

NetCentral Version 5.0.0

Release Notes

These Release Notes contain the most recent information and supersede previous publications.

Check the Thomson Grass Valley website at www.thomsongrassvalley.com/docs for any updates that contains additional important information.

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About this document

This document contains the latest information about the NetCentral system.

For information about installing and configuring NetCentral, read the *NetCentral Installation Guide*.

For a complete description and instructions for using NetCentral, read the *NetCentral User Guide*.

You can access additional Grass Valley product documentation at <http://www.thomsongrassvalley.com/support/>.

Grass Valley Product Support

For technical assistance, to check on the status of a question, or to report a new issue, contact Grass Valley Product Support via e-mail, the Web, phone, or FAX. Contact Grass Valley first if you have problems using third-party software on Grass Valley products, such as the Microsoft® Windows® operating system, Windows Media® player, Internet Explorer® internet browser, and SQL Server™.

Web Technical Support

To access support information on the Web, visit the Product Support Web page on the Grass Valley website. You can download software or find solutions to problems by searching the database of Frequently Asked Questions (FAQ).

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

Technical Support E-mail Address: vgtechsupport@thomson.net

Telephone Support

International Support Centers

Our international support centers in France and the United States are available by phone 24 hours a day, 7 days a week.

- France: +800 80 80 20 20 or in-country, +33 1 48 25 20 20
- United States: +1 800 547 8949, or in-country, +1 530 478 4148

Local Support Centers

You can also contact your local support center during normal business hours, shown in the following table. For updates, refer to the Thomson Grass Valley Product Support website (www.thomsongrassvalley.com/support/phone/contact/). After-hours local phone support is available for warranty and contract customers.

Asia			Europe		
	China	+861 066 0159 450		Belarus, Russia, Tadzhikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
	Hong Kong, Taiwan, Korea, Macau	+852 2531 3058		Benelux – Belgium	+32 (0) 2 334 90 30
	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504		Benelux – Netherlands	+31 (0) 35 62 38 421
	Japan	+81 3 5484 6868		France	+800 80 80 20 20 +33 1 48 25 20 20
	Southeast Asia - Malaysia	+603 7805 3884		Germany, Austria, Eastern Europe	+49 6150 104 444
	Southeast Asia - Singapore	+65 6379 1313		Northern Europe	+45 45 96 88 70
				Southern Europe – Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
Pacific					
	Australia and New Zealand	+61 1300 721 495		Southern Europe – Spain	+34 91 512 03 50
Central, South America				UK, Ireland, Israel	+44 118 923 0499
		+55 11 5509 3440	Middle East, Near East, Africa		
North America				Middle East	+971 4 299 64 40
	North America, Mexico, Caribbean	+1 800 547 8949 +1 530 478 4148		Near East and Africa	+800 80 80 20 20 +33 1 48 25 20 20

Authorized Support Representative

To locate the local authorized support representative for your country, visit the Product Support page on the Thomson Grass Valley website.

NetCentral features

The NetCentral system is a suite of software modules that work together to monitor and report the operational status of your facility's equipment from one or more centrally located computers.

The NetCentral system runs in a Microsoft Windows desktop environment and uses Simple Network Management Protocol (SNMP), Syslog RFC 3164, and other industry-standard technologies to communicate over an Internet Protocol (IP) network.

Using the NetCentral system, facility engineers and equipment operators can:

- Be continuously aware of the moment-by-moment status of multiple devices
- Identify problems before they become critical
- Understand why a device is malfunctioning
- Consider recommendations for corrective action
- Research messages and logs for information about previous status changes
- Check status and troubleshoot from a remote location

The NetCentral system provides a well-developed set of features designed specifically for the TV and video industry. This allows you to concentrate on the management of your equipment while minimizing network management overhead.

NOTE: Grass Valley SNMP MIBS are written in SMIV2 (Structure of Management Information), and all Grass Valley agents support SNMPv1. SNMPv2c is supported by specific operating systems, such as Windows Server 2003 or Windows XP. NetCentral manager accepts messages from either SNMPv1 or SNMPv2c agents.

What's new in NetCentral version 5.0.0

Features and performance improvements introduced by previous NetCentral releases are included in this release. In addition, the following features and introductions are NEW in version 5.0.0.

Centralized Log Message Management

- Log monitoring, with the capability to define rules to change the level of severity, localize (either language or facility-specific), and more
- Ability to change message severity with a keystroke
- Centralized log download
- Access to all monitored systems in a facility via remote desktop

Physical-to-Logical mapping

- Capability to create several logical representations of one physical device. For example, in a modular frame, each slot is now monitored, displayed, and managed

as a discrete device independent of the slots.

Windows monitoring

- Monitor Windows event files
- Monitor generic text log files

Updated user interface (UI)

- Selectively display or turn off messages at the click of a button
- User-defined time interval for Trend graphs, including configuration of trend parameters for either single devices or device types
- Automatically map Critical or Warning messages with Reset messages, resulting in only active (unresolved) messages being displayed

Message and alarm suppression

- Prevents repeated messages bombarding the NetCentral database, reducing the volume of alerts and notifications
- Reduces false positive messages and subsequent urgent email or pager notifications

Message research and troubleshooting

- Easy search capability to quickly identify specific devices or message strings
- Capability to display only active (unresolved) messages
- Simple, built-in trouble ticketing system
- Tool to test that SNMP agents are working properly
- Export/import actions and filters

NetCentral licenses

- A new K2-NETCEN-LITE license provides basic, affordable monitoring of a K2 SAN system. This is a license bundle that includes all necessary K2 device-type licenses. The license has a reduced feature set and restricts NetCentral to monitor a single K2 SAN. The K2-NETCEN-LITE10 license applies to Level 10 based K2 SANs. The K2-NETCEN-LITE20 applies to Level 20, Level 30 and Level 35 based K2 SANs.
- The NETCEN-MGR-PRO license provides the full feature set and can monitor all supported device types. Some device-types require an additional license to enable monitoring. The NETCEN-MGR-PRO license includes the following features, which are not available for use in the K2-NETCEN-LITE licenses:
 - Trend analysis display and configuration
 - Site and language localization
 - Selective and automatic message/action suppression

-Import/export of actions/filters

Installing NetCentral

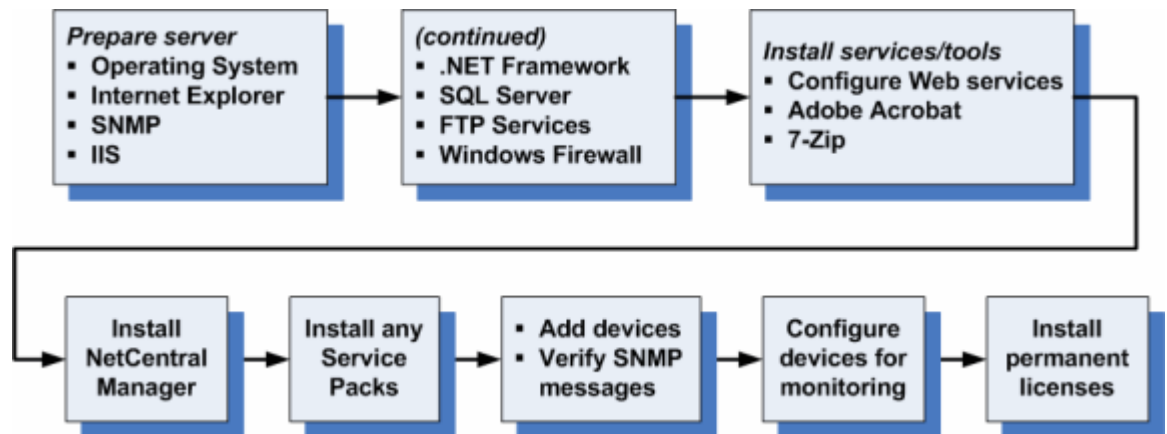
The NetCentral installation file (NetCentral_Setup.exe) is included on the NetCentral CD. This file can be used on a PC running Windows 2003 Server or on a PC running Windows XP.

NOTE: 64-bit operating systems are not supported. Do not install NetCentral on a machine running Windows XP Professional x64.

Initial Installation

To install NetCentral version v5.0.0 software for the first time, follow instructions in the *NetCentral Quick Start Guide*. See the *NetCentral Installation Guide* for more detailed information.

Following is a roadmap of the installation process for NetCentral version v5.0.0:



Licensing NetCentral software

During the installation process, use the License Wizard to gather data and send a request for a permanent NetCentral license. For details, see the sections, “Collect data for NetCentral licenses,” and “Install Permanent Licenses” in the *NetCentral Installation Guide*.

Migrating from previous versions to NetCentral 5.0

A Data migration tool is provided to migrate from NetCentral 4.1.x to NetCentral 5.0.

The migration process includes the following steps. See the *NetCentral Installation Guide* for detailed instructions.

1. Ensure prerequisites are met

2. Export data. Save data, in case you need to downgrade back to v4.1.x.
3. Uninstall all NetCentral v4.1.x software
4. Reboot
5. Verify clean-up of previously installed files
6. Install NetCentral v5.0
7. Import data

Detailed instructions are provided in the section, “Migrating from v4.1.x to v5.0” in the *NetCentral Installation Guide*.

Known issues

There are no issues or problems that are known in this release.

Troubleshooting Tips

If NetCentral cannot see any drives, power supplies, or fans in a K2 RAID and PRF700 expansion unit, check the DE cable. That cable must be connected between the controller and any expansion units.

The SNMP Community String name for the NEC RAIDs is generally set to “public” at the factory. Changing this name requires use of the NEC iStorage utility.

For more information, also see the section, “Troubleshooting the NetCentral system” in the *NetCentral Installation Guide*.