

# ***K2 Summit Production Client and K2 Solo Media Server Field Kit Upgrade Instructions***

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## Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report new issue, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax.

### Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems.

**World Wide Web:** <http://www.grassvalley.com/support/>

**Technical Support E-mail Address:** [gvgtechsupport@grassvalley.com](mailto:gvgtechsupport@grassvalley.com).

### Telephone Support

Use the following information to contact Product Support by phone.

### International Support Centers

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

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

### Authorized Local Support Representative

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

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

| Region                                    | Country                          | Telephone                                |
|---|----------------------------------|--|
| <b>Asia</b>                               | China                            | +86 10 5883 7575                         |
|   | Hong Kong, Taiwan, Korea, Macau  | +852 2531 3058                           |
|   | Japan                            | +81 3 6848 5561                          |
|   | Southeast Asia - Malaysia        | +603 7492 3303                           |
|   | Southeast Asia - Singapore       | +65 6379 1769                            |
|   | Indian Subcontinent              | +91 11 515 282 502<br>+91 11 515 282 504 |
| <b>Pacific</b>                            | Australia, New Zealand           | +61 1300 721 495                         |
| <b>Central America,<br/>South America</b> | All                              | +55 11 5509 3440                         |
| <b>North America</b>                      | North America, Mexico, Caribbean | +1 800 547 8949<br>+1 530 478 4148       |

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

## About this document

Use these installation instructions to upgrade your K2 Summit Production Client or K2 Solo Media Server. Refer to the section in this document that applies to the upgrade kit that you received.

## Safety Summaries



**WARNING:** *In order to avoid personal injury and prevent damage to this product and its peripheral products, be sure to review all safety and ESD precautions listed in the K2 product Service Manual.*

## Installing a two channel upgrade

This section provides instructions for the following field kits.

| Upgrade Nomenclature | Description  |
|----------------------|--|
| K2-XDP-2SDIO-FK      | Adds two SD channels. For a K2 Summit Production Client model currently with two SD channels or two HD/SD channels, this adds two additional channels that are SD only.  |
| K2-XDP-2HDIO-FK      | Adds two HD/SD channels. For a K2 Summit Production Client model currently with two SD channels or two HD/SD channels, this adds two additional channels that are HD/SD. |

These field kits apply to the K2 Summit Production Client.

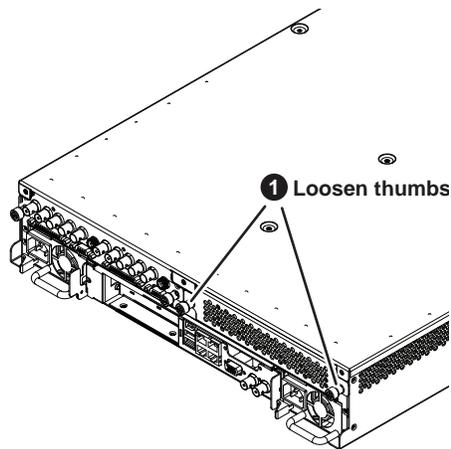
Tools and materials needed:

- Upgrade codec module.

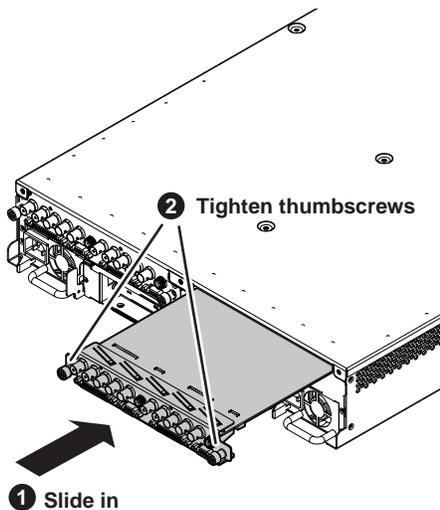


**CAUTION:** *This system contains board-level components that must be protected from static discharge and physical shock. Wear a wrist strap grounded to the system chassis when handling system components.*

1. If you intend to upgrade K2 software along with this Field Kit upgrade, upgrade K2 software first, completing all upgrade processes as documented in *K2 Release Notes*, then proceed with this procedure.
2. Restart the K2 Summit Production Client.
3. Log in to Windows.
4. When the AppCenter logon box appears, click **Cancel** and **Abort**.
5. Delete the channel suites file in the *C:\profile\ChannelSuites* directory. The file name begins with the K2 client's name. For example, if the name is k2client1, then the file name is *K2CLIENT1\_localConnection.xml*.
6. Shutdown the K2 Summit Production Client.
7. From the rear panel, remove the blank plate that covers the empty codec module slot, as illustrated.



8. Install the upgrade codec module as illustrated.



9. Start up the K2 Summit Production Client.

On restart, the K2 Summit Production Client rescans hardware and automatically discovers the new codec module.

10. If a message appears, follow the instructions in the message to either restart or shutdown/startup. This second startup process is necessary so that the K2 Summit Production Client can reconfigure appropriately.

11. After installing the replacement codec module, install the current version of K2 software and restart. An over-install is all that is required. You do not need to first un-install the software. This ensures that the board is flashed with the proper version to be compatible with K2 software.

12. Log in to Windows and AppCenter, and open Configuration Manager. The new channels are available for configuration.

13. Configure channels as follows:

- If you are installing K2-XDP-2SDIO-FK, your new channels are SD-only.

Making settings as desired on your new SD channels. Then your installation of K2-XDP-2SDIO-FK is complete.

- If you are installing K2-XDP-2HDIO-FK, do not configure your new channels yet, as you must first license the new channels for HD. Continue with the next task to apply the HD license to your new channels.

## Installing the two channel HD license

This section provides instructions for the following field kits.

| Upgrade Nomenclature | Description  |
|----------------------|--|
| K2-XDP-2HDL-FK       | Upgrades two existing SD-only channels to support HD operation. For a K2 Summit Production Client model currently with two or four SD-only channels.                     |
| K2-XDP-2HDIO-FK      | Adds two HD/SD channels. For a K2 Summit Production Client model currently with two SD channels or two HD/SD channels, this adds two additional channels that are HD/SD. |

This field kit applies to the K2 Summit Production Client.

Tools and materials needed:

- The license sheet you received with the upgrade kit.

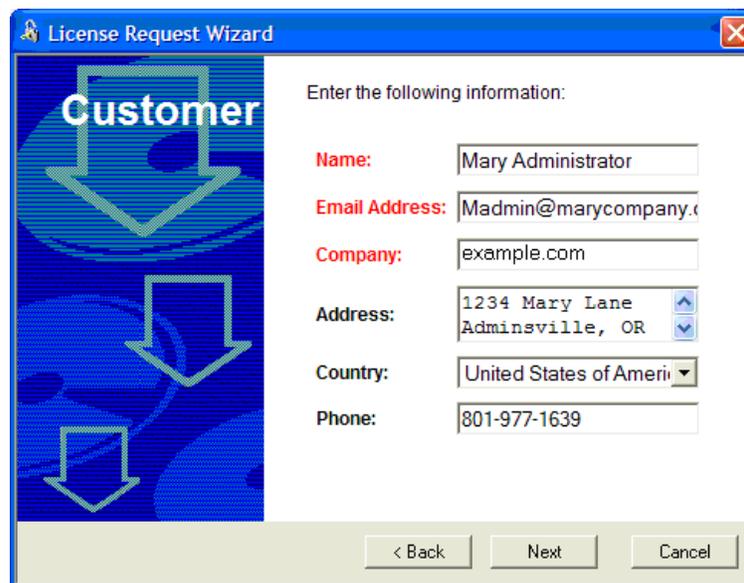
1. If you are installing K2-XDP-2HDIO-FK, make sure you have installed the upgrade codec module, as instructed in the previous task.
2. If you have not already done so, log on to the K2 Summit Production Client.

**NOTE:** *You must log in as an Administrator with a local account, not a domain account.*

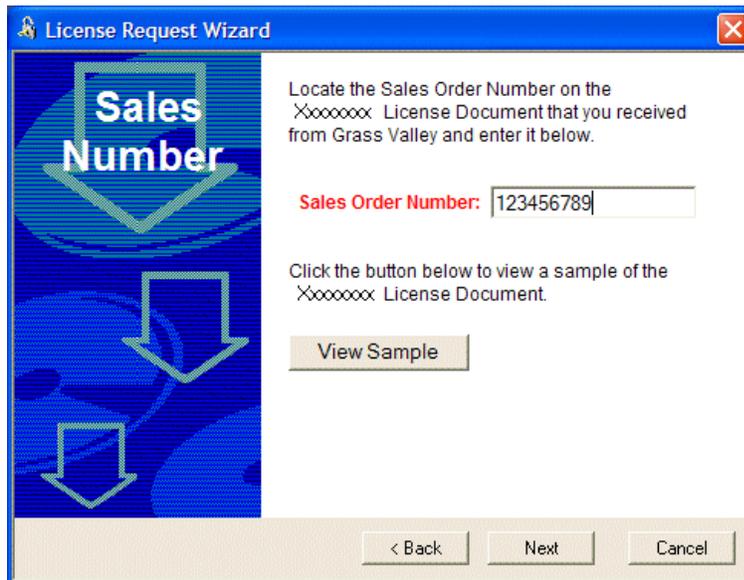
3. On the Windows desktop, click the **Request K2-XDP-2HDL-FK license** shortcut.  
The License Request Wizard displays.



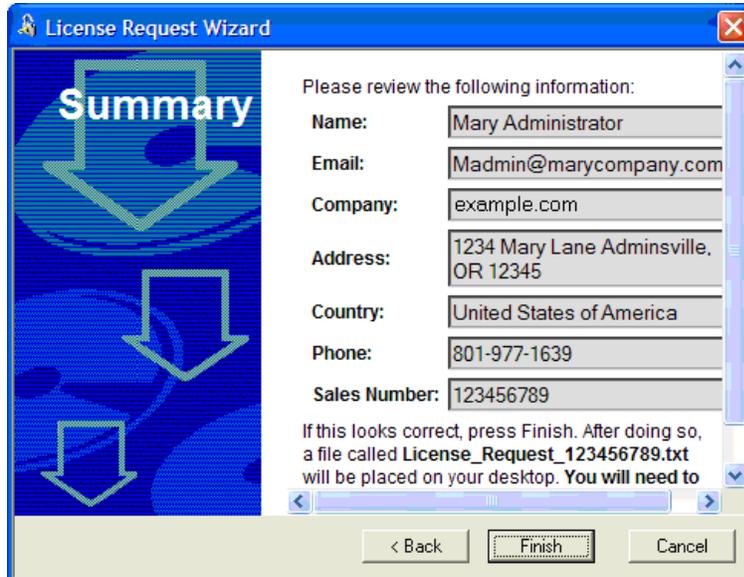
4. Read the on-screen instructions, then click **Next** to proceed to the customer information screen. The Customer dialog box displays.



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



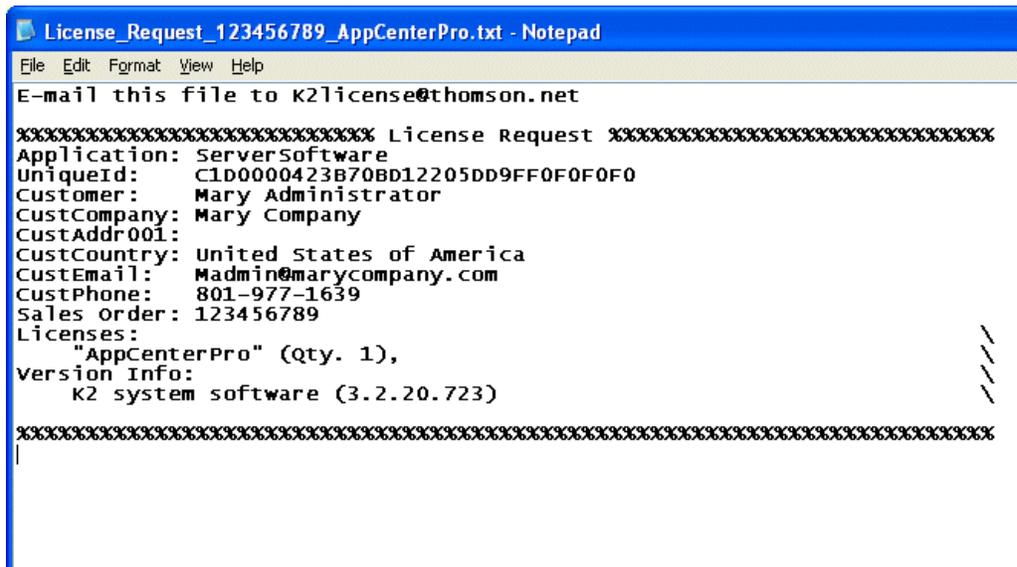
7. Enter the Sales Order Number in the field. The Sales Order Number can be found on the license sheet you received with the upgrade kit.
8. Click **Next** to continue. The Summary dialog box displays.



9. Review the License Request information and click **Finish**. A License Request text file, *License\_Request\_<SalesNumber>.txt*, is generated and saved to the Windows Desktop.

**NOTE: If you are requesting licenses for more than one application, be sure to modify the name of the first License Request text file before saving it to your desktop. (In Notepad, use the Save As command.) Otherwise, the second License Request text file will overwrite it.**

10. If the write filter is currently enabled, be aware that files on the desktop are lost on restart. Therefore do one of the following:
  - Save the License Request text file(s) to a different location.
  - Keep the K2 system running (do not restart) until after you have requested the license(s).



11. Attach the License Request text file to an email and send it to [K2License@thomson.net](mailto:K2License@thomson.net). You can also paste the text directly into an email message. You might want to keep a copy of the message for your records.
12. An email will be sent from Grass Valley to the return email address you specified; your SabreTooth software license will be provided as a text file. (Save this email in case you ever need to re-image this machine.)

**NOTE: If you are requesting licenses for more than one application, be sure to modify the name of the first License text file before saving it. (In Notepad, use the Save As command.) Otherwise, the second License text file will overwrite it.**

13. Disable the write filter.
14. Click on the License Manager icon on the Windows Desktop. The SabreTooth License Manager opens.
15. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager. You will now see the permanent license in SabreTooth, as well as any other licenses, permanent or temporary, that have been installed on this machine.
16. You might want to save the permanent license to a backup system. Refer to K2

*Release Notes* for detailed procedures and additional information about the licensing process.

17. If the write filter is disabled, enable it now.

## Installing a MPEG/AVC-Intra codec option upgrade

This section provides instructions for the following field kits.

| Upgrade Nomenclature | Description  |
|----------------------|--|
| K2-XDP-MPG2-FK       | Adds two MPEG2 encoder cards to provide two channels of MPEG record.                 |
| K2-XDP-AVCI-FK       | Adds two AVC-Intra codec cards to provide two channels of AVC-Intra record and play. |

These field kits apply to the K2 Summit Production Client and the K2 Solo Media Server.

Prerequisites:

- K2 software version 7.1 x or higher is required
- If installing K2-XDP-AVCI-FK, the channels must have the HD license installed

Tools and materials needed:

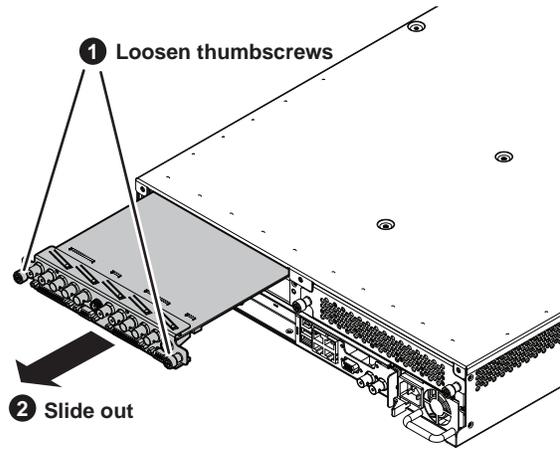
- Two codec option cards.
- #2 Phillips screwdriver



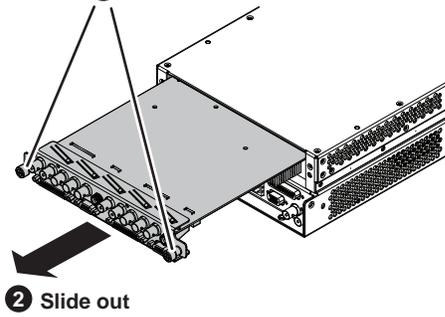
***CAUTION: This system contains board-level components that must be protected from static discharge and physical shock. Wear a wrist strap grounded to the system chassis when handling system components.***

1. If you intend to upgrade K2 software along with this Field Kit upgrade, upgrade K2 software first, completing all upgrade processes as documented in *K2 Release Notes*, then proceed with this procedure.
2. Shutdown the K2 Summit Production Client or K2 Solo Media Server.
3. Access the rear panel and remove the codec module you are upgrading as illustrated.

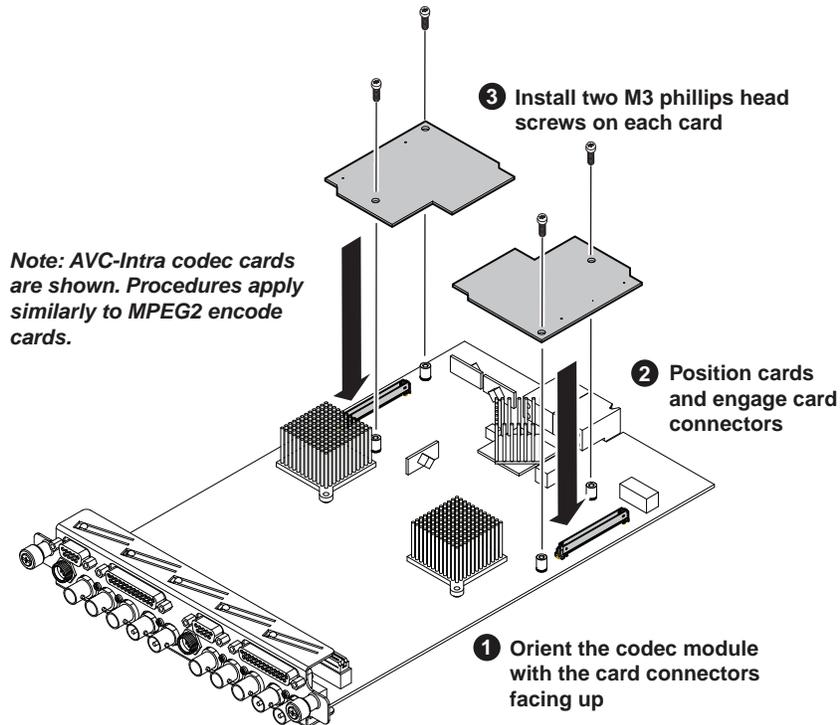
**K2 Summit Production Client**



**K2 Solo Media Server**



4. Install codec option cards as shown.



**NOTE:** Cards on a single codec module must be the same: either both MPEG-2 or both AVC-Intra. Installing different cards on a single codec module is not supported.

5. Install the codec module into the K2 Summit Production Client or K2 Solo Media Server.
6. Start up the or K2 Summit Production Client or K2 Solo Media Server.  
On restart, the K2 Summit Production Client or K2 Solo Media Server rescans hardware and automatically discovers the codec option cards.
7. If a message appears, follow the instructions in the message to either restart or shutdown/startup. This second startup process is necessary so that the K2 Summit Production Client can reconfigure appropriately.
8. After installing the card, install the current version of K2 software and restart. An over-install is all that is required. You do not need to first un-install the software. This ensures that the board is flashed with the proper version to be compatible with K2 software.
9. Log in to Windows and AppCenter, and open Configuration Manager. The new configuration options are available for configuration.

**NOTE:** Once a channel is operational with MPEG-2 or AVC-Intra, if you then remove the cards from the codec module you must also delete `C:/profile/config/config.xml`. Failure to do so causes errors in Configuration Manager.