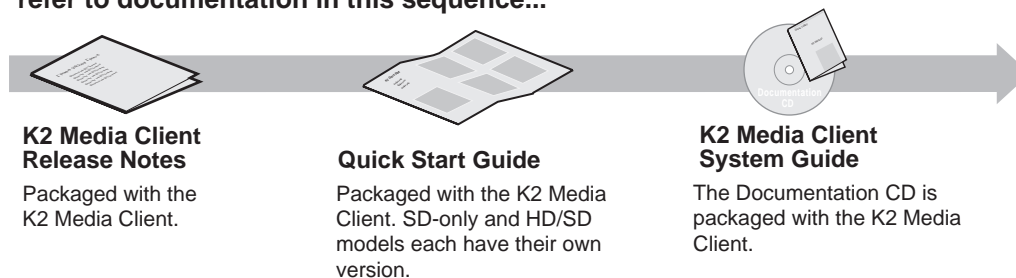GV grass valley

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K2 Media Client Version 3.0.1 Release Notes

These release notes contain the latest information about the K2 Media Client hardware and software. The information in these release notes applies to both internal (stand-alone) storage models and external (shared) storage models of the K2 Media Client.

For additional information that relates to only external storage K2 Media Clients, also read the *K2 Storage System Release Notes*.

If you are installing new K2 Media Client models with internal storage, refer to documentation in this sequence...

K2 Media Client Release Notes

Packaged with the K2 Media Client.

Quick Start Guide

Packaged with the K2 Media Client. SD-only and HD/SD models each have their own version.

K2 Media Client System Guide

The Documentation CD is packaged with the K2 Media Client.

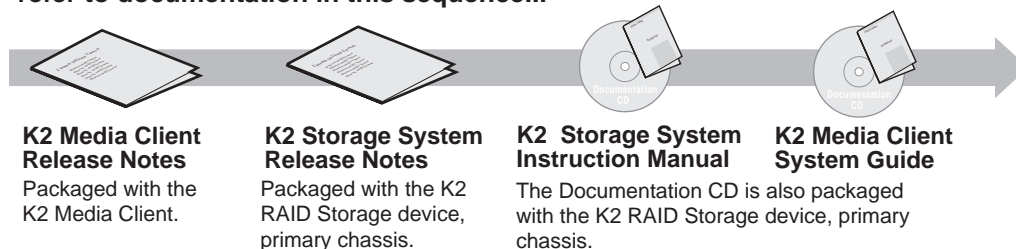**If you are installing a K2 Storage System with connected K2 Media Clients, refer to documentation in this sequence...**

K2 Media Client Release Notes

Packaged with the K2 Media Client.

K2 Storage System Release Notes

Packaged with the K2 RAID Storage device, primary chassis.

K2 Storage System Instruction Manual

The Documentation CD is also packaged with the K2 RAID Storage device, primary chassis.

K2 Media Client System Guide

Table of Contents

Grass Valley Product Support

To get technical assistance, check on the status of problems, or report new problems, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax.

Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

World Wide Web: http://www.thomsongrassvalley.com/support/
Technical Support E-mail Address: gvgtechsupport@thomson.net.

Phone Support

Use the following information to contact product support by phone during business hours. Afterhours phone support is available for warranty and contract customers.

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

Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

Feature limitations in this release

- The remote control protocol "append record" operation is not allowed. This is recording a clip, stopping the recording, then recording additional material into the same clip.

- 720p play/record is limited to three channels simultaneously on a single HD/SD K2 Media Client.

- Encoding SD D10/IMX is not supported on the HD/SD K2 Media Client.

- A playlist saved as a program that consists of different media types (e.g. DV, MPEG Long GOP, MPEG I-Frame) cannot be transferred (streamed) via GXF.

- AVI import/export is supported only via AppCenter import/export features and only for DV25/50 clips.

- Quicktime import/export is supported only via AppCenter import/export features and only for DV25/50 clips.

Passwords and other security considerations

To provide a basic level of security, the K2 Media Client recognizes four different security levels, and the system ships from the factory with accounts pre-configured accordingly. To access the system you must login with the username and password for one of the pre-configured accounts. The system is not configured for auto-logon by default.

The following table shows the different types of K2 users and their privileges. Passwords are case sensitive. The term "unknown user" applies to any user who logs in to the K2 System without using the Windows administrator, K2 administrator, or K2 user login and password.

	Windows administrator	K2 administrator	K2 user	Unknown user
Login	Administrator	K2admin	K2user	N/A[a]
Password	adminK2	K2admin	K2user	N/A
AppCenter Configuration Manager	Full access	Full access	Can view	Can't access
AppCenter	Full access	Full access	Full access; requires an account on the K2 Media Client(s)	Can view channel suites, channel status, on-line help and System Status pane. Can export logs.
Storage Utility	Full access[b.]	Full access	Can't access	Can't access
K2 Config	Full access[b]	Full access	Can't access	Can't access
Windows Operating System	Full access	Limited access (based on Windows login privileges)	Limited access (based on Windows login privileges)	Limited access (based on Windows login privileges)

[a.] The unknown user, like all others who access the K2 system, must have a valid Windows login for the K2 Media Client or the control point PC through which the K2 system is being accessed.

b.   For more information about Storage Utility or K2 Config security, see the *K2 Storage System Instruction Manual*.

K2 and NetCentral security considerations

When using K2 with NetCentral, keep in mind that NetCentral has its own levels of security. Grass Valley recommends mapping the NetCentral administrator with the K2 administrator level. You need Windows administrator privileges to add or modify a user's privileges.

For information on mapping a NetCentral administrator to the K2 administrator level, see the *K2 Media Client System Guide*. For more information on NetCentral security, see the *NetCentral User Guide*.

K2 Media Client version compatibility

Components and systems have been qualified for compatibility with this 3.0.1 release of the K2 Media Client as follows:

| Component or system	Version	Comments
Profile XP Media Platform	5.4.6	Some transfer limitations. Refer to "Transfer mechanisms" on page 10.
M-Series iVDR	2.0.11	
NewsEdit	5.5	—
NetCentral	4.1.10	—
NewsBrowse	3.1.x	Refer to NewsBrowse release notes for the complete version number
MediaFrame Transfer	1.0	—
NewsQ Pro	2.1	—
Ingest Station	1.6	—
ContentShare	—	Not supported

Upgrading K2 Media Client software

This section provides information that is specific to version 3.0.1 software. For general information, refer to the *K2 Media Client System Guide*.

If you are upgrading external storage K2 Media Clients, you must use the proper sequence and upgrade all K2 Media Clients and K2 Media Servers to the same software version. Refer to *K2 Storage System Release Notes*.

NOTE: If the current software is version 2.1.5.1 or lower, first uninstall, then continue with the following procedure.

To upgrade to version 3.0.1 K2 Media Client software, do the following:

1. Stop all media access on the K2 Media Client.

2. Insert the version 3.0.1 K2 System Software CD in the K2 Media Client's CD drive.

3. On the CD, open the following file:

   ..\K2Client\setup.exe

4. Follow the onscreen instructions, clicking **Next** on each page.

5. If the installation wizard does not proceed as expected, refer to the following:

   • If the installation wizard displays a "…non-standard installation…" message in blue text, as in the image below, follow the instructions in the message, as follows:
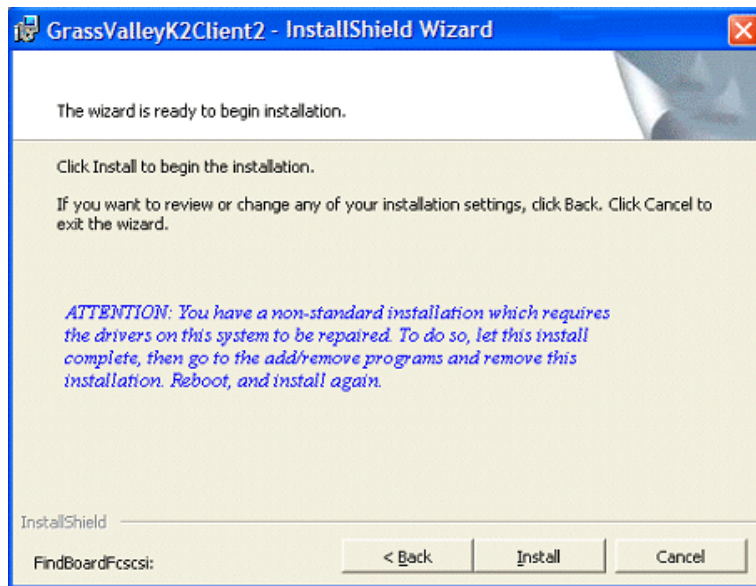

   - Complete the installation wizard.

   - Uninstall K2 Media Client software.

   - Restart the K2 Media Client.

- Repeat this procedure and install software again.

- If installation progress stops after about a minute and does not proceed, look in the Windows taskbar for a New Hardware Wizard window that has opened. Click Finish on the New Hardware Wizard to continue installation.

- If installing from a CD and a "…insert disk…" message appears, cancel the installation wizard and do one of the following:

    - Uninstall the current version of software, then repeat this procedure.

    - Copy the directory that contains the installation files from the CD to the local hard drive, then repeat this procedure, opening the local *setup.exe* file rather than the file on the CD.

6. When you arrive at the Specify Target Type page, you have the following options:
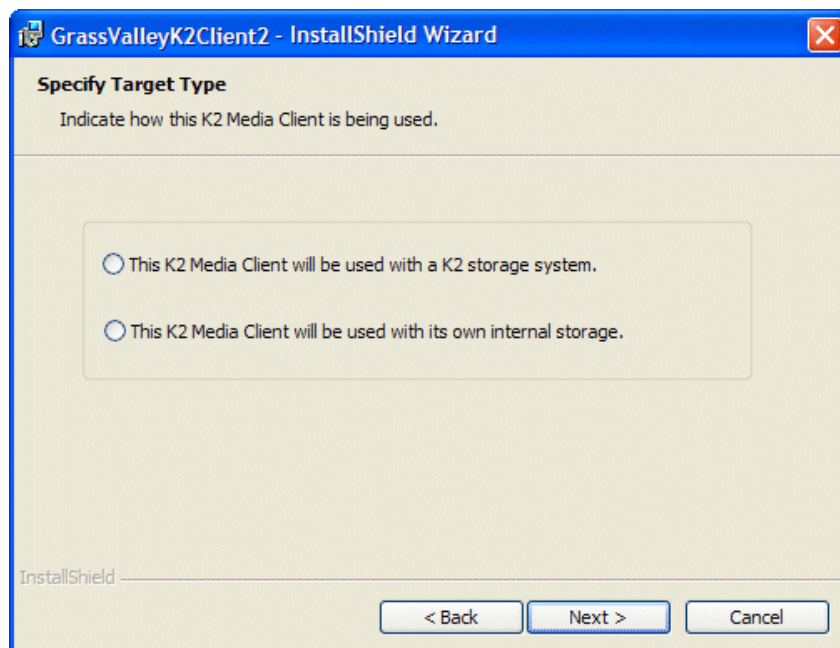
Select the option appropriate for the external (K2 Storage System) storage or internal storage model K2 Media Client on which you are installing the software.

7. Click **Next** and **Finish** to complete the installation. When prompted, restart the machine.

8. Verify that Event Viewer is configured properly as follows:

a. From the Windows taskbar click **Start | Control Panel**. Open **Administrative Tools | Computer Management**.
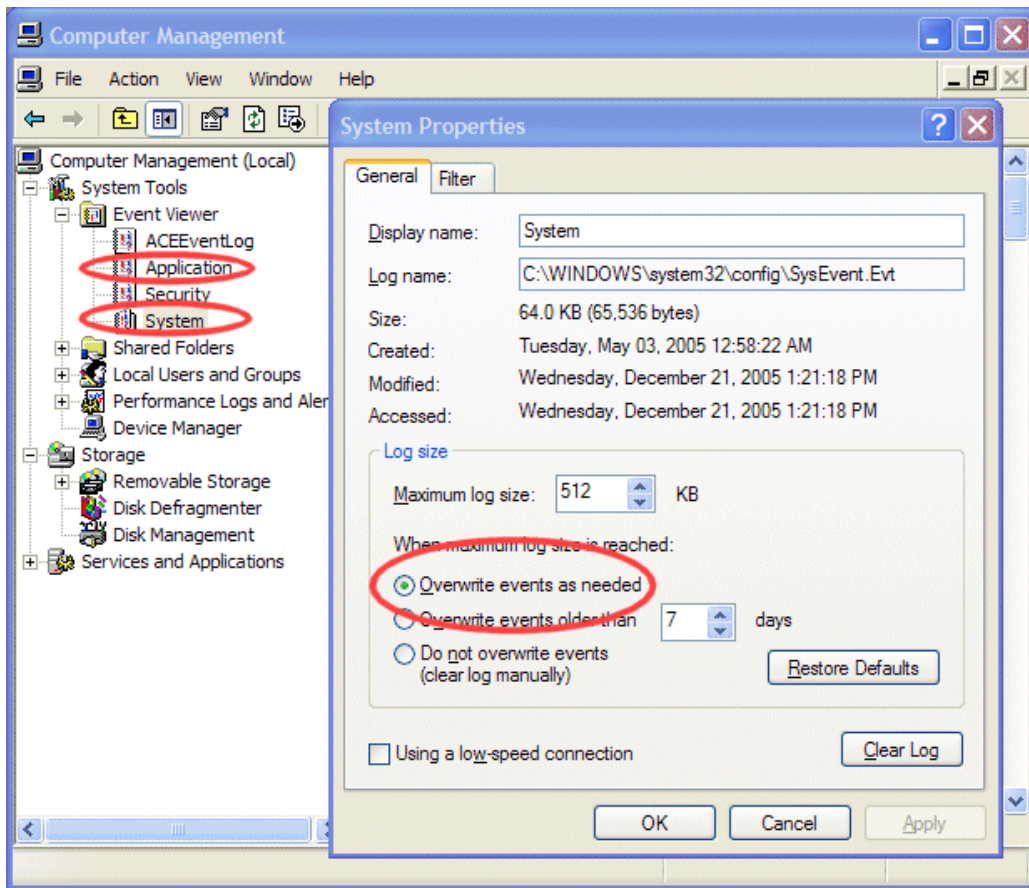
b. Under **Event Viewer** right-click the **Application** node and select **Properties**. The System Properties dialog box opens.

c. If not already set, select **Overwrite events as needed**. Click **OK** to close.

d. Under **Event Viewer** right-click the **System** node and select **Properties**. The System Properties dialog box opens.

e. If not already set, select **Overwrite events as needed**. Click **OK** to close.

9. Upgrade K2 Control Point software on control point PCs. Simply run the Control Point installation program from the 3.0.1 K2 System Software CD. No special procedures are required.

10. Make a recovery disk image of the K2 Media Client. Refer to the *K2 Media Client Service Manual*.

RS-422 ports and channels

The following table lists how the RS-422 ports map to the channels of the different K2 Media Client models.

	Port 1 (P1)	Port 2 (P2)	Port 3 (P3)	Port 4 (P4)
HD/SD model with two recorder channels, two player channels	R1	P1	R2	P2
HD/SD model with one recorder channel, three player channels	R1	P1	P2	P3
HD/SD model with one recorder channel, two player channels	R1	P1	P2	--
HD/SD model with no recorder channel, four player channels	P1	P2	P3	P4
HD/SD model with no recorder channel, three player channels	P1	P2	P3	--
HD/SD model with no recorder channel, two player channels	P1	P2	--	--
SD K2 Media Client	C1	C2	C3	C4

FTP/Transfer considerations

The following sections provide summary descriptions of transfer capabilities. Refer to the *K2 Media Client System Guide* for more information regarding transfer protocols and format types.

Limitations with complex media types

- Lists, or programs made from lists, that contain movies with mixed video compression types or mixed audio types can not stream to other devices, nor can they be exported to a file.

- MXF Op1A supports transfer of simple media types only, which are a subset of K2's encode/decode/metadata capabilities. For example, MXF Op1A does not support the transfer of complex clips, such as a subclip that spans two media files or a continuous record sub-clip. Do not attempt MXF Op1A transfers of complex clips.

Transferring between different types of systems

The following table summarizes what material can move between K2 systems and other systems:

Source	Destination	Support on destination
Profile XP Media Platform	K2 systems	All types of material fully supported, according to the SD and/or HD capability of the model.
M-Series iVDR	K2 systems	
K2 systems	Profile XP Media Platform	Profile XP system cannot play out 720p/50 or HD 4:2:2 (SD 4:2:2 plays out OK).
K2 systems	M-Series iVDR	iVDR plays DV25, DV50, and MPEG I-frame clips only.

Transfer mechanisms

You can move material between the systems listed in the preceding table using the following mechanisms, each of which offers a different set of features:

• K2 FTP interface — This interface supports transfers via third party FTP applications.

• AppCenter transfer features — When transferring between K2 systems and other types of systems, you must specify the IP address, path, and file name to initiate a transfer. When transferring between K2 systems you can browse and select files for transfer.

• MediaFrame Transfer — This available Grass Valley application provides a Windows Explorer type interface with drag-and-drop functionality.

FTP access and configuration

For basic LAN access, the following Grass Valley products can connect as an FTP client to the K2 FTP server with no special configuration required:

• K2 Media Clients

• UIM

• M-Series iVDR

• Profile XP Media Platform

For WAN access, contact your Grass Valley representative for assistance.

If the FTP client is not one of these Grass Valley products, contact the product's supplier or your network system administrator for assistance with configuring TCP window scaling. Any computer that connects as an FTP client to the K2 FTP server must have TCP window scaling enabled. Refer to http://support.microsoft.com/kb/q224829/ for more information on this feature. Never set Tcp1323Opts without setting TcpWindowSize. Also, Windows NT 4.0 does not support TCP window scaling, but will still communicate with Grass Valley products in a LAN environment.

Operation considerations

• Do not neglect to make a "first birthday" disk image shortly after the K2 Media Client is installed and configured. Refer to the *K2 Media Client Service Manual* for procedures. Failure to do so results in significant complications should you need to restore the system. Also refer to the Known Problem for CR62924 later in these release notes.

• If you are using the Grass Valley control point PC, you should also make a first birthday image of the control point PC. To do this you use the K2 Media Client Recovery CD. Both the Grass Valley control point PC and the K2 Media Client can boot from this CD and make recovery disk images. Refer to the instruction in the *K2 Media Client Service Manual* for creating a recovery disk image CD set. Though written for the K2 Media Client, the instructions apply to the control point PC as well.

• Minimum delay from start of record to start of transfer is 20 seconds for both 60Hz timing and 50Hz timing.

- On HD/SD models, it is possible to change video input format on channels without a reboot. If changing between SD and HD, however, there is a wait time up to 24 seconds for each recorder channel after clicking the OK button in Configuration Manager.

- Changing system video standards requires a restart as part of the channel changes as soon as the new standard is selected. Configuration Manager causes an immediate restart of the K2 Media Client if the system reference standard is changed and AppCenter is being used.

- If using Harris automation systems, the following settings are required for use with K2 products:

Setting	Value	Comments
Disk Prerolls	10 frames	—
Frames to send Play early (Preroll Play)	10 frames	These two settings should be the same as the Disk Prerolls setting. However, if there is extra fixed latency in your RS-422 communication path, you might need to adjust the settings differently.
Frames to send Record early (Preroll Record)	10 frames	
Disk Port Comm Timeout	30 frames	This is the minimum required by K2. Do not use the Harris default value, which is 10.
Back To Back Rec	Unchecked	K2 does not support this feature.

- To fix the screen resolution problem seen with NetCentral on the Grass Valley control point PC, do the following:

    1. Go to Display properties (right mouse selection of properties on the display area)

    2. Select Settings tab

    3. Select the Advanced button

    4. In the General tab, set the DPI setting to Normal size (96 DPI)

    5. Restart the PC

- Microsoft XML 4 Service Pack 2 is an additional system requirement for control point PCs. If you are building a control point PC from your own PC, install it from the *msxml4sp2* file on the K2 System Software CD. You do not need to install this on the Grass Valley control point PC, as it is pre-installed.

Exporting a file

If you are exporting a file, first specify the destination drive. Regardless of whether you are working from a Control Point PC, a K2 Media Client with internal storage or a K2 Media Client with external, shared storage, map the destination drive and verify that the destination and source PCs are in the same domain. The location of the **V:** drive differs based on the type of K2 System you are using. If you have difficulty locating an exported file, see "If the file export does not behave as expected…" on page 14.

This section is divided into two parts:

- "Using a K2 Media Client to export a file"
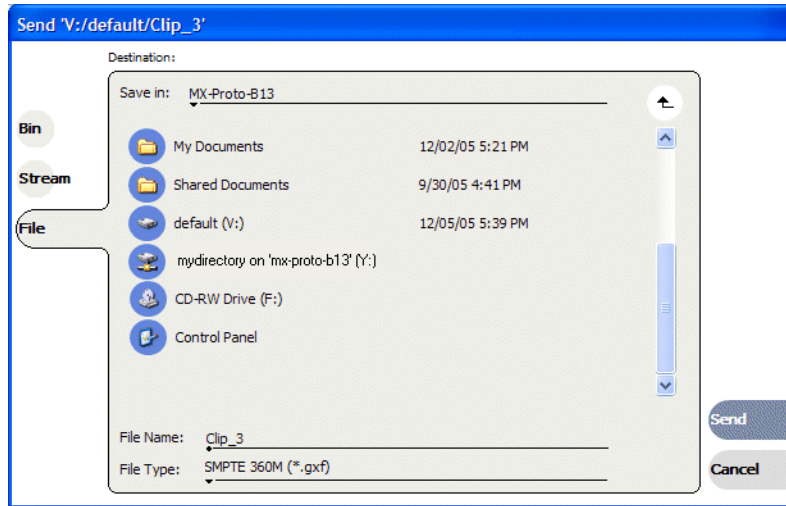- "Using a Control Point PC to export a file"

Using a K2 Media Client to export a file

Whether you plan to export a file to a local drive or a network drive, map the drive first. This procedure applies to K2 Media Clients with internal storage or with an external, shared storage system.

1. Verify that the source and destination PCs are in the same domain.

2. Map the drive. This step must be performed on the K2 Media Client, not the K2 Media Server.
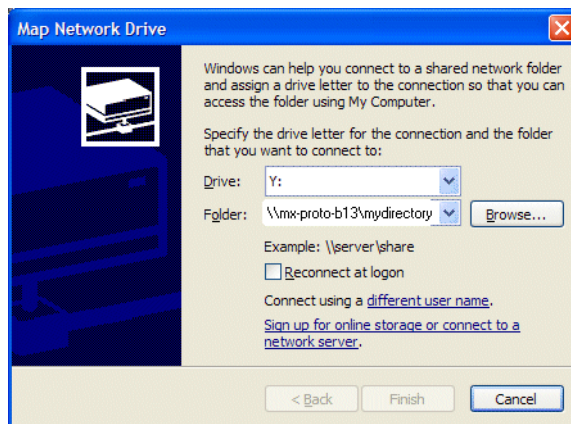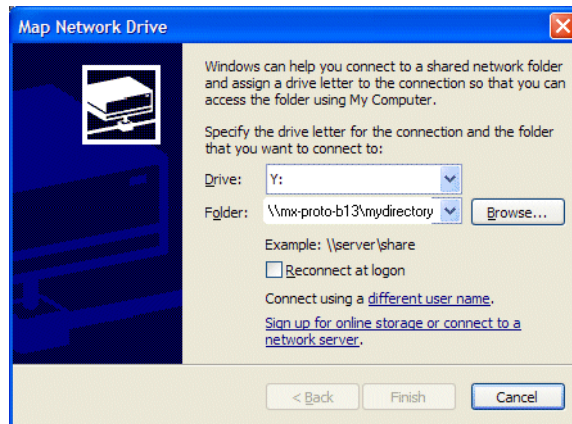
3. Using AppCenter on the K2 Media Client, select **Clips | Sent to** and export the file to the mapped drive.
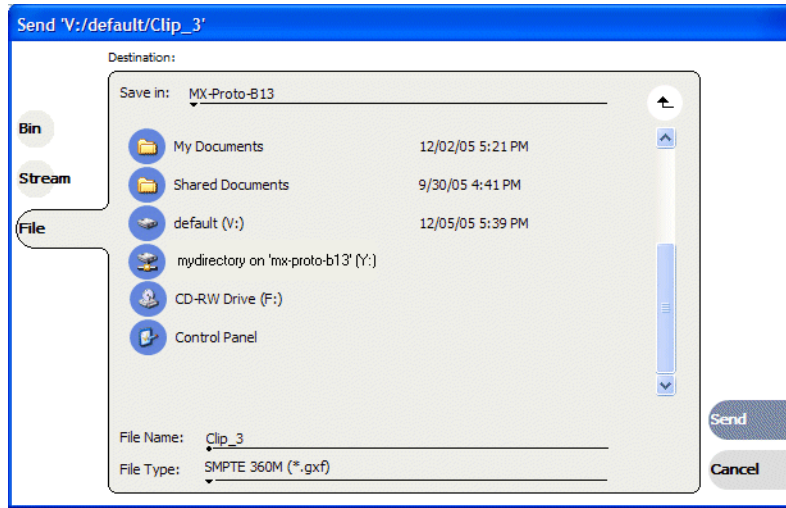
Using a Control Point PC to export a file

1. Verify that the source and destination PCs are in the same domain.

2. Map the drive. This step must be performed locally on the K2 Media Client.

3. Using AppCenter on the Control Point PC, select **Clips | Sent to** and export the file to the mapped drive.

If the file export does not behave as expected…

If you have trouble locating an exported file, check that the K2 System is transferring the file to the destination you expect. The location of the **V:** drive (the media server destination) differs based on the type of K2 System that you are using. The following table describes the different possible locations.

If you are using...	The V: drive is located on...
K2 Media Client with internal storage, or Control Point PC accessing a K2 Media Client with internal storage	The K2 Media Client with internal storage
K2 Media Client with external shared storage, or Control Point PC accessing a K2 Media Client with external shared storage	The K2 Media Server

NOTE: The V: drive is never located on the Control Point PC.

Known problems

The following limitations are present in this 3.0.1 release of the K2 Media Client. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation.

AppCenter

Description:	Field jitter appears on output monitor when clip is loaded. (CR62882)
Work Around:	Start playout of the clip. The jitter stops and the clip plays without a problem. After this initial playout, if the clip is then stopped, the jitter does not re-appear. This problem only occurs if the channel's still-play mode is set to Field (Line-interpolated).

Description:	Setting the aspect ratio for an individual clip is not supported in this release. (CR61856)
Work Around:	None. Support for this feature is planned for a future release.

Description:	It can take up to 90 seconds for AppCenter to connect to a K2 Media Client that is shut down. (CR62904)
Work Around:	Make sure the K2 Media Client is powered-up before making the remote AppCenter connection.

Description:	A target bin for a recording is displayed that is not the target bin specified at the remote application. (CR55437)
Work Around:	The recording is executed correctly as specified at the remote application. You can ignore the target bin displayed in AppCenter.

GPI

Description:	When using GPI inputs to trigger record on four channels simultaneously, one or more channels do not begin recording. (CR54499)
Work Around:	Make sure all four channels have new clips waiting for the GPI input (in the cue record state).

Installation

Description:	When installing K2 Media Client software, the installation stops after about a minute. (CR62909)
Work Around:	This is because the New Hardware Wizard has opened and is awaiting input. Click Finish on the New Hardware Wizard to continue installation.

NetCentral

Description:	NetCentral reports a Failover Monitor fault, even though Failover Monitor is actually running with no problem. Also, there is no report of database replication currently underway. (CR 62119)
Work Around:	Verify that Failover Monitor is still running and database replication is underway by using the Server Control Panel in the K2 System Configuration application.

PAL

Description:	PAL clips do not record if the channel's previous setting had ancillary data disabled and then the channel was switched to PAL. (CR61758)
Work Around:	Do not disable ancillary data.

Protocols

Description:	When using a DNF controller with VDCP, the play operation fails. (CR63120)
Work Around:	None. The fix for this problem is planned for a future release.

Storage Utility

Description:	The "Make New File System" operation in Storage Utility fails on an internal storage K2 Media Client. (CR61478)

Work Around: From the local K2 Media Client, restart, close AppCenter, and then open Storage Utility as a stand-alone application. In this stand-alone mode the "Make New File System" operation succeeds. (This operation is supported only on internal storage models.)

System

Description: The CD drive can not burn CDs, except as used for recovery disk images. (CR61672)

Work Around: Do not attempt to burn CDs while in the Microsoft Windows operating system. You can only burn CDs when booting from the Recovery CD to make recovery disk images.

Description: When teaming Ethernet ports, due to a bug in the Intel teaming software, one of the following conditions can occur:
A. Virtual adapter installed when control team is setup
B. Virtual adapter installed when media team is setup
C. Virtual adapters installed during both team setup
D. No virtual adapters installed during team setup
E. Device manager gets into a "loop" mode where it constantly refreshes the NIC list
(CR63016)

Work Around: Make disk images of the K2 Media Client so if there is a need for recovery, you do not need to team. If you do need to team, use the procedure in the K2 Media Client Service Manual. This procedure assumes condition A, as it is most common. If condition B, C, D, or E occurs, contact Grass Valley Support.

Description: Using the recovery disk image supplied by the factory requires Windows registration and other tasks not documented. (CR62924)

Work Around: As soon as possible after the system is operating in your facility, make a first birthday image as instructed in the K2 Media Client Service Manual. Then if you need to restore, do so from the first birthday image, for which the manual provides a procedure. The factory-supplied disk image on the E: partition is a generic image, rather than your specific system's image. If you must restore from the factory-supplied image, contact Grass Valley Support for help with the additional tasks required.

Transfer

Description:	In some cases ancillary data in Profile XP clips does not play out. (CR61840)
Work Around:	None. This problem only occurs if the clips from a Profile XP have corrupt ancillary data. In this case the ancillary data is disabled. In a future release the K2 Media Client will correct the ancillary data so that it can play out.

Description:	Importing still images is not supported in this release. (CR61137)
Work Around:	None. Support for this feature is planned for a future release.