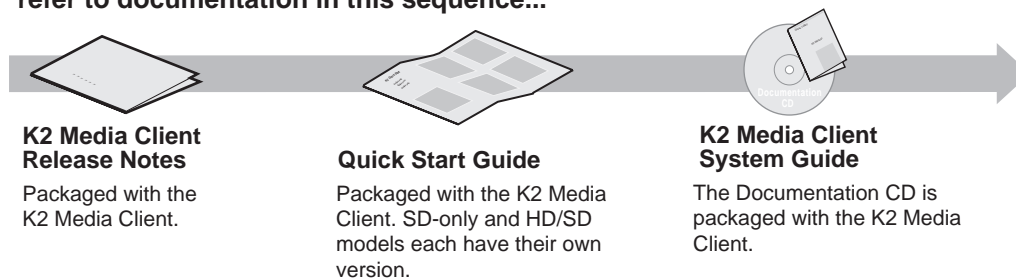grass valley

*071-8456-06*

# *K2 Media Client Version 3.1.13 Release Notes & Upgrade Instructions*

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**
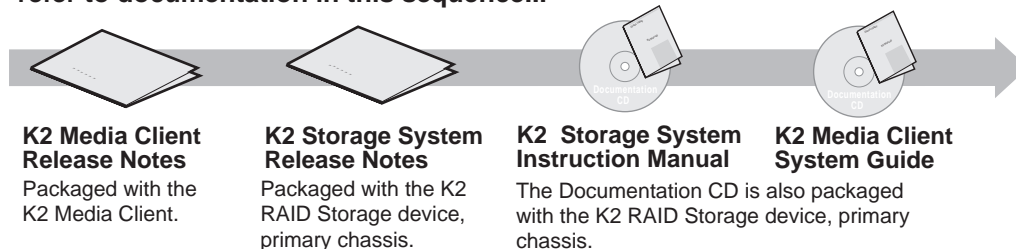Packaged with the K2 Media Client.

**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 a question, or to report new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax. Contact Grass Valley first regarding problems with third party software on Grass Valley products, such as the Microsoft® Windows® operating system, Windows Media® player, Internet Explorer® internet browser, and SQL Server™.

## 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.

| | | | |
|---|---|---|---|
| International (France) | +800 80 80 20 20<br>+33 1 48 25 20 20 | Italy | +39 02 24 13 16 01<br>+39 06 87 20 35 42 |
| International (United States, Canada) | +1 800 547 8949<br>+1 530 478 4148 | Belarus, Russia, Tadzikistan, Ukraine, Uzbekistan | +7 095 258 09 20<br>+33 (0) 2 334 90 30 |
| Hong Kong, Taiwan, Korea, Macau | +852 2531 3058 | Indian Subcontinent | +91 11 515 282 502<br>+91 11 515 282 504 |
| Australia, New Zealand | +61 1300 721 495 | Germany, Austria, Eastern Europe | +49 6150 104 444 |
| Central, South America | +55 11 5509 3440 | Near East, Africa | +33 1 48 25 20 20 |
| China | +861 066 0159 450 | Netherlands | +31 (0) 35 62 38 421 |
| Belgium | +32 (0) 2 334 90 30 | Northern Europe | +45 45 96 88 70 |
| Japan | +81 3 5484 6868 | Singapore | +65 6379 1313 |
| Malaysia | +603 7805 3884 | Spain | +41 487 80 02 |
| Middle East | +971 4 299 64 40 | UK, Ireland, Israel | +44 118 923 0499 |

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

• This release provides updated software for pre-installation at the factory and for upgrade of existing systems at customer sites. The release contains quality and performance improvements.

• This release is qualified with updated versions of Grass Valley News products. Refer to "K2 systems and other Grass Valley products" on page 6.

• Upgrade to version 2.6.5b50 SNFS (StorNext File System) software is required. This is the media file system software.

# Feature limitations in this release

• D10/IMX recording is supported on the SD-only K2 Media Client.

• AVI import/export is supported only via AppCenter import/export features and only for DVCAM/DV25/DV50 clips.

• QuickTime import/export is supported only via AppCenter import/export features and only for DVCAM/DV25/DV50 clips.

# Changes in previous releases

The following sections describe the changes in recent past releases.

## Version 3.1.12

• **Auto logon** — You can configure a K2 Media Client so that when it starts up, it automatically logs on to Windows and AppCenter. Refer to "Configuring auto logon" on page 15.

• **Dell 2950** — The Dell 2950 PowerEdge server is now qualified as a platform for the K2 Media Server. Refer to *K2 Storage System Release Notes* for more information.

• **FTP connections** — The K2 FTP interface supports ten connections. The number of concurrent transfers remains at four. The additional connections can be used for FTP control operations, such as file/directory management. This applies to internal storage (stand-alone) K2 Media Client transfers, as well as K2 Storage System transfers via the K2 Media Server.

## Version 3.1.9

• **16 channels audio** — You can have up to 16 channels of embedded audio per video channel. To conserve storage space, on each record channel you can configure how many audio channels are recorded.

• **Four channels 720p** — 720p material on four channels is supported on model HD-22 (two record channels, two play channels).

• **Open GoP support** — On both SD-only and HD/SD models, if an open GoP clip is imported, it is fully supported on the K2 Media Client. This includes trimming the clip, playout of the clip, using the clip in playlists, and exporting the clip.

- **HD loopback** — HD/SD K2 Media Clients now have a loopback path available for video monitoring purposes.

- **Agile playlist transfer** — GXF transfer (streaming) of media with mixed format, such as an agile playlist or complex movie, is supported solely between K2 systems.

- **Clip Properties** — The Clip Properties dialog box reports additional details.

- **QuickTime support** — QuickTime reference files are created for simple DV-format clips. The reference files allow you to use QuickTime tools, such as FinalCut Pro, to open K2 media for playing and editing.

- **QuickTime 7 required** — You must install QuickTime 7 as part of the upgrade to this version of K2 system software. Refer to the software upgrade procedures later in these release notes.

- **Recovery Boot CD** — A new version of the Client Recovery Boot CD, part number 063-8245-01, is available. This version is recommended for use on all K2 systems. It is required for creating and restoring disk images on Dell D820 and HP xw9300 platforms, which are used for some Grass Valley products. The new version is compatible with disk images made with the previous version of the Client Recovery Boot CD.

## Version 3.0.4

- Version 2.6.5b46 SNFS (StorNext File System) software required. This is the media file system software.

## Version 3.0.2

- External storage K2 Media Clients shipping new from the factory have media ports that are not teamed. This supports the new networking for redundant systems. To unteam media ports on existing systems, refer to the *K2 Storage System Release Notes*.

- Version 2.6.4b41 SNFS (StorNext File System) software required. This is the media file system software.

## Version 3.0.1.19

- Version 2.6.3b39 SNFS (StorNext File System) software required. This is the media file system software.

# K2 software version compatibility

Versions qualified for compatibility with this 3.1.13 release of K2 software are summarized in the following table:

## K2 systems and other Grass Valley products

Versions of Grass Valley products are qualified for compatibility with this 3.1.13 release of K2 software as listed in the following table:

| Product | Version | Comments |
| --- | --- | --- |
| Profile XP Media Platform | 5.4.8 or higher | From a K2 system you can browse/transfer assets on a Profile XP system. |
| M-Series iVDR | 2.0.11 or higher | Some transfer limitations |
| Aurora products | 6.0b | Qualified with Aurora products except Aurora Browse. Contact Grass Valley Support for an update on Aurora Browse qualification. |
| News products | 5.6c | If your News products are at version 5.6b or lower, you must upgrade them to version 5.6c to be compatible with K2 System Software version 3.1.13. |
| NetCentral | 4.1.10 or higher | Upgrade to the latest Service Pack is recommended. Information is provided when you license NetCentral. |
| UIM | 2.1.0.216 or higher | — |
| K2 InSync | 4.0.0.12 | — |
| ContentShare | — | Not supported |

# Passwords and other security considerations

To provide a basic level of security, K2 systems recognize four different security levels, and the systems ship 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. If you are using the Grass Valley Control Point PC, this mapping is already done for you at the factory, so you can log on to NetCentral as administrator using the K2 administrator (K2admin/K2admin) logon. You can also assign other NetCentral groups to users, as necessary for your site's security policies. 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*.

# Upgrading K2 software

> *NOTE: These upgrade instructions assume that current K2 software is at version 3.0.1.4 or higher. If you have a lower version of software, contact Grass Valley Support before upgrading.*

K2 system software version 3.1.13 is installed on new K2 systems as they come from the factory. If you have a new K2 system, you should not need to upgrade software. For general information about K2 software, refer to the *K2 Media Client System Guide*.

The following installation steps provide information specifically for the upgrade to version 3.1.13 software. Read the information in these sections carefully before attempting the upgrade.

> *NOTE: If you are upgrading a K2 Storage System with connected external K2 Media Clients, review the upgrade steps in the K2 Storage System Release Notes, as you must follow those instructions as well.*

## Step 1: Make recovery disk image

Skip this step if:

• You previously made a disk image of the K2 Media Client at its current software version. Skip ahead to "Step 2: Take K2 Media Client offline".

Do this step if:

• You do not have a disk image of the K2 Media Client at its current software version.

The recommended procedure is to make a recovery disk image immediately after a software upgrade. If you neglected to do this when you last upgraded software you should make the recovery disk image now, before upgrading to the new version. Refer to the *K2 Media Client Service Manual* for instructions.

## Step 2: Take K2 Media Client offline

This step is dependent upon if you are upgrading an internal storage model or an external storage model.

**If you are upgrading an internal storage K2 Media Client, do the following:**

1. Stop all media access. This includes all record, play, and transfer operations

2. Skip ahead to "Step 4: Install "High Priority" Windows updates (recommended)".

**If you are upgrading external storage K2 Media Clients, do the following:**

1. Stop all media access. This includes all record, play, and transfer operations

2. Shutdown all the K2 Media Clients on the K2 Storage System.

3. Proceed to "Step 3: Upgrade K2 Media Servers (external storage only)".

## Step 3: Upgrade K2 Media Servers (external storage only)

Skip this step if:

• You are upgrading an internal storage K2 Media Client. Skip ahead to "Step 4: Install "High Priority" Windows updates (recommended)".

Do this step if:

• You are upgrading external storage K2 Media Clients as part of the upgrade to your K2 Storage System.

After shutting down all the K2 Media Clients on the K2 Storage System, follow the upgrade steps in the *K2 Storage System Release Notes* to upgrade all your K2 Media Servers to the same software version. Then, when directed to do so by the upgrade steps in the *K2 Storage System Release Notes*, continue with the steps in these *K2 Media Client Release Notes* to upgrade K2 Media Clients.

*NOTE: For external storage K2 Media Clients, do not follow the upgrade procedure in these K2 Media Client Release Notes alone. You must also follow the upgrade procedure in the K2 Storage System Release Notes.*

## Step 4: Install "High Priority" Windows updates (recommended)

Windows "High Priority" updates are recommended, but not required, for version 3.1.13. While you have the K2 Media Client in an offline state to upgrade software, you should check to see if there are any new updates that you need to install. Use standard Windows procedures.

⚠ *CAUTION: Only "High Priority Updates" should be installed. Do not install other Windows or driver updates.*

## Step 5: Upgrade media file system software (SNFS)

You must upgrade to SNFS version 2.6.5b50.

The "simple" SNFS installers, such as *SNFS2.x.xbxxSimple.exe*, are special batch files designed by Grass Valley engineers for use on K2 systems only. When installing SNFS software on a K2 system, make sure that you are using the correct simple installer, as instructed in the detailed procedure. Do not use a standard SNFS installer, such as *snfs2xxbxx.exe*. Likewise, do not use the simple SNFS installers on Aurora Edits or other generic clients.

To upgrade SNFS software on the K2 Media Client, you can install on top of the current version of SNFS software, as instructed in the following steps:

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

2. Insert the version 3.1.13 K2 System Software CD in the K2 Media Client's CD drive or otherwise access the version 3.1.13 installation files.

3. Open one of the following files:

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

   *\snfs\SNFS2.6.5b50Simple.exe*

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

*\snfs\SNFS2.6.5b50Simple_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 **Yes**, then **OK**. When you select OK the K2 Media Client should restart automatically. If it does not, restart it manually. After restart you can safely proceed with the next step.

## Step 6: Upgrade QuickTime

From the Windows desktop, click **Start | Programs | QuickTime | About QuickTime** to check the current QuickTime version.

Skip this step if:

• QuickTime is currently at version 7. This is case if the current K2 software is a 3.1.x.x version, as QuickTime 7 is required for K2 3.1. Skip ahead to "Step 7: Upgrade K2 Media Client system software".

Do this step if:

• QuickTime is at a version lower than 7. This is the case if the current K2 software is a 3.0.1 version.

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

To upgrade QuickTime, do the following:

1. Insert the version 3.1.13 K2 System Software CD in the K2 Media Client's CD drive, if it is not already inserted, or otherwise access the version 3.1.13 installation files.

2. Locate and open the QuickTime install file:

   *QuickTimeInstaller.exe*

3. Work through the install wizard. Choose **English** and respond with **Next**, **Yes**, **Next**, **Finish**, and **No Thanks**.

## Step 7: Upgrade K2 Media Client system software

Before upgrading K2 software, make sure that SNFS and QuickTime are at the required versions, as instructed in the previous steps. If QuickTime 7 is not installed, the installation program pops up an informative message and you are prevented from completing the installation.

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

1. Insert the version 3.1.13 K2 System Software CD in the K2 Media Client's CD drive, if it is not already inserted, or otherwise access the version 3.1.13 installation files.

2. Open the following file:

   *\K2Client\setup.exe*

3. Follow the onscreen instructions, and work through each page.

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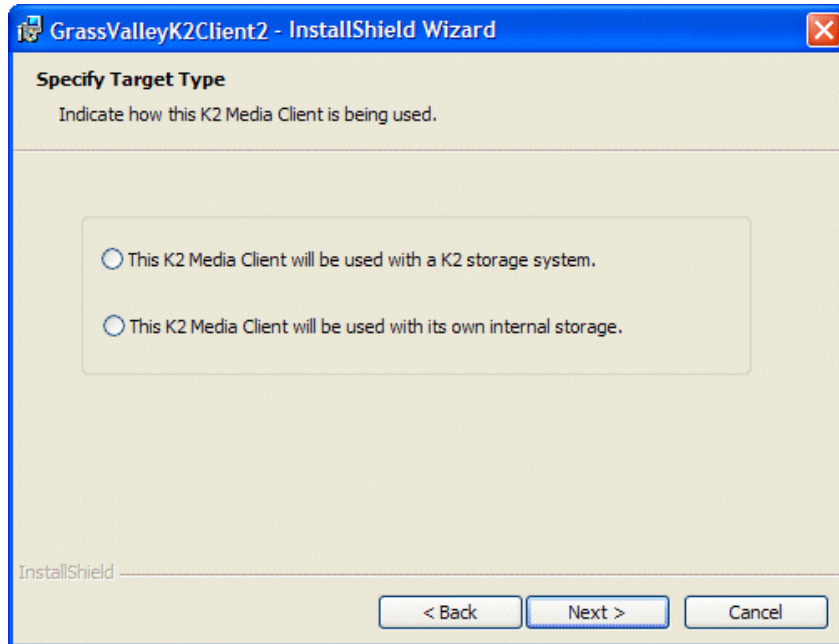


Select the option appropriate for the external storage (connected to K2 Storage System) or internal storage (stand-alone) model K2 Media Client on which you are installing the software.

5. Depending on the state of the system when upgrading, you might see one or more of the following screens or messages as you work through the installation wizard. Proceed as instructed, and then continue with this procedure:

**If a "…insert disk…" message appears** while installing from a CD, 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.

**If one or more messages appear referring to "…has not passed Windows logo testing…",** you can safely continue. This is a normal part of the upgrade.



- Click **Yes** or **Continue…** to allow the installation to progress.

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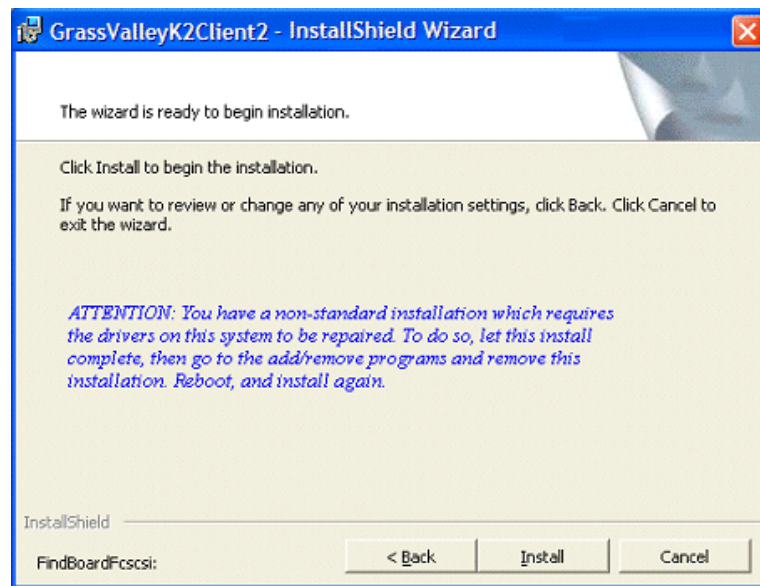


- Complete the installation wizard.
- Uninstall K2 Media Client software.
- Restart the K2 Media Client.
- Repeat this procedure and install software again.

**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.
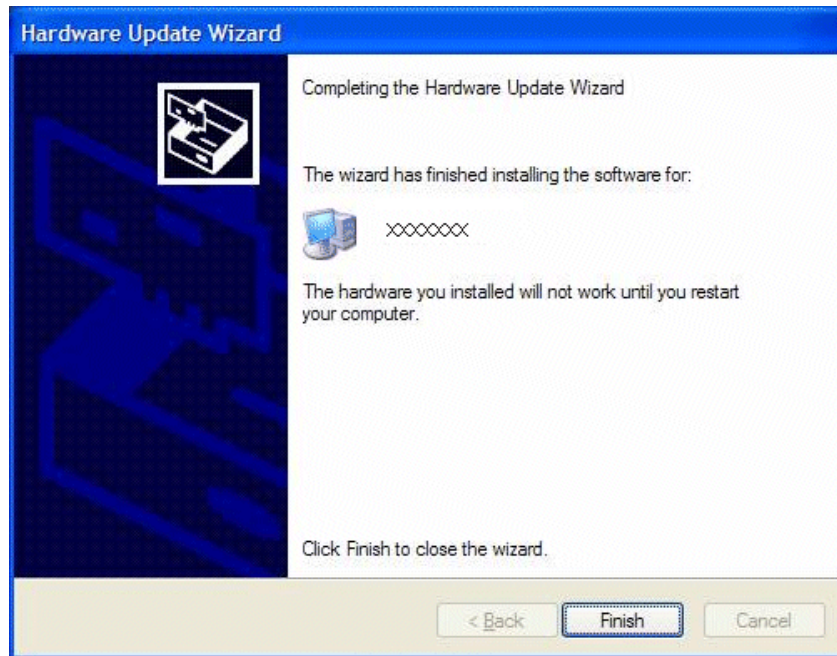


- Click **Finish** on the Hardware Update Wizard to continue installation.

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

7. When prompted, restart the machine.

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

The upgrade to the K2 Media Client is now complete.

8. When the K2 Media Client starts up, you can verify that the correct versions of software are installed as follows:

   a. Log on to AppCenter.

   b. In AppCenter click **Help | About**. The About dialog box opens.

   c. Identify versions as follows:

| | |
|---|---|
| System Version | These should both report the same version number. This is the K2 System Software version number. |
| RTS Version | |
| Media File System | This is the SNFS version. |

9. Proceed as follows, dependent upon if you are upgrading an internal storage model or an external storage model.

**If you are upgrading an internal storage K2 Media Client, do the following:**

a. If you have other internal storage K2 Media Clients, repeat these steps to upgrade these other machines.

b. When you have upgraded all your K2 Media Clients, proceed with "Step 8: Upgrade software on Control Point PC".

**If you are upgrading external storage K2 Media Clients, do the following:**

a. Repeat these steps to upgrade the other K2 Media Clients on the K2 Storage System.

b. When all the K2 Media Clients on the K2 Storage System are upgraded, return to the *K2 Storage System Release Notes* and complete the upgrade steps for the K2 Storage System.

## Step 8: Upgrade software on Control Point PC

To upgrade Control Point software, do the following:

1. Insert the version 3.1.13 K2 System Software CD in the Control Point PC's CD drive or otherwise access the version 3.1.13 installation files.

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

## Step 9: Make recovery disk images

After you have upgraded software as instructed in these release notes and verified that your system is working properly, you should always make a recovery disk image of each of your K2 systems.

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

The upgrades to your K2 systems are now complete.

# Configuring auto logon

The auto logon feature allows the K2 Media Client to start up and be available for remote connection without manually logging on. This is especially useful for a K2 Media Client that is controlled by a remote control protocol.

On a K2 Media Client that is configured for auto logon, the following occurs at startup:

- At the startup of the Windows operating system, the Windows logon dialog box does not appear. Instead, the K2 Media Client automatically logs on to Windows with the configured username, password, and domain and the Windows desktop automatically appears.

- After startup processes for the Windows operating system are complete, the AppCenter logon dialog box does not appear. Instead, the K2 Media Client automatically logs on to AppCenter with the same configured username, password, and domain and AppCenter automatically opens.

The rules for using this feature are as follows:

- The AppCenter username, password, and domain must be the same as the Windows operating system username, password, and domain.

- The AppCenter shortcut must be in the Windows startup group. This is how the K2 Media Client is configured by default, so do not remove the AppCenter shortcut.

- Auto logon applies only to starting up or restarting. If you log off and then log on as a different user, you must manually log on to both the Windows operating system and AppCenter.

- 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 remote AppCenter. Therefore it is not necessary to configure a K2 Media Client for auto logon for the purpose of remote AppCenter connection.

## Enabling auto logon

To configure a K2 Media Client for auto logon, do the following:

1. Depending on the desired auto logon credentials, do one of the following:

   - If you want the K2 Media Client to automatically log on using the default Windows administrator account (Administrator:adminK2) on the local machine only (no domain), skip ahead to step 7 of this procedure.

   - If you want to configure the username, password, or domain that the K2 Media Client uses to automatically log on, proceed with the next step in this procedure.

2. On the K2 Media Client, locate the following file:

   *C:\profile\EnableAutoLogon.reg*

3. Right-click the file and select **Open With**. The Open With dialog box opens.
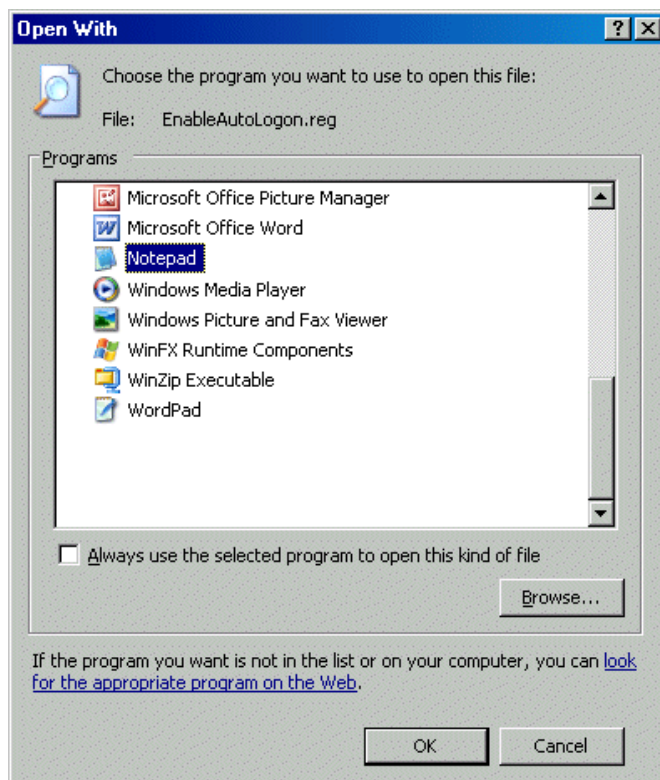
4.  Select **Notepad** and click **OK**. The file opens in Notepad.

5.  Edit the file as follows. As you edit, type carefully and make sure that you modify only the required characters:

    a.  In the *DefaultUserName* line, edit only the word *Administrator*, replacing it with your auto logon username. For example, if the K2 Media Client logs on with user name *mysiteadmin*, the edited line appears as follows:

        `"DefaultUserName"="mysiteadmin"`

    b.  In the *DefaultPassword* line, edit only the word *adminK2*, replacing it with your auto logon password. For example, if the K2 Media Client logs on with password *mysitePW1*, the edited line appears as follows:

        `"DefaultPassword"="mysitePW1"`

    c.  In the *DefaultDomainName* line, do one of the following:

        -   If auto logon uses a domain account, enter the domain name between the quotation marks. For example, if the domain is *mysitedomain*, the edited line appears as follows:

            `"DefaultDomainName"="mysitedomain"`

        -   If auto logon does not use a domain account, do not edit the *DefaultDomainName* line.

6.  Save the file and close Notepad.

7. To enable auto-logon, double-click the *EnableAutoLogon.reg* file. An "Are you sure…?" message appears.
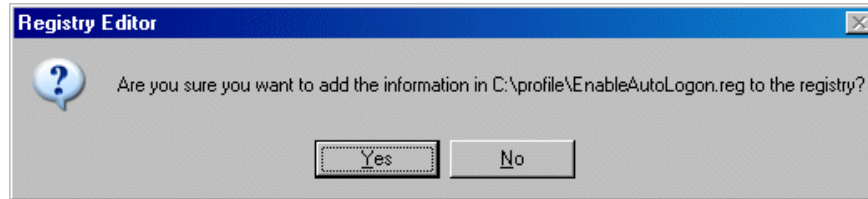


8. Click **Yes**.

9. Restart the K2 Media Client. Auto logon is enabled. Startup processes proceed and AppCenter opens automatically.
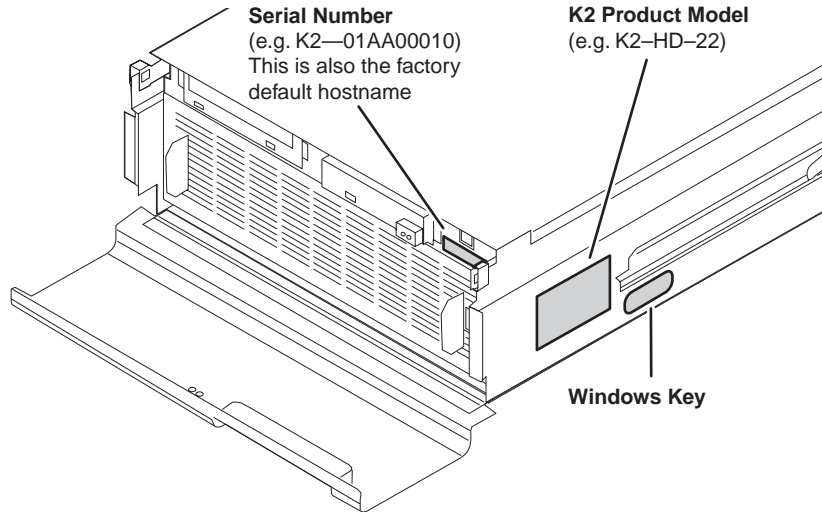
## Disabling auto logon

If you have previously enabled auto logon but you now want to return the K2 Media Client to its default state in which manual logon is required, do the following:

1. On the K2 Media Client, locate the following file:

   *C:\profile\DisableAutoLogon.reg*

2. Double-click the file. An "Are you sure…?" message appears.

3. Click **Yes**.

4. Restart the K2 Media Client. Auto logon is disabled. You must manually log on to both the Windows operating system and AppCenter.

# Product identification

The K2 Media Client has labels affixed to the chassis that provide product identification as in the following diagram:

**Serial Number**
(e.g. K2—01AA00010)
This is also the factory
default hostname

**K2 Product Model**
(e.g. K2–HD–22)

**Windows Key**

Refer to the product model label when setting up RS-422 connections, as explained in the next section.

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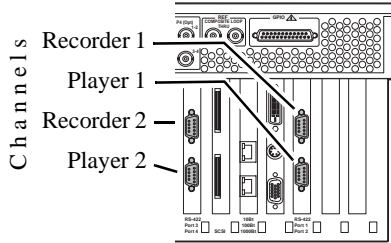
To verify correct connection and configuration of automation software, do the following:

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.
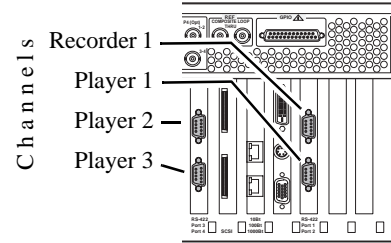
The following diagrams identify the channel associated with each RS-422 rear panel connector on the different K2 Media Client models. Refer to the previous section "Product identification" to determine the model of your K2 Media Client. Also refer to the *K2 Media Client System Guide* for more information on making RS-422 connections.
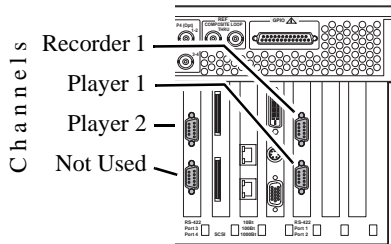


Model: SD-04   Description: SD-only with four bi-directional (player or recorder) channels
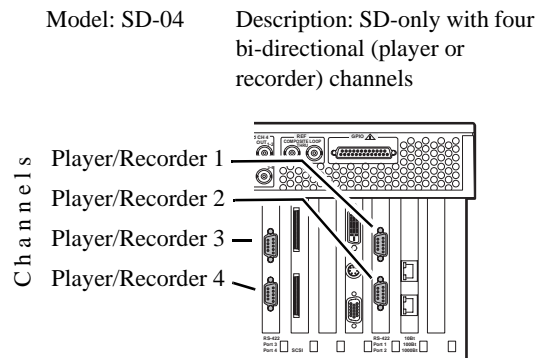
Model: HD-22    Description: HD/SD with two recorder channels, two player channels

Channels
Recorder 1
Player 1
Recorder 2
Player 2

Model: HD-13    Description: HD/SD with one recorder channel, three player channels

Channels
Recorder 1
Player 1
Player 2
Player 3

Model: HD-12    Description: HD/SD with one recorder channel, two player channels

Channels
Recorder 1
Player 1
Player 2
Not Used

Model: HD-04    Description: HD/SD with no recorder channel, four player channels

Channels
Player 1
Player 2
Player 3
Player 4
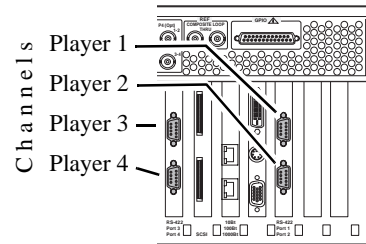
Model: HD-03    Description: HD/SD with no recorder channel, three player channels

Channels
Player 1
Player 2
Player 3
Not Used
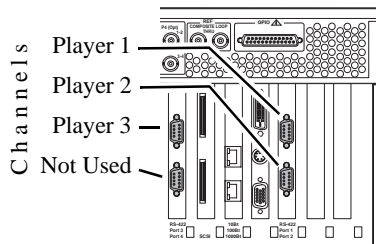
Model: HD-02    Description: HD/SD with no recorder channel, two player channels

Channels
Player 1
Player 2
Not Used
Not Used
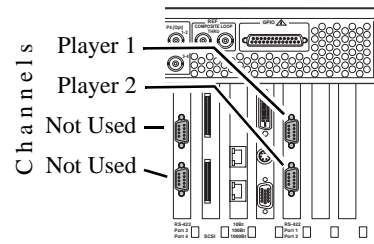
# Operation considerations

- When you receive a K2 Media Client new from the factory, at first startup an End User License Agreement (EULA) dialog box opens automatically on the screen. By agreeing you can dismiss the dialog box and allow startup processes to continue. This is normal behavior and occurs only at the first startup.

- 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.

- Changing system video standards (NTSC/PAL) 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 you are making multiple changes to a playlist, especially a long playlist, you can improve response time by playing the list while editing it. This allows you to add/remove/modify events without waiting for database updates, since changes to the playlist are not saved until playout stops.

- If you want to open the same playlist simultaneously on multiple channels, you must do so from within one channel suite and the channels must be running on the same K2 Media Client. If you try to open the playlist for simultaneous play otherwise, a "Failed to open…" message is displayed.

- If you want to trigger record via GPI input on multiple channels simultaneously, make sure all the channels have new clips waiting for the GPI input, in the cue record state.

- To set in and out points with BVW protocol, load clips only from the BVW Player's working bin. To change the working bin, on the AppCenter main menu click **BVW Player | Options**.

- To over-record a clip with remote protocol commands, 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.

- MXF supports D10 clips with up to 8 audio tracks. If you want to export clips with more than 8 audio tracks, export as GXF.

- To import/export between systems using AppCenter, in Configuration Manager on the Remote tab, add each system that you want to have available as a source or a destination. Do this for K2 systems as well as non-K2 systems, such as Profile XP and M-Series.

- To create clips from still images use the Grass Valley PixXP product before importing them into the K2 system.

- On a SD-only K2 Media Client, while it is possible to create and play out a D10 subclip with a non-zero mark, take care when transferring to other devices. Some devices, such as eVTRs, accept a clip only if it has a zero mark in.

- Tri-level sync is not supported on K2 systems.

- Use the CD drive to burn CDs only as part of the recovery disk image process, while booted from the Recovery CD. Do not attempt to burn CDs for other purposes.

# Known problems

The following limitations are present in this 3.1.13 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: | AppCenter does not launch on a K2 Media Client controlled by IngestStation. (CR70382) |
| Workaround: | This occurs if both the IngestStation PC and the K2 Media Client are logged in to the "administrator" account, but the accounts have different passwords. To solve the problem, assign the same password to both administrator accounts, or use a different account on the IngestStation PC. |

| | |
|---|---|
| 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. |

Storage Utility

| | |
|---|---|
| Description: | The message box that reports progress for the Storage Utility "Clean Unreferenced Files" feature is not visible. (CR67900) |
| Workaround: | The message box is not visible because it opens under the Storage Utility main window. With no progress visible, a common mistake is to then close Storage Utility before the "Clean Unreferenced Files" process is complete. To prevent this, arrange windows so you can see progress and do not close Storage Utility until the process is complete. |

| | |
|---|---|
| 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. |

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, close AppCenter, wait two
                minutes, 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:    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. No virtual adapter installed during team is setup
                C. 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 the other conditions occurs, contact Grass
                Valley Support.