



# Profile XP System Software 4.0.16 Release Notes

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## Profile XP Media Platform Features

Profile XP introduces a new line of Profile Media Platforms. The first in this line, the PVS 1000, provides the following new features, in addition to the outstanding features of the Profile Video File Servers:

Up to eight channels in a single I/O chassis. You can order your PVS 1000 with various combinations of inputs and outputs to meet your specific requirements.

- Fibre Channel RAID is the standard disk storage. Optional redundant power supplies, controllers, and hot-spare drives are available for the Fibre Channel RAID units.
- Increased system bandwidth, allowing eight-channel operation at 50 Mb/s and concurrent Fibre Channel transfers. Additional RAID controllers or chassis are required to attain full system bandwidth.
- Optional redundant power supplies and Windows NT system drives.
- Serial Digital Video I/O, SMPTE 259M with a frame buffer on each input.
- Monitor outputs with text overlay and timecode burn-in capability.
- Flexible Audio formats - 16/32 channels of AES/EBU or embedded digital audio. An optional analog audio interface is also available. Audio may be stored in AC3 or Dolby E formats. You must supply the appropriate external encoders and decoders for this compressed audio.
- GPI ports, eight inputs and eight outputs.
- Full Profile API support, including Profile Protocol.
- Compatible with Louth, Odetics, and BVW 75 protocol controllers over RS-422 ports. BVW Insert/Edit operation is not supported.

In addition to a new hardware platform, Profile XP System Software 4.0.16 contains a number of major enhancements:

- The new Configuration Manager lets you create pre-defined channels, which you can use with any Profile XP application. A channel is a set of resources (video and audio inputs and outputs, timecode tracks, encoders and decoders) that you can use with your applications. You can change the resource usage of a channel at any time to meet your needs, or use the factory-default channels for quick initial setup. The *Profile XP Installation Guide* shows the factory-default channels. The *Profile XP System Guide* provides detailed instructions on how to change the defaults.
- All Profile applications, including VdrPanel, now use the channels you create in Configuration Manager to request resources. Conflicts for system resources are reported immediately through easy-to-understand messages. Because of the new central resource management, resources specified by the channel are not assigned until the conflict is resolved.



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- The new NetCentral Lite application provides enhanced error reporting tools which allow you to better understand the current state of your Profile XP system. The optional NetCentral Enterprise lets you monitor the status of several Profile XP systems from a central location through SNMP. You can install NetCentral Enterprise on any Windows NT 4.0 system.
  - ProLink, the Profile Protocol interpreter for your Profile XP RS-422 ports, now includes more status information in its window. Profile Protocol applications also use channels defined in Configuration Manager, and benefit from the same resource conflict reporting as all the other Profile applications. Although previous Profile Protocol configuration files (.cfg) are no longer supported, you can use configuration Manager to create channels called VTR1, VTR2, etc. Your existing application will use the resources specified by these channels in exactly the same way it used the old configuration files.
  - VdrPanel has a new look. In addition to its use of channels and central resource management, the VdrPanel interface has been redesigned to make it easier for you to get many panels on the screen at the same time. However, except for the removal of resource assignment tools (crosspoints), all the functions of the old VdrPanel are available in the new one.
  - The other Profile applications, Media Manager and the optional TimeDelay, Tool Box Editor, and List Manager, are all essentially unchanged from the 2.5.X and 3.X releases, except for the addition of central resource management. Contact your Grass Valley Group representative to obtain Profile TimeDelay, Tool Box Editor, or List Manager.
  - ContentShare Explorer, based on XML technology, allows you to manage your assets on all the Profile systems at your site and around the world. Read the *ContentShare Explorer User Guide* to learn more about this new tool.
  - Grass Valley Group has implemented complete API compatibility between this release and those that preceded it. This should ensure that your third-party Profile application will run on a Profile XP Media Platform with few, if any, changes. However, some basic changes in the Profile XP Media Platform design, such as the absence of external SCSI ports for Profile Library System connections, require Grass Valley Group to not support the following API commands in this release:
    - All TekPIs commands
    - All TekVME commands
    - PdrCopyMovie, which has been replaced by the TekXfr streaming transfer commands

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## What's new in Version 4.0.16?

This version of Profile System software includes several improvements introduced in this and earlier versions, in addition to correcting some problems that were present in earlier releases,

- **73GB media drive support.** You can now use 73GB media drives in your RAID storage units. The Profile XP System Guide provides information on storage capacities using 73GB drives. Please note that you must use only one size of drive (18, 36, or 73GB) in all the RAID chassis attached to a Profile XP Media Platform. You may not mix drive capacities.
- **Compress VBI option.** If you select the Compress VBI option in the Channel Configuration dialog box in Configuration Manager, all VBI information is compressed along with the active video. 480 lines are compressed for 525/60, 576 lines for 625/50.
- **Improved RS-422 device driver.** This new device driver corrects several problems found in earlier versions of the driver. The new device driver is pre-installed on new systems. If you're installing Version 4.0.16 on an existing system, you should update your RS-422 device driver as described in "Updating the RS-422 interface board device driver" on page 16.
- **Redundant RAID controller.** The optional second RAID controller in a Fibre Channel RAID storage chassis can be used as a redundant controller. Please refer to the *Profile XP System Guide* for information on connecting and using the redundant RAID controller.
- **RAID hot spares.** You can designate some of the drives in your Fibre Channel RAID storage system as hot spares. The *Profile XP System Guide* provides complete instructions on setting up and using hot spare drives. As noted in the *Profile XP System Guide*, hot spares are only available to the RAID controller to which they are connected. If you connect more than one PFC500 to your Profile XP system, you should configure hot spares for each RAID controller (PFC500).
- **New RAID microcode.** The Configuration Manager File System command lets you update the microcode (operating software) on your PFC500 Fibre Channel RAID storage units.
- **Remote operation.** Profile XP System Software 4.0.16 can be installed on any PC running Windows NT 4.0. This allows you to use Configuration Manager on a PC to manage several Profile XP Media Platforms. You can also run the optional Profile Tool Box (List Manager and Tool Box Editor) and TimeDelay applications on a PC, provided you first install Profile XP System Software 4.0.16.
- **New System Processor board.** This new board replaces the previous system processor, which has been discontinued. Please refer to "New system processor board" on page 13 for more information.



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## 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 three minutes to ensure that the RAID units have time to initialize, then power up the Profile XP Media Platform.
- **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 Louth.** 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 Louth Protocol to use streaming transfers over Fibre Channel.

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

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## Using Channels in applications

Profile applications supplied with this release require the use of channels created in Configuration Manager to assign resources to the applications. Central resource management manages resource conflicts between all applications that use channels. In addition, resource conflicts with third-party applications that do not use channels will be reported by the applications included in this release.

Existing applications that use Profile API commands to assign resources do not need to be changed to operate with the Profile XP Media Platform.

Similarly, Profile Protocol applications using the Named Configuration Space can continue to use the OpenPort command with a configuration name as a parameter to assign the desired resources to that port. However, the OpenPort command now accepts a channel name instead of a file name to allocate resources to the port. Default channels VTR1, VTR2, VTR3, etc. are configured at the factory, so existing controllers should require no changes. Use Configuration Manager to change the definitions of these channels to meet your needs. New controllers and applications may specify any channel name, provided you create channels with the specified names in Configuration Manager.

Configuration files (.cfg) created with a text editor or with the Profile Protocol Resources Utility from previous Profile System Software versions are no longer supported.

The following sections briefly describe how to use channels with each of the applications.

### VdrPanel

Select a panel, then choose **Controller | Configure** to select the channel to be used by that panel.

### Tool Box Editor

Choose **Config | Select Channels** to select the desired channel definition. The **Config | Resources** command is no longer supported.

### List Manager

Choose **Config | Select Channels** to select the desired channel definition.

### TimeDelay

Choose **Config | Add Panel**, then select the channel to be used by that channel. To change the channel for an existing panel, click on the panel name, then select the desired channel.



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## About Time Remaining

The Time Remaining reported by various Profile applications may differ due to the way time remaining is calculated.

Time Remaining is always based on the amount of free disk space available. You can see the remaining disk space by choosing the Storage tab on the Properties page in NetCentral XP.

To calculate Time Remaining from the free disk space, an application may use your current recording bitrate and the number of audio and time code tracks. However, if the application is not currently recording or cannot record, it may make assumptions as to video bitrate and audio and time code requirements. For example, NetCentral XP calculates time remaining based on 15Mb/second recording on one video track with four audio tracks and one time code track. If you typically record at 8Mb/second, for example, your actual time remaining may be almost double the time reported by NetCentral XP.

In addition, Time Remaining is based on the actual media files on your storage system. If you have two clips that refer to the same media files, deleting one of the clips will not free up that space, and the time remaining will not change.

In general, you should use the Time Remaining reported by applications as an indicator only, not a precise number. Use NetCentral XP to see the actual disk space remaining, and avoid filling your storage system to more than 90% of its capacity.



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## Important RAID considerations

In addition to the installation and configuration instructions provided in the *PVS1000 Installation Guide*, the *Profile XP System Guide*, and the *PFC500/E Instruction Manual*, please take a moment to read the following PFC500 Fibre Channel RAID sections. These notes provide instructions not included in other Profile XP documentation.

This version of Profile System Software, together with a new version of the RAID controller microcode, provides the following capabilities:

- You can assign drives as hot spares.
- You can attach up to two RAID expansion chassis to a PFC500.
- You can use the second controller in a PFC500 as a redundant controller that will take over control of the RAID chassis should the primary controller fail.

To use these features, you must first update the microcode on all your PFC500 Fibre Channel RAID chassis to the latest version included with this release. The instructions for updating the microcode are included in “Updating your PFC500 firmware” on page 10.

If you wish to use the redundant controller on your PFC500 chassis, be sure to follow the addressing instructions provided in “Using redundant RAID controllers” on page 11.

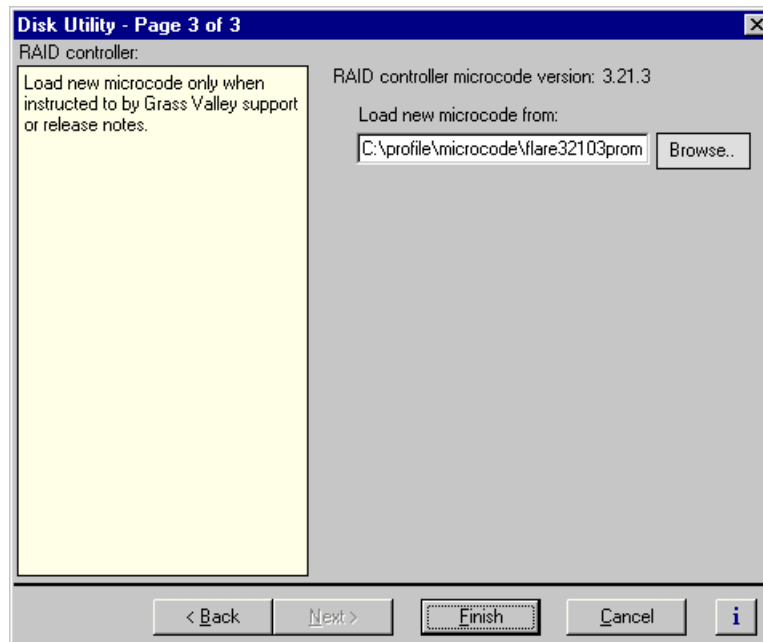


## Updating your PFC500 firmware

If you upgrading your Profile system software, you must update the microcode on all your PFC500 Fibre Channel RAID chassis after you install Profile XP System Software 4.0.16 (See “Software installation” on page 15.) This will allow you take advantage of all of the RAID enhancements and benefit from improved reliability.

To update your PFC500 Fibre Channel RAID microcode:

1. Start Configuration Manager and choose **File System**.
2. Click **Next** twice to open the third page, Disk Utility.
3. In the Disk Utility - Page 3 of 3, browse for the latest RAID microcode file in the `c:\Profile\microcode` directory on the system drive. Select the `.bin` file with the highest “flare” or “prom” version number. For example, `flare32104prom202.bin` is more recent than `flare32103prom202.bin` and `flare32103prom203.bin` is more recent than `flare32103prom202.bin`.
4. Click **Finish** and wait for the microcode to load.



5. When the loading is completed, shut down and turn off the power to the Profile XP system *and to all attached PFC 500 Fibre channel RAID chassis*. Failure to shut down the RAID units will prevent the new microcode from taking effect.
6. Turn on the power to all the RAID chassis, wait *four* minutes to allow the new code to be loaded onto the controller, then turn on the Profile XP system.

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## Using redundant RAID controllers

Connecting the optional second RAID controller on the PFC500 Fibre Channel RAID chassis ensures improved availability of your material, since the redundant controller will take over operation of all the attached LUNs if the primary controller fails.

If you decide to use the redundant controller, be sure to follow these instructions.

1. Connect your PFC500 as described in the *Profile XP System Guide*.
2. **Do not** set the Fibre Channel address IDs as described in the *Profile XP System Guide*. All controllers, primary and redundant, must have unique Fibre Channel address IDs. To ensure that all the Fibre Channel address IDs are unique, first assign sequential addresses starting at 0 to all the primary controllers, then continue the sequence, assigning subsequent address IDs to the redundant controllers. Use the following table to determine the correct Fibre Channel address IDs for your PFC500 Fibre Channel RAID controllers.

Number of PFC500s	PFC500 chassis	Primary controller address ID	Redundant controller address ID
1	First	0	1
2	First Second	0 1	2 3
3	First Second Third	0 1 2	3 4 5



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## Configuring NetCentral XP

If you wish to use NetCentral XP Lite to monitor your Profile XP Media Platform, or NetCentral XP Enterprise to monitor several Profile XP Media Platforms, you must ensure that the SNMP Trap Destination address on each Profile XP system is correctly set.

Be sure to set the following SNMP Trap Destination addresses.

- The IP address of the local Profile XP Media Platform.
- The IP address of the monitoring station on which you install and run the optional NetCentral XP Enterprise.

***NOTE: You must update the SNMP Trap Destination address if you subsequently change the IP address of the local system or the monitoring station.***

To set the SNMP Trap Destination addresses on each of your Profile XP Media Platforms:

1. Configure the IP address of the Profile XP Media Platform for operation in your network environment as explained in the *Profile XP System Guide*. You must also set the IP address of the monitoring station, usually a PC connected to your Ethernet network.
2. On the Profile XP Media Platform, right-click the **Network Neighborhood** icon, choose **Properties**, then select the **Services** tab.
3. Double-click **SNMP Properties** from the list of services, then choose the **Traps** tab.
4. Edit the local IP address in the Traps Destinations list to match the new address of the local system. Add the IP address of the monitoring station if you are using NetCentral XP Enterprise.
5. Close all the open Network windows.
6. Using **My Computer** or **Windows NT Explorer**, delete the file called *NetCentral.net* from the *c:\profile* directory. This file may not exist if you have never run NetCentral XP.
7. Restart the system.



## New system processor board

This release supports a new system processor board that is used on current Profile XP systems. The previous system processor board has been discontinued.

**NOTE: Although this and subsequent versions of Profile XP System Software support both models of system processor board, you cannot use earlier versions of Profile System Software (prior to Version 4.0.16) with the new system processor board.**

If you need to replace a defective system processor board, be sure to order the correct part number to match your existing board. Your Profile XP system will not operate correctly if you install the newer model system processor board in a Profile XP system running versions of Profile System Software earlier than 4.0.16.

Please consult the following table to identify the two models of system processor board. The table also includes information on drivers required to use the two boards. The appropriate drivers are installed at the factory. Be sure to load the appropriate drivers if you rebuild your system drive. These drivers are also located in the same subdirectories on the Profile System Software CD-ROM.

System Processor	Hardware	Driver	Location
115-0002-XX (New board)  	VGA adapter for use with this system processor.	Intel 810 Graphics Controller Hub	<i>c:\profile\Drivers\Intel_810</i>
	Ethernet adapter for use with this system processor.	Intel (R) GD82559ER Fast Ethernet Adapter	<i>c:\profile\Drivers\Intel_GD82559ER</i>
039-0081-XX (Previous board)  	VGA adapter for use with this system processor.	ATI Rage PRO	<i>c:\profile\Drivers\ATI_RAGE</i>
	Ethernet adapter for use with this system processor.	Intel EtherExpress PRO Adapter 82558	<i>c:\profile\Drivers\Intel_PRO</i>



## Performance information

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

### 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 which uses Profile APIs or FTP over Fibre Channel to move MPEG material to and from Profile XP systems and PDR300s. 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 any PDR300 systems to the same Fibre Channel fabric as your Profile XP, they must use Profile System Software version 2.5.X and switch-compatible microcode (3.0.10).
- Media Manager included with this release can connect to Profile Video File Servers such as the PDR 300. However, the Media Manager included with Profile System Software versions 3.1 or 2.5 cannot connect to or manage clips on a Profile XP Media Platform. You must use Media Manager from Profile System Software version 4.X if you want to manage material on both PDR300 and Profile XP Media Platforms.

### Fibre Channel RAID storage

The Profile XP System Software 4.0.16 provides the following performance when using RAID systems with a single processor module and ten drives:

- 8 channel video @ 15Mbit/s
- 6 channel video @ 20Mbit/s
- 4 channel video @ 25Mbit/s
- 16 channels audio

If you require additional bandwidth, you can add a second PFC500 and 10 more drives (20 total) to obtain the following performance.

- 8 channels video @ 30Mbit/s
- 6 channels video @ 40Mbit/s
- 4 channels video @ 50Mbit/s

To obtain maximum performance, you must install at least 30 drives on your system. This will provide the following data rates:

- 8 channels video @ 50Mbit/s

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## Software installation

Profile XP System Software 4.0.16 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 4.0.16.

If your Profile XP system is operating with an earlier version of Profile XP System Software, you should upgrade 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.

### Installing Profile XP System Software 4.0.16

The new Profile XP System Software 4.0.16 installation program includes enhanced features which allow you to update programmable parts on the various Profile XP boards during the installation process. Be sure to read the following instructions as well as the on-screen messages to successfully install this software.

Follow these steps install to Profile XP System Software 4.0.16.

**>>> Do not delete the contents of the c:\profile directory before installing Profile XP System Software 4.0.16. Do not use Add/Remove Programs in Control Panel to remove an older version of Profile XP System Software or any Profile applications.**

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-logon as user *profile*.
3. Log in as *administrator*. The default *administrator* password on a Profile XP system is *triton*.
4. Shut down all Profile applications, such as VdrPanel, ProLink, ProNet, etc.
5. If you use List Manager or any other application that uses the Event Scheduler Engine and you are upgrading from version 4.0.4 or earlier, delete *master.mmf* from the *c:\profile* directory. Older versions of *mmf* files are not compatible with the new engine.
6. Insert the Profile XP System Software 4.0.16 CD-ROM in the CD-ROM reader or connect to a network drive containing the downloaded software.
7. The software installation will start automatically. (You may choose to run the *setup.exe* program by choosing **Start | Run** and specifying the appropriate drive.)

**NOTE: Be sure to install the software in the default c:\profile directory. Specifying another location may result in incorrect operation of the software.**

8. If an error message appears stating that services could not shut down because there are applications attached, ensure that all applications are closed, then click **OK**. You may safely ignore any subsequent service error messages.
9. When the installation process is complete, choose **Yes** when prompted to restart the system.



10. Update your PFC500 RAID chassis microcode as describe on “Updating your PFC500 firmware” on page 10. If the current microcode version is the same as the version included on the CD-ROM, you do not need to update the microcode.
11. Update your RS-422 interface board driver as described in “Updating the RS-422 interface board device driver” on page 16.

Your Profile XP System Software 4.0.16 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

If you are updating your Profile System Software from a version earlier than 4.0.5, you must update your RS-422 interface board driver after you install your new version of Profile System Software.

### 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.



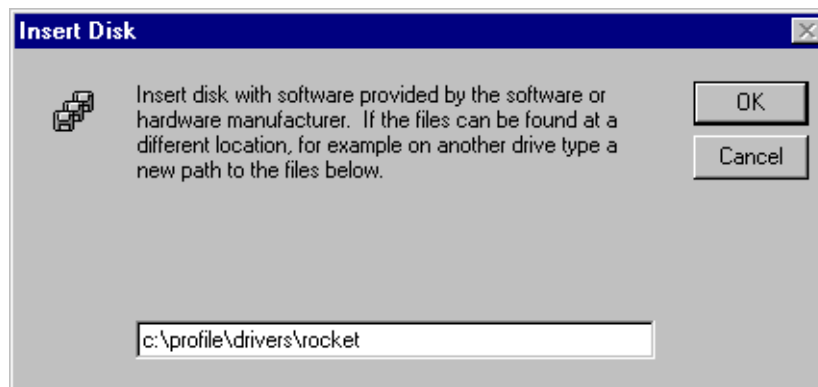
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## Installing the RS-422 Board Device Driver

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.

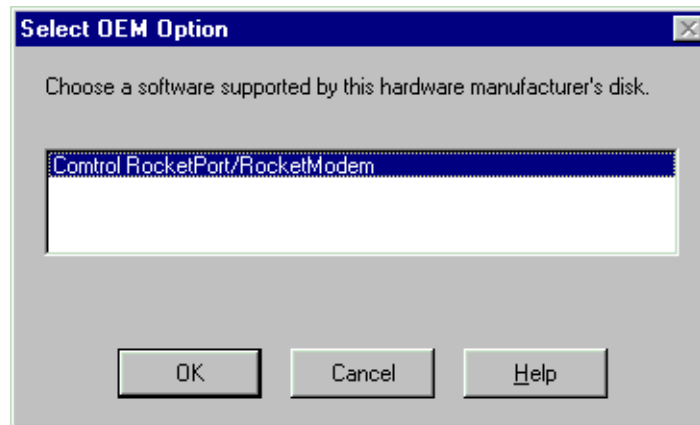
To install the RS-422 device driver:

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 (see Figure 1) and click **OK**.



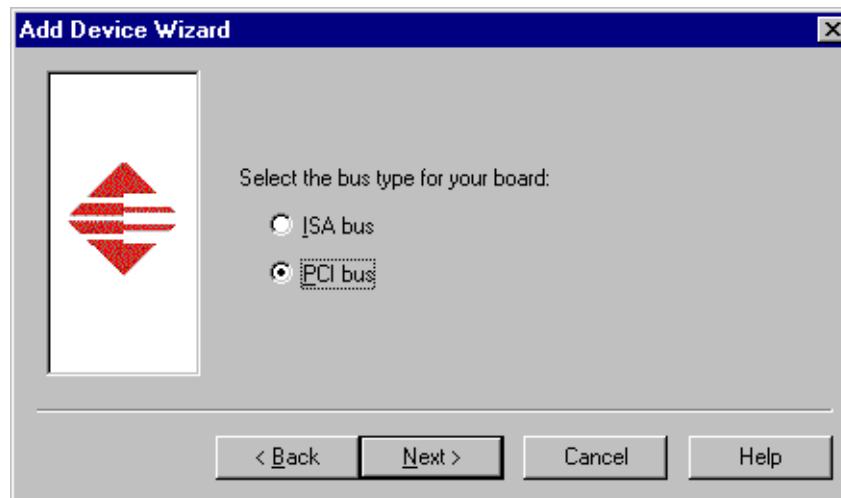
**Figure 1.** Type the path to the device driver files

7. The Select OEM Option dialog box appears (see Figure 2). Ensure that the Control RocketPort RocketModem is selected, then click **OK**.



**Figure 2.** Select the RocketPort driver.

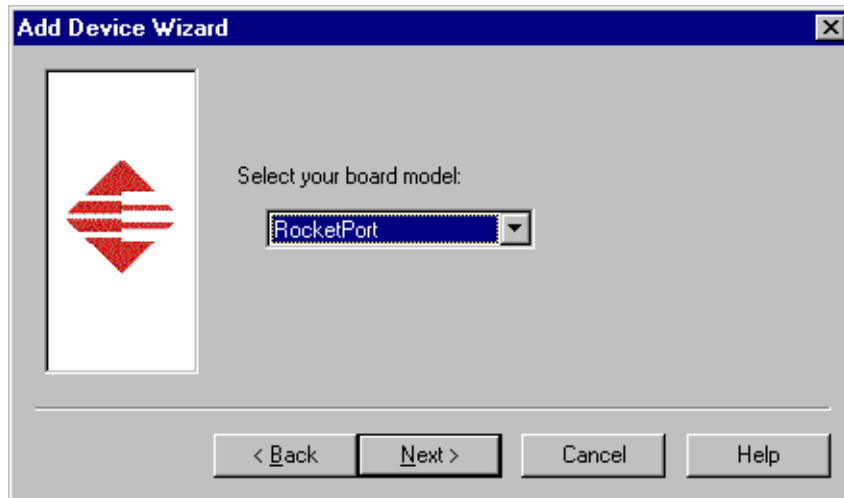
8. The Add Device Wizard starts. Click **Next** to continue, then select PCI bus as the bus type (see Figure 3) and click **Next** again.



**Figure 3.** Select the PCI bus type.

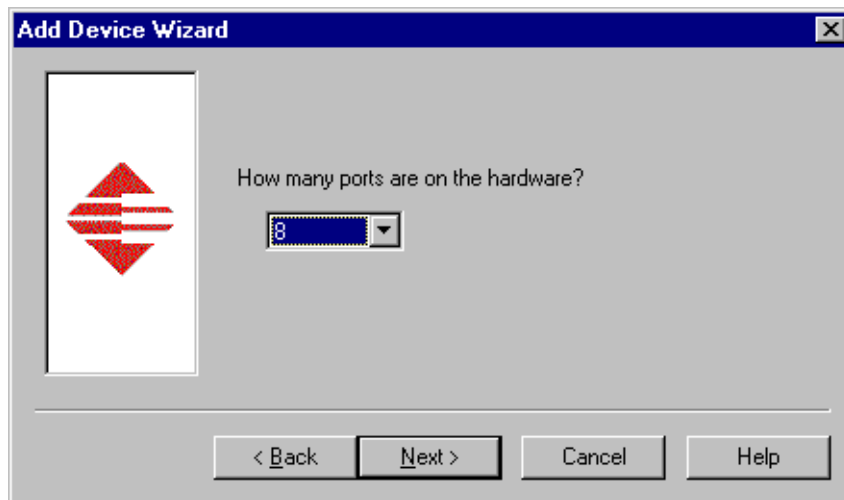
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9. Select RocketPort as the board type (see Figure 4), then click **Next**.



**Figure 4.** Select RocketPort board model.

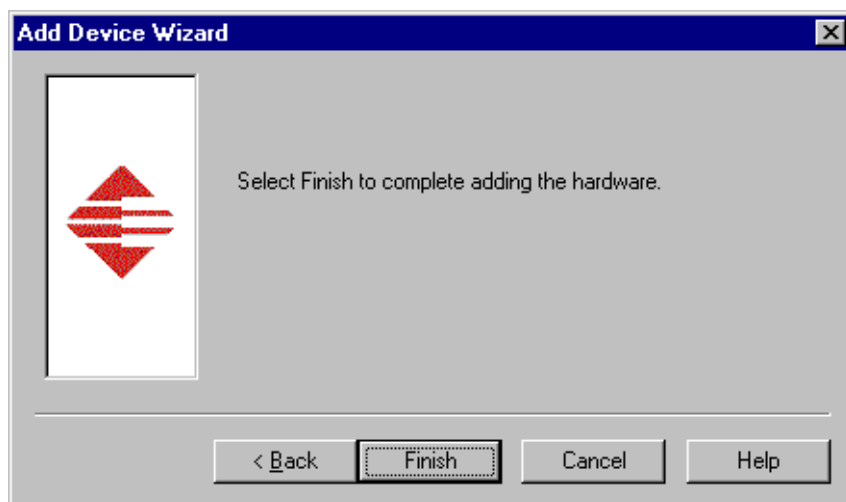
10. Select eight ports on the hardware (see Figure 5), then click **Next**.



**Figure 5.** Select eight ports.

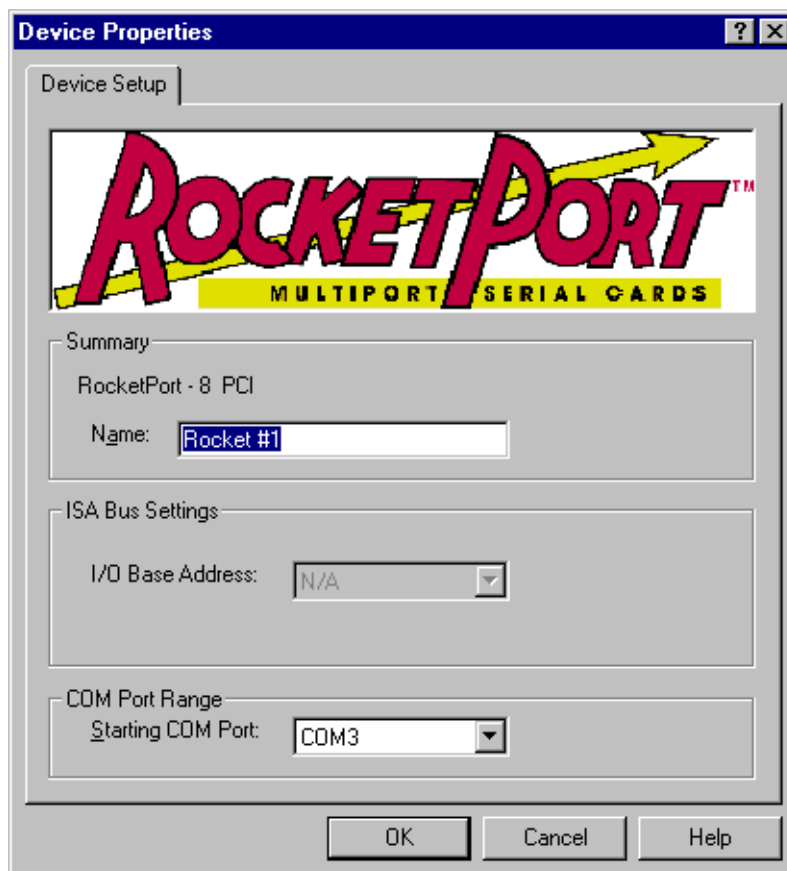


11. Click Finish to close the Add Devices Wizard (see Figure 6) and open the Device Properties dialog box.



**Figure 6.** Finish the driver installation.

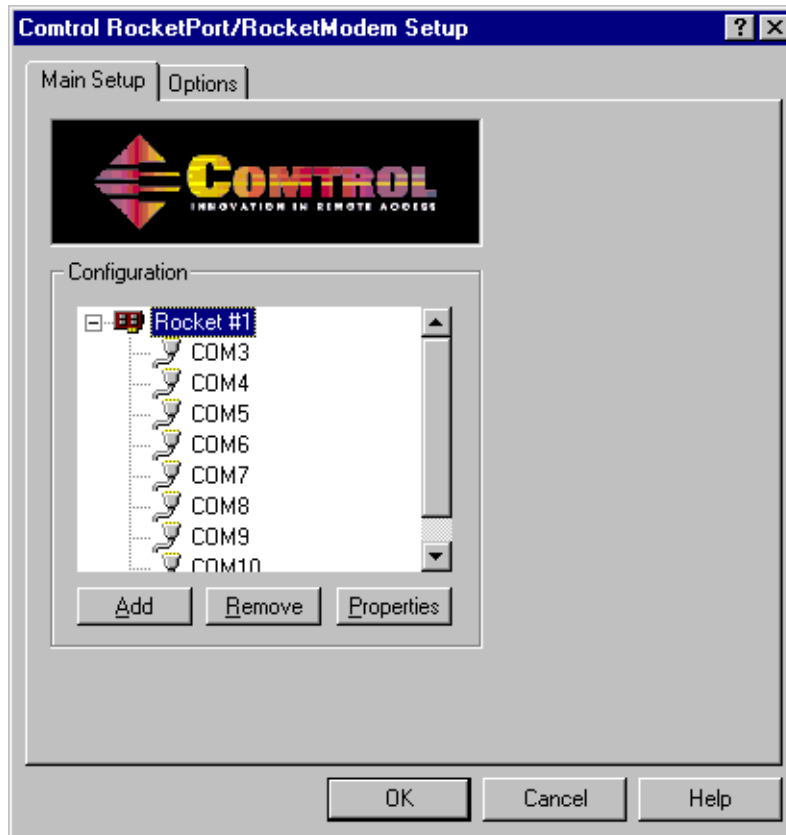
12. Ensure that the Starting COM Port is set to COM3, then click **OK** to close the Device Properties dialog box (see Figure 7).



**Figure 7.** Select COM3 as the starting port.



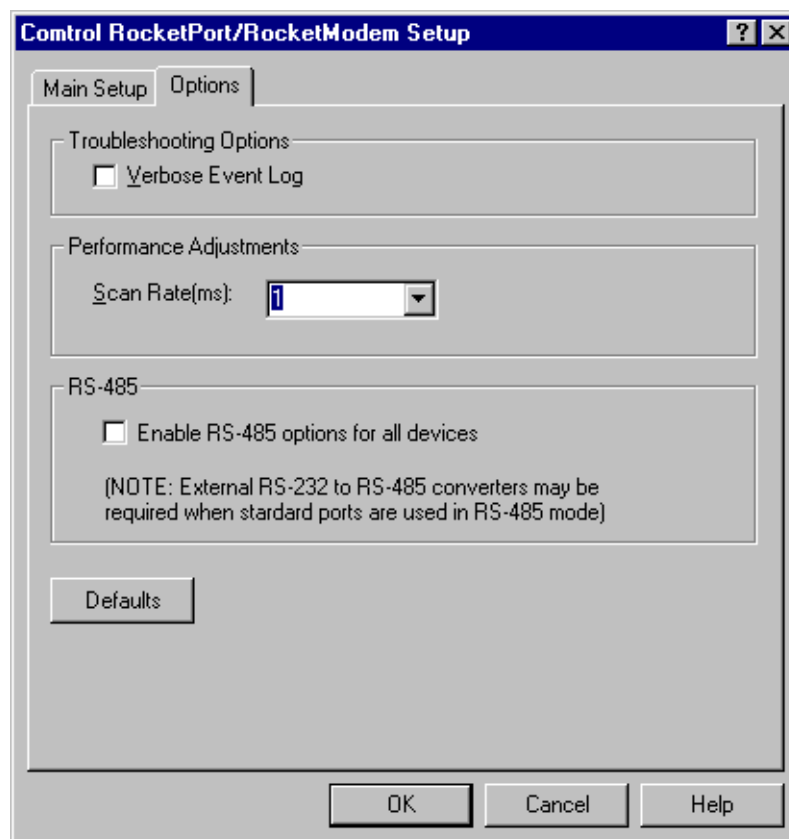
13. Choose the Options tab in the Control RocketPort/RocketModem Setup dialog box (see Figure 8).



**Figure 8.** Choose the Options tab.

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14. In the **Options** tab (see Figure 9), set the **Scan Rate(ms)** to 1ms.



**Figure 9.** Set the scan rate 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*.



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## 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 3 and the Year 2000 hotfix. 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. Service Pack 3 is located in `c:\i386\nt40sp3`. The year 2000 hotfix is located in `c:\i386\nt40sp3y2k`.

If required, 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 can obtain the Windows NT 4.0 Year 2000 hotfix from 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/y2k2-fix/>*



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## Known problems

The following limitations are present in this Profile XP System Software 4.0.16 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation.

### Startup

- |            |                                                                                                                                                                                                                                                                                                                                         |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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:<br><ol style="list-style-type: none"><li>1.RAID expansion chassis, if present.</li><li>2.Main RAID chassis. Wait three or four minutes.</li><li>3.Profile XP Media Platform.</li></ol> |
| Problem    | The Profile XP system is slow to start when it contains a large number of 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.                                                                                                                                                                                           |
| Problem    | Occasionally, after a power up of the system, Configuration Manager does not start.                                                                                                                                                                                                                                                     |
| Workaround | Restart Windows NT ( <b>Start   Shut Down   Restart the computer</b> ).                                                                                                                                                                                                                                                                 |

### Services

- |            |                                                                                                                                                                                                                      |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Problem    | An SNMP application error message may appear when you shut down PDR Access Service (VDR Service), such as when you launch diagnostics or shut down the system without closing applications such as VdrPanel. (10814) |
| Workaround | You should restart your system if you see this message.                                                                                                                                                              |

### Recording

- |            |                                                                                                                                                                                                          |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Problem    | VdrPanel may cease to respond if the disk system fills up. (17878)                                                                                                                                       |
| Workaround | Do not record enough material to fill the disk system. Avoid exceeding approximately 90% of your disk capacity. You can set NetCentral to advise you when your disk system is approaching full capacity. |



## Video

- Problem** Occasionally, playout may be corrupted if you rapidly switch between play, shuttle, and rewind on open-GOP clips. (17773)
- Workaround** Normal playout of open-GOP clips preforms as expected at all speeds. If you need to shuttle through material, you should avoid recording open-GOP clips.

## Audio

- Problem** Audio popping is heard on embedded audio outputs when switching from play back (PB) to E to E if the output is zero-timed.
- Workaround** Set output channels to E to E timing, not zero timed.
- Problem** Occasionally, recorded audio may be offset from its associated video (lip sync problems), or contain short periods of noise. (11683, 12268)
- Workaround** Do not mix record and playback audio channels in a group of four audio channels. Make sure that all of the audio channels in each group of four audio channels are assigned as either record or playback. For example, if audio channels 1 and 2 are assigned to a record channel, you must assign audio channels 3 and 4 to a record channel, too.

## Profile Applications

- Problem** Media Manager does not correctly show the contents of a remote Profile system after losing and restoring the Ethernet connection to that machine.
- 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.
- Problem** Media Manager does not report the audio compression type on the clip properties page when the clip includes AC3 or Dolby E audio. (17339)
- Workaround** No workaround at this time.
- Problem** The Media Manager Paste Special command transfers only the clip material between the in and out points of the second and subsequent clips when more than one clip is pasted. (4651)
- Workaround** If you wish to transfer all of the clip material of several clips to the destination, use Paste Special on one clip at a time. Use the Transfer Monitor to verify that each transfer is complete before copying and using Paste Special to transfer the next clip.

- 
- Problem** List Manager or the Event Scheduler Engine fails to start correctly and error messages concerning *master.mmf* or the location of the Event Scheduler Engine appear. (8873)
- Workaround** Delete *master.mmf* from the *c:\profile* directory if you upgraded Profile System Software from a version earlier than 4.0.4. The new engine is unable to use *.mmf* files from earlier versions.
- Problem** Closing the Event Scheduler window by clicking the Close button generates an error message. (18414)
- Workaround** Type `exit` at the command prompt to close the window.
- Problem** Clicking the Edit button when the edit list is not open hangs the List Manager application. (17528)
- Workaround** There is no workaround at this time.
- Problem** The ends of longer NetCentral messages may not be visible in the Log Viewer (WinTail). (7318)
- Workaround** Open the NetCentral log file in Notepad or any other text editor to view the complete message.
- Problem** If you install NetCentral XP Enterprise, then reinstall Profile XP System Software 4.0.16, NetCentral XP Lite replaces NetCentral XP Enterprise.
- Workaround** You must reinstall NetCentral XP Enterprise after installing Profile XP System Software 4.0.16.
- Problem** InSync does not copy clips while recording is in progress. (9615)
- Workaround** InSync waits for an active recording operation to complete before performing any subsequent copies, including copies of clips recorded on other panels. Avoid very long recording operations and periodically stop all recording to ensure that all of your material is transferred to the backup system.
- Problem** When using NetCentral, the Profile XP SNMP agent produces a Dr. Watson error if a PFC 500E (expansion chassis) is connected to the Profile XP. (12542)
- Workaround** Contact Grass Valley Group Support for a new version of Profile System Software that includes a revised Profile SNMP agent.

## Configuration

- Problem** Configuration Manager falsely shows that the Fibre Channel and Ethernet video network boards are not operational. (18799)
- Workaround** The boards should operate correctly. If not, test the boards using by using the Diagnostics as described in the *Profile XP Service Manual with NetCentral*.



- Problem** On a PVS 1008, which has no encoders, LTC is not read on input channels even though the LTC input is assigned in Configuration Manager. (19441)
- Workaround** There is no workaround at this time.

## Fibre Channel or Ethernet transfers

- Problem** Transfers of clips with predefined lengths (such as loops or clips modified with BVW Insert Edit) will not copy all of the clip material if the transfer is initiated while the clip is still being recorded. (9966)
- Workaround** Wait for the recording to complete before initiating the transfer. Avoid transferring clips being recorded in loop mode.
- Problem** The API command PdrCopyMovie fails. (18420)
- Workaround** Use the streaming API commands (Xfr) to move material between machines.

## Disk Management

- Problem** After unbinding a LUN, subsequent attempts to use existing clips or create new ones fail. (4635)
- 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.
- Problem** After unbinding a LUN, you can't bind any LUNs as Data. (10783)
- Workaround** Close the Disk Utility window by clicking Finish, then reopen the window. You can now bind LUNs as Data.

## Profile Protocol

No known problems at this time.

## Louth Protocol

- Problem** The Profile system ceases to respond correctly to Louth protocol commands when VdrPanel is minimized. (9621)
- Workaround** Avoid minimizing VdrPanel when one or more panels are under Louth control.

## Odetics Protocol

- Problem** Occasionally, a clip may cue to a frame three or four frames earlier than the specified frame. (19123)
- Workaround** Cue the clip again, or shuttle to the desired frame.

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## APIs

- Problem** Using the FittedMedia commands (VdrAttachFittedMedia, VdrAttachFittedMediaWithMarks) on long-GOP clips may display unexpected frame sequences when a clip is played. (15802)
- Workaround** You can ensure correct playout in this situation by using I-frame only clips with FittedMedia commands.

## Diagnostics

- Problem** Diagnostics fail when testing a Profile XP system equipped with more than two MPEG decoder boards. (11937)
- Workaround** Remove one or two decoder boards from the system and run the diagnostics again with no more than two decoder boards in the system.
- Problem** Profile applications do not start or do not operate correctly after running diagnostics.
- Workaround** You must restart Windows NT (**Start | Shut Down | Restart the computer**) after running diagnostics.

