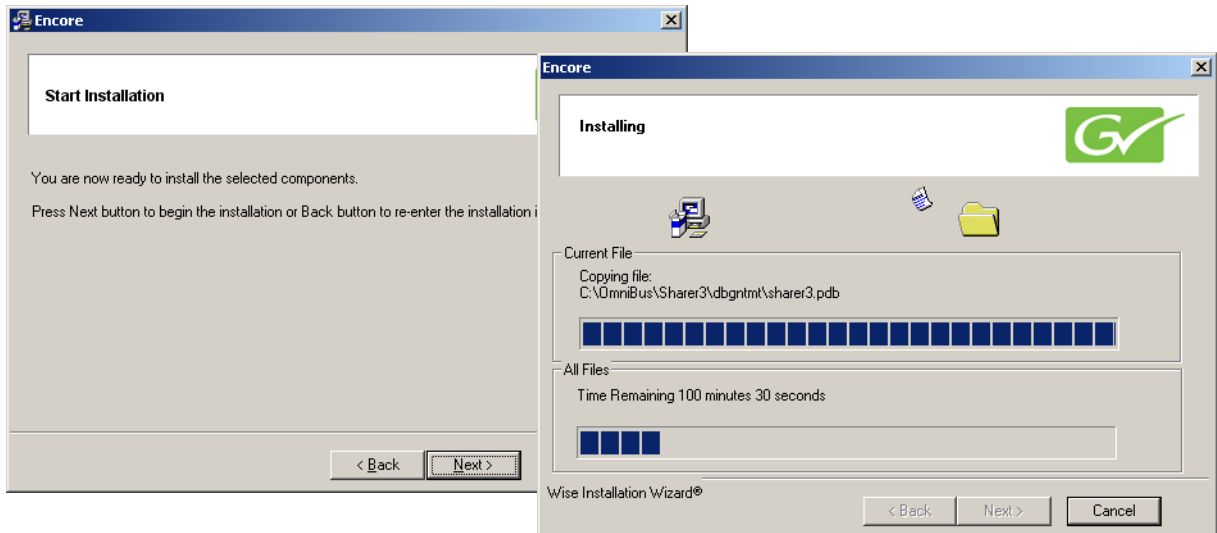
20. A screen then appears asking you to confirm the IP address of the Sharer Network ([Figure 18](#)). The IP address of the network interface cards (NIC) in use on that PC will be listed. If multiple NICs are installed you must select the one that will be used by Encore. Click **Next >** to continue.

Figure 18. IP Address for Sharer Screen



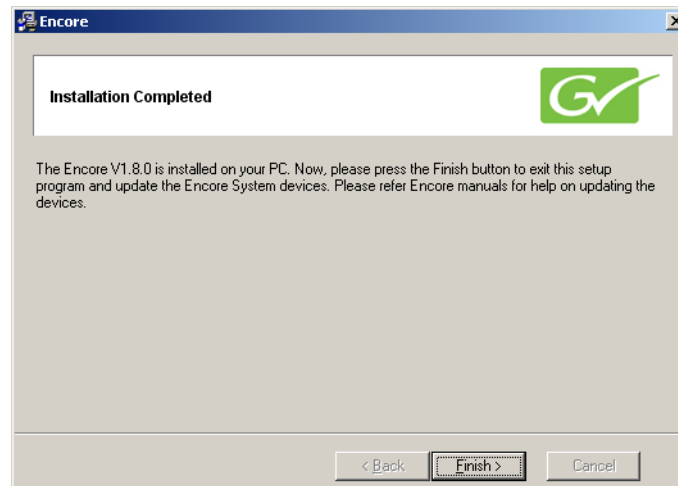
21. The Start Installation screen appears. Click **Next >** to begin copying files to the PC. The progress of the transfer is reported (Figure 19).

Figure 19. Encore Installation Screens



22. When the file transfer is done the Installation Completed screen appears (Figure 20). Click **Next >** to finish this part of the installation.

Figure 20. 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 21. Watchdog Icon



25. Re-start the Sharer, System Manager and Encore OUI. Run the Sharer by double clicking the Watchdog icon (Figure 21).

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 18](#)).

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

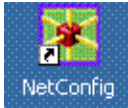
Once installed on a PC configured on an Encore network, NetConfig can be used to:

- 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*.

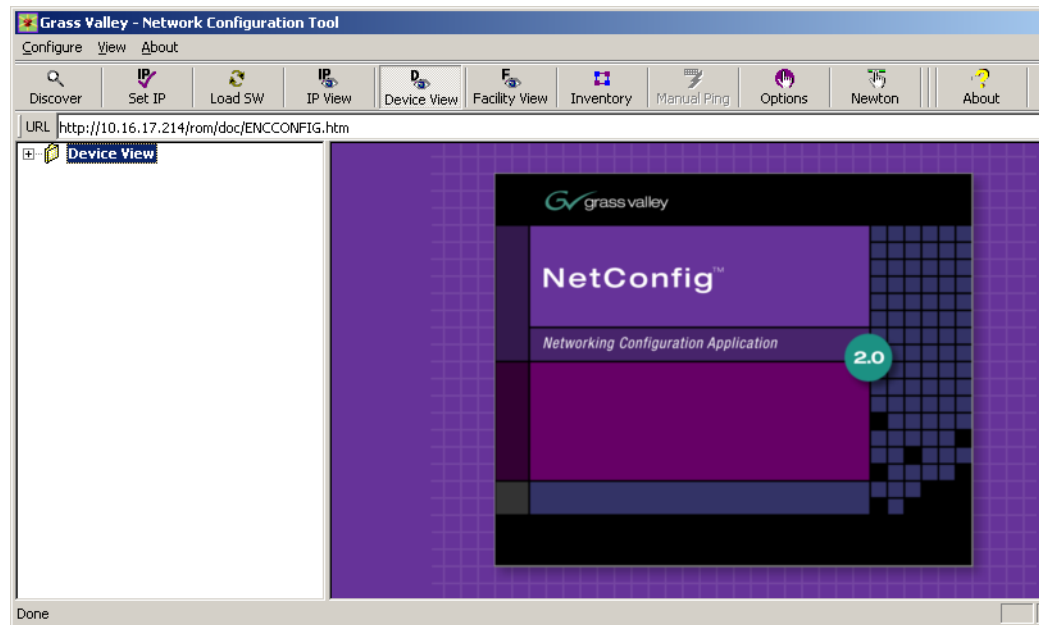
Launch NetConfig



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 22](#)).

Figure 22. 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.

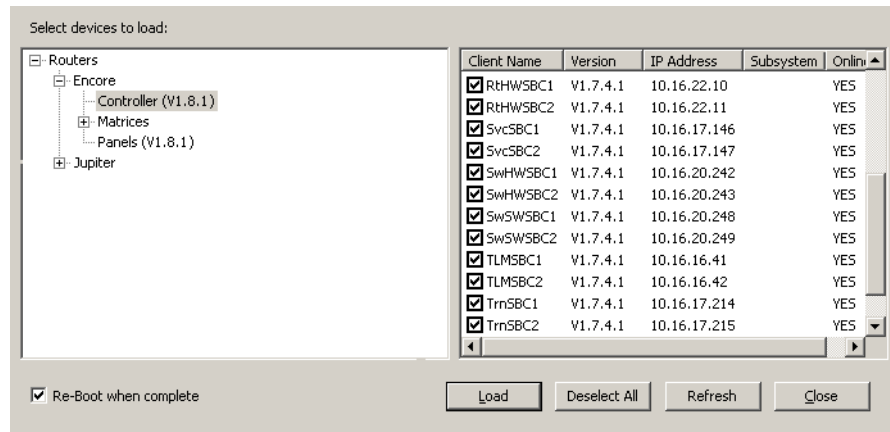
Update Encore SCB Software

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.X 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.

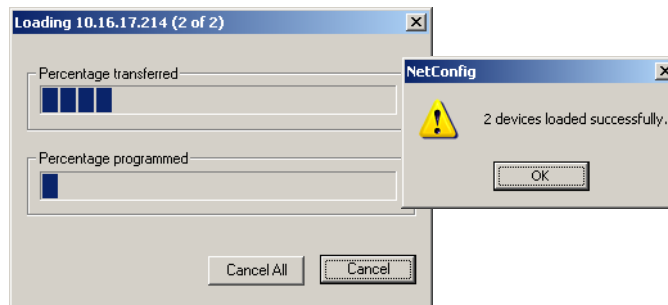
28. Update all your SCBs with the new software.
 - a. Click on the NetConfig **Load SW** tab to open a window showing a hierarchy of the software available.
 - b. Click **Routers > Encore > Controller** in the software hierarchy window, then select **Encore Controller (V1.8.2)**.
29. Click the **Select All** check box to select all your SCBs ([Figure 23](#)).

Figure 23. 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 24. 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.X

When redundant Tie Line Managers exist, if both the Master and Mirror Tie Line Manager SCBs are upgraded to 1.8.X 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.

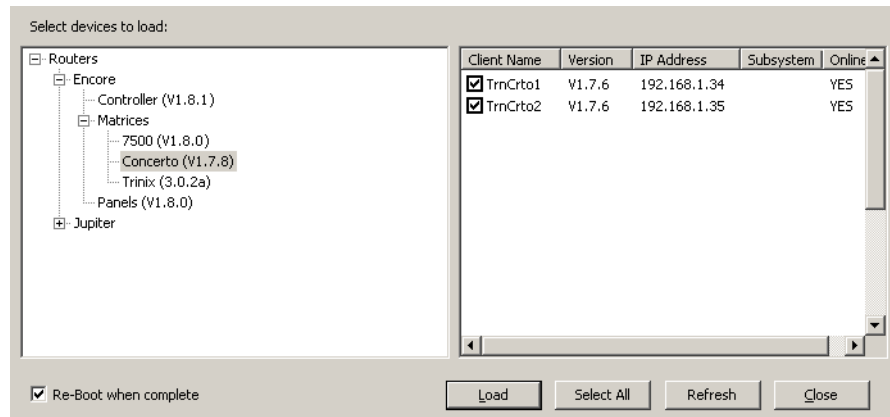
Concerto Matrix Procedure

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 25).

Figure 25. 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

Upgrading the Trinix Routing switcher requires 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. See the *Trinix Installation and Service manual*.

SMS7000 Matrix Update Procedure

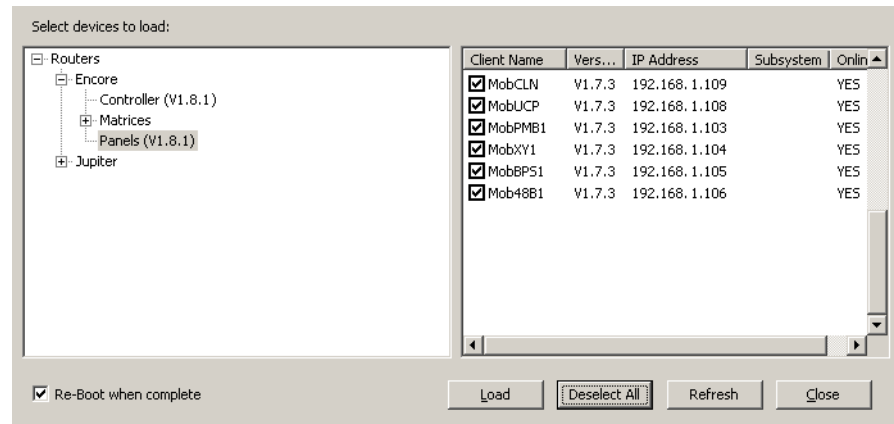
SMS7000/7500 systems can be updated using NetConfig only if the system is already running V1.6.5 or later software. Systems running older software will need to be updated using the older procedure (Xitami).

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 26).

Figure 26. 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.X 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.