K2 InSync Version 4.0.1 Release Notes and Installation Instructions

These release notes contain the most recent information and supersede previous publications, as of September 19, 2008. Check the Grass Valley website at *www.thomsongrassvalley.com/docs* for an updated version that contains additional important information.

These release notes contain the latest information about the K2 InSync software. The information in these release notes applies to K2 InSync installed on K2 Media Clients with internal storage or K2 Media Clients with external (shared) storage.

For additional information, see the *K2 InSync User Guide.*

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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.

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.

Telephone Support

Use the following information to contact Product Support by phone.

International Support Centers

Our international support centers are available 24 hours a day, 7 days a week.

Support Center	Toll free	In country
France	+800 80 80 20 20	+33 1 48 25 20 20
United States	+1 800 547 8949	+1 530 478 4148

Authorized Local Support Representative

A local support representative may be available in your country. To locate a support center during normal local business hours, refer to the following list. This list is regularly updated on the website for Thomson Grass Valley Product Support (http://www.thomsongrassvalley.com/support/contact/phone/).

After–hours local phone support is also available for warranty and contract customers.

Region	Country	Telephone
Asia	China	+861 066 0159 450
	Hong Kong, Taiwan, Korea, Macau	+852 2531 3058
	Japan	+81 3 5484 6868
	Southeast Asia - Malaysia	+603 7805 3884
	Southeast Asia - Singapore	+65 6379 1313
	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504
Pacific	Australia, New Zealand	+61 1300 721 495
Central America, South America	All	+55 11 5509 3440
North America	North America, Mexico, Caribbean	+1 800 547 8949 +1 530 478 4148

Region	Country	Telephone
Europe	UK, Ireland, Israel	+44 118 923 0499
	Benelux – Netherlands	+31 (0) 35 62 38 421
	Benelux – Belgium	+32 (0) 2 334 90 30
	France	+800 80 80 20 20 +33 1 48 25 20 20
	Germany, Austria, Eastern Europe	+49 6150 104 444
	Belarus, Russia, Tadzhikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
	Nordics (Norway, Sweden, Finland, Denmark, Iceland)	+45 40 47 22 37
	Southern Europe – Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
	Southern Europe – Spain	+34 91 512 03 50
Middle East, Near East, Africa	Middle East	+971 4 299 64 40
	Near East and Africa	+800 80 80 20 20 +33 1 48 25 20 20

What's new in K2 InSync

- A "Do not overwrite clip if newer" option is available.

K2 software version compatibility

The 4.0.1 version of K2 InSync is compatible with the K2 system software version 3.2.7 or higher. For the K2 system software compatibility, see the *K2 Media Client Release Notes*. For general information about K2 software, refer to the *K2 Media Client System Guide*.

Installing K2 InSync

NOTE: These instructions assume that current K2 software is at version 3.2.7 or higher. If you have a lower version of software, you will need to upgrade the K2 system before installing K2 InSync.

The first step to installing K2 InSync is to run the Setup program on the K2 InSync CD-ROM. You must install K2 InSync on the master K2. If you need to mirror the slave K2 to another K2 system, you can install K2 InSync on the slave K2; it becomes the master of this second mirrored pair. K2 InSync requires one license for each master K2. For more information on licensing, see "Licensing K2 InSync".

To install K2 InSync you must be logged on as Administrator. For information about logging on as Administrator, see the *K2 Media Client System Guide*.

1. Insert the CD-ROM into the drive on the K2 you've chosen to be master. Choose **Start | Run** and browse for ***K2 InSync Setup.exe*** on the CD-ROM.

2. Follow on-screen instructions, clicking **Next** and **Finish**, to work through the installation program.

3. Before you can run K2 InSync, you must specify the configuration that you want to use. Click on the K2 InSync icon on the Windows Desktop or select **Start | Programs | K2 InSync | K2 InSync**.

NOTE: If you do not specify the path of the Sabretooth Server, you cannot run K2 InSync. The Sabretooth Server must be on the master K2 machine.

4. Fill in the configuration information and click **OK**. The following example shows one possible configuration. For more information on the configuration settings, see the *K2 InSync User Guide*.
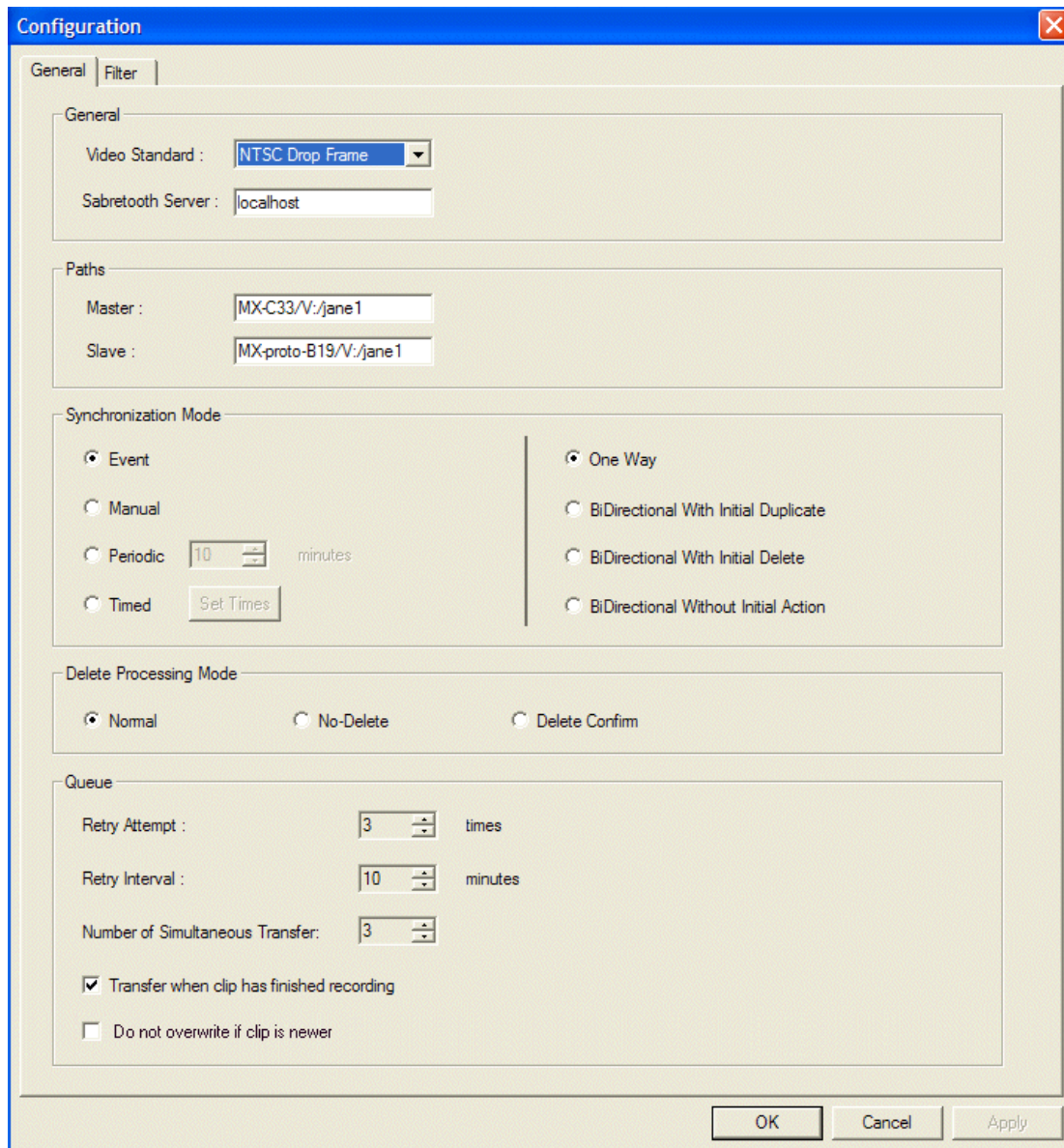
Upgrading K2 InSync

Before you upgrade K2 InSync, uninstall the current version. Do not install an upgrade over an existing version of K2 InSync.

Licensing K2 InSync

To use the K2 InSync software past the 30-day trial period, you need to get a permanent license from Grass Valley. Licenses are requested through the K2 InSync License Wizard and managed through the SabreTooth License Manager, which are

installed with K2 InSync software. The K2 InSync License Wizard and SabreTooth License Manager must be on the master K2. K2 InSync requires one license for each master K2.

License information is stored in text files that you can manage just like any other file on your system. Licenses are unique to the system for which they are requested and cannot be used on any other machine.

NOTE: Licenses are based on your system's unique identifier, which is partially derived from your system's Media Access Control (MAC) address. If you change your system's MAC address by performing operations such as changing the System Processor card, or changing an Ethernet card, you must obtain a new license based on the new MAC address.

You can use the K2 InSync License Wizard for the following task:

- "Requesting a license" on page 6

You can use the SabreTooth License Manager for the following tasks:

- "Adding a license" on page 9
- "Deleting licenses" on page 10
- "Archiving licenses" on page 10

Requesting a license

Software licenses are unique to the system for which they are purchased. They cannot be used on any other system. This requires that you provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique license.

To get a license number, follow these steps:

1. Select **Start | Programs | K2 InSync | K2 InSync License Request**. The License Request Wizard displays.
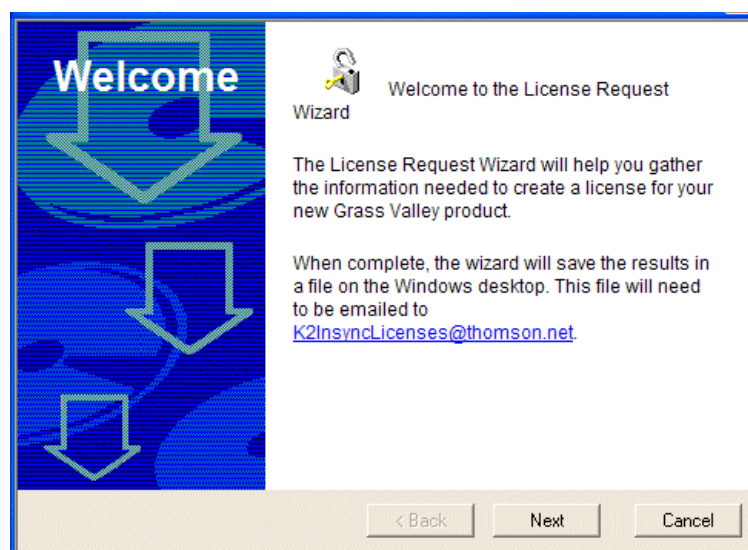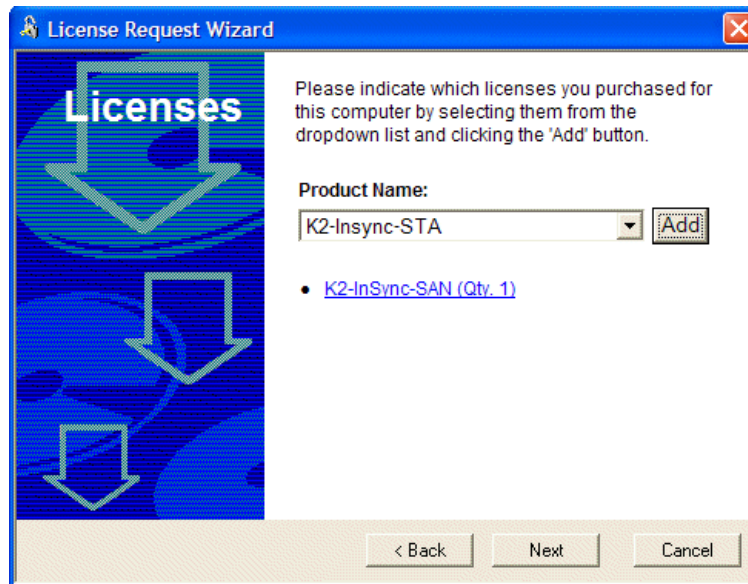
2. Read the on-screen instructions, then click **Next** to proceed to the customer information screen. The Customer dialog box displays.


3. Enter the information requested in red font on this page. You must provide a valid email address to receive your license file. Click **Next** to continue. The Licenses dialog box displays.

4. Select the product name from the drop-down list and click **Add**.

- K2-Insync-STA: K2 Media Client with internal (standalone) storage.

- K2-Insync-SAN: K2 Media Client with external (shared) storage.

5. The selected product displays below the drop-down list.

6. To unselect the product, click the underlined product name. Otherwise, click **Next** to continue. The Summary dialog box displays.
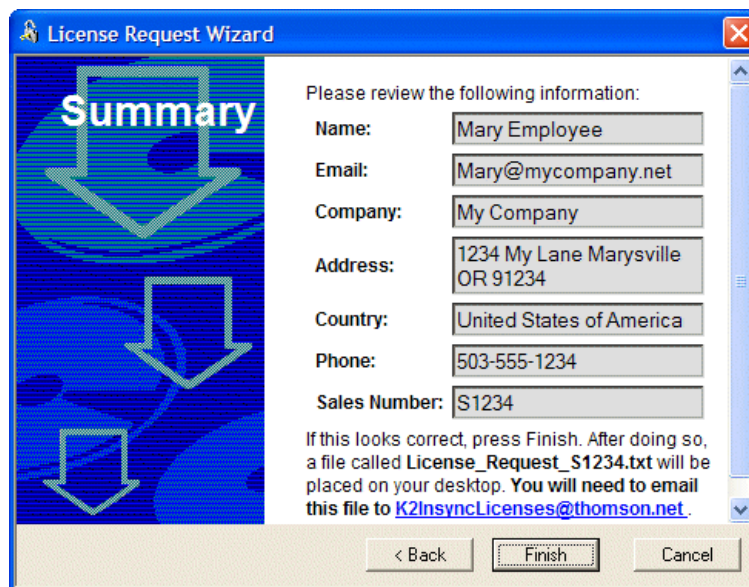
7. Review the License Request information and click **Finish**. A License Request text file, *License_Request_<SalesNumber>.txt*, is generated and saved to the Windows Desktop.

8. Attach this text file to an email and send it to K2InsyncLicenses@thomson.net. You can also paste the text directly into an email message. You might want to keep a copy of the message for your records.

9. An email will be sent to the email address you specified with the SabreTooth license number.

Adding a license

Your software license, *Licenses_<SalesNumber>.txt*, is provided as a text file. Use the License Manager to add this file to your system and enable the desired feature.

To add a license:

1. Click on the License Manager icon on the Windows Desktop. The SabreTooth License Manager opens. When K2 InSync is first installed, a temporary 30-day license is automatically provided.

2. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager.

Deleting licenses

Deleting a license immediately disables the feature that it enabled. You might want to delete a temporary license prior to its expiry if you have decided not to purchase the feature.

To delete a license:

1. Select the license in the SabreTooth License Manager.

2. Choose **Edit| Delete License** to delete the license.

Archiving licenses

You might want to archive your licenses to a secure location. This allows you to quickly re-install a license should you inadvertently delete it.

To archive a license:

1. Select the license in the SabreTooth License Manager.

2. Choose **File | Export License** to open the Save As dialog box.

3. Assign a meaningful name to the file, and save it to the desired location.

Operational considerations

• When using the bi-directional mirroring mode with initial duplicate, the clips in the master K2's Recycle bin are mirrored on the slave K2. If you do not want the Recycle bin clips mirrored, open K2 AppCenter on the master K2, select **Organize Bins | Recycle Bin**, and check the option to delete clips immediately.

- When you are using the bi-directional mirroring mode you must not create, and you must not allow an automation program to create, a clip with the same name in the same directory *at the same time* on both units. Doing so can result in the loss of one of the clips created.

- When you are using the bi-directional mirroring mode you must not edit the same clip in the same directory at the same time on both units. Doing so results in the loss of edits to the clip closed first.

- Continuous recording cannot be used with K2 InSync.

- To use playlists with K2 InSync, create the playlist and edit the events in an excluded bin. Once the playlist has been completely edited, move the playlist to an included K2 InSync bin to be transferred to the slave K2.

- Trimmed clips are not supported with K2 InSync.

Known problems

The following limitation is present in this 4.0.1 release of K2 InSync. If you want more information about this limitation, please contact your Grass Valley representative and include the reference number that follows the description of the limitation.

Description	If K2 InSync is in Manual mode and there are failed tasks remaining (for example, if the slave is unavailable for transfer), you cannot use the Start arrow. (CR72755)
Workaround	Edit the configuration (for example, change the retries to 4 from 5), press **Apply** and then **OK**. The Start arrow becomes available again.

Description	Clips deleted by K2 Insync do not show up in the Recycle bin. (CR95302)
Workaround	No workaround. This is as designed.

Description	Trim functions randomly show up in queue when no clip has been altered on either the master or slave. (CR95529)
Workaround	If desired, manually remove trim functions from queue. The presence of these trim functions in the queue does not affect InSync operations.

Known problems