

Profile XP System Software 5.4.1 Release Notes

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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 3 9721 3737	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
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China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
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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.

Profile Users Group

You can connect with other Profile XP Media Platform users to ask questions or share advice, tips, and hints. Send e-mail to profile-users@thomson.net to join the community and benefit from the experience of others.



Version 5.4 features and introductions

Version 5.4 introduces the following hardware and software features to extend the capabilities of the Profile XP Media Platform.

- **PVS3000.** This new Profile XP Media Platform lets you use standard and high definition channels in the same system. The various PVS 3000 models are equipped with the HD encoders, decoders, and HD-SDI boards of the PVS 2000, as well as Video Processor boards and SDI inputs and outputs of the PVS 1100.
- **PVS3500.** Agile Outputs let you use HD decoders, paired with either HD SDI or SDI outputs, to play both standard and high definition material on the same output. Clips are up- or down-converted appropriately, with full control of aspect ratio conversion between 4:3 and 16:9. Standard definition clips must be in MPEG 4:2:0 format to play on an definition independent Agile Output channel. You can record your clips MPEG 4:2:0, or use the Transcode utility to convert them to this format from any supported standard definition format.

NOTE: *Only 1080i material can be downconverted and played on an SDI output. Up-converted SD material must be played on a 1080i output.*

- **Agile Outputs.** You can add the definition independent capabilities of the PVS 3500 to your PVS 2000 or PVS 3000 by purchasing an Agile Output license. You can then play both your HD and MPEG 4:2:0 SD clips with an HD decoder, down-converting HD if your channel uses an SDI output, or up-converting your SD clips if you use an HD SDI output. Aspect ratio conversion is fully configurable.

NOTE: *Only 1080i material can be downconverted and played on an SDI output. Up-converted SD material must be played on a 1080i output.*

- **PFR 700 RAID.** 2Gb/s is now available in a Profile RAID storage chassis. Combined with the new Fibre Channel Disk II card on the Profile XP Media Platform, which also supports data rates up to 2Gb/s, you can now use fewer LUNs to support the bandwidth required by your operations.
- **PFR 600 RAID.** This new Profile RAID storage chassis also supports 2Gb/s transfer rates, and uses the same chassis and drives as recent PFR 500s.
- **Ancillary data.** You can add a Data Track to your channel definitions and record and play back ancillary data on your HD-SDI inputs and outputs. Refer to “Modifying a Channel: Ancillary Data” in the *Profile XP System Guide* for more information. Although you can configure a Data Track for both HD and SD channels, only HD ancillary data is supported in this release.
- **Mixed format payout.** Systems equipped with the Video Processor card (PVS 1100, PVS 3000, PVS 3500) can play out clips of any supported standard definition format, consecutively, with no change in the codec configuration. For example, you can use VdrPanel to play a DVCPRO 25 clip, immediately followed by an MPEG clip.

NOTE: *All clips that comprise a Master (complex movie) must be of one format only. You cannot mix standard and high definition clips in a master, nor can you mix different standard definition formats, such as MPEG and DVCPRO 25.*

-
- **Long GoP on Video Processor board.** The codecs used in the PVS 1100, PVS 3000, and PVS 3500 now support long Group of Pictures recording in MPEG. This saves storage space and bandwidth while providing equivalent quality for your on-air material. You can still choose to use I-frame only recording for editing purposes.
 - **MPEG D-10 enhancements.** You can now record your MPEG D-10 clips at 30, 40, or 50 Mb/s. Clips in this format are now identified in Media Manager, when you view their Properties.
 - **DVCAM format.** DVCAM has been added to the list of codec types on the Video Processor board used in the PVS 1100, PVS 3000, and PVS 3500.
 - **New installation program.** This enhanced installation shuts down all required services and seamlessly installs Profile XP System Software and required elements such as the Microsoft XML parser. Some stages of the installation process may take more than a minute. Please be patient.



Version 5.4.1 supported platforms and applications

Version 5.4.1 supports the following media platforms:

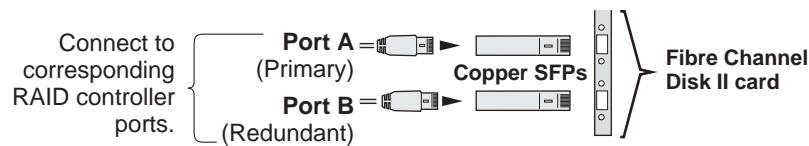
- PVS 3500 with:
 - RTP II only
 - Fibre Channel Disk II only
 - local storage, PFR 500/E, PFR 600, and PFR 700.
- PVS 3000 with:
 - RTP II
 - Fibre Channel Disk II
 - local storage, PFR 500/E, PFR 600, and PFR 700.
- PVS 2000 with:
 - RTP I or RTP II
 - Fibre Channel Disk I or II
 - local storage, PFC 500/E, PFR 500/E, PFR 600, and PFR 700.
- PVS 1100 with:
 - RTP I or RTP II
 - Fibre Channel Disk I or II
 - local storage, PFC 500/E, PFR 500/E, PFR 600, and PFR 700.
 - Recorder/Player resource using a single codec
- PVS 1000 with:
 - RTP I or RTP II
 - Fibre Channel Disk I or II
 - local storage, PFC 500/E, PFR 500/E, PFR 600, and PFR 700.
- PVS 3500, PVS 3000, PVS 2000, PVS 1100 and PVS 1000 connected to an Open SAN. For more information, consult the *Open SAN Release Notes*.

What's new by version

Each contains numerous improvements to performance and reliability with both the Open SAN and local storage. The following sections describe the introductions included in the recent past releases.

Version 5.2.15

- **New Fibre Channel Disk II card** — Profile XP Media Platforms include this new design, which allows transfer rates up to 2Gb/s to targets that support similar rates, such as the PFR 600. Replaceable Small Form-factor Pluggable interfaces (SFPs) let you configure the card for use with optical or copper cables. Copper interfaces are limited to 1Gb/s, and must be used when connecting PFR 500 or PFC 500 RAID chassis directly to the Profile XP Media Platform. This card requires Version 5.2.14 or higher.



- **Critical Windows updates supported** — To help protect systems from external security attacks, Grass Valley now supports the installation of all critical Windows security updates on Open SAN FSMs, Remote Monitoring PCs, and Profile XP Media Platforms. Critical security patches are qualified as they become available, and may be installed on all systems according to site security requirements.

Version 5.2.12

This release contains numerous improvements to performance and reliability with both the Open SAN and local storage.

- **New PFR500 disk microcode.** This release includes new disk microcode for the PFR500 disk drives. You must update the disk microcode to the approved version after upgrading the Profile XP system software. See “PFR500 disk drive and controller microcode” on page 25 for approved version numbers.
- **New PFR500 controller firmware.** This release includes new controller firmware for the PFR500 RAID storage systems. If your system is not using the latest version, you must update the controller firmware after upgrading the Profile XP system software.
- **Revised HD SDI I/O board.** Support for Revision 3 of the HD SDI I/O board is included in this release. Systems that include this board require Version 5.4.1 or higher.
- **NetCentral Lite version 3.1.X.** This new version of NetCentral Lite comes with the device provider software required to monitor the QLogic Fibre Channel switch and the PFR 600 and PFR 700 RAID chassis. Refer to “Installing and configuring NetCentral Lite” on page 21.



Tips

The following suggestions may help you get your Profile XP Media Platform on air faster, and keep it running trouble free for a long time.

- **Power up RAID units first.** When you power up your Profile XP Media Platform, be sure to power up your RAID expansion chassis first, then the main RAID chassis. Wait about four minutes to ensure that the RAID units have time to initialize, then power up the Profile XP Media Platform.
- **PFR500 power down sequence.** When powering down a PFR500 RAID storage system with PFR500E Expansion chassis attached, always power down the PFR500 RAID Controller chassis prior to, or simultaneously with the PFR500E Expansion chassis.
- **Give RAID controllers time to reconfigure.** After hot-swapping a RAID controller, or after an automatic recovery event, be sure to allow some time for both controllers to adjust to the new RAID configuration. Wait at least one minute before removing the other PFC500 controller or initiating another automatic recovery event. PFR500 systems require approximately five minutes.
- **Don't fill your disks.** This is good advice for any disk-based system, including your PC. Limiting your usage to about 90% of disk capacity will protect you from many potential problems.
- **Set audio levels everywhere.** Many Profile applications provide ways to set audio record and playback levels. In addition, Configuration Manager lets you set levels or mute audio. Be sure that you have set levels appropriately in your application and in Configuration Manager before suspecting a hardware problem on your audio board.
- **Set up Fibre Channel with VDCP.** In addition to performing your regular Fibre Channel setup tasks as described in the *Profile XP System Guide*, you must also use VdrPanel to configure VDCP Protocol to use streaming transfers over Fibre Channel.
- **Don't minimize windows.** Avoid unnecessary manipulation of the Windows NT interface when the Profile XP Media Platform is performing critical or on-air operations. When the system is heavily loaded, processor- and disk-intensive operations such as minimizing windows or using Windows Explorer to copy files to the system drive may interfere with command response. Error messages may appear in the log files, and occasionally there may be missed frames on record and playout. Systems under RS-422 control, and especially those connected to an Open SAN, are more likely to be adversely affected by these actions.

In addition to these short tips, please read the following sections, which will help you manage your Profile XP Media Platform more efficiently.

Performance and compatibility information

Please take note of the following characteristics of your Profile XP Media Platform when installing or operating your system.

Software version requirements

New Profile XP Media Platforms include the latest hardware, including the Real Time Processor II (RTP-II) board, and the four-channel Video Processor board. These systems require version 5.1.X or higher to operate, and you must not install an earlier version of Profile XP System Software on systems that include these boards.

Version 5.2.12 introduced support for Revision 3 of the HD SDI I/O, which is installed in all new PVS2000 systems. If your PVS2000 includes this new board, as reported in the Profile log file, you must not install any version of Profile XP System Software earlier than 5.2.12 on your system.

Version 5.2.15 added support for the Fibre Channel Disk II card. If your Profile XP Media Platform includes this new board, as reported in the Profile log file, you must not install any version of Profile XP System Software earlier than Version 5.2.15 on your system.

Version 5.4.1 is required for all PVS3000 and PVS3500 systems, as well as systems using PFR 600 RAID storage. Do not install earlier versions of Profile System Software on these systems.

Contact your third-party software vendor to obtain a version of your software application that has been qualified for operation with Version 5.4.1.

Contact Grass Valley Support if you are unable to obtain the required software.

Fibre Channel network compatibility

You can connect your Profile XP Media Platform to a Fibre Channel fabric (switched environment) and use Media Manager or any application that uses Profile APIs or FTP over Fibre Channel to move MPEG material to and from Profile XP systems and PDR300s, and move DVCPRO 25 and DVCPRO 50 material to and from Profile XP systems and PDR400s.

Fibre Channel performance is dependent on play/record activity in the Profile XP media platform.

Please note the following when using your Profile XP Fibre Channel Video Network:

- You must connect your Profile XP to a Fibre Channel fabric using a Fibre Channel switch. Profile XP does not support connection to a Fibre Channel Arbitrated Loop (Fibre Channel hub).
- If you connect PDR 400 Video File Servers to the same Fibre Channel fabric as a PVS 1100, the PDR 400s must use a recent release of Profile System Software version 3.2 and switch-compatible microcode (3.0.10) for successful Fibre Channel transfers of DVCPRO 25 and DVCPRO 50 clips.
- Media Manager included with this release can connect to Profile Video File Servers such as the PDR 400. However, to be able to connect to a Profile XP Media Platform, the Profile Video File Server must have the Media Manager included with recent releases of versions 3.2 or 2.5 of Profile System Software. Contact Grass Valley Support for information.



NewsEdit compatibility

Some NewsEdit software versions create clips that are not compatible with Profile XP System Software 5.4.1. If you are using NewsEdit software, please contact your Grass Valley Service representative to verify your software version and, if necessary, install the appropriate NewsEdit software version before upgrading to Profile XP System Software 5.4.1.

Software installation

Profile XP System Software 5.4.1 was installed on your new Profile XP Media Platform at the factory. In normal operation, you should not need to install Profile XP System Software 5.4.1.

If your Profile XP system is operating with an earlier version of Profile XP System Software, you should update to the current version. In addition, if you install a new board in your system, or if you replace a system drive, you may need to re-install the software. Please read and follow these instructions to install the software.

This section includes the following procedures:

- “Installing Profile XP System Software 5.4.1” on page 11
- “Updating the RS-422 interface board device driver” on page 14
- “Installing and configuring NetCentral Lite” on page 21

Installing Profile XP System Software 5.4.1

The new Profile XP System Software 5.4.1 installation program includes enhanced features to better manage system services, the Microsoft XML parser installation, and file registration. Be sure to read the following instructions as well as the on-screen messages to successfully install this software.

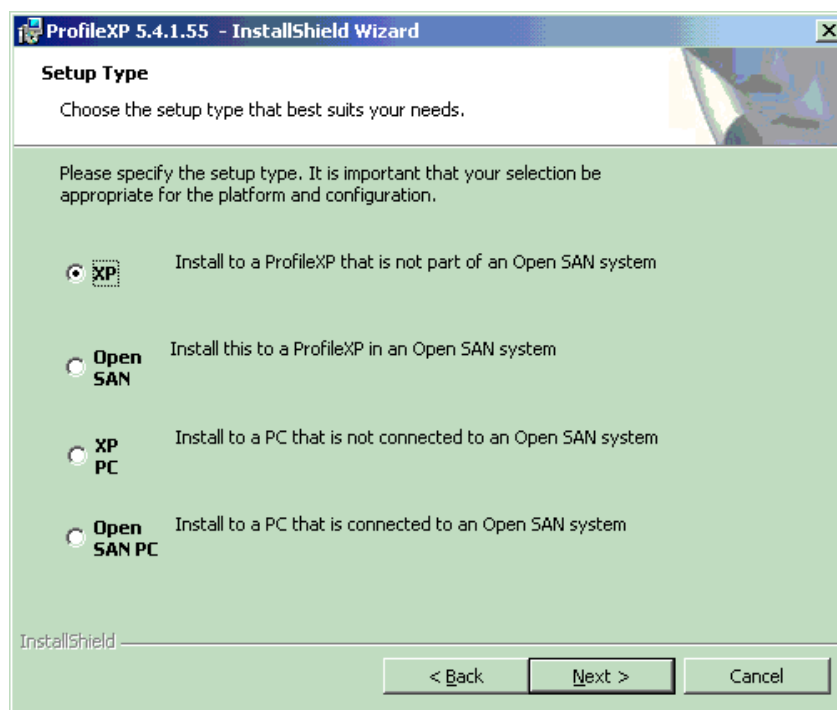
NOTE: You must uninstall any older version of Profile XP System Software prior to installing Profile XP System Software 5.4.1.

Follow these steps to install Profile XP System Software 5.4.1.

1. Use Configuration Manager to save your current configuration to a file such as *c:\temp\goodconfig*.
2. Log out of the system to ensure that no applications are running.
3. Hold the Shift key down during start-up to prevent auto-logon as user *profile*.
4. Log in as *administrator*. The default *administrator* password on a Profile XP system is *triton*.
5. Verify that Windows NT Service Pack 6a and all critical updates are installed on your system. If it is not, refer to “Microsoft Windows NT support” on page 22 and install the Service Pack and updates, restarting Windows NT and logging in as *Administrator* as required.
6. Shut down all Profile applications, such as VdrPanel, ProLink, ProNet, etc. The installation program detects and lists applications that are still running, and will not complete until they are shut down.
7. Uninstall the existing version of Profile System Software by using **Control Panel | Add/Remove Programs**, then restart the system.
8. If you are updating a system from 5.2.X or earlier to the current version:
 - a. Run *prep54.exe* from the *Profile XP System Software 5.4.1* CD-ROM, or from the location of the downloaded file. This extracts the files required to prepare your system for Version 5.4.1 into the *c:\prep54* folder.



- b. Read `c:\prep54\prep54.txt` and follow the instructions to remove old entries from the registry and load Version 5.4.1 firmware onto the cards in your system.
 - c. Restart the system.
 - d. Accept the default response when asked if `pci_wnt.sys` is in use.
 - e. Proceed with the installation of the current version.
9. Insert the Profile XP System Software 5.4.1 CD-ROM in the CD-ROM reader or connect to a network drive containing the downloaded software.
 10. The software installation will start automatically. (You may choose to run the `setup.exe` program by choosing **Start | Run** and specifying the appropriate drive.)
 11. If the installation program can not shut down services because there are applications attached, a list of the currently running applications appears. Close the listed applications and continue with the next step.
 12. When prompted, select the appropriate installation type for your system. Choose Open SAN PC only if you are installing Profile XP System Software on an Open SAN-connected system such as a NewsEdit.



13. Follow the on-screen prompts and click Next or Install to complete the installation process.

NOTE: Some installation steps may take several minutes to complete. Please be patient and allow the setup program to perform its tasks.

14. When the Profile XP System Software installation process is complete, choose **Yes** when prompted to restart the system.

-
15. Use the GVG Disk Utility to view the version numbers of RAID disk and controller microcode and compare them with the version numbers included with this release. Upgrade as required using the procedures described in “Performing RAID storage maintenance using GVG Disk Utility” in the *Profile XP System Guide*.
 16. Update your RS-422 device driver as described in “Updating the RS-422 interface board device driver” on page 14.
 17. If you are using NetCentral Lite to monitor your Profile XP system, re-install NetCentral Lite as described in “Installing and configuring NetCentral Lite” on page 21.
 18. If you are using NetCentral to monitor your Profile XP system from a remote monitoring station, re-install the NetCentral Profile XP agent, then install the most recent NetCentral Service Pack (3.1.3.1 or higher).
 19. Start VdrPanel and verify that your channels are correctly configured. If not, use Configuration Manager to load the configuration file that you saved in step 1.
 20. If you can't successfully load a stored configuration file, run Configuration Manager to set the video standard, then restart the system. You can then run Configuration Manager again and completely configure your system.

Your Profile XP System Software 5.4.1 is installed and ready to use. You should now create an emergency repair disk by inserting a floppy disk in the A drive and running *rdisk.exe*.

NOTE: Be sure to install this version of Profile System Software on all PCs running remote Profile applications.



Updating the RS-422 interface board device driver

The Profile system software installation program copies an updated version of the RS-422 device driver to *C:\profile\drivers* but does not automatically install it. Check the version currently running on your Profile XP Media Platform and if it is older than the version in *C:\profile\drivers*, update it using the following procedure.

Viewing version numbers

To find out what version of the RS-422 device driver is running on your system and what version is included with this release, do the following:

1. Use **My Computer** to open the *c:\winnt\system32\drivers* folder.
2. Highlight *rocket.sys* and choose **Properties** from the right-click menu.
3. Choose the **Version** tab to view the version number for the RS-422 device driver that is currently running on your system.
4. Repeat steps 2 and 3 to view the version information for *c:\profile\drivers\rocket\rocket.sys*.

Removing the existing RS-422 device driver

Before you can install the updated RS-422 device driver, you must first remove the current driver.

1. Power On the Profile system and logon as *Administrator* using these steps.
 - a. Power On the Profile system and hold the **Shift** key down during start-up to prevent auto-logon as user *profile*. Be sure to hold down the shift key until the logon dialog box appears.
 - b. Logon as *administrator*. The factory default *administrator* password on a Profile system is *triton*.
2. Open Control Panel by choosing **Start | Settings | Control Panel**
3. Double-click the **Network** icon.
4. The Network dialog box appears. Click the **Adapters** tab.
5. Highlight the **Control RocketPort RocketModem** and then click the **Remove** button.
6. When prompted “*Do you wish to continue?*”, click **Yes**.
7. Close the Network dialog box.
8. Restart the system and logon again as *Administrator*.

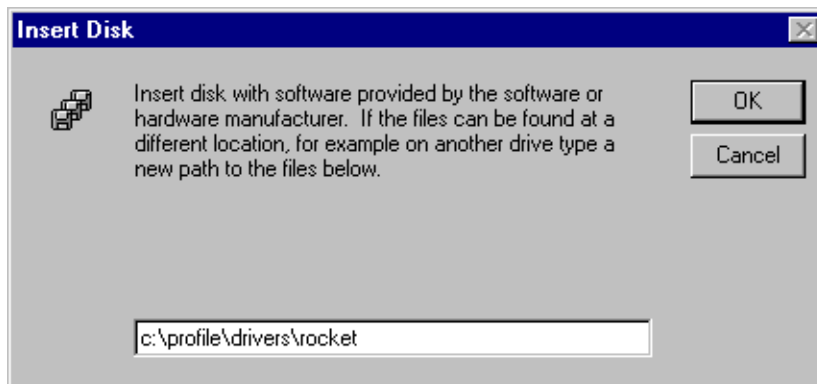
You are now ready to install the updated RS-422 device driver.

Installing the RS-422 Board Device Driver

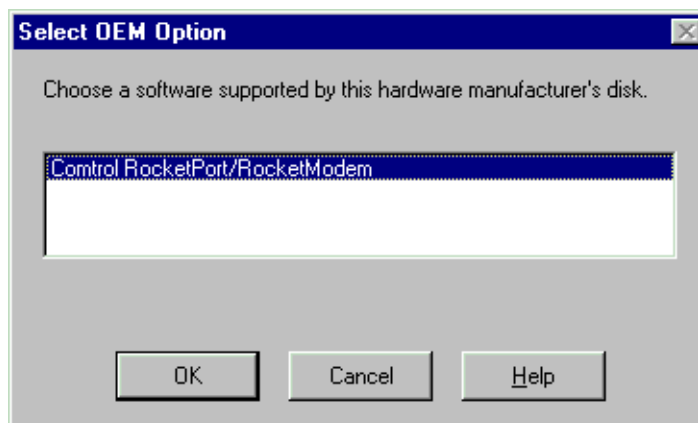
After removing the old RS-422 board device driver and re-starting the system, you are ready to install the driver for the new RS-422 board. Use the following instructions to install the driver.

To install the RS-422 device driver:

1. Make sure you are logged on as *Administrator*. The factory default password on the Profile system for *Administrator* is *triton*.
2. Open the Control Panel by choosing **Start | Settings | Control Panel**.
3. Double-click the **Network** icon.
4. The Network dialog box appears. Click the **Adapters** tab.
5. Click the **Add** button, and then the **Have Disk...** button.
6. When you are prompted, type **c:\profile\drivers\rocket** as the path of the directory containing the driver files and click **OK**.

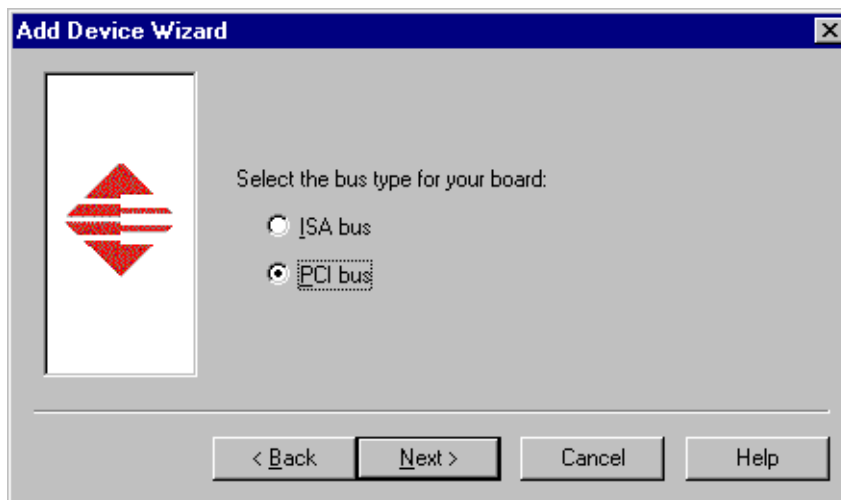


7. The Select OEM Option dialog box appears. Ensure that the Control RocketPort RocketModem is selected, then click **OK**.

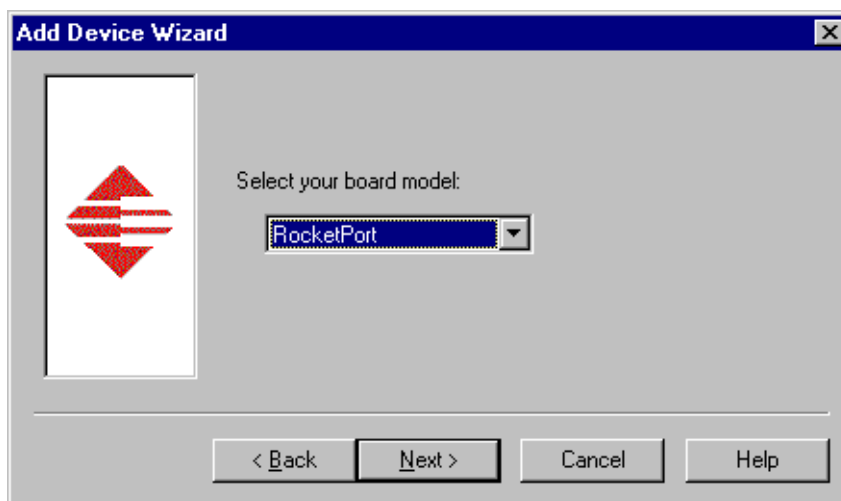




8. The Add Device Wizard starts. Click **Next** to continue, then select PCI bus as the bus type and click **Next** again.



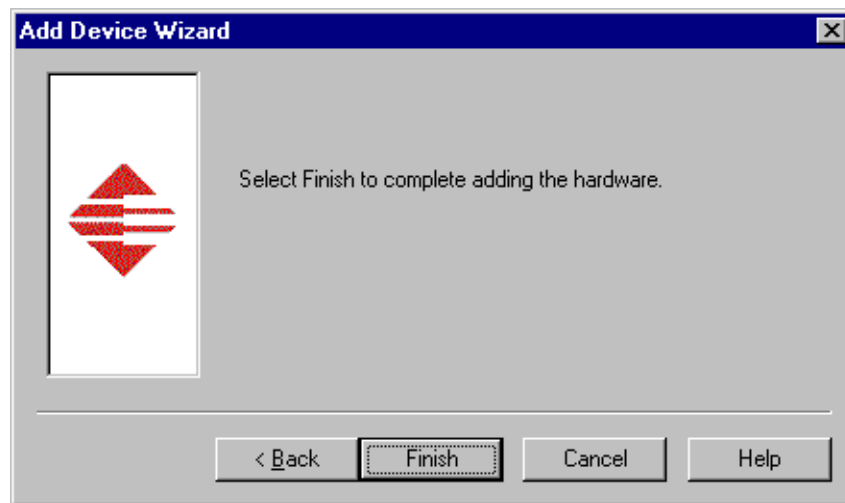
9. Select RocketPort as the board type, then click **Next**.



10. Select eight ports on the hardware, then click **Next**.

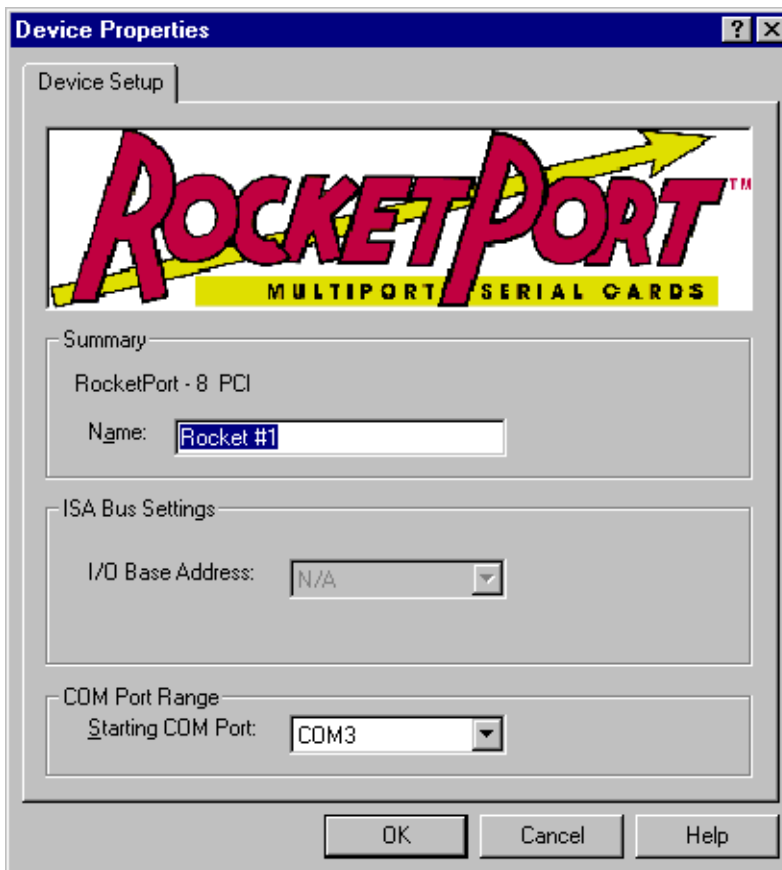


11. Click **Finish** to close the Add Devices Wizard and open the Device Properties dialog box.

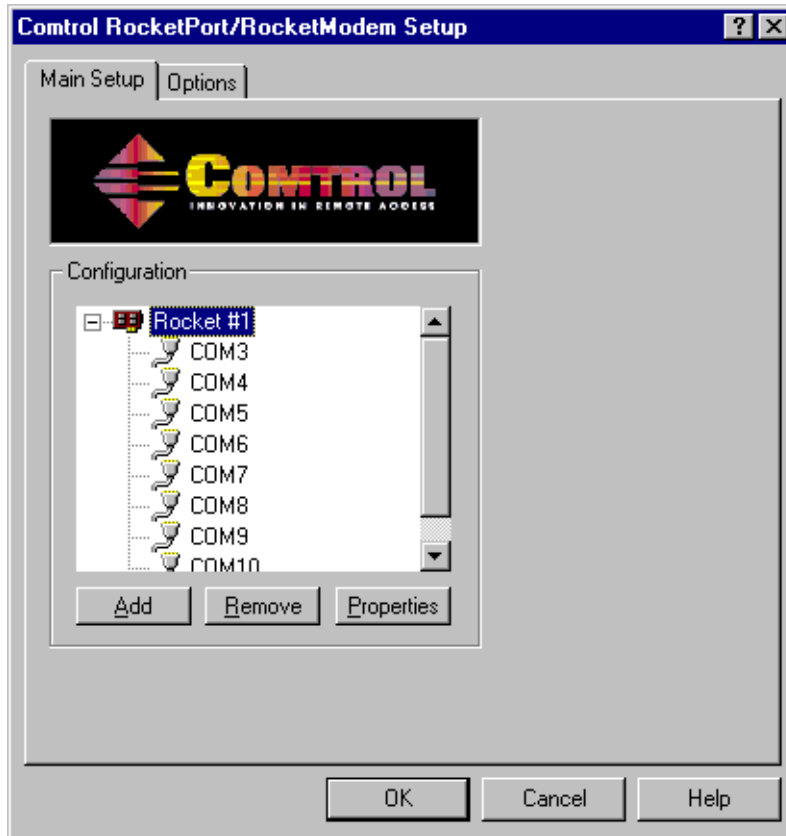




12. Ensure that the Starting COM Port is set to COM3, then click **OK** to close the Device Properties dialog box.

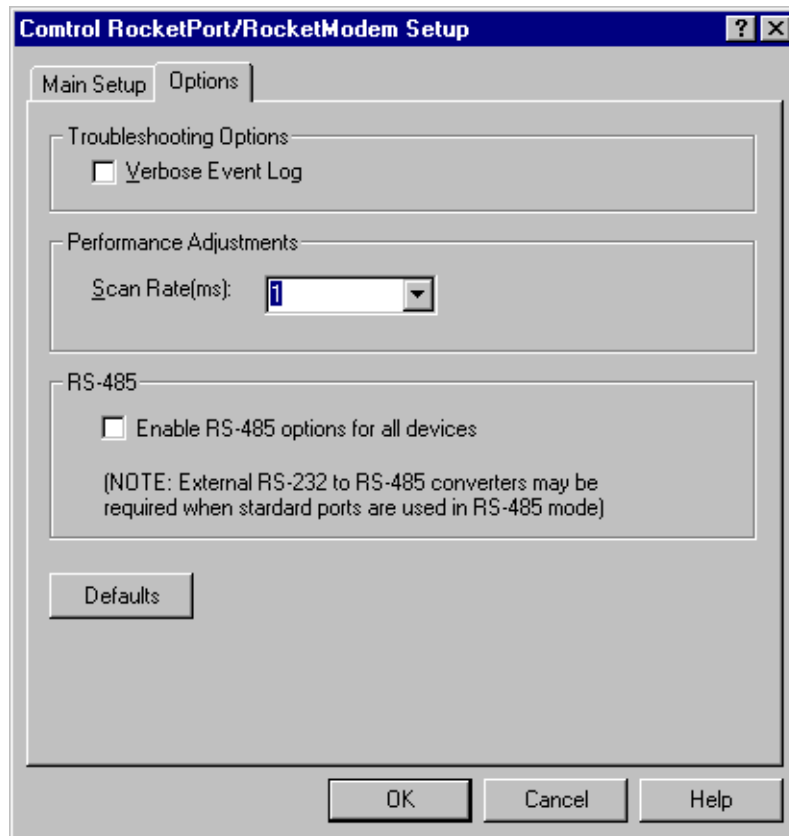


13. Choose the Options tab in the Control RocketPort/RocketModem Setup dialog box.





14. In the **Options** tab, set the **Scan Rate(ms)** to 1ms.



15. Choose **OK** to accept your changes in the RocketPort/RocketModem Setup dialog box.
16. Chose **OK** to save new configuration settings and exit the setup.
17. Click **Close** in the Network dialog box.
18. Restart the system. Logon as *Profile*. The factory default password for the *Profile* user account is *profile*.

Installing and configuring NetCentral Lite

This version of Profile System Software includes NetCentral Lite version 3.1.3, which is installed on all Profile XP Media Platforms shipped from the factory with Profile XP System Software 5.2. After installing Profile system software, use the following procedure to install NetCentral Lite version 3.1.3.

To install and configure NetCentral Lite:

1. Customize the network settings (IP address, Computer Name) on your Profile XP Media Platform and PFR 500, PFR 600, or PFR 700 RAID chassis as required for your site. Refer to the *Installation Guide* and *Profile XP System Guide* for relevant instructions. If no customizing is required, proceed to the next step.
2. On the *Profile XP System Software* CD-ROM, locate *NetCentralLite.exe* in the *\NetCentral Manager Lite* folder.
3. Double-click the self-extracting file *NetCentralLite.exe* to start installation. The installation wizard appears.
4. If any version NetCentral Lite software is already installed, you are forced to select **Remove** in the install wizard. Click **Next** and follow onscreen instructions to remove the installed version of NetCentral Lite. Afterward, double-click *NetCentralLite.exe* again and proceed to step 5.
5. In the installation wizard, click **Next**, then follow on-screen installation instructions. NetCentral Lite automatically configures the Trap Destination Address for the Profile XP Media Platform and the PFR 500, PFR 600, or PFR 700 RAID chassis.
6. When installation is complete, select **Yes, I want to restart my computer now**, then click **Finish** to reboot the Profile XP system.
7. Start NetCentral Lite by clicking **Start | Programs | NetCentral | NetCentral Lite**. Refer to the *Profile XP Service Manual* for information on using NetCentral Lite.



Microsoft Windows NT support

Your new Profile XP Media Platform is preloaded with all of the required software, including Windows NT 4.0 with Service Pack 6a and all available critical Windows updates. The `c:\i386` directory contains all the Windows NT 4.0 installation files that normally would be found on the installation diskettes or on the CD-ROM. Profile administrators can use files in this directory if they need to add drivers or other software to the default installation.

Windows NT 4.0 Service Pack 6a is located on the Profile XP System Software CD-ROM in `\nt40sp6a`.

If required, you can also download Service Pack 6a from the Microsoft web page at:

<http://www.microsoft.com/ntserver/nts/downloads/recommended/SP6/128bitX86/default.asp>

Click the button labeled “Start SP6a Network Download”.

As needed by your site’s security requirements, you may download and install critical security patches from the Microsoft update Web site.

Upgrading PVS2000 from Version 4.1.X

Changes introduced in Version 5.2.X require that you perform two procedures on your PVS2000 systems to ensure a trouble-free upgrade and continued access to your media after the upgrade. These two procedures are:

- Running a special software utility prior to the upgrade on *all* PVS2000 systems currently using Version 4.1.X.
- Modifying the Fibre Channel loop addresses on your PFC500 RAID chassis *only* if you have two or more attached to your PVS2000.

The following sections describe how to perform these procedures.

Preparing a PVS2000 running Version 4.1.X for Version 5.4.1

If you want to upgrade your PVS2000 from Profile System Software Version 4.1.X to Version 5.4.1, you must run a special software utility that prepares the boards your system to receive Version 5.4.1.

NOTE: If you do not run this software utility prior to installing Version 5.4.1, your system may not operate correctly after the upgrade, and you may be required to remove all the boards in your system and re-install them one by one, installing Version 5.4.1 at each step.

To prepare your PVS2000 system running Version 4.1.X to receive Version 5.4.1, follow the instructions in “Installing Profile XP System Software 5.4.1” on page 11, paying particular attention to the steps that describe the *prep54* utility. Stop the procedure after step 8.

- If your PVS2000 is connected to a *single* PFC500 RAID chassis, not including PFC500E Expansion chassis, continue the installation of Version 5.4.1 by following step 9 of the procedure and all subsequent steps.
- If your PVS2000 is connected to *two or more* PFC500 RAID chassis, not including PFC500E Expansion chassis, shut down the system and proceed to “Changing the PFC500 RAID Fibre Channel loop addresses” on page 24.



Changing the PFC500 RAID Fibre Channel loop addresses

If your PVS2000 is connected to two or more PFC500 RAID chassis and you are upgrading your system from Version 4.1.X to Version 5.4.1, you must change the Fibre Channel loop addresses on both the primary and redundant RAID controllers in all of your PFC500 RAID chassis.

NOTE: *If you do not change the Fibre Channel loop addresses as described in this procedure, you must create a new file system, which removes all of your existing media.*

To do this:

1. Shut down all your PFC500 RAID chassis and modify the Fibre Channel loop addresses of **both** the primary and redundant RAID controllers as shown here. If you do not have redundant controllers, change the primary controllers only.

The diagram illustrates the physical components and steps for changing Fibre Channel loop addresses. It shows the PFC500 Rear Panel with an 'Optional Redundant RAID Controller' and a 'Primary RAID Controller'. A specific controller is labeled 'B' with the instruction 'Pull out controller B'. A handle is labeled 'A' with the instruction 'Lift handle'. A callout shows the 'RAID Controller Board' with a 'Top Switch (always set to "0")' and a 'Set Fibre Channel Loop Address ID settings. Refer to the table.' instruction.

Number of PFC500s *	PFC 500 Chassis	Primary Controller Address ID		Redundant Controller Address ID	
		Change from...	Change to...	Change from...	Change to...
2	First	0	1	2	3
	Second	1	0	3	2
3	First	0	2	3	5
	Second	1	0	4	3
	Third	2	1	5	4

* For systems with greater than three PFC500s, contact Grass Valley Support.

2. Reinstall the RAID controllers and power up the RAID chassis, starting with the PFC500E expansion chassis, if present.
3. Power up the PVS 2000 system, start Media Manager or VdrPanel, and verify that you have access to all of your clips.
4. Continue with the installation of Version 5.4.1 by following step 9 and all subsequent steps of "Installing Profile XP System Software 5.4.1" on page 11 of these release notes.

Working with PFR 500/E Fibre Channel RAID

The latest version of the *Profile XP System Guide* includes detailed instructions on using the Grass Valley Disk Utility to manage your PFR 500/E Fibre Channel RAID storage. The latest versions of the *PVS 1000 and PVS 1100 Installation Guides* include up-to-date setup instructions for your PFR 500/E Fibre Channel RAID storage. Please refer to the revised manuals and to the current Release Notes for the most accurate installation, configuration, and maintenance procedures. You can find these documents on the latest Profile System Software CD-ROM, or at www.thomsongrassvalley.com.

PFR 500 disk drive and controller microcode

You must ensure that your PFR 500 Fibre Channel RAID units are using the approved versions of disk drive microcode and controller firmware to benefit from the latest performance and reliability enhancements. The latest versions are distributed with this release, and are available at www.thomsongrassvalley.com. Refer to the latest version of the *Profile XP System Guide* for detailed instructions on how to use the GVG Disk Utility to install controller or disk microcode.

Use the GVG Disk Utility to view the installed controller microcode version numbers and compare them with the version number distributed with this release. If the version numbers do not match, you must update your controller firmware as soon as possible. The latest controller microcode file is located in `c:\profile\microcode` directory, and has a `.ima` extension.

Use the GVG Disk Utility to view the installed drive microcode version numbers and compare them with the following table. If the version numbers do not match, you must update your microcode as soon as possible. The required files are located in the `c:\profile\microcode` directory.

The GVG Disk Utility reports inconsistent disk drive microcode versions if it detects different versions on some of your drives. This can be a normal condition, since your Fibre Channel RAID system supports several models of disk drive of the same capacity, each with its own disk drive microcode. Be sure to compare the version numbers with this table, and update only as required.

NOTE: *Never update drive microcode prior to forcing a rebuild operation. Always wait until the rebuild is complete before updating the microcode.*

Disk Drive Model	Capacity	Microcode Version Number	Microcode File Name
ST336605FC	36G	0003	Ciprico_Seagate_Cheetah5_36G_0003.lod
ST336607FC	36G	F96F	Ciprico_Seagate_Cheetah6_F96F.lod
ST373405FC	73G	F60D	Ciprico_Seagate73LP_F60D.lod
ST373307FC	73G	0004 or F96F	Ciprico_Seagate_Cheetah6_0004.lod or Ciprico_Seagate_Cheetah6_F96F.lod
ST3146807FC	146G	0004 or F96F	Ciprico_Seagate_Cheetah6_0004.lod or Ciprico_Seagate_Cheetah6_F96F.lod
ST1181677FCV	181G	F43E or F441	Ciprico_Seagate181HH_F43E.lod or Ciprico_Seagate181HH_F441.lod



Replacing a failed PFR500 RAID Controller or LBB

Redundant RAID Controllers and LBBs allow continued access to RAID storage in the event of a failure. If a fault occurs, you can use the hot-swap procedure in the PFR500 Instruction Manual to change the failed controller or LBB. Please take note of the following additions to the procedure which will ensure a successful hot swap with minimal disruption to your operation.

- After removing the failed controller or LBB, wait five minutes before inserting the replacement module.
- Firmly seat the replacement module. Grasp the power supply handles and use your thumbs to push the replacement module all the way in.
- Configure a replacement controller for SNMP monitoring. Refer to “Set up PFR 500 network settings (Required for NetCentral monitoring)” in the *PVS Installation Guide*.
- When replacing a controller, launch the GVG Disk Utility. If a warning message about controller settings appears, close the message box, right click the replaced controller, and choose **Advanced | Check Default Settings** to establish the correct settings.

Known problems

The following limitations are present in this Profile XP System Software 5.4.1 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation.

Installation

- | | |
|------------|---|
| Problem | After upgrading a PVS 1000 or PVS 1100 system with High Definition encoders or decoders, the system appears to be unable to record or play HD clips, even though the system timing is correctly set (1080i at 29.97 Hz, for example). (CR 40414) |
| Workaround | After the upgrade, you must use Configuration Manager to set the system timing to something other than the desired timing, then set it to the HD timing. For example, change the System Reference to Reference Black: 25 frames/sec, then open the Video Timing again and set the desired timing. |
| Problem | After adding standard definition codecs to a PVS 2000 system, the system cannot record or play. Existing channel definitions lack inputs and outputs, and they cannot be added. (CR 41343) |
| Workaround | After the upgrade, you must use Configuration Manager define new channels. Existing channels can be modified by first changing the channel type (HD MPEG Player/Recorder to SD MPEG Player/Recorder, for example), then selecting the desired channel type and adding inputs and outputs. |
| Problem | After upgrading a PVS 2000 system with more than one PFC 500 RAID chassis from Version 4.1.X to Version 5.4.1, an error message about a missing file system appears, and you don't have access to any of your clips. (CR 36828) |
| Workaround | Version 5.4.1 uses a different SCSI addressing scheme than Version 4.1.X. Refer to "Changing the PFC 500 RAID Fibre Channel loop addresses" on page 24 for complete instructions on how to modify your settings. |
| Problem | Profile System Software installation hangs at 5% on the progress bar while stopping the PCI_WNT device. |
| Workaround | As described in "Installing Profile XP System Software 5.4.1" on page 11, you must manually stop the PCI_WNT device before installing Profile System Software. To recover from the hang:
<ol style="list-style-type: none">1. Open Task Manager and end the InstallShield Wizard task.2. Choose Start Settings Control Panel Devices. In the Devices dialog box, select PCI_WNT and click Stop.3. Run <i>setup.exe</i> again. |
| Problem | When attempting to remove or re-install Profile system software, InstallShield displays an "Invalid parameter" error message and does not open. (CR 17504) |



- Workaround** This problem is the result of a mis-match for the setup type in the setup log file. You must allow InstallShield to create a new setup log file in order to clear this error, as explained in the following procedure.
- 1.Rename the following setup log file:

```
C:\InstallShield Installation Information\  
{E9541B35-0F31-11D4-BDDC-00104B2714D0}\setup.ilg
```
 - 2.Open regedit. Click **Start | Run**, type `regedit`, and press **Enter**.
 - 3.Note the setup type stored at
HKEY_LOCAL_MACHINE\SOFTWARE\tektronix\profile\SetupType
 - 4.Close regedit.
 - 5.Run the Profile system software installation program. Make sure that you select the setup type as noted in regedit.
 - 6.Complete the installation process. InstallShield creates a new setup log file.
 - 7.Delete the setup log file that you renamed earlier in this procedure. You can now remove or re-install software as usual.
- Problem** The installation program fails and generates a “Profile services failed to stop” error message. (CR 29055)
- Workaround** Restart the Profile XP system and try installing the software again. In an Open SAN environment, be sure to take the system out of service as described in the *Open SAN Instruction Manual* before installing the software.
- Problem** Uninstalling Profile XP System Software fails after a few minutes. (CR 29057)
- Workaround** This is caused by uninstalling the software while logged on as user *profile*. When uninstalling or installing Profile System Software, you must always be logged on as user *administrator*.
- Problem** After installing Profile XP System Software 5.4.1, VdrPanel may generate an error message about missing configurations.
- Workaround** Open each panel and reassign the desired protocol and port for the panel.
- Problem** The LEDs on the Fibre Channel Disk II card don’t light appropriately.
- Workaround** The LEDs on the Fibre Channel Disk II card are reversed. The LEDs for Port A are next to Port B, and vice versa.

Startup

- Problem** The Profile XP system is slow to start when it contains a large number of clips or a few very large clips.
- Workaround** Profile XP starts more quickly than older Profile systems. However, startup time is proportional to the number of clips loaded on the system, and to the length of the clips.

-
- Problem** Profile applications such as VdrPanel do not start. The Profile log reports that no filesystem exists.
- Workaround** All your RAID units must be powered up before you start your Profile XP Media Platform. Be sure to power up your devices in the following order:
1. RAID expansion chassis, if present.
 2. Main RAID chassis. Wait four minutes.
 3. Profile XP Media Platform.
- Problem** A “valid file system not found” message is reported once Windows NT boots, even though there are no disk or controller failures, and no configuration changes. (CR 26996)
- Workaround** This problem can occur when using PFR500 storage system with LUNs in *offline* status. LUNs can appear offline for two reasons: either a PFR500E Expansion Chassis is powered down before the PFR500 RAID Controller chassis, or you add a PFR500E Expansion chassis containing disk drives that were bound using a controller other than the one to which it is connected. If you powered down your storage in the wrong sequence, you can safely repair the system using information found in “Performing RAID storage maintenance using GVG Disk Utility” in the *Profile XP System Guide*. If you encounter this problem while configuring storage using a PFR500E Expansion chassis, contact Grass Valley Product Support for assistance.
- Problem** Not all your clip bins appear when you restart your system after deleting the Profile clip database, pdrmovie_db. (CR 38914)
- Workaround** The missing bins and the clips they contain are not lost. Contact Grass Valley support, who will help you use the *regenmf* tool to restore your clip database. You can avoid this problem by limiting to about 700 the number of clips you store in each bin.
- Problem** One or more “Reference generator unlocked” warning messages appear in the Profile log file at system startup, even though a valid reference signal is correctly connected.
- Workaround** You may safely ignore these messages. If a single warning message is not followed by a “locked to the external reference” message, there may be a real problem with the external reference signal or the Real Time System board.

Recording

- Problem** Recording of 625/50 material in MPEG D10 format at 30 and 40Mb/s fails. Error messages similar to the following appear in the Profile log. (CR 42893, 42914)
- ```
cCubeHandleMpegEncodeStatusMessage: No space to save
picture type.
pix 13 (0xc3351100) unknown start code = 0xC3CEF9B7 at
addr 0xc381f9c0
```
- Workaround** In this release, you must set the MPEG D10 bitrate to 50Mb/s when you record 625/50 material.



**Problem** Occasionally, a clip is recorded with timecode one frame behind the video. If both VITC and LTC are recorded, only one of the two is delayed by one frame. (CR 38836)

**Workaround** Restart your system. This resets the encoders and corrects the problem.

## Video

**Problem** A clip appears to be one field shorter on a PVS 1000 Media Platform or one field longer on a PVS 1100 media platform if the clip is transferred between the different Media Platforms. (CR 19154)

**Workaround** The clips are the same length on both Media Platforms. Decoders on the PVS1000 stop only on odd-numbered fields. Codecs on the PVS1100 can stop on any field, odd or even.

**Problem** Slow motion playout of an SD clip on an HD output HD/SD player is not as smooth as it is on an SD output. (CR 40751)

**Workaround** Up-converted clips always play correctly at normal speed, but occasionally display an incorrect field in off-speed play. There is no workaround at this time.

**Problem** When playing a list of clips in VdrPanel, a black frame may appear between clips if you perform reverse jog operations. (CR 29657)

**Workaround** The recorded material does not contain the extra frame. Play the list again, avoiding reverse jog, to view the material.

## Audio

**Problem** A slight clicking or static noise may be present in embedded audio in 720p mode. (CR 42887)

**Workaround** There is no workaround at this time. This noise is not present in AES audio.

**Problem** Playing clips with audio recorded as Data causes play failures and error messages in the Profile log. (CR 42895)

**Workaround** Avoid configuring channels with the digital audio format set to Data. Use the AC3 or Dolby E settings for compressed audio.

## VDR Panel

No known problems at this time.

## Media Manager

**Problem** Media Manager loses connections with remote systems over time. (CR 24430)

**Workaround** Reconnect to the remote system.

**Problem** Media Manager does not correctly show the contents of a remote Profile system after losing and restoring the Ethernet connection to that machine.

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Workaround If you lose an Ethernet connection to any system on your network (disconnected cable, for example), you must reconnect to that machine from all Media Manager sessions on all systems to reestablish proper communications.

## Toolbox Editor

Problem Occasionally, the last frame of a clip shows distorted video. (CR 39305)

Workaround There is no workaround at this time. Avoid displaying the last frame of your clips when playing clips using Toolbox Editor.

## TimeDelay

Problem You cannot assign a Recorder/Player channel to a panel. (CR 40132)

Workaround Use a Recorder channel for the TimeDelay input, and Player channels for your outputs.

Problem Choosing All Stop results in an Abnormal Program Termination error. (CR 27443)

Workaround Stop each of the Player panels individually.

## List Manager

This application is locked, and must be enabled by installing a key. Contact your Grass Valley Sales representative to obtain your unlock code.

## Applications running remotely over Ethernet

Problem Applications such as TimeDelay and Tool Box Editor report a “Cannot Allocate Channel” error message if you attempt to run them remotely over the Ethernet.

Workaround The DCOM permissions may be set incorrectly on your Profile XP Media Platform. This prevents remote applications from using channel allocation commands such as VdrAllocateChannel from the Profile SDK. To set DCOM permissions correctly:

1. Log on as administrator.
2. Choose **Start | Run**, type *dcomcnfg* in the Open text box, and click **OK**.
3. In the **Default Protocols** tab, select **Connection Oriented TCP/IP** and move it to the top of the list using the **Move Up** button, then click **Apply**.
4. Choose the **Applications** tab, select **ChanDct**, and click **Properties**.
5. In the **General** tab, set the **Authentication Level** to **None**.
6. In the **Security** tab, choose **Use Custom Configuration Permissions** and click **Edit**.
7. Grant **Full Control** to user **Everyone** and click **OK**.
8. Click **OK** to close the DCOM Configuration dialog box.



## NetCentral

- Problem** NetCentral does not always report a failed connection to RAID storage. (CR 41404)
- Workaround** Look for RAID storage messages in the Profile log file.
- Problem** The ends of longer NetCentral messages may not be visible in the Log Viewer (WinTail). (CR 7318)
- Workaround** Open the NetCentral log file in Notepad or any other text editor to view the complete message.
- Problem** Messages similar to the following appear in the Profile log file (CR 32679):
- ```
04.0-2101b021-N: Unresolved internal message (Buffer
Values: "controller# 9 reports SN of 00F92510B2081264").
```
- Workaround** An unresolved internal message is an SNMP message that is not registered in the NetCentral device provider, and so cannot be interpreted and displayed in the NetCentral interface. The message is passed directly from the monitored device to a Profile log entry, as shown here. Such messages can often be read directly. If not, contact Grass Valley support for assistance in interpreting the message.

Configuration

- Problem** When using embedded audio on a PVS 3000 or PVS 3500, error messages appear about various resources that cannot be allocated when you start VdrPanel. (CR 39359)
- Workaround** When more than one audio board is present in a system that includes both HD and SD codecs, channels that use HD resources must use embedded audio resources from the lower-numbered audio board (J13, for example), and SD channels must use embedded audio resources from the higher-numbered audio board (J14, for example).
- Problem** Messages similar to the following appear in the Profile log file (CR 40565):
- ```
10.0-0002ae4e-E: decoder 1 picture DMA sent too early
before VsyncOperations
```
- Workaround** Ensure that all your channels have valid outputs assigned. Channels with None selected as an output may cause this error message to occur. If all your channels have valid output assignments, use Configuration Manager to change the reference timing offset by one line, then change it back to the desired setting.
- Problem** If multiple video outputs are assigned to one codec or decoder, ancillary data is present on only one of the outputs. Similarly, if one input is assigned to several codecs or encoders, only one of the channels records ancillary data. (CR 41206)
- Workaround** Use an external distribution amplifier to supply the output with ancillary data to the multiple devices that require it, or to feed more than one input on your Profile XP Media Platform.
- Problem** Codec settings (DVC25, DVC50, MPEG Encoder, MPEG Decoder) are not stored in configuration files. (CR 16114)



- 
- Workaround** This is only an issue when you restore configurations that were saved prior to changing the video codec types. If you change the video codec type and wish to save and use configurations, you must: 1) restart the system for the codec change to become effective, 2) make and save new configuration files (so that restore will work with the new video codec type).  
If you do not change the video codec type, configuration files will work as expected.

## Fibre Channel networking

- Problem** Four simultaneous transfers between a Profile Network Archive and a Profile XP Media Platform may fail. (CR 36695)
- Workaround** Contact your Grass Valley Service representative for assistance in matching the MTU size on both your Profile Network Archive and your Profile XP Media Platforms. You can also limit simultaneous transfers to three or fewer.
- Problem** A clip stops playing on the destination machine if the clip is still being recorded on the source system and the definitions of the two channels (source and destination) don't match. (CR 30487)
- Workaround** Make sure that the channel definitions match on the source and destination systems, specifically that both are set up with the same number of video, audio, and timecode tracks. Otherwise, you must end the recording and eject the clip before playing it on the destination system.
- Problem** Clips being recorded in loop mode are not updated if a video network transfer is initiated more than once. Applications such as InSync will not correctly update clips being recorded in loop mode. (CR 9966, CR 10619)
- Workaround** There is no workaround for this problem since the content of the clip is endlessly changing. Avoid transferring clips being recorded in loop mode.

## Ethernet networking

- Problem** A clip stops playing on the destination machine if the clip is still being recorded on the source system and the definitions of the two channels (source and destination) don't match. (CR 30487)
- Workaround** Make sure that the channel definitions match on the source and destination systems, specifically that both are set up with the same number of video, audio, and timecode tracks. Otherwise, you must end the recording and eject the clip before playing it on the destination system.
- Problem** Performing several concurrent transfers may result in the failure of one or more of the transfers. (CR 26284)
- Workaround** Queue your transfers so that only one is active at any time. This problem will be resolved in a future release.
- Problem** Transfers are slower when transferring between a system equipped with an RTP I board and one equipped with an RTP II board. (CR 28261)
- Workaround** There is no workaround at this time. This problem will be resolved in a future release.



## Disk Management

- Problem** After unbinding a LUN, subsequent attempts to use existing clips or create new ones fail.
- Workaround** If you unbind a LUN, you must create a new file system before you can record and play. Note that after creating a new file system, you can not use previously recorded material. Be sure to back up your material before performing this operation.

## GVG Disk Utility

- Problem** Extra controllers appear in the tree view after Unbind All LUNs is used. If you unbind all LUNs on a PFR500 and then reboot the Profile, then you may see double the controllers and double the LUNs for that PFR500.
- Workaround** Bind the required LUNs as usual. The bound LUNs will show up under each controller.
- Problem** PFR500 replacement disk module fails to rebuild. After a disk module failure, and the faulty disk module is replaced, the replacement drive sometimes fails to automatically rebuild.
- Workaround** Use the following procedure to force disk rebuild:
- 1.Start the GVG Disk Utility. Ignore any messages about disk drive microcode inconsistencies for now. Do not upgrade microcode on any of the drives at this time.
  - 2.Expand the tree view to view the LUN containing the replacement drive.
  - 3.Right-click the replacement disk, then select **Advanced | Force Rebuild** in the context menu. The rebuild process begins. (You can verify this by checking disk status in the right-hand status pane.)
- On completion, the disk module status changes from rebuild to online. You may need to refresh the GVG Disk Utility display. After the successful rebuild, you should upgrade the drive microcode to the latest version. Contact Grass Valley Support if the rebuild does not proceed as expected.
- Problem** GVG Disk Utility stops responding during RAID Controller discovery. This can occur when using PFR500 storage system with LUNs in *offline* status due to an improper power off sequence.
- Workaround** Contact Grass Valley Support to recover from this condition.

## PFR500 Fibre Channel RAID chassis

- Problem** You cannot set the subnet mask in PFR500 network settings. When trying to set the subnet mask to less than 255.255.255.224, the console program displays an invalid subnet mask error message. This prevents completing the network setup procedure.
- Workaround** During initial network setup, enter a subnet mask of 255.255.255.224, then complete the procedure as directed in the *Installation Guide*. Afterward, repeat the entire procedure again, this time entering your own subnet mask. This time the console program will accept any valid subnet mask.

---

## PFR600 Fibre Channel RAID chassis

- Problem** Controller settings may be lost when configured with the Ciprico Web Manager.
- Workaround** Use Disk Utility for all your RAID configuration changes. If Grass Valley Service advises you to use Web Manager, always use Microsoft Internet Explorer to view the Web Manager pages.
- If you do inadvertently clear your settings, use the Back button to return to your previous settings, then save them. Do not invoke Web Manager from Net Central, since this method does not provide a Back button.

## Profile Protocol

No known problems at this time.

## VDCP Control

- Problem** The Protect command does not prevent clip IDs from being deleted. (CR 10891)
- Workaround** Be very careful when deleting clips.
- Problem** The Profile XP system may respond slowly to VDCP protocol commands during the brief moment that VdrPanel is being minimized. (CR 9621)
- Workaround** Avoid minimizing VdrPanel when one or more panels under VDCP control are performing critical on air operations.

## Odetics Protocol

No known problems at this time.

## BVW Protocol

- Problem** The timecode displayed in VdrPanel and on a BVW controller sometimes does not match the actual timecode, but is off by one frame. (CR 38064)
- Workaround** There is no workaround at this time. This problem usually occurs after jog and shuttle operations.

## APIs

- Problem** The Profile Protocol command VdrShuttleAtGenTc (10.14) does not return a data structure that complies with the Profile SDK specification. (CR 35998)
- Workaround** By default, this release provides the following reply data structure for VdrShuttleAtGenTc, which conforms to the specification established in version 2.5.X:
- data1: Transaction number
  - data2: 0 = Success
- or
- data1: Transaction number



data2: 1= Failure  
data3-6: Error code

If your use of VdrShuttleAtGenTc implements the reply structure in version 5.0.X or 5.1.X, perform the following procedure:

- 1.Start Prolink, then close it. This adds a registry key.
- 2.Use *regedit.exe* to modify Software\\Tektronix\\Profile\\ShuttleAtMode in the registry so that its value is TRUE.
- 3.Restart Prolink.

VdrShuttleAtGenTc now has the following reply structure:

data1: Transaction number  
data2-5: 1 Success / 0 Failure  
data6-9: Error code

You can return to the version 2.5.X reply structure by setting the registry key to FALSE.

## Maintenance

- |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Problem    | After replacing the motherboard, the system does not start, and hangs at the blue Windows NT Initialization screen.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Workaround | The version of Profile XP System Software on the motherboard must match the software version on the other boards in the system. To load the correct version on the motherboard, remove all circuit boards except the processor board, install the desired version of Profile XP System Software, then reinstall the other boards and install Profile XP System Software again. This procedure is detailed in the latest version of the <i>Profile XP Service Manual</i> .                                                                                                                                                                                                                                                |
| Problem    | Diagnostics do not run correctly.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Workaround | You must disconnect all external I/O cables including connections to the Fibre Channel RAID storage prior to running diagnostics.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Problem    | On older systems with DupliDisk II, rebuilding the system drive using the version 5.4.1 rebuild CD-ROM to restore the system drive proceeds very slowly or fails.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Workaround | The newer version of the imaging software requires a change to the DupliDisk II configuration. Perform the following procedure prior to restoring your system drive. <ol style="list-style-type: none"><li>1.Insert the <i>DupliDisk II DUPLI Mirroring Utility</i> diskette or CD-ROM into the appropriate drive and restart the system.</li><li>2.At the command prompt, type <code>dupli</code> to start the application.</li><li>3.In the DupliDisk application, choose <b>Configure   Startup Operations</b>.</li><li>4.From the list, choose <b>Ultra UDMA</b>, then set it to <b>Disable</b>.</li><li>5.Press the ESC key, then choose <b>Exit</b>.</li></ol> You can now successfully rebuild your system drive. |