GV grass valley

Encore
CONTROL SYSTEM

Release Notes Addendum

SOFTWARE VERSION 1.6.5.1

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July 2004

the most watched worldwide

Contacting Grass Valley

Region	Voice	Fax	Address	Web Site
North America	(800) 547-8949 Support: 530-478-4148	Sales: (530) 478-3347 Support: (530) 478-3181	Grass Valley P.O. Box 599000 Nevada City, CA 95959- 7900 USA	www.thomsongrassvalley.com
Pacific Operations	+852-2585-6688 Support: 852-2585-6579	+852-2802-2996		
U.K., Asia, Middle East	+44 1753 218 777	+44 1753 218 757		
France	+33 1 45 29 73 00			
Germany, Europe	+49 6150 104 782	+49 6150 104 223		

Grass Valley Web Site

The www.thomsongrassvalley.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 — Software updates, drivers, and patches can be downloaded.

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Known Product Issues

Table 1. Known Product Issues.

Area	Problem	ID
Areas	The area of the Router Controller application can only be changed from the application. Changing the area of the engine on which the router controller is running or changing the area of this application from the System Manager does not get reflected on the Router Controller Application even if System Manager, sharer or the SCB (engine on which the router controller is running) is rebooted.	29473
Areas	Although the system allows more than one Router Control Engine per area, only one should be assigned (except for redundant SCBs.)	41273

Boot up speed	With a large database it may take extra time for the system to boot up and synchronize.
	
	Example 1: PsAppTar with 1280KB:
	    Master, Mirror and Sharer is Online: 128 - 130 secs
	    Master & Mirror is Online and sharer is Offline: 128 - 130 secs
	    Master & sharer is Online with Mirror Offline: 105-110 secs
	    Mirror and Sharer is Online with Master Offline: 98- 100 secs
	
	Example 2: PsAppTar with 70 KB:
	    Master, Mirror and Sharer is Online: 3 to 5 secs
	    Master & Mirror is Online and sharer is Offline: 3 to 5 secs
	    Master & sharer is Online with Mirror Offline: 3 to 5 secs
	    Mirror and Sharer is Online with Master Offline: 3 to 5 secs
		30345

Concerto	When replacing or just re-seating Matrix Controller in an active Concerto frame when there is no redundant MC, it will apply the crosspoint status from the MC memory for some levels unless it is plugged in with the Clear Mem button held down.	28909
Concerto	The SNMP agent (used with NetCentral) supplied with this release are supported only by the CRS-2001 Fast Controller (671-6434-xx) and CRS-MC-C2 Controller (671-6495-xx). The original CRS-2001 Controller (671-6381-xx) ("slow controller") does not support this agent. The slow controller can be identified by the presence of eight LEDs along the front edge of the board; the newer controllers both have only seven LEDs along the edge	43452, 45646
Control Panel Server	On XY and PMB panels' Destination Exclusion Set screens, when selecting a destination and then selecting "Add All" or "Remove All," the screen may fail to refresh properly, especially when there are more than 15-20 entries. Clicking in the display area will force a refresh.	37414

Area	Problem	ID
Control Panel Server	1. GPI Out Relay 4 NC (pin 14) (supervisor mode alarm) always closes when the SCB is inserted into the frame. 2. Standalone Panel Server never reports supervisor state. 3. Switchover using reset button on Master supervisor reports two supervisors immediately after the reset. Not until the Master comes back online does it correct this condition.	44175
Control Panel Server	Global change of a keypad prefix or suffix set is not available within the system.	21562
Control Panel Server	Renaming the Master panel of a panel group using NetConfig will lead to inconsistent behavior of the panel in the CP Server.	46205
Control Panel Server	Control panels will reset after an OUI edit change, even if no configuration changes were performed.	35005
Logical matrix menu	If a router is set up with three levels such as serial digital, analog audio, and AES audio, the logical matrix "permitted inter-level routing" flag is selectable even though these hardware levels are incompatible.	24522
Local Router Panel	The LRP Global X destination button, which provides rapid destination selection, will not appear until enabled. This is accomplished by selecting Options > Config Mode , then selecting the button beneath the Global X button, then selecting Enable. The Global X button will now remain visible when Config Mode is off. To assign the button to a destination, select the Global X button and then the destination.	30495
OUI	When an error box pops up and closes before you can read it the error message is saved in a log accessed by clicking on the OUI title bar, and then clicking on **Title** in the OUI Station Status window.	29599
Redundancy	If redundant panel servers are not in sync the supervisory panel server does not allow edits on control panels. Work around: 1. Put the Mirror Panel Server Offline to override the synchronization mechanisms which prevent this operation. 2. From the Master Panel Server edit the control panel and select Modify. 3. Go to the Mirror Panel Server and select the 'Offline' button to put it back online. To help avoid this situation when running redundant SCBs in multiple areas, the user should create a default panel configuration that will automatically assign any new control panel added to the system to have a default destination in an area that has a router engine running. The factory default configuration starts all panels in the default area (area 1). If the panel does not find a router in its assigned area the above mentioned steps must be followed in order to configure the control panel.	46050
Redundancy	On performing a "Copy Mirror to Master" operation, the redundancy status on the Master PS toggles from "No Sync" to "In Sync" 2-3 times before stabilizing.	34110
Redundancy	In cases where redundant network paths were connected using a hub and Spanning-Tree protocol was not used, any broadcast message entering the network caused an immediate packet storm, causing the system to malfunction. Spanning-Tree protocol shuts down one redundant path until the other path fails, thus avoiding a feedback loop. Changing the MAC address of a device connected to a switch port caused the switch to flush its ARP Cache and rebuild the Cache. This apparently was a problem with early switches, over 5 years old, built by Bay Switch. GV has since solved the problem with Encore and Kalypso by storing the MAC address in the frame so that the address does not change when swapping MCPU boards in a control frame. This problem has not been observed with Cisco and HP switches; however, whether Spanning Tree is running or not, a short term network traffic increase or data loss to a device will be apparent if the MAC address of a device changes or it is moved to a different switch port. The problem will clear when the switch sees an ARP message from the device.	30083
Redundancy	Redundant CP servers will not synchronize if there is no router in their network.	42445
Redundancy	If VITC is not supplied to the SCB when redundant Encore controllers are used the signal switches will not execute at the correct time. Switch execution will be random within 16 fields for versions prior to V1.6.5. For Encore versions V1.6.5 and after switching will be unpredictable because the switch window increases from 16 fields to 255 fields. Since the time count can be reset more often than 255 fields it's possible that a signal switch would not occur at all.	39954/ 39370
Redundancy	Panel Server redundancy does not synchronize if there are no control panel clients connected to the system.	37590
Router Control	When running salvo switches on a Trinix router, if the RCE OUI "Route > Show Status" screen is open the SCB will hang and require a reboot to restore normal operation.	44240
Router Control	Upon reboot or startup of a Router Controller Engine, if the first configured destination does not reflect correct status press the 'Resync Router' button on the RCE OUI CONFIG screen. This forces a read and refresh of the correct status for this destination.	44116
Router Control	The Router Controller application allows more than one CPL channel to be configured. Such duplicate configuration should be avoided. If not, the error message "Cannot initialize channel on port (-1)" appears for the CPL channel when resync comms is selected.	42570

Area	Problem	ID
Router Control	The Router Controller application turns the Modify button red whenever there is unsaved data. The exception to this is the CPL matrix configuration parameters (controller attributes and I/O attributes).	30676
Router Control	If there is a leading zero in a source or destination number (e.g., "CAM-01") the number will not increment when the Copy and Increment function is used.	42138
Router Control	Source Configure Type and Destination Configure Type settings use either General, System TieLine, or Local TieLine. The remaining types are used for backward compatibility with other products.	29977
Soft Panels	Using factory default settings, normal button color ("backlighting") is indistinguishable from "low tally" color; therefore status cannot be determined. For proper operation, users should adjust button color using the Options menu.	42993
Soft Panels	The system allows an existing template or panel name to be entered as the name of a soft panel, using either the Soft panel application or Netconfig. This duplication should be avoided.	32440
Special Application selection	If the user enters alphanumerical characters in the machine IP address field, and the Enter button is pressed, the Encore OUI will close.	40099
Salvo names	If a salvo is deleted and then an attempt is made to recreate it using the same name the system will not allow it untill the System Manager trash can is emptied.	35901
Tie Line Manager	On the Tie-line Manager "Tie Config" screen the "Ref. Name" field displays the reference name as set by the Router Controllers and is not selectable.	30521
Venus	When Encore is used to control a Venus router via Jupiter VM-3000/ESswitch protocol: the Encore Physical Matrix menu Controller Address field must contain the appropriate Jupiter logical level number for the Cross Point Group. For example, if the Venus video level is shown in the first row of the Jupiter Switcher Description table, (which for the purpose of this discussion is Row Zero), then the Controller Address field must have a "0" entry for the corresponding Encore Cross Point Group. Note: the VM will lock up if the Encore panel buttons are pressed too rapidly.	33853

Issues Corrected in Release 1.6.5.1

Table 2. Issues Corrected in Release 1.6.5.1

Concerto	Loss of output signal, loss of system control, and loss of slot configuration settings. Simple reboot of SCBs will NOT restore system operation. This problem has been reported with port (data) routers but may also apply to time code and other matrix types. (Fixed in version 1.6.5.1.)	47163

Issues Corrected in Release 1.6.5

Table 3. Issues Corrected in Release 1.6.5

Area	Problem	ID
Control Panel Server	If redundant Panel Servers are configured, do not use the Template to Panel or Template to Panels options as this will cause known redundancy synchronization issues as well as have a negative effect on panel grouping. For redundancy, the panel servers will not synchronize correctly if this option is used. For panel grouping, users may inadvertently remove a master panel of a panel group or create inappropriate panel group links.(Fixed in version 1.6.5.)	36910
Control Panel Server	Applying the Template to Panel or Template to Panels option may inadvertently remove a control panel from a control panel group causing problems. This feature should not be used with Panel Grouping until this is resolved. (Fixed in version 1.6.5.)	36911
Control Panel Server	Autocomplete has been removed from the panel server as it more often than not poduces confusing results with complex namesets.	40788

Control Panel Server	The Mirror CP Server allowed the user to modify the configuration. With the 1.6.5 release:
	    1. The mirror's "Modify" button is disabled.
	    2. After a "Modify" is executed on the Master, the user is prompted to update the mirror configuration (the same as already done in the Router Control application).
	    3. If the user answers Yes, the system performs a "copy master to mirror" operation.
		42375

Control Panel Server	The Panel Server now switches to Local when the Sharer is closed.	38675
Router Control	Clicking on a source in the drop-down list will select the source above the mouse cursor. Unselecting alpha sort and re-selecting the source will rectify this.(Fixed in version 1.6.5.)	30498
RCL	With 1.6.5, startup salvos can be executed succesfully using the RCL TakeSalvo command.	43668
RCL	System Controller crashed after 12 hours with RCL Ethernet connection and 1 take/sec (or connect and disconnect after about 24 hours). (Fixed in version 1.6.5.)	35160/ 41824

VITC	When using a Horita VG-50 VITC generator any settings other than:
	
	    LINE SELECT: odd, [8/10] [9/11]
	    MODE: generate
	
	...will cause the Encore controller to display a message that indicates it has an abnormal frame count. (Fixed in version 1.6.5.)
		42941