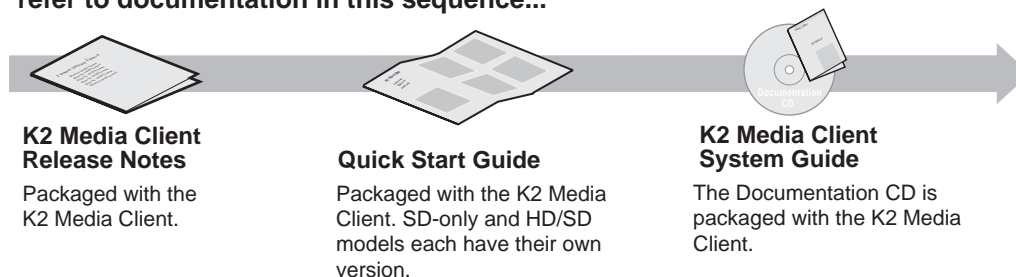# GV grass valley

*071-8456-01*

# K2 Media Client Version 3.0.1.19 Release Notes & Upgrade Instructions - March 2006

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**
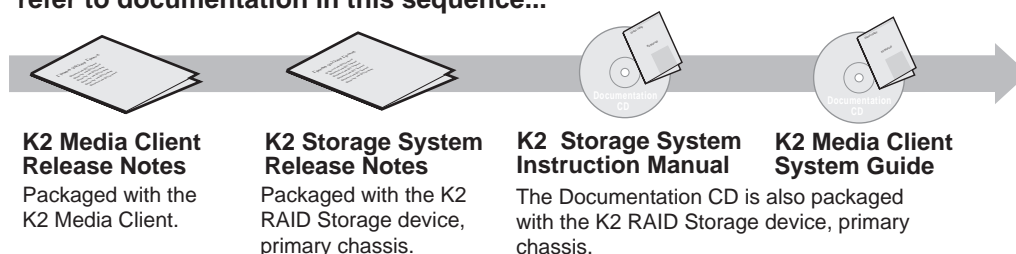
Packaged with the K2 Media Client.

**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.

# What's new in this release

This version of K2 Media Client system software includes several improvements, in addition to correcting some problems that were present in earlier releases. Take note of the following:

• You must upgrade to version 2.6.3b39 SNFS (StorNext File System) software. This is the media file system software. Instructions are in the software upgrade procedure later in these release notes.

⚠ *CAUTION: Do not skip the upgrade to version 2.6.3b39 SNFS (StorNext File System) software. This upgrade is required to maintain media access.*

# Feature limitations in this release

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

• D10/IMX is supported on the SD-only 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 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 *Profile XP 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 3.0.1.19 release of the K2 Media Client as follows:

| Component or system | Version | Comments |
|---|---|---|
| Profile XP Media Platform | 5.4.6 or higher | Some transfer limitations. Refer to "Transfer mechanisms" on page 19. |
| 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 |
| UIM | 2.1.0.3 or higher | — |

# Upgrading K2 software

This section provides information that is specific to this version 3.0.1.19 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.*

Before upgrading a K2 Media Client, you should make a recovery disk image, if you have not already done so. See page 12.

When upgrading software on a K2 Media Client, do the following:

1. Upgrade SNFS software. See the next procedure.

2. Upgrade K2 Media Client system software. See page 8.

After upgrading software on K2 Media Clients, you should also do the following:

• Upgrade software on Control Point PC. See page 11.

• Make recovery disk images of K2 Media Clients. See page 12

*NOTE: If the current software is version 2.1.5.1 or lower, first uninstall from Windows | Control Panel | Add or Remove Programs, then continue with the following procedure.*

## Upgrade SNFS software

To upgrade SNFS software, do the following on each K2 Media Client:

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

2. Insert the version 3.0.1.19 K2 System Software CD in the K2 Media Client's CD drive.

3. On the CD, open one of the following files:

   • If upgrading an internal storage (stand-alone) K2 Media Client, open

     *..\snfs\SNFS2.6.3b39Simple.exe*

   • If upgrading an external storage (shared storage) K2 Media Client, open

     *..\snfs\SNFS2.6.3b39Simple_clientonly.exe*

   The StorNext File System Install Wizard runs automatically.

4. When the automatic installation pauses at the License Agreement page, click **Yes**.

5. When the StorNext File System installation completes, click **Finish**, and when prompted to restart, select **No...**. The restart at the end of the K2 Media Client system software upgrade procedure in the next step is sufficient. If you select Yes and restart the K2 Media Client, after restart you can safely proceed with the next step.

6. Continue with the next procedure "Upgrade K2 Media Client system software".

## Upgrade K2 Media Client system software

Before beginning this procedure, make sure that you have upgraded SNFS, as instructed in the previous procedure.

To upgrade K2 Media Client system software, do the following:

1. Insert the version 3.0.1.19 K2 System Software CD in the K2 Media Client's CD drive, if it is not already inserted.

2. On the CD, open the following file:

   *..\K2Client\setup.exe*

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

4. 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:
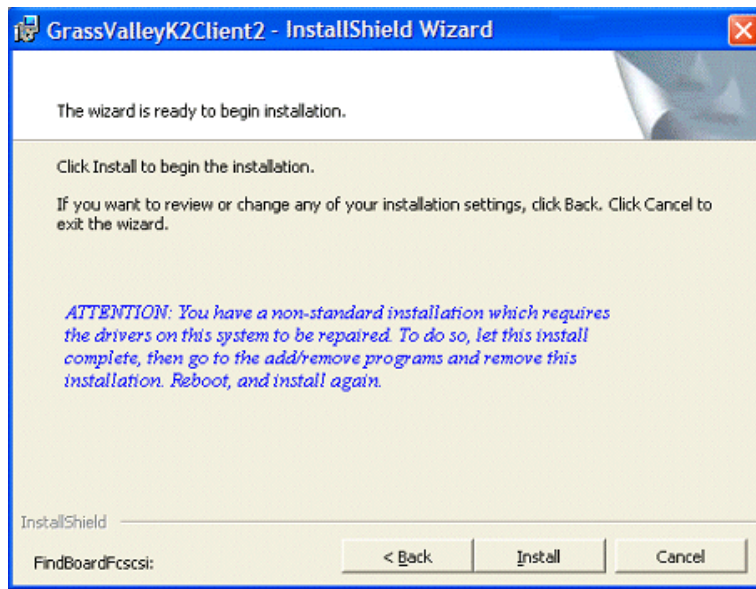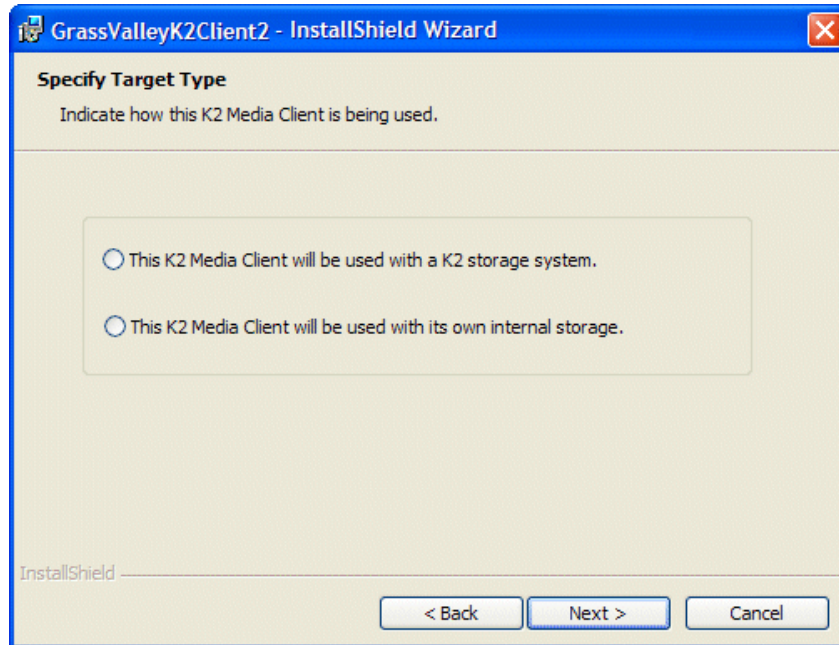


   - Complete the installation wizard.

   - 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 Hardware Update Wizard window that has opened.
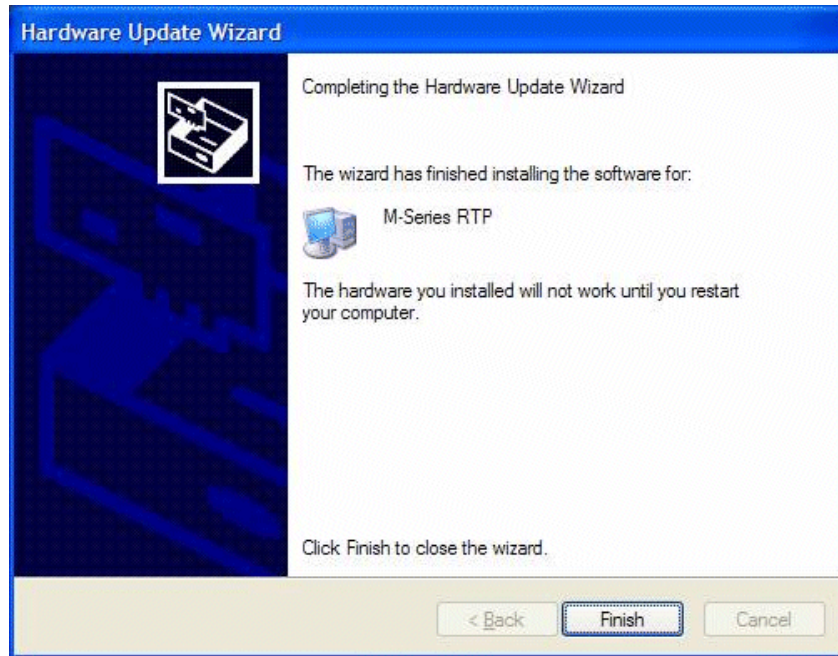
Click Finish on the Hardware Update Wizard to continue installation.

• 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 K2 Media Client system software, then repeat this procedure and re-install K2 Media Client system software.

- 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.

5. When you arrive at the Specify Target Type page, you have the following options:



Select the option appropriate for the external storage (connected to K2 Storage System) or internal storage (stand-alone) model K2 Media Client on which you are installing the software.

6. Click **Next** and **Finish** to complete the installation.

7. When prompted, restart the machine.

*NOTE: You must restart after installing K2 software.*

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

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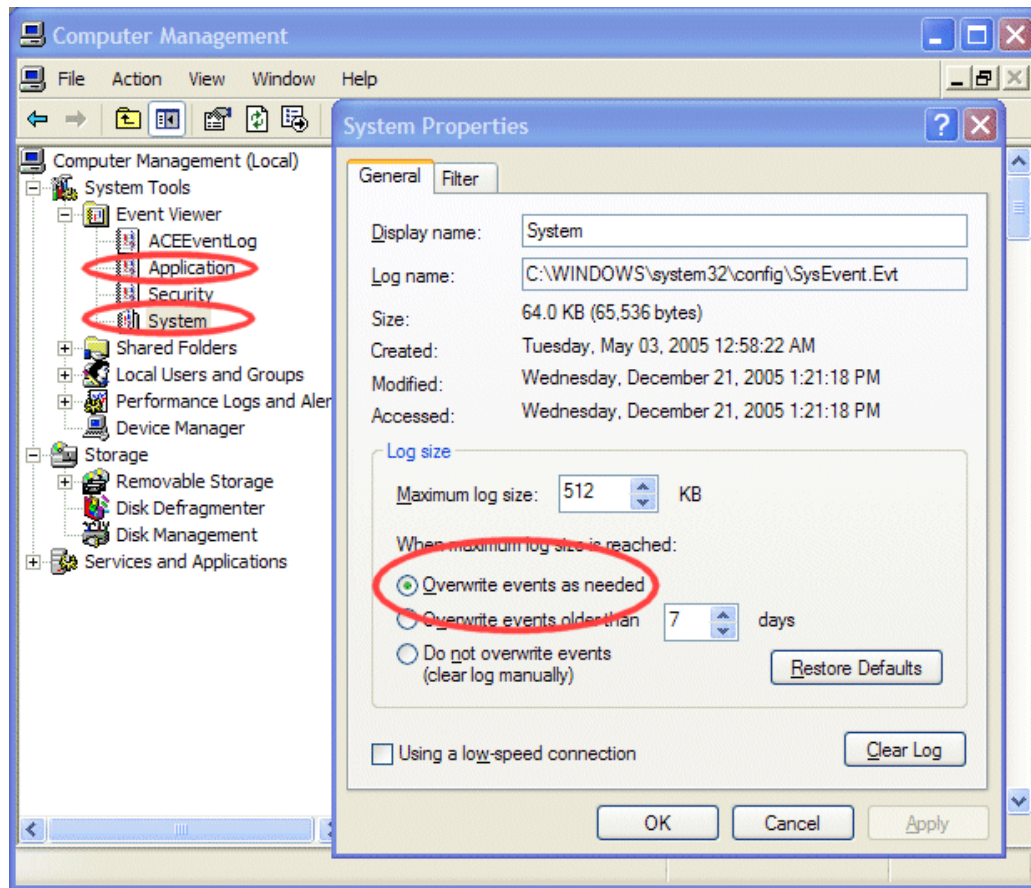
b. Under **Event Viewer** right-click the **Application** node and select **Properties**. The System Properties dialog box opens.

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. You can repeat this procedure as desired to upgrade K2 software on your other K2 Media Clients.

10. Continue with the next procedure "Upgrade software on Control Point PC".

## Upgrade software on Control Point PC

Before beginning this procedure, make sure that you have upgraded SNFS and K2 Media Client system software on K2 Media Clients, as instructed in the previous procedures.

To upgrade Control Point software, do the following:

1. Insert the version 3.0.1.19 K2 System Software CD in the Control Point PC's CD drive.

2. Run the Control Point installation program from the CD. No special procedures are required.

3. Continue with the next procedure "Make recovery disk images".

## Make recovery disk images

Before making a recovery disk image of a K2 Media Client, make sure that you have upgraded SNFS and K2 Media Client system software, as instructed in the previous procedures.

• To make a recovery disk image of the K2 Media Client, refer to the *K2 Media Client Service Manual* for procedures.

# RS-422 connections

When using automation software to control the K2 Media Client via the RS-422 ports, take care as you make your connections and configure your automation software. Some remote control protocols, such as VDCP, have a "Select Channel" command that is designed to control any channel via any RS-422 connector. The K2 Media Client does not support this type of protocol command, as each RS-422 connector is hard-coded to a single specific channel. Therefore, to control a given K2 Media Client channel, use only that channel's specific RS-422 rear panel connector.

To verify correct connection and configuration of automation software, do the following:

1. Connect to only one RS-422 rear panel connector on the K2 Media Client.

2. Test the automation software and verify that it is correctly controlling the one channel associated with that RS-422 rear panel connector.

3. Connect to each RS-422 rear panel connector in turn, and test the automation software similarly for each connection. Verify correct operation of each connection and its associated one channel before making multiple connections.
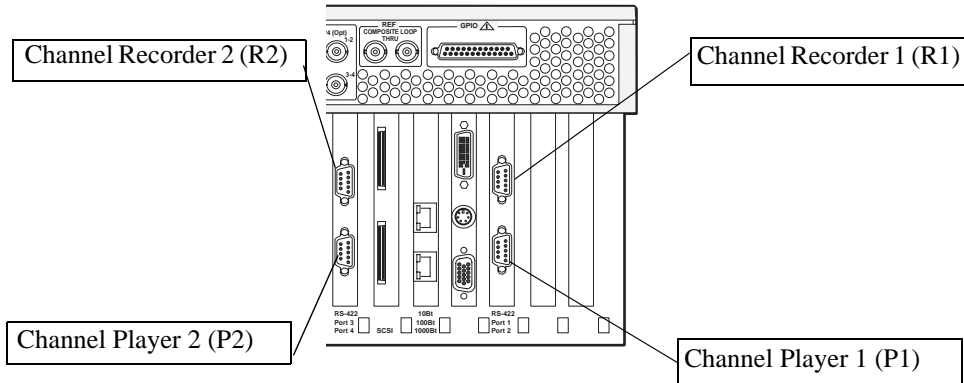
The following sections provide the information you need to identify and verify the K2 Media Client channel associated with each RS-422 rear panel connector.
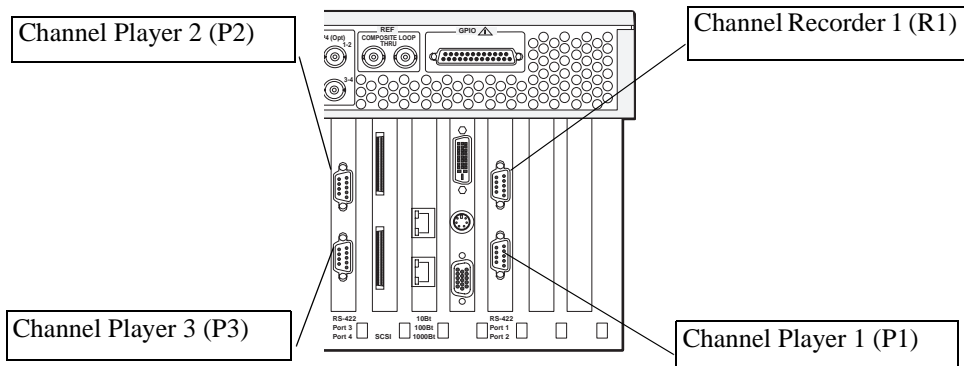
## RS-422 ports and channels on K2 Media Client models

The table below and the following diagrams describe how the RS-422 rear panel connectors map to the channels of the different K2 Media Client models.

| | | RS-422 Rear Panel Ports | | | |
| Model | Description | Port 1 | Port 2 | Port 3 | Port 4 |
|---|---|---|---|---|---|
| HD-22 | HD/SD model with two recorder channels, two player channels | R1 | P1 | R2 | P2 |
| HD-13 | HD/SD model with one recorder channel, three player channels | R1 | P1 | P2 | P3 |
| HD-12 | HD/SD model with one recorder channel, two player channels | R1 | P1 | P2 | -- |
| HD-04 | HD/SD model with no recorder channel, four player channels | P1 | P2 | P3 | P4 |
| HD-03 | HD/SD model with no recorder channel, three player channels | P1 | P2 | P3 | -- |
| HD-02 | HD/SD model with no recorder channel, two player channels | P1 | P2 | -- | -- |
| SD-04 | SD K2 Media Client | C1 | C2 | C3 | C4 |

HD/SD model with two recorder channels, two player channels:

Channel Recorder 2 (R2)

Channel Recorder 1 (R1)

Channel Player 2 (P2)

Channel Player 1 (P1)

HD/SD model with one recorder channel, three player channels:

Channel Player 2 (P2)

Channel Recorder 1 (R1)

Channel Player 3 (P3)

Channel Player 1 (P1)

HD/SD model with one recorder channel, two player channels:

Channel Player 2 (P2)

Channel Recorder 1 (R1)

Not used

Channel Player 1 (P1)
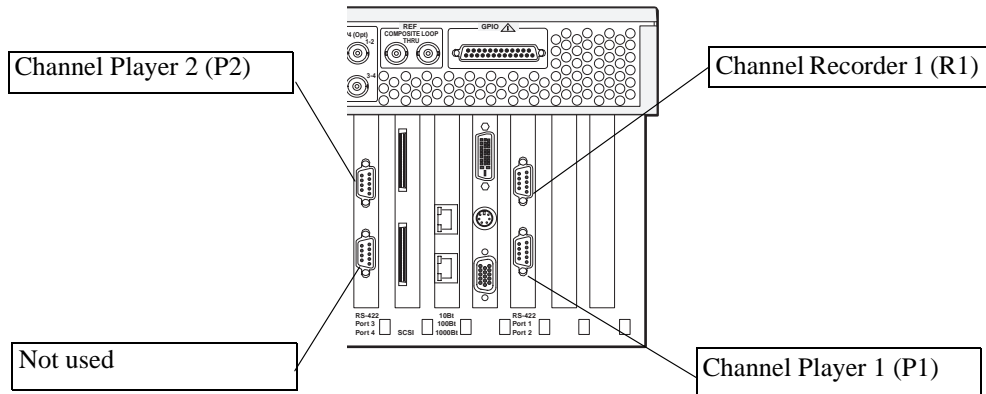
HD/SD model with no recorder channels, four player channels:

Channel Player 3 (P3)

Channel Player 1 (P1)

Channel Player 4 (P4)

Channel Player 2 (P2)
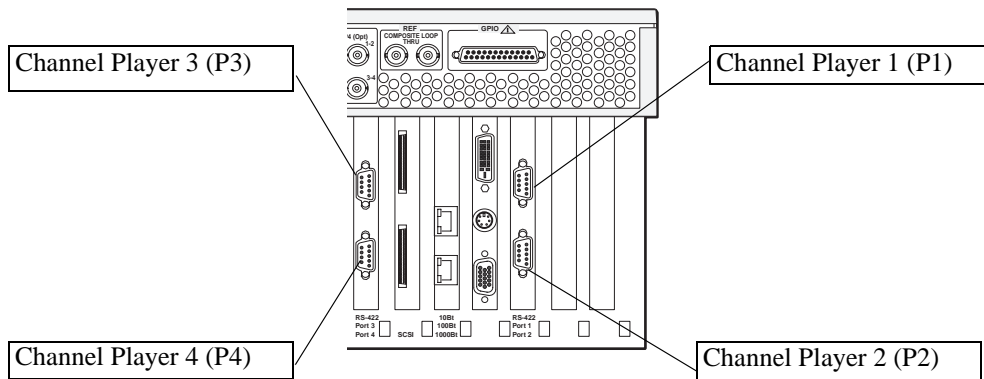
HD/SD model with no recorder channels, three player channels:

Channel Player 3 (P3)

Channel Player 1 (P1)

Not used

Channel Player 2 (P2)

HD/SD model with no recorder channels, two player channels:

Not used

Channel Player 1 (P1)

Not used

Channel Player 2 (P2)
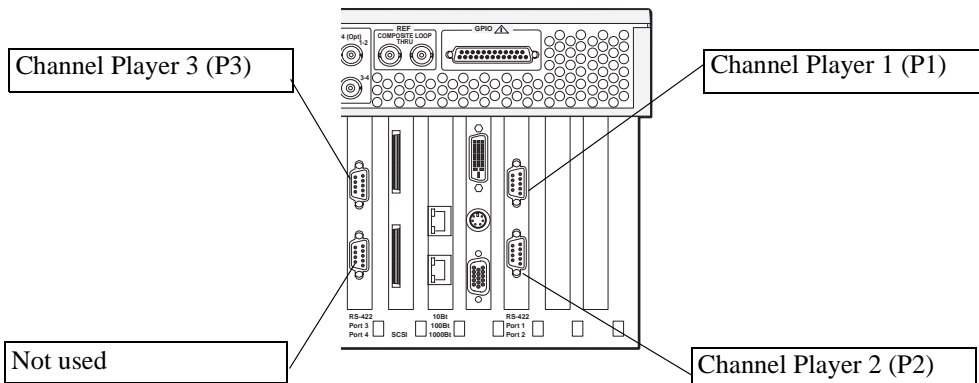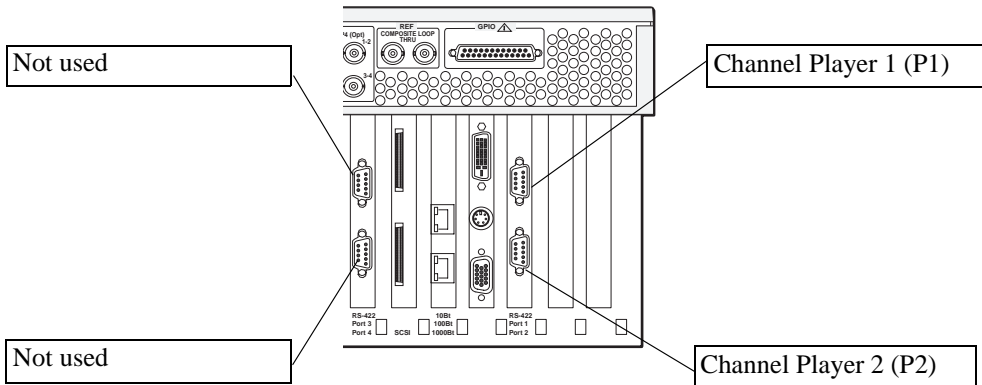
SD model with four bidirectional channels that can either play or record:

Player/Recorder Channel 3

Player/Recorder Channel 1

Player/Recorder Channel 4

Player/Recorder Channel 2
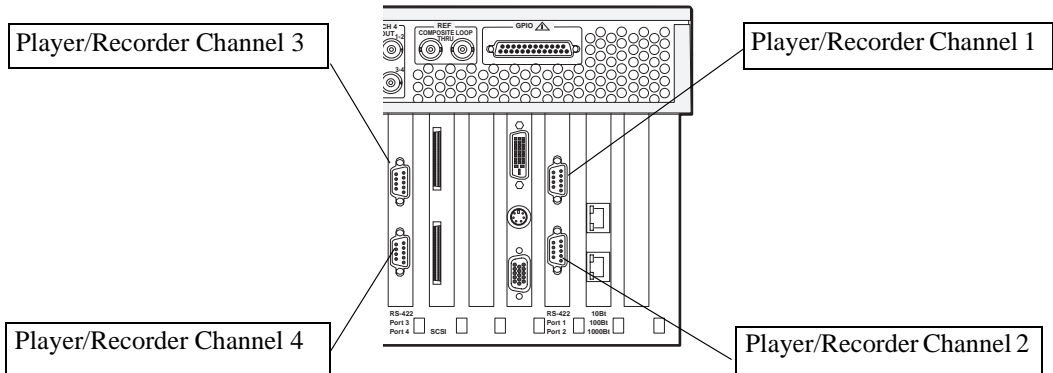
## RS-422 and Protocol Controller Ports

When you assign a channel to be a VDCP Player or VDCP Recorder and then view the VDCP Options dialog box, the Protocol Controller Ports are reported as P1, P2, P3, or P4. These Protocol Controller Ports map to the RS-422 rear panel connectors as in the following illustration:
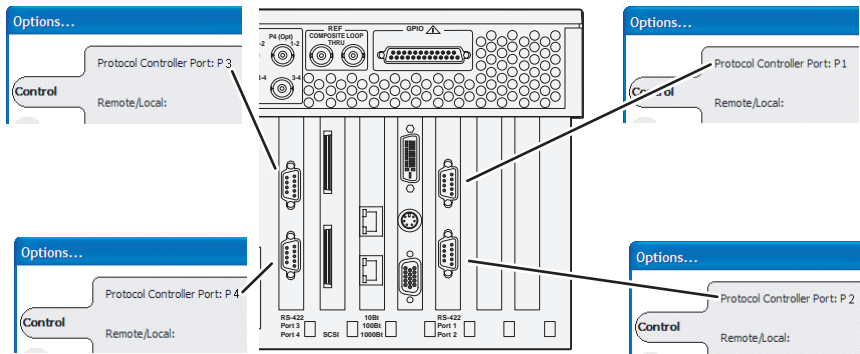
Remember that in the context of the Protocol Controller Port reported in the Options dialog, the labels P1, P2, P3, and P4 refer to RS-422 rear panel connectors (ports) 1, 2, 3, and 4, *not* Player Channels 1, 2, 3, and 4

## RS-422 and COM ports

When you view the Windows Device Manager, the COM ports map to the RS-422 rear panel connectors as in the following illustration:
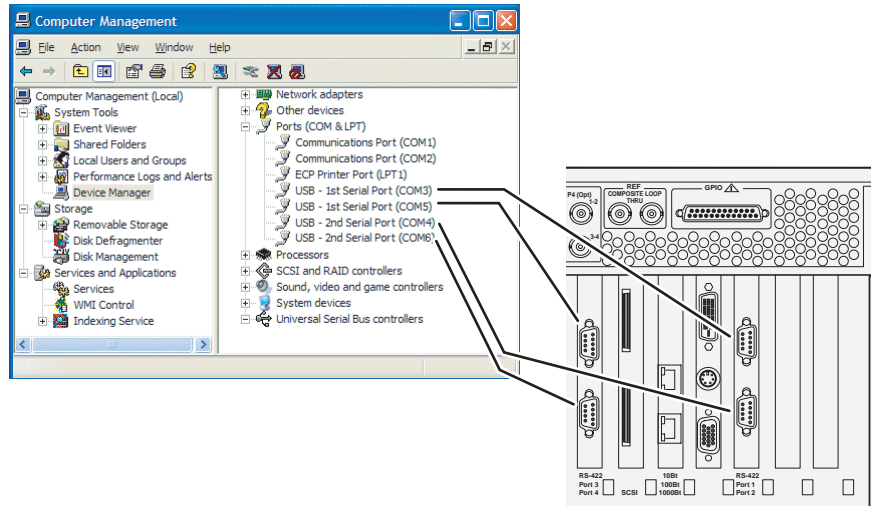


If your automation software is not controlling channels as you expect, check the COM ports and verify that the configuration is correct.

# 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 cannot 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. 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. |

If using VDCP to initiate transfers between K2 systems and Profile XP systems, you must send the VDCP command to the K2 system, not the Profile XP system. Transfers (both push and pull) are successful if the K2 system hosts the command. Transfers fail if the Profile XP system hosts the command.

## 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. For example, you can use Internet Explorer to transfer files between a PC and the FTP interface on a K2 Media Client (with internal storage only) or a K2 Media Server on the same network. For more information, see .

- 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 1.0 — 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

• M-Series iVDR

• UIM-connected 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.

## FTP access by Internet Explorer

You can use Internet Explorer to transfer files via FTP between a PC and the FTP interface on a K2 Media Client (internal storage) or a K2 Media Server, so long as both source and destination machines are on the same network.

To access FTP using Internet Explorer, use the following syntax in the Address field: `ftp://<username:password@hostname>`. The hostname can be the name of a K2 Media Client with internal storage or it can be the name of a K2 Media Server. (You cannot make a FTP connection to a K2 Media Client with external storage.)

Once you have logged in, the two virtual directories are displayed.
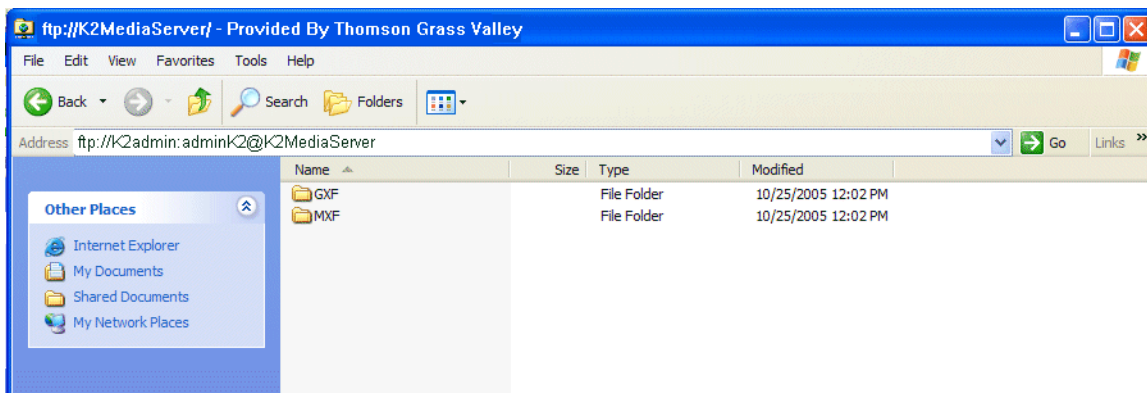


**GXF** — General Exchange Format (SMPTE 360M). This is the standard Grass Valley file interchange format, which supports:
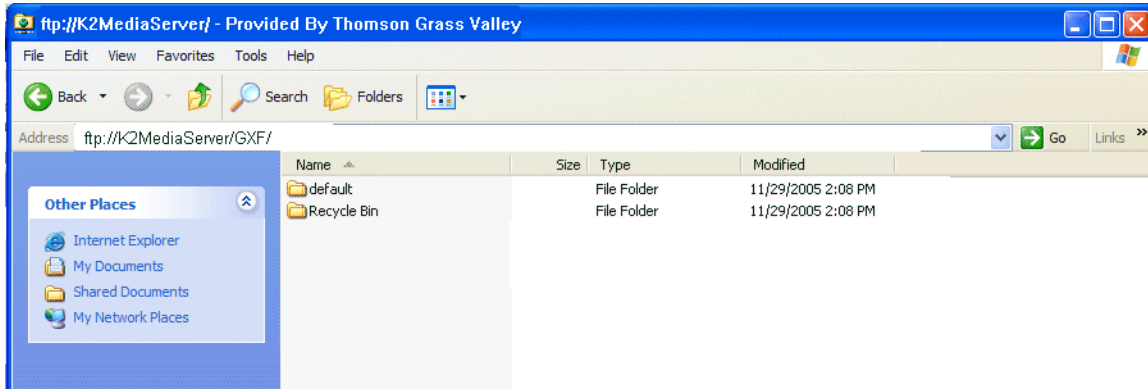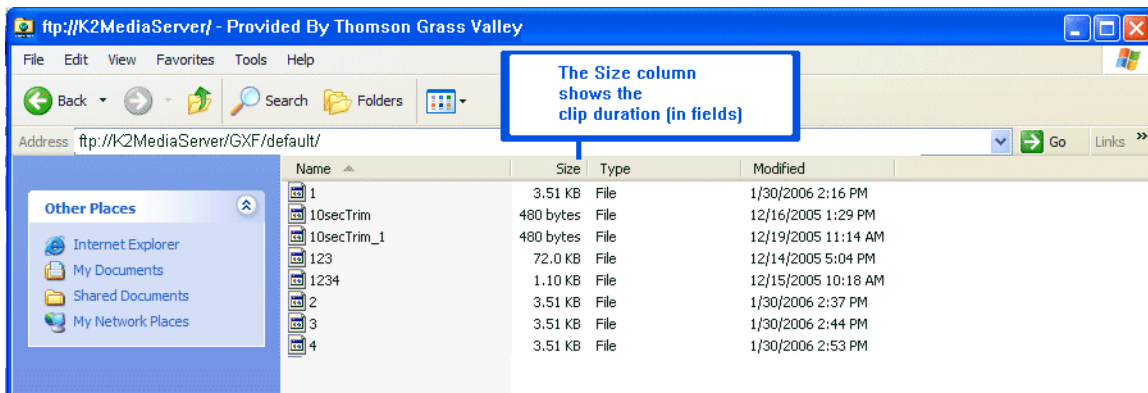
• SD

• HD

- Simple clips

- Playlists

**MXF** — Media Exchange Format (SMPTE 377M). K2 implementation of MXF transfers supports:

- SD

- Simple clips

Inside the GXF and MXF folders you can see contents of the system.



The subfolders are organized in typical Windows fashion, with columns denoting the file's name, size, etc. The Size column refers to the clip duration (in fields).



You can use Internet Explorer to drag a file from your K2 Media Client or K2 Media Server and drop it in a folder on your PC. You can also drag a file from your PC and drop it in the appropriate folder on your K2 Media Client or K2 Media Server.

Be careful not to mix files from the two types of file interchange formats. GXF files can only be transferred to the GXF folder, and MXF files can only be transferred to the MXF folder. If you try to drop a clip into the incorrect folder, the transfer fails. For example, `clip1.gxf` can be dropped into the `K2-MediaSVR/GXF/default/` folder, but not into the `K2-MediaSVR/MXF/default/` folder.

## 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.

- Changes to record channel compression settings are global. That is to say, all recorders are either MPEG, DV25, DV50, or D10. Choice of video input format, bit-rate, chroma, GOP, and VBI lines are all on a channel-by-channel basis.

- If using Harris automation systems, the following settings are required for use with K2 products. Note that the "Disk Port Comm Timeout" setting, which previously was 30 frames, is now 60 frames:

| 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 | 60 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.

- Do not use the "Power Console Plus" (PCP) utility on a K2 Media Client. This utility is for use by qualified Grass Valley Service personnel only. When this utility is opened it scans the SCSI bus and interferes with record and play operations.

- When a K2 Media Client restarts, services start up regardless of whether or not the machine is logged on to Windows. This includes services required for connection by automation control and remote AppCenter. Therefore it is not necessary to configure a K2 Media Client for auto-logon for the purpose of remote connection.

- Running AppCenter on a K2 Media Client or on a Control Point PC always requires a manual logon to AppCenter. You cannot use the Windows startup folder or other mechanisms to bypass the manual logon and have the AppCenter interface open automatically.

# 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 26.

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"

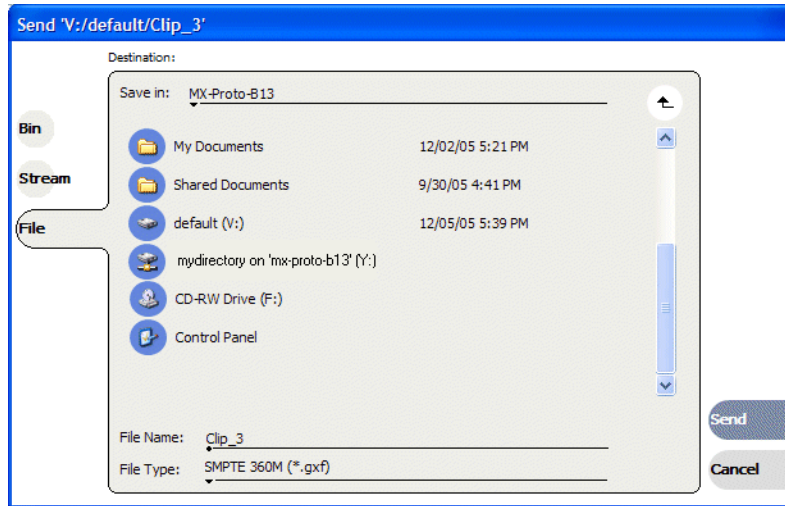## Using a K2 Media Client to export a file

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.
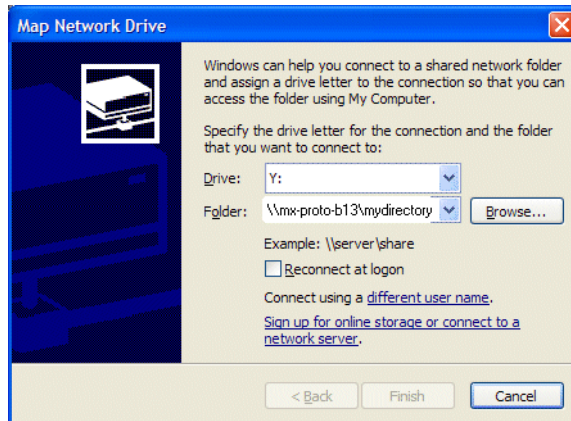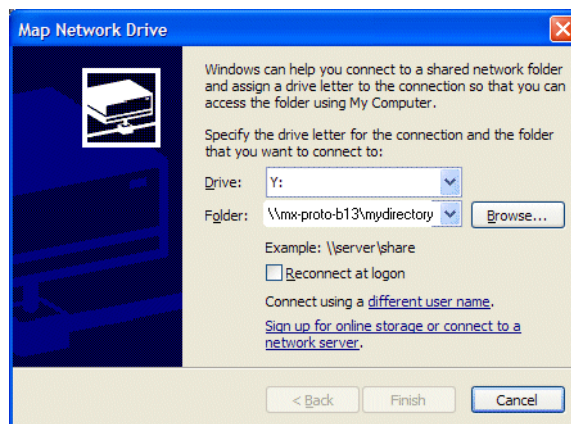
3. Using AppCenter on the K2 Media Client, select **Clips | Sent to** and export the file to the mapped drive.
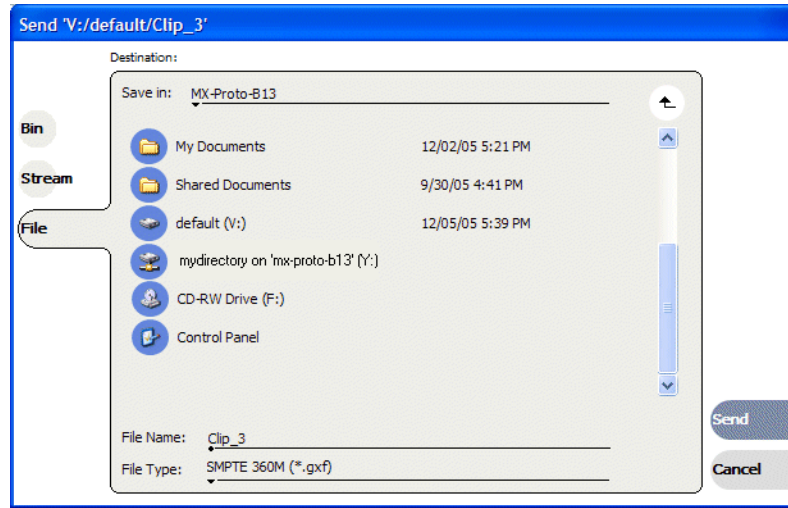


## Using a Control Point PC to export a file

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

2. Before using the Control Point PC to export a file, you must 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, <br> or <br> 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, <br> or <br> 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.*

# Rack mounting the control point PC drawer

The pull out PC notebook drawer kit consists of two slide assemblies with front and rear brackets fitted and a drawer. The kit does not include rack screws or cage nuts.

1. On both slide assemblies, release the inner rail from the outer slide as follows:

**Move the plastic release lever to release the inner rail.**
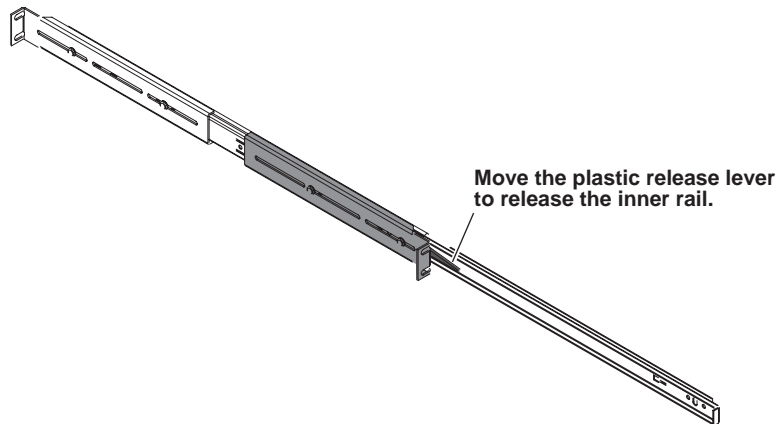
The plastic release lever moves up on the left-hand rail and down on the right-hand rail. You might need a slotted screwdriver to move the plastic release lever.

2. Fasten the inner rails to the drawer with the screws provided. The screws are on the drawer.

3. Adjust both slide assemblies as illustrated. This is necessary to provide the proper inset for the flip-down drawer front. With this adjustment to the slide assemblies, it is not necessary to change the position of the rails fastened to the drawer.

**❷ Insert screw into middle hole.**

**❶ Remove screws/nuts from the front bracket.**

**❸ Position front bracket so the end of the middle slot butts against the screw.**

**❹ Fasten nut.**

**❺ Fasten the other screw/nut in a location that provides clearance as necessary for mounting to rack.**
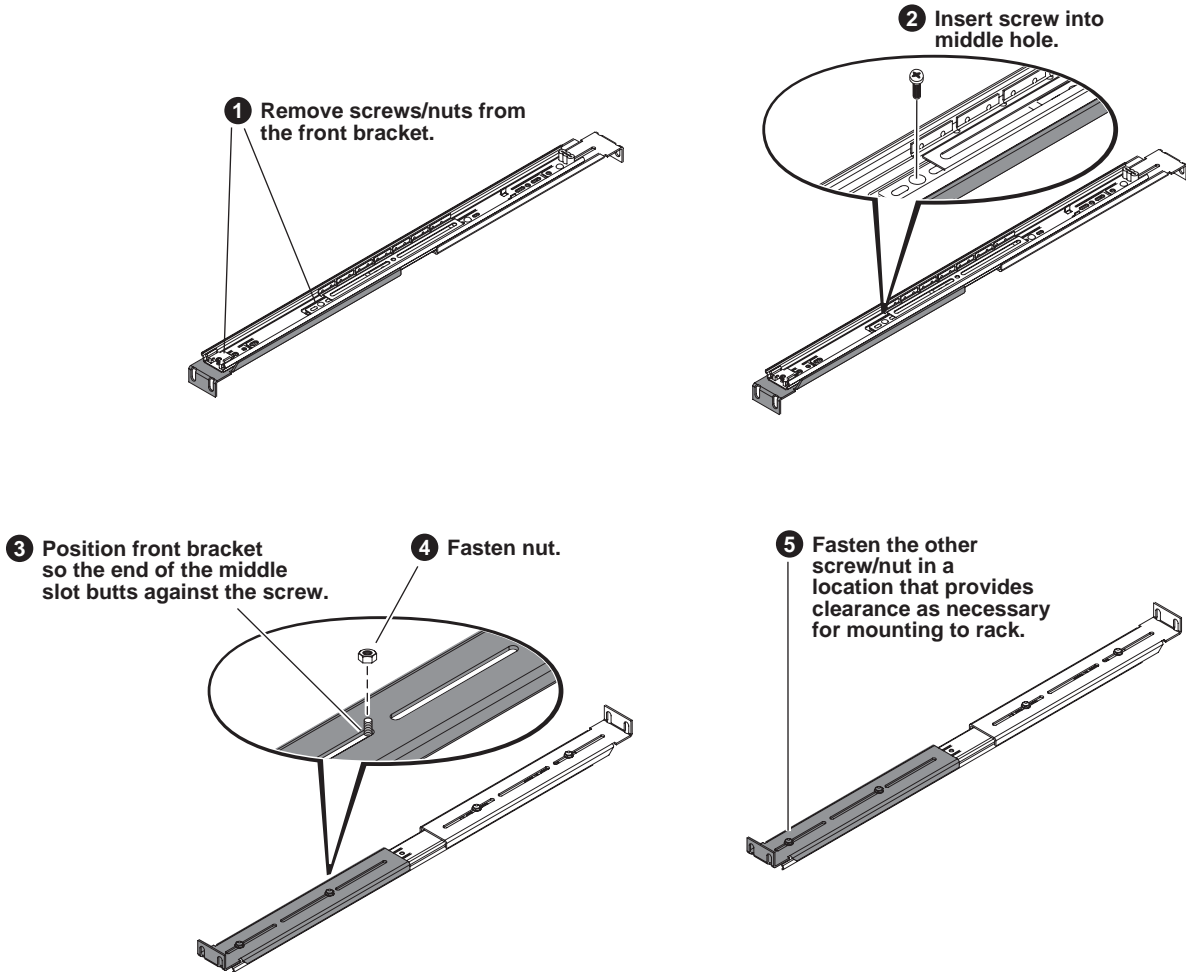
4. Mount the outer slides to the rack with the front bracket with the cam lock stop on the right side (as you look at the rack from the front) with rack screws. DO NOT tighten the rack screws at this time.

5. Adjust the rear brackets to fit your rack. (DO NOT adjust the front brackets).

6. Slide the PC notebook drawer into the frame between the outer slides.

7. Make adjustments as required to the brackets for smooth sliding action. Tighten the rack screws.

# Known problems

The following limitations are present in this 3.0.1.x 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: | A target bin for a recording is displayed that is not the target bin specified at the remote application. (CR55437) |
| Workaround: | The recording is executed correctly as specified at the remote application. You can ignore the target bin displayed in AppCenter. |

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

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

Audio

| | |
|---|---|
| Description: | When the audio input type is set to non-PCM types such as AC3 or Dolby-E, adjusting the gain control can cause audio errors. (CR64245) |
| Workaround: | Set audio gain at Unity for proper operation of non-PCM audio types. Do not attempt to adjust audio gain controls. In a future release, this will be fixed by disabling audio gain controls for non-PCM audio types. |

GPI

| | |
|---|---|
| Description: | When using GPI inputs to trigger record on four channels simultaneously, one or more channels do not begin recording. (CR54499) |
| Workaround: | Make sure all required 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) |
| Workaround: | 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) |
| Workaround: | 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) |
| Workaround: | Do not disable ancillary data. |

Protocols

|  |  |
|---|---|
| Description: | Recording additional material into an existing clip does not work as might be expected with some commands. (CR64755) |
| Workaround: | To over-record a clip, after a "record cue" command you must send a "record duration" command (a41d) to set the out point of the record. If you attempt to over-record by sending transport commands (Stop, jog0, etc.) or by sending the "out preset" command, the over-record is not successful. |
| Description: | When using the record at offset feature via a remote control protocol, AppCenter displays timecode as 00:00:00:00, rather than matching the timecode reported by the remote control protocol. (CR63442) |

Workaround:    None. Refer to the time code reported by the remote control protocol, rather than that reported by AppCenter.

Description:    K2 fails to record source input if EE OFF is issued via a remote control protocol. (CR63717)

Workaround:    Do not issue EE OFF command. E to E is not supported on the K2 Media Client.

Storage Utility

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

Workaround:    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.)

Description:    The bind process fails when binding 73 Gig disks into LUNs. (CR64486)

Workaround:    Do not unbind LUNs, especially with 73 Gig disks. If you must unbind or bind LUNs with 73 Gig disks, contact your Grass Valley Support representative for assistance.

System

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

Workaround:    As soon as possible after the system is operating in your facility, make a first birthday image. Then if you need to restore, do so from the first birthday image for that particular system. Do not restore a system using an image created on a different system. The K2 Media Client Service Manual provides procedures for creating and restoring disk images. The factory-supplied disk image on the E: partition is a generic image, rather than your specific system's image. Do not restore from the factory-supplied image before contacting Grass Valley Support for help with the additional instructions required.

| | |
|---|---|
| Description: | When teaming Ethernet ports, due to a bug in the Intel teaming software, one of the following conditions can occur:<br>A. Virtual adapter installed when control team is setup<br>B. Virtual adapter installed when media team is setup<br>C. Virtual adapters installed during both team setup<br>D. No virtual adapters installed during team setup<br>E. Device manager gets into a '"loop" mode where it constantly refreshes the NIC list (CR63016) |
| Workaround: | 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: | The CD drive can not burn CDs, except as used for recovery disk images. (CR61672) |
| Workaround: | 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. |

Transfer

| | |
|---|---|
| Description: | MXF FTP transfer to K2 fails with error "... stream has bad KLV block". (CR63736) |
| Workaround: | This occurs when an MXF stream or file which has descriptive and/or 'dark' metadata is imported into a K2 system. When the K2 asset is subsequently re-exported as MXF, the resultant MXF stream will have incorrect KLV data. The fix is available in the K2 integration branch build 3.0.2.5 and newer. To prevent this problem, avoid re-exporting the K2 asset as MXF - use other streaming formats such as GXF. |

| | |
|---|---|
| Description: | In some cases ancillary data in Profile XP clips does not play out. (CR61840) |
| Workaround: | 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) |
| Workaround: | None. Support for this feature is planned for a future release. |