



Profile System Software 2.2.3 Release Notes

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Italy	02-25086600	Other	44-1628-405817

Email: EuroProfile@tektronix.com

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World Wide

24-hour Emergency Hotline (503) 685-2345 (Contract and warranty customers)

World Wide Web	http://www.tektronix.com/VND/Support
FTP Site	ftp.tektronix.com
Email	ProfileSupport@tektronix.com
Users Group	profile-users@tektronix.com

What's New

>>> *Profile System Software 2.2.3 requires:*

- *Windows NT 4.0 with Service Pack 2, or Windows NT 3.51 with Service Pack 4 and its hotfix. This release was also fully tested with Windows NT 4.0 with Service Pack 3 and the Year 2000 hotfix, and Windows NT 3.51 with Service Pack 5. You'll find more information about the Windows NT requirement in the section called "Microsoft Windows NT Support" on page 17.*
- *A new media file format. All clips created with Profile System Software version 2.0 or higher are compatible with this release. However, if you're upgrading from Profile System Software version 1.4.X or earlier, you can't use existing clips with this upgrade. You must create a new file system on your disks as described in "Software Installation" on page 6, then recapture your material for use with this version.*

>>> *If you use third-party applications, check with your vendor before installing this software release.*

This is a complete Tektronix Profile video disk recorder software distribution set that runs on any Profile PDR 100 or PDR200 system with the exceptions noted here.

NOTE: Profile System Software 2.2.3 does not support MPEG, or 32-channel audio through the use of a second ASPB. You must not install Profile System Software 2.2.3 on a Profile system equipped with MPEG boards, a second ASPB, or on a Profile containing MPEG clips on its internal or external datasets. You must remove any and all MPEG boards, MPEG clips, or a second ASPB from a Profile system before installing Profile System Software 2.2.3.



This release replaces all earlier versions of Profile software and contains a number of major enhancements:

- The Media Manager application, now a standard part of Profile System Software, provides a tool to move and copy material on your local system, to other Profile devices such as a Profile Library System, or to other Profile systems across Fibre Channel. Media Manager can be installed on the local Profile, or on a remote PC.
- An evaluation copy of the improved Tool Box Editor application is now included in the Profile System Software distribution. The Tool Box Editor now includes trim handles to edit clips directly on the timeline.

The improved List Manager, the other Tool Box application, adds transfer and archive events, and supports the import and export of lists.

You can try out these improved applications for 30 days. If you choose to purchase them, contact your Tektronix Sales representative. Please note that 30 days after their initial use, these evaluation applications will cease to operate.

- You can now use VdrPanel to play masters which you create with Tool Box Editor included in Version 2.2.3. You can also use VdrPanel to play masters created by earlier versions of Tool Box Editor, but you must first open them once with the current version of Tool Box Editor to make them compatible.
- Remote applications capability is now supported, so that you can install Media Manager, Tool Box Editor, or List Manager on any PC running Windows NT, and control the operation of any Profile system connected to the same LAN.
- An evaluation copy of Time Delay is also included in the Profile System Software. Like the Tool Box applications, you can try Time Delay for 30 days. Contact your Tektronix Sales representative if you wish to purchase it.
- Fibre Channel configuration is improved with new parameters for the *fcconfig* command, and through the use of a service which updates host files automatically.
- The new two-in, two-out analog composite card is supported in this release. The new card frees slots in your Profile system for other cards.
- The new four-out analog composite monitor card is also supported. It provides timecode burn-in and text overlay on all four outputs.

-
- The PRS 250/M provides a new Profile RAID storage option with better performance at lower cost. The dual-controller version (/M) allows you to use a single RAID chassis to support bandwidths that previously required two PRS 200/A chassis. The PRS 250/M is fully supported in this release.
 - The new PLS 20 Data Tape Drive provides a low-cost way to store your clips on PLS 200-compatible tapes. The PLS 20 is supported in this release.
 - Profile System Software 2.2.3 is now available on a CD-ROM. You can use this disc to install Version 2.2.3 directly by using the optional CD-ROM reader, or through a LAN connection to any PC. Please consult the *readme* file in the root directory of the CD-ROM to see what's on the disc.

For information on features introduced previous to this release, refer to the Release Notes which accompanied earlier software versions.



Software Installation

You can install this release of Profile System Software 2.2.3 on any PDR 100 or PDR 200 system, provided it is not equipped with MPEG boards, a second ASPB, and it does not have any MPEG clips on its internal and external datasets. Your Profile system must also have the correct version of Windows NT installed (see “Microsoft Windows NT Support” on page 17).

You can also use these diskettes or the CD-ROM to install Media Manager, List Manager, and Tool Box Editor on a PC running one of the supported versions of Windows NT. Be sure to specify that you’re not installing on a Profile system when the prompt appears on the screen.

NOTE: Time Delay and the two Tool Box applications (Tool Box Editor and List Manager) are optional extra-cost applications which are provided for your evaluation for 30 days, after which they will cease to operate. You may purchase these applications by contacting your Tektronix Sales representative. Evaluation copies of Tool Box Editor, List Manager, and Time Delay are included with Profile System Software 2.2.3.

Installing Profile System Software 2.2.3

Follow these steps to upgrade from Profile System Software 2.1 or earlier to Profile System Software 2.2.3.

NOTE: After upgrading from Profile System Software version 1.4.X or earlier, you must run the Profile Disk Utility and create a new file system on the media disks. Use the instructions in the chapter called “Using the Profile Disk Utility” in the Profile Family User Manual. Please note that creating a new file system removes all clips left on the system. After the new file system has been created, restart the system and recapture your material.

1. Log out of the system to ensure that no applications are running.
2. Hold the Shift key down during start-up to prevent auto-logout as user *profile*.
3. Log in as *administrator*. The default *administrator* password on a Profile system is *triton*.
4. Insert the first *Profile Family System Software Version 2.2.3* diskette into the

disk drive. Run the `a:\setup.exe` program. (Choose **Start | Run**, or **File | Run** from Program Manager.)

NOTE: You can also install Profile System Software 2.2.3 from the included CD-ROM. Run \releases\2.2.3\setup.exe from the appropriate drive, either on the local machine, or from a remote connection using File Manager or Network Neighborhood.

5. Follow the instructions displayed by `setup`.
6. When prompted, confirm that you are installing the software on a PC rather than a Profile system if this is the case.
7. After a successful installation, `setup` will shut down and restart the system.
8. Update your emergency repair disk by inserting the floppy disk in the A drive and running `rdisk.exe`.

NOTE: If you wish to manage Profile operation over a network from a remote system, or transfer media to or from a Profile system through Fibre Channel, you must start PortServer on the Profile system before performing these operations.

Upgrading to Fibre Channel Version 2.2.3

This release of Profile System Software introduces several improvements to Fibre Channel networking, including a new transfer protocol and new configuration settings. Tektronix strongly recommends that you install Profile System Software 2.2.3 on **all** systems on a video network. This will ensure optimum performance and minimize incompatibilities.

This release includes a new way to configure your Fibre Channel board which replaces the old configuration procedure. You **must** reconfigure your Fibre Channel board using this new procedure to use the Video Network with Version 2.2.3.

The following procedure quickly describes how to configure your Fibre Channel board with Version 2.2.3. You'll find complete instructions on the new configuration procedure in the *Profile Family User Manual*.

NOTE: The makehost command is not included in or supported by this version of Profile System Software, and was removed from your system.



1. Set your Fibre Channel address by typing the following command at the MS-DOS prompt:

```
fcconfig -a <hardware_address>
```

where `hardware_address` is the address you assign to this controller. Enter a unique value from 1 to 120, or enter 0 to autoconfig.

2. Set your Fibre Channel IP address by typing the following command at the MS-DOS prompt:

```
fcconfig -i FC_IP_address
```

where `FC_IP_address` is the Fibre Channel address assigned to this system.

Consult with your site system administrator to obtain an IP address for each Fibre Channel board in your Video Network. Each Fibre Channel address must be unique, and must be different than the Ethernet IP address.

3. Ensure name resolution using **one** of the following methods.
 - a. Enable auto host table administration for each system on the Video Network by typing the following command at the MS-DOS prompt:

```
fcconfig -hta on
```

This ensures that the local host table is continuously updated by the PDR Network Configuration Service.

OR

- b. Manually update the local host file on each Profile system in your Video Network. The local host file must be

```
c:\winnt\system32\drivers\etc\hosts
```

You can use the sample host file `c:\winnt\system32\drivers\etc\hosts.sam` to create your local host file.

NOTE: *The Fibre Channel host name must be the Windows NT computer name with the suffix `_fc0`. For example, if your Windows NT computer name is Profile1, the Fibre Channel host name for that machine must be Profile1_fc0.*

OR

- c. Ask your local system administrator to update the host file on your DNS server. Be sure use **Control Panel | Networking** to enable DNS in your Ethernet network configuration.

NOTE: The Fibre Channel host name must be the Windows NT computer name with the suffix _fc0. For example, if your Windows NT computer name is Profile1, the Fibre Channel host name for that machine must be Profile1_fc0.

4. Reboot your system to put your new configuration into effect.



Upgrading Seagate Microcode

Tektronix strongly recommends that you upgrade the microcode on all your media drives to the latest version. The following table lists the microcode files included in this release. Refer to “Using the Profile Disk Utility” in the *Profile Family User Manual* for instructions on how to load microcode onto your media drives.

Table 1. Profile Microcode Files

Drive type	Model	Microcode File Name
Seagate 4 GB	ST15150	cu4w6001.lod
Seagate 9GB	ST19171	cu9w6004.lod
Seagate 9GB LP	ST39173	c9lp5724.lod
IBM 9GB	DCHS09	ibm9G_51.lod

NOTE: Model numbers may appear with suffixes such as *W* or *WD*. The listed microcode file can be used for all drives with the same model number, regardless of the suffix.

Stargate Serial Driver

This release includes an updated driver for the Stargate serial card. This driver fixes a very occasional problem with the serial driver on system start-up. You should install this driver if you upgrading from Profile System Software earlier than 1.4.X.

1. Log in as *administrator*.
2. Start **Control Panel**.
3. Select **Network | Stargate Driver | Update**.
4. When prompted, provide the path `c:\profile\drivers\stargate`.
5. After the driver is installed, you will be prompted to reboot.

Video Card Drivers

We have included optimized drivers for Profile video cards that may improve performance over the default Windows NT 3.51 drivers and may correct pixel dropouts on your display. If you install either of these drivers, Windows NT notifies you that they are *down-level* drivers. You can safely ignore this message.

You can install these drivers using the Display icon in Control Panel. The drivers are located in:

- *c:\profile\drivers\ultimate* for Profile systems with Ultimate VGA cards.
- *c:\profile\drivers\cirrus* for recent Profile systems with Cirrus-based VGA cards.

NOTE: Windows NT 4.0 includes updated drivers for both Ultimate and Cirrus-based VGA cards. You should use these drivers instead of the ones included in the c:\profile\drivers subdirectories.

Using Media Manager Without a LAN Card

The Media Manager application consists of two executable files: *mediamgr.exe* and *hwcom.exe*. These programs communicate using Ethernet sockets, even when they are running on a Profile that is not connected to Ethernet.

NOTE: You must have a c:\i386 directory on your Profile or have the Windows NT installation diskettes or CD-ROM available to perform these steps.

In order for Media Manager to run, the Profile system must have an Ethernet IP address, even if it doesn't have a LAN card installed.

On a Profile system without a network card, do the following (differences for Microsoft Windows NT 3.51 and 4.0 are noted):

1. Log in as *administrator*.
2. Type *netenabl.bat* at the MS-DOS command line. *netenabl.bat* is located in the *c:\profile* directory.
3. Double-click the **Network** icon in Control Panel in the Main program group in Windows NT 3.51, or **Start | Settings | Control Panel** in Windows NT 4.0.
4. Click the **Add Adapter** button in Windows NT 3.51, or the **Adapter** tab in Windows NT 4.0.



5. Select **MS Loopback Adapter**. Click **Continue** in Windows NT 3.51, or **OK** in Windows NT 4.0.
6. Select **Frame Type 802.3**. Click **OK**. When prompted for a path, enter either `c:\i386`, or insert the appropriate Windows NT Setup diskette or CD-ROM.
7. Click **OK** in Windows NT 3.51, or **Close** in Windows NT 4.0.
8. In Windows NT 3.51, under Installed Network Software, scroll to **TCP/IP Protocol** and double-click it, then select **MS Loopback Adapter** in the drop-down box at the top of the screen.
9. In Windows NT 4.0, click the **Protocols** tab, then click the **Properties** button, and select the **MS Loopback Adapter** in the drop-down box in the middle of the screen.
10. Enter 192.168.20.2 as the IP address.
11. Click **OK**, then reboot the system when prompted.
12. Accept the following error message during the reboot: “At least one service or driver failed to start.” To prevent this message from appearing during subsequent reboots:
 - a. Start Event Viewer and note that the EtherExpress Driver did not load. This driver is requested by the setting established in this procedure, but is not required for operation without a LAN card.
 - b. Disable the EtherExpress Driver by using **Control Panel | Devices**.
13. Verify your settings by typing `ping 192.168.20.2` or `ping <machine_name>` from the MS-DOS command line.

List Manager Notes

- Under Resource Manager for List Manager, the field dominance and still-play features are unavailable.
- When changing a channel tab name in Resource Manager for List Manager, you cannot enter spaces.
- The New Events menu item is available under the File menu, not the Edit menu as documented.

Media Manager Notes

- Fibre Channel copies transfer the entire media file, not just the material between clip mark positions.
- Do not set the physical read-only switch or tab on a library data tape or cartridge.
- You can only archive clips, not masters (edited sequences of clips).
- If Media Manager is running locally on a Profile system with a PLS 200, remote Media Managers connected to that same Profile system will not show the PLS if the local Media Manager was the first to connect. If a remote Media Manager is the first to connect to the Profile system, the local Media Manager will not show the PLS. With remote and local connections, it is first come, first served.
- A clip's video format property simply shows the Profile system's current video format. The clip's timecode (length) is also based on the current video format.



Changes in Operation

Existing Profile users should be aware of several changes in operation. Versions prior to Version 1.4.X of system software required that you manually load the real-time system by a command-line application. This manual operation is no longer necessary due to addition of the PDR Access Control service (see the *Profile Family User Manual* for details on the operation of this service). You should be aware of the following:

- The Version 1.3.X command window which loaded the real-time system is no longer displayed.
- If you're accustomed to viewing the information in the old command window, you should run **Profile Log** from the PDR Applications group to view the same information.
- You cannot accomplish Fibre Channel transfers between Profile systems running Profile System Software version 2.0 and version 2.1.X or higher. You should upgrade all Fibre Channel-equipped Profile systems to Version 2.2.3.
- You must change your Fibre Channel configuration when upgrading from version 2.1 to Version 2.2.3. Refer to "Upgrading to Fibre Channel Version 2.2.3" on page 7 for information on how to do this.

Using Fibre Channel

Profile System Software 2.2.3 supports Fibre Channel Video Networking on Profile systems. You can use the Media Manager application, or the *listnames* and *copymovie* commands to manage your material on the Video Network. Refer to the *Profile Family User Manual* for more details. The following sections provide additional information about Video Networking.

Installing Fibre Channel

To avoid address conflicts on your video network, you should configure your Fibre Channel settings, such as Fibre Channel address, before you make your Fibre Channel cable connections.

If you're adding a VideoGateway to your video network, you should complete the installation and configuration of all your Profile systems before adding the VideoGateway. You must connect VideoGateway to an existing, working video network.

Fibre Channel Compatibility

Due to enhancements in Fibre Channel support introduced in Profile System Software 2.1, Profile systems with System Software 2.0 will not be able to transfer files to or from Profile systems running System Software 2.1 or higher, and vice versa. Upgrading Fibre Channel-equipped Profile systems to Profile System Software 2.2.3 will ensure that you benefit from the enhancements and maintain compatibility between your systems.

If you are **not** updating all of your Profile units with Profile System Software version 2.1 to 2.2.3, you should be aware that if you use *fcconfig* to update Fibre Channel hardware addresses, there is currently a problem with addresses in the range 51-70. If some version 2.1 units will remain in your Profile network, you must do one of the following:

- Update addresses by working from the highest hardware address to the lowest, that is 70, 69, 68, etc., not from lowest to highest, such as 51, 52, 53, etc.
- Update all hardware addresses at one time.
- Reassign hardware addresses out of the range 51-70.



Concurrent Fibre Channel Copies

Profile Fibre Channel transfers are dependent on system and network bandwidth. You must manage the use of your systems, especially a system used as a server, to ensure acceptable performance.

The Profile video disk recorder assigns the highest priority to audio and video record and playback operations. Any other operations, such as Fibre Channel transfers, will be performed with remaining system bandwidth.

By using the following techniques, you can manage your server's bandwidth to meet your needs.

1. Reduce video input and output channel usage on the server system. Try recording at a lower bit rate (Most recording time), or record and play on fewer channels.
2. Limit to three the number of simultaneous transfers from a single system.

NOTE: In some circumstances, performing four or more simultaneous copy operations from a single system may result in a failed transfer. The clip will not be present on the destination system, and an error message will appear on both the client and the server systems. If this occurs, re-initiate the transfer, making sure that there are no more than three transfers to or from that system at the time of the request.

Only one transfer to a system is permitted at any one time. Applications will usually queue transfers to a system, and the transfers will occur sequentially. If an application displays an error message instead of queuing, wait until the first transfer is complete, then request the next transfer.

Microsoft Windows NT Support

To upgrade to Profile System Software 2.2.3, your Profile system must be running either Windows NT 3.51 with Service Pack 5, or Windows NT 4.0 with Service Pack 3 and the Year 2000 hotfix. The version of Windows NT appears on the screen during system startup.

The following sections explain how to upgrade to Windows NT 3.51 or 4.0. In most areas, Windows NT 3.51 is no longer available, so you should follow the instructions on how to upgrade to Windows NT 4.0

Installing Windows NT 3.51

- Acquire a Windows NT 3.51 diskette upgrade from your local software vendor. The SKU number is 236-074-570; the title is *Microsoft Windows NT Workstation Operating System Version 3.51 Special Step-Up Edition*. If you don't know of a local software vendor, call for recommendations from Tektronix Advanced Support Group at (503) 685-2345.
- Follow the instructions enclosed in the Windows NT upgrade, selecting an Express Setup when prompted.
- Agree to all defaults during setup except one: If you have an older PDR 100 with a Micro-Labs Ultimate TrueColor/XL video card, Install will note that *w32.sys* is older and ask you to confirm overwriting it. Do *not* overwrite it. If you accidentally overwrite this driver, you can reinstall the recommended version by following instructions in *c:\profile\drivers\ultimate\readme.txt*.
- If your Profile does *not* have a network card installed:
 - After installation completes, reboot and log in as *administrator*.
 - From Control Panel, start **Network**, then choose **Add Software | RPC Configuration**.
 - After this is installed, reboot the Profile again.

The upgrade process takes approximately one hour.

After installing Windows NT 3.5.1, you must also install Service Pack 5. The service pack fixes several problems, and ensures Year 2000 compliance. You can download Service Pack 5 from the Microsoft FTP site at:

ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes



For example, U.S. customers can find instructions on how to download Windows NT 3.51 Service Pack 5 in:

ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes/usa/NT351/ussp5/i386/SP5_3511.EXE

Installing Windows NT 4.0

Due to limited availability of Windows NT 3.51, you may have to upgrade Windows NT 4.0 to run Profile System Software 2.2.3.

Profile System Software 2.2.3 fully supports operation under Windows NT 4.0, provided you also install Service Pack 3. You can download Service Pack 3 from the Microsoft FTP site at:

ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes

For example, U.S. customers can find instructions on how to download Service Pack 3 in:

ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes/usa/nt40/ussp3/

You should also install the Windows NT 4.0 Year 2000 hotfix. You'll find the hotfix on the same Microsoft FTP site. For example, U.S. customers will find the Year 2000 hotfix for Windows NT 4.0 at this location:

ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes/usa/nt40/hotfixes-postSP3/y2k-fix/

Windows NT 4.0 may be available on CD-ROM only. If your Profile Disk Recorder is connected to a LAN, you can upgrade your operating system over the network from a remote PC.

If you can't upgrade to Windows NT 4.0 over a network connection, contact Profile Customer Support for information on how to obtain a CD-ROM reader for your Profile system.

NOTE: To ensure a trouble-free transition to Profile System Software 2.2.3 and Windows NT 4.0, be sure to perform the following steps in order. Failure to do so may result in system hangs or uninitialized services.

- 1. Install Profile System Software 2.2.3.***
- 2. Upgrade to Windows NT 4.0.***
- 3. Copy the contents of the \i386 directory from the CD-ROM to the \i386 directory on the Profile system disk.***

If you can't update the contents of the \i386 directory on the Profile system disk, you must remove the directory, as it contains Windows NT 3.51 files which are incompatible with Windows NT 4.0.



4. If your Profile system is not equipped with a network (LAN) card, follow the instructions in “Upgrading to Windows NT 4.0 Without a LAN Card” on page 20.

5. Shut down and restart your system.

Upgrading to Windows NT 4.0 Without a LAN Card

If you upgrade to Windows NT 4.0 on a Profile system which is not equipped with a LAN card, you must follow this procedure after installing Window NT 4.0 to ensure that all services start correctly.

1. Log in as *administrator*.
2. Choose **Start | Settings | Control Panel**, then double-click the **Network** icon.
3. Click the **Adapter** tab.
4. Select **MS Loopback Adapter**, then click **OK**.
5. Select **Frame Type 802.3**. Click **OK**. When prompted for a path, enter either appropriate Windows NT Setup diskette or the CD-ROM.
6. Click **Close**.
7. Click the **Protocols** tab, then click the **Properties** button, and select the **MS Loopback Adapter** in the drop-down box in the middle of the screen.
8. Enter 192.168.20.2 as the IP address.
9. Click **OK**, then reboot the system when prompted.
10. Accept the following error message during the reboot: “At least one service or driver failed to start.” To prevent this message from appearing during subsequent reboots:
 - a. Start Event Viewer and note that the EtherExpress Driver did not load. This driver is requested by the setting established in this procedure, but is not required for operation without a LAN card.
 - b. Disable the EtherExpress Driver by using **Control Panel | Devices**.
11. Verify your settings by typing `ping 192.168.20.2` or `ping <machine_name>` from the MS-DOS command line.

Known Problems

Problem	There is no analog audio output on a PDR200.
Workaround	Analog audio outputs are muted by default on the PDR200. Use Configuration Manager to unmute the outputs.
Problem	PDR 200 analog audio inputs aren't available to applications.
Workaround	When connecting the PAC208 or 216 to the PDR200, be sure to use Configuration Manager to set the desired audio inputs to Analog.
Problem	Windows NT 3.51 won't start or won't allow Profile applications to start when rebooting in a Last Known Good configuration.
Workaround	When using Windows NT 3.51, you must install all required Service Packs and hotfixes as described in "Microsoft Windows NT Support" on page 17.
Problem	The system displays error messages when starting Disk Utility immediately after closing another application such as VdrPanel.
Workaround	Wait at least 30 seconds after closing any application, then start Disk Utility.
Problem	A PLS 200 Library System can't be controlled by more than one device. For example, if a local application is controlling the Library System, a remote serial device is unable to perform any Library tasks.
Workaround	Limit control of the PLS200 to a single device at a time. A future release of Profile System Software will allow for multiple controlling devices.
Problem	When restoring a clip from a PLS 200 Library System, the clip can't be played until the restore operation is completed.
Workaround	This is a limitation of this release. The capability will be removed in a future release.



Problem	It is difficult to manage space in PLS partitions because the actual clip size may be unknown and the free space in partitions is not visible.
Workaround	New PLS commands will be added that will provide the clip size and return the free space in a set of partitions.
Problem	Attempts to archive clips consisting of more than 16 tracks (video and audio combined) fail.
Workaround	This release of Profile System Software supports up to 16 tracks on Profile Library Systems. Later releases will increase this limit.
Problem	Applications placed in the Startup group don't start correctly.
Workaround	All Profile internal software must be initialized and running before starting applications. Use a batch file in the Startup group to delay starting the desired applications, or start the applications manually.
Problem	Profile applications may not start, or may perform more slowly than normal.
Workaround	You should limit the total number of local and remote (network or serial control) Profile applications to eight or fewer. Having too many Profile applications running concurrently depletes system resources, and may produce unpredictable results. Try to close unneeded applications whenever possible. Note that due to its design, the Tool Box Editor must be counted as two Profile applications.
Problem	A request for a PdrCopyMovie operation times out without response. Operations such as Fibre Channel copies using Media Manager are slow.
Workaround	Increasing the number of systems connected together with Fibre Channel tends to slow copy operations between systems or to Profile Library Systems. In extreme cases, PdrCopyMovie operations may take several minutes. Try to limit the number of active connections between Profile systems to those you really need at any time.

Problem	Audio may become desynchronized from video during cue record operations, notably in BVW Insert operation.
Workaround	Stopping and unloading the clip, then reloading the clip and starting the recording may restore the synchronization. Contact Tektronix Support for a fix to this problem.
Problem	Audio pops are audible on the recorded material when some channels in the same audio group are playing and some are recording.
Workaround	Groups of four Profile audio channels (1, 2, 3, and 4, for example) use a common clock to time signals. If you split a group of audio channels and use some for input and some for output (for example, two for input and two for output), either the input or the output will be using a clock which is not synchronized to the corresponding video signal. You should avoid splitting groups of four audio channels wherever possible. If you must split a group of four audio channels, use Profile Configuration Manager to change the audio configuration for those channels. They must all be set to use the System clock.
Problem	Audible pops may be present during insert edits when switching from Playback to E to E on a source deck. The following messages appear in <i>profile.log</i> : <i>Au board 2: Bad average sample count = 822.550000</i> <i>Au board 2: corrected average sample count = 818.744444</i> <i>3 missing Jpeg DMA 1800 912353 3512 3526 35133535</i> <i>6829 3514</i>
Workaround	Avoid changing the mode of source machines during record operations. The change in signal timing may adversely affect audio quality.
Problem	Using the Preliminary version of the PRC 100 configuration utility, a “Resources not available” message appears on the PRC 100 display.



Workaround	Re-install the Preliminary version of the PRC 100 configuration utility in the <i>c:\profile</i> directory, not the default <i>c:\profile\unsupported</i> directory. When prompted by the setup program, do not overwrite the file <i>mfc42.dll</i> (choose No).
Problem	Audible pops may be present during insert edits while in BVW emulation, with the following error messages in <i>profile.log</i> : <i>Au board 2: Bad rate src = PLAY_CLK, expected RECORD_CLK</i> <i>Au board 1: Bad rate src = RECORD_CLK, expected PLAY_CLK</i>
Workaround	Using Configuration Manager, change the audio input configuration to use Play Clock in the Select Audio Record Clock Source panel.
Problem	Using Windows NT 4.0, occasionally PDR Access Control won't start when you boot your system. Applications such as VdrPanel will display an error message and will not start.
Workaround	There are three known causes of this problem. <ol style="list-style-type: none">1.VdrPanel starts before PDR Access Control during boot. Restart VdrPanel after PDR Access Control has started.2.You must install the required Service Packs when using Windows NT 4.0. Refer to "Microsoft Windows NT Support" on page 17 for details on which Service Packs to use, and where to get them.3.In a networked environment, you must ensure that no two devices have the same name.
Problem	Media Manager locks up and can't be restarted.
Workaround	Use Process Viewer from the PDR Debug group to kill both the <i>mediamgr.exe</i> and <i>hwcom.exe</i> processes.

Problem	Video shifts up and black appears at the bottom of the screen when using the optional Mix/Effects card.
Workaround	Set timing to E-to-E when using the optional Mix/Effects card.
Problem	On some systems, analog composite inputs shift slightly compared to other inputs when using the optional Mix/Effects card.
Workaround	Contact Tektronix Customer Support for the latest information on this problem.
Problem	Free disk space is reduced to an unacceptable level on the Profile system drive, or on a remote PC.
Workaround	You can free up some disk space by carefully deleting unused files. The following files can be safely deleted in the specified situation.

Table 2. Profile files that can be deleted

If you:	You can delete:
Never use Tool Box Editor	c:\profile\tbxdedit.exe c:\profile\tbxdedit.tsf c:\profile\tbxdedit.hlp c:\profile\tbxdedit.cnt
Never use List Manager	c:\profile\listmgr.exe c:\profile\listmgr.tsf c:\profile\listmgr.hlp c:\profile\listmgr.cnt c:\profile\evntsch.dll c:\profile\teksch.dll c:\profile\schdrv.dll c:\profile*.mmf
Never use Time Delay	c:\profile\tdelay.exe c:\profile\tdelay.tsf c:\profile\tdelay.hlp c:\profile\tdelay.cnt
Installed on a PC	c:\profile\diag*. * c:\profile*.96d on the PC only



Problem You can't create a new clip, even though there's disk space available. For example, VdrPanel won't provide a new clip name.

Workaround Check the number of files in the *c:\pdrmovie_db* directory structure. If that number is large (close to 2500), you may have reached the set limit of clips for your system.

The number of clips on a system is limited by a registry entry. If you need to record more clips, you can use *regedt32.exe* to increase that limit. The limit is set by **Max Movies** under the *\Software\Tektronix\Profile\PdrMovie* key located in the HKEY_LOCAL_MACHINE section of the registry. If you create complex movies (masters) from applications such as the Tool Box Editor, you may also have to modify **Max Media References**. Note that increasing these limits allocates more Windows NT disk space for the clip database.

Please contact your third-party software vendor or Tektronix Customer Support before changing these registry entries. You may also wish to upgrade the memory on the EDR board to accommodate the increased number of clips. Your Tektronix Sales representative can provide you with more information about this upgrade.

Problem Board-specific diagnostic tests fail for the Serial UA (Rev 0) boards, even though the boards have no problems.

Workaround Do not run the board-specific diagnostic tests for the Serial UA (Rev 0) boards. Run the **Test All Boards** diagnostic from the **Tests** menu on the diagnostics main screen. **Test All Boards** will test the operation of the Serial I/O board without giving any false error messages.