grass valley

Encore
CONTROL SYSTEM

Release Notes Addendum

Software Version 1.8.1

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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.

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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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Version 1.8.1

MARCH 2011

Encore Release Notes Addendum

This document provides information about issues corrected in the current and recent versions of Encore software. In addition, issues known to exist in the current version are documented.

Issues Corrected in Release 1.8.1

Area	Problem	ID
7500NB	Audio popping on 7500NB matrices when a RCE Modify or Re-sync Comms is done from the Encore.	112262
Apex Mono Audio Matrix	Some times the error messages may be seen on SCB console when Re-sync Comms done or during start with an Apex Mono Audio Matrix type.	114400
Broadlinx	Proper cross-point refreshes are lost following a Trinix Broadlinx fail-over.	114575
BroadLinx Trinix	When Encore is controlling a Trinix matrix, the Encore Router Controller Physical Matrix / Crosspoint Groups screen must be specially configured to work properly.	113969
CPS	Panel Server sometimes becomes un-responsive if Keypad Area. Attribute is selected for configuration on an SCP panel.	112010
CPS	Redundant controller running only a Control Panel Server locks up.	114452
Dynamic Audio	Applying any dynamic audio attribute to an invalid level (SD for example) from an RCL client results in NO_XPT error returned by the RCL Server.	113231
JEP 100 Panel	NetConfig cannot set the Server 1 and Server 2 IP fields on JEP 100 panels.	111543
JEP Panel	The secondary button selections are not retained for a JEP panel template.	114206
Kayenne Interface	Encore v1.8.0 NP Matrix control of Kayenne switcher gives incorrect lock/protect status on panels (same as CR114202).	114307
NetConfig	All Concerto boards not reported in Net Config Application after Rediscover. This also applies to Acappella Matrix.	89459
NetConfig	Asset Tag field update causes error message (issue 1).	103161
NetConfig	Asset Tag and Device Location field accept more than 19 characters.	111230
NetConfig	In the Inventory view 2.0.12x1 - 3, no longer displays the Asset Tag information, instead '0' is displayed for routers, modular, and switcher devices, etc... worked in 2.0.11	113734
NP Protocol	The NP interface shows incorrect protect status of remote system in the startup for specific scenario (same as CR114307).	114202
NP Protocol	The NP interface does not receive the notifications (NY,DJ) when the remote controller switches over from Master to Mirror.	114203

Area	Problem	ID
NP Protocol	The Encore RCE may not pick up the new status automatically when the configured NP matrix (SMS7000) recovers from a no-cross point state.	114401
Panel Server	The keypad Prefix/Suffix is not loaded properly for EDP Panel upon upgrading to Encore 1.8.0.	114213
RCE	No error message indicating matrix is offline are shown when "Re-Sync Comms" is clicked and Matrix is taken offline (or taken out from the network).	83238
RCE	Intermittently router loses tally when saving Router configuration data base to mirror after a Modify (Save) operation. It also happens sometimes when doing "Commit Changes" or "Re-Sync Comms".	112420
RCE	Re-Sync Matrices does not send the cross point map from Encore to Matrix.	112778
RCE	Unable to add a redundant RCE to a exiting standalone system running on Encore 1.7.4.3 because of SMB errors.	114386
RCL Protocol, NP Protocol	Time out error is returned by the RCL Server, if level bit map is not correctly set (or is set with non existing level) for SA,N or SA,I for both RCL and NP protocols.	113104
Software Installation	Not all the files of Route_DB are loaded on the flash when Encore 1.8.0 is installed for the first time (fresh install).	114372
TLM	In absence of sharer, trying to modify redundancy parameters, TLM does not respond for almost a minute.	113912

Issues Corrected in Release 1.8.0

Area	Problem	ID
Automation	Protects not always dropped when automation device disconnects from Encore RCL Server.	90262
Control Panel	EDP knob scrolling is too sensitive.	98949
Control Panel	BPS+48B panel group src select button does not tally correctly immediately following multiple changes of currently controlled dst.	100574
Control Panel Server	Control panels will reset after an OUI edit change, even if no configuration changes were performed.	35005
Control Panels	Panel group Masters should propagate flashing LED rate to Expansion panels.	60456
CPS	On PMB, when using "save as" to create a new page from one already in the page set list, the current page in the page set is replaced with the new one created.	62474
CPS	A destination page deleted from the system, from within one destination page set, is still shown as part of another destination page set.	73848
CPS	Too much time is required to copy from master to mirror (and vice versa), and do modify and reload operations on Panel Server.	93199
CPS	Panel shows 'NoRouter' when the Preset Area is taken offline and Take operation is performed on a destination from another area.	106555
CPS	Local source takes on second area fail on PMB with 2 areas on destination page and redundant panel servers.	109196
CPS	Using an 8-level configuration using levels 25-32, the PMB does not display the level names in Level Page Mode.	112503
CPS UI	OUI does not update other salvo page sets when a page name is deleted. PMB panel displays 'default' page in the location of the page that was deleted.	73665
GSC	GSC Peer Device Manager goes offline and online when logging into redundant CPS from the OUI.	95275
GSC	GSC panels are continuously added and dropped by the panel server when more than approximately 40 GSC panels are connected.	113553
GSC	GSC panels are continuously added and dropped by the panel server when more than approximately 40 GSC panels are connected.	113553
GSC Panels	OUI configuration of GSC panels after a rename before the panel is online causes panel servers to not synchronize.	62028
Horizon	Incorrect tally requests sent to Horizon for destinations above 100.	81454
Install	Encore installation binds to the first network address irrespective of the installation selection.	65134
Install	Encore CD does not include instructions or tools (xitami, batch files) to upgrade a 7500 matrix from SMS7000 to Encore.	106421
Install	Installing default database alone using Encore CD will not install OMN.	112366
LRP	Encore LRP does not prevent entry of invalid data when creating salvos.	70960
OUI	OUI fails to launch on PC due to hanging kill.exe process.	100618
RCE	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
RCE	Tie Line Manager application prevents RCE logging.	42957
RCE	The RCE Destination Configuration popup window obscures the Dest. and Id fields on the screen).	60966
RCE	NP Matrix driver should show Parked as the status instead of <undef> for dis-connected destinations.	62675
RCE	A Tie Line error message is displayed even though the RCE's are running in the same area and no TLM is running or required.	65965
RCE	The segment Share flag is not considered for the RCE export configuration feature.	89986

Area	Problem	ID
RCE	On CPL matrices only, if the same input connector numbers are shared by different Sources, after startup or rebooting the SCB only the first instance of that Source is found in the database, resulting in Incorrect or ambiguous tally.	106732
RCE	The RCE export feature does not consider the primary Level information.	110026
RCL	RCL Tx and Rx debug messages unnecessarily includes VITC. The logging feature has been enhanced to include VITC for all messages.	90712
RCL	Take notifications occur before the actual take.	108349
RCL Protocol	QT command support needs to be added.	87059
RCL Protocol	Query destination status (QK, QD, QJ and QC) commands returns the null response when queried first time after connection.	109964
RCL Protocol	The alarm status is not properly updated for SCB secondary power supply and CPL matrix connect status while querying through QE,AC command.	112548
RCL/NP Protocol	'QC' command does not return the destination status, if the first level is excluded and the destination has breakaway status.	112173
RCL/NP Protocol	Baud Rate 57600 is not available in OUI to configure for serial clients.	113206
Redundancy	Redundant CP servers will not synchronize if there is no router in their network.	42445
Redundancy	If redundant Control Panel Servers are not in sync the supervisory panel server does not allow edits on control panels.	46050
Redundancy	When filing mode is local, cannot take redundant panel server online or offline.	61899
Rooms	Adding a single destination to a new room fails and then adds an arbitrary destination in an area not specified.	84870
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
Salvo	Salvo execution with 64 elements causes switch delay between the first and last take	70346
SNMP	7500WB gives false PS SNMP errors.	73977
Tie Line	Multiple Level Tieline will not work if the first available Level does not have a path.	43669
Tie Line	For every destination level involved, if there is not a corresponding source level, the Take will fail and none of the levels will switch. A Tie Line cannot switch an unspecified level.	50830
TLM	TLM redundancy text options should be made to appear identical to RCE and CPS.	70757
TLM	Dates and times associated with TLM Rooms created with earlier software versions (1.7.3.2 - 1.7.4) may cause problems. Room configurations are now compatible among these Encore software versions.	83100

Known Product Issues

Area	Problem	ID
7500NB Matrix	A 75000NB matrix running SMS7000 v8.1 software issues bad CPL version messages that will shut down an Encore system running on the same network. Installing SMS7000 v8.3 or later software corrects the problem.	27661
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
BPS Panel	The Previous and Next buttons on an Encore BPS panel that is not in self-config mode are incorrectly illuminated at high tally.	113718
Broadlinx	Under Encore when replacing a single, non redundant Trinix Broadlinx board, the new board doesn't get updated with the xpt map.	114633
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	Field/Frame Synchronous switching on Trinix and Concerto show matrices are not switching on the same frame or same line (10.5 & 17.5).	38431
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
Concerto	REF-2 does not work with either the Jupiter combo controller card or the Fast (Encore) controller card.	93547
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	Renaming the Master panel of a panel group using NetConfig will lead to inconsistent behavior of the panel in the Control Panel Server.	46205
Control Panel Server	When there is no link status on EN2 the system will not let the user log into the Control Panel Server.	106527
CPS	All panel buttons of SCP does not blink when panel ID is performed.	113014
CPS	In BPS and P48 panels, Level-Previous and Level-Next buttons get assigned with the 1st available level if no level is assigned to them in selection mode.	113021
CPS	The Destination Select button remains in high tally even if the destination area is offline.	113065
CPS	When BPS, KMD, P32 and P48 panels is in 'Chop' mode, 'Shift' button is turned "off" although pressing the button performs the desired operation.	113698
ESW Protocol Link	When loading router config when Encore serial ESW protocol link is missing, retrieve router status can takes more than 10 minutes with large ESW protocol levels, sources and destinations.	101658
Frame Count Server	Using Encore Internal frame count server, getting same frame counts from both Encore controllers, however Trinix reports frame count reset error messages on console.	105047
Grouped Panels	Success of the Copy Template to Panels operation depends on the order of panel names selected. In 48B Panel grouping, Copy template to panels allows copying if slave is selected first, which should not be permitted. Select the master of grouped panels first.	60440
Installation	During an install the mibinfo.cmf may get deleted during an update, re-installing will resolve if the file gets deleted.	96877
Logical matrix menu	If a router is setup 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
LRP	Using an 8-level configuration using levels 25-32, the LRP source button does not light after a Take until the tally button next to level 25 (or level 26 to level 32 is pressed).	112502

Area	Problem	ID
Network	If the gateway of the Matrix Controller is set to 0.0.0.0, its symbol in Net Config turns Red and it will no longer be possible to access its web page. The gateway of the matrix controller has to be set to the E2 ip address of the Encore Controller in order for the web page to be functional.	47648
Network	Specifying the EN2's IP address to be the gateway for the same network can make the SCB lockup.	47897
Network	Conflicting status for NoMatrix when the EN2 of the Master SCB is removed.	83548
Network	If an SCB's boot parameter's host IP address field is not NULL (field only accessible via telnet or a serial console), then gateway parameters will not be able to be entered in the Gateway IP address field. Encore SCBs ship from the factory with this field NULL.	114312
NP Virtual Matrix	An NP Virtual Matrix used with an SMS7000 will not allow configuration of sources/destinations that are defined as "remote source/destinations" if the number of remote items exceed the size of the physical SMS7000 matrix. These items will be listed as "invalid". A workaround is to configure enough inputs/outputs in the segment (and physical matrix) to include the number of sources/destinations in the remote router. Then the number of physical items will not be exceeded.	58755
OUI	An error box can pop up and close before it can be read. However, the error message is saved in a log that can be accessed by clicking on the OUI title bar, and then clicking on Title in the OUI Station Status window.	29599
OUI	OUI exits with error message after disconnecting application.	62473
RCE	ReSync Comms doesn't report failure when Concerto is not connected at startup.	30611
RCE	RCE blank short name and filled in alias name for a dst can cause Panel Server OUI dst page set creation with over 12 pages to be offset for the assigned destinations in the page.	71454
RCE	For RCE import, a folder name that exceeds 54 characters in length cannot be opened to access or list the files it contains. The message "Could not list the contents" appears on the OUI if the user tries to access such folders.	111949
RCL Protocol	If an incorrect Alarm ID range is chosen then the response of for SB,AL,<Alarm ID Range1>,<Alarm ID Range2> is ER,BD instead of ER,BE.	113102
RCL/NP Protocol	The QC command will return the status as <undef> if the destination is Chopping.	113702
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
Rooms	Room names greater than 8 characters can cause failure to retain room configuration during upgrade of TLM. Eight characters is the specified name length to use.	89779
Router Control	"ls-l" command while serially connected to the SCB crashes the controller.	60356
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 until the System Manager trash can is emptied.	35901
Salvos	Control Panel Server does not always pick up new salvos added to the system unless it is rebooted – this seems to happen mostly when a salvo is added to a system that did not previously have any salvos stored.	61051
SCB	Encore Version 1.6.5.1 changed DTR & RTS on port open and to clear them on port close. This update is causing problems at Omnibus sites.	47912
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
Special Application	If the user enters alphanumerical characters in the machine IP address field, and the Enter button is pressed, the Encore OUI will close.	40099

Area	Problem	ID
Tie Line Manager	When Take is performed on Master TLM an error message "The Mirror TLM cannot find the command to route Src X to Dst Y on its Pending list." is displayed. Work around is to double the default Tie Line timeouts. Launch Tie Line Manager/System/Set Timeout and double the three values available.	60022
Time/Date	If the VITC signal changes, the SCB must be rebooted before its clock will reflect the new time. System time is synced with VITC time at startup only.	56073
TLM	All the levels of a destination get parked upon performing 'Release Users' operation.	113247
Trinix	Encore does not handle output monitoring correctly on a 2048x1024 Trinix system.	98522
Trinix Matrix	If a Trinix matrix destination has never had a source selected on it, and that matrix board is removed from the frame, an UNDEF status is reported instead of NO XTP.	103189
Venus	When Encore is used to control a Venus router via Jupiter VM-3000/ES-Switch 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