

NetCentral Version 5.2 Release Notes

These release notes contain the most recent information and supersede previous publications, as of 09 April 2010. Check the Grass Valley website at www.grassvalley.com/docs for an updated version that contains additional important information.

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*.

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Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report a new issues, 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

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	County	Telephone
Asia	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 1313

Region	County	Telephone
Pacific	India	+91 22 676 10300
	Australia	1 300 721 495
	New Zealand	0800 846 676
	For callers outside Australia or New Zealand	+61 3 8540 3650
Central America, South America	All	+55 11 5509 3440
North America	North America, Mexico, Caribbean	+1 800 547 8949; +1 530 478 4148
Europe	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; +33 1 48 25 20 20
	Germany, Austria, Eastern Europe	+49 6150 104 444
	Belarus, Russia, Tadjikistan, Ukraine, Uzbekistan	+7 095 258 09 20; +33 (0) 2 334 90 30
	Nordics (Norway, Sweden, Finland, Denmark, Iceland)	+45 40 47 22 37; +32 2 333 00 02
	Southern Europe – Italy	Rome: +39 06 87 20 35 28 ; +39 06 8720 35 42. Milan: +39 02 48 41 46 58
	Southern Europe – Spain	+34 91 512 03 50
	Switzerland	+41 56 299 36 32
	Middle East, Near East, Africa	Middle East
Near East and Africa		+800 80 80 20 20; +33 1 48 25 20 20

Release Summary

What's new in version 5.2

This version of software includes several improvements, in addition to correcting some problems that were present in earlier releases.

Version 5.2

- **Remote Monitoring Services (RMS)** – From a single NetCentral RMS server you can access multiple remote NetCentral servers and monitor their devices.
- **Reports** – You can create and schedule reports that predict and identify critical faults.
- **Import of SiteConfig system** – If you have a system that is managed by SiteConfig, you can import the system and automatically populate the NetCentral tree-view. This creates a NetCentral monitored system that matches the SiteConfig managed system.
- **Role-aware device providers** – Systems imported from SiteConfig inherit the software roles assigned to devices. NetCentral device providers detect these roles and monitor the devices accordingly, providing system-oriented error detection and fault messages.
- **Documentation** – In addition to these release notes, use the following documentation with this release of software:
 - NetCentral Installation Guide – 071-8682-00
 - NetCentral Quick Start Guide – 071-8470-02
 - NetCentral User Guide – 071-8338-04

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.

Changes and features in previous releases

The following sections describe changes and features in past releases.

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

Version compatibility

Versions qualified for compatibility with this release of software are summarized in the following sections.

Compatible Grass Valley products

Grass Valley products are compatible with this release of software as follows:

Product	Version	Comments
Aurora Browse	7.0	These versions required to support import from SiteConfig and role-based monitoring
Aurora Edit	7.0	
Aurora Ingest	7.0	
Aurora Payout	7.0	
SiteConfig application	1.4 or higher	

Installing NetCentral

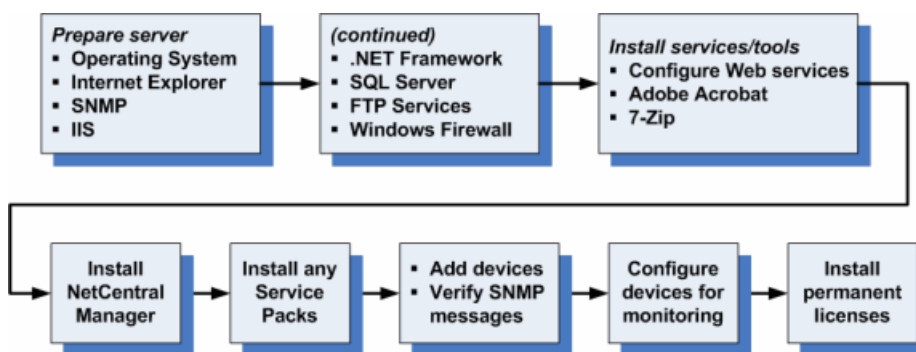
The NetCentral installation file (*NetCentral_Setup.exe*) is included on the NetCentral CD. This file can be used on a PC running Windows 2003 Server or on a PC running Windows XP.

NOTE: 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 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:



During the installation process, use the License Wizard to gather data and send a request for a permanent NetCentral license.

The SQL installation must be SQLExpress with advanced services. This is required to support the reports and full text based search features in NetCentral 5.2.

Migrating from 4.1.x versions

A Data migration tool is provided to migrate from NetCentral 4.1.x to NetCentral 5.2.

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 v4.1x.
3. Uninstall all NetCentral v4.1.x software.
4. Reboot.
5. Verify clean-up of previously installed files.
6. Install NetCentral 5.2.

7. Import data.

Licensing Grass Valley products

The following sections contain instructions for managing Grass Valley product licenses.

About software licensing

NetCentral is licensed via Grass Valley's SabreTooth License Manager. When the software is initially installed, it will have a temporary license that can be used during the setup phase. With the temporary license, you can complete the software installation and device monitoring set-up for your NetCentral system without waiting to receive the permanent licenses. For trial purposes only, the temporary license also allows you to use features and monitor devices for which you have not purchased permanent licenses.

It is important to run the License Request Wizard found on the system desktop in order to retrieve a permanent license.

NOTE: Submit the license request for permanent licenses without delay. The temporary license is activated for only three weeks.

Once the permanent license is in place, you may then delete the temporary license from the License Manager application.

Licenses are requested through the License Wizard and managed through the SabreTooth License Manager, which is installed on the Grass Valley product with the Grass Valley software. The License Wizard and SabreTooth License Manager must be located on the Grass Valley product.

License information is stored in text files that you can manage just like any other file on your system. Licenses are unique to the system for which they are requested and cannot be used on any other machine. You should back up the license text files to a separate drive or as part of a recovery image.

Licenses are based on your system's unique identifier, which is partially derived from your system's Media Access Control (MAC) address. If you change your system's MAC address by performing operations such as changing the System Processor card, you must obtain a new license based on the new MAC address.

Requesting a license

Software licenses are unique to the system for which they are purchased. They cannot be used on any other system. This requires that you provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique license.

1. Log on to the device that you want to license.

You must log in as a Windows administrator with a local account, not a domain account.

2. Open the License Request Wizard.

Find the License Request Wizard shortcut on the Windows desktop.

The License Request Wizard displays.

3. Read the on-screen instructions, then click **Next**.

The Customer dialog box displays.

4. Enter the information requested on this page then click **Next**.

You must provide a valid email address to receive your license file.

The Sales Number dialog box displays.

5. Enter the Sales Order Number in the field then click **Next**.

Typically the Sales Order Number is found on the Software License sheet that you received with your Grass Valley product.

The Summary dialog box displays.

6. 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.

7. Do one of the following:

- Attach the License Request text file to an email.
- Paste the text directly into an email message.

You might want to keep a copy of the message for your records.

8. Send the email as instructed by the License Request Wizard.

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.

9. Save this email in case you ever need to re-image this machine.

If you encounter difficulties when requesting a license

If you encounter difficulties running the License wizard, try this alternate method:

1. Generate a unique ID of the device where you will install software, as follows:
 - a) Click on the License Manager icon on the Windows Desktop.

The SabreTooth License Manager opens.

- b) Choose **File | Generate Unique Id** the License Manager.
 - c) Click **Copy to clipboard** to copy the generated ID, and **OK** to exit.
2. Prepare an email that includes the following information:
 - Customer Name
 - Customer Email
 - Sales Order Number
 - Unique ID of the device where you will install software.
 3. Send the email to NC-Licenses@grassvalley.com.

The SabreTooth license number will be emailed to the email address you specified.

Adding a license

Your software license, *Licenses_<SalesNumber>.txt*, is provided as a text file. Use the License Manager to add this file to your system and enable the desired feature.

1. Click on the License Manager icon on the Windows Desktop.

The SabreTooth License Manager opens.

2. Do one of the following:
 - Choose **File | Import License** and navigate to the file location to open the text file.
 - 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.

Once you have added the permanent license, you can delete the temporary license. If the temporary license is still in SabreTooth you will continue to get temporary license notifications, even with the permanent license installed, unless you delete the temporary license.

You should save the permanent license to a backup system.

Deleting licenses

Deleting a license disables the feature that it enabled. You might want to delete a temporary license prior to its expiry if you have decided not to purchase the feature. You can delete a temporary license after the permanent license has been installed without disabling the licensed product.

1. Select the license in the SabreTooth License Manager.
2. Use the Delete key on your keyboard or right click with your mouse and select **Delete**.

Archiving licenses

You can archive your licenses to a secure external location. This allows you to quickly re-install a license should it be deleted or should you have to downgrade and then re-license the software. You can archive multiple licenses at the same time.

NOTE: *If you downgrade to an earlier version of the licensed software, make sure to archive the licenses first.*

1. In the SabreTooth License Manager, select the license or licenses.
2. Choose **File | Export License** to open the Save As dialog box.
3. Assign a meaningful name to the file, and save it to the desired location. Grass Valley recommends saving the license file to a USB drive or other external location.

Additional notes

The following sections contain additional information about this release.

Using Remote Monitoring Services

This section contains topics about the NetCentral Remote Monitoring Services (RMS).

About RMS communication

NetCentral manager uses HTTP protocol to send data to RMS. The communication is one way. NetCentral manager sends data and RMS processes the data.

The installation program configures port 8080 as the default port for this communication. If required by site policies, you can configure a different port, but you must configure it at both ends. If NetCentral manager finds its configured port numbers are not available, NetCentral manager uses port 80 as the default port and attempts to send data over this port to RMS.

Configure RMS communication

Prerequisites:

- You must be logged in to NetCentral with administrator privileges.

1. In NetCentral, click **Configure | Connections**.

The Connections dialog box opens.

	IP Address:	Port:
RMS 1:	10 . 16 . 33 . 100	8080
RMS 2:	0 . 0 . 0 . 0	0000
RMS 3:	0 . 0 . 0 . 0	0000
RMS 4:	0 . 0 . 0 . 0	0000
RMS 5:	0 . 0 . 0 . 0	0000

2. On the **RMS** tab, do the following:

- a) Enter your RMS IP address.
- b) Enter your RMS port.

Do not use port number 80 as it conflicts with NOCWebsite port. By default NOCWebsite is hosted on port 80.

- c) If sending NetCentral data to multiple RMS Web Server machines, enter IP addresses and ports accordingly.
- d) Click **OK** to save settings and close.

NOTE: *You can also set RMS IP address and port during the installation of NetCentral.*

3. Right-click the NetCentral icon in the system tray and select **NetCentral Services - Stop**.

A series of message boxes inform you of the progress toward stopping NetCentral services.

4. Right-click the NetCentral icon in the system tray and select **NetCentral Services - Start**.

A series of message boxes inform you of the progress toward starting NetCentral services.

5. On the RMS web server machine, open the following file in a text editor:

```
C:\Program Files\Thomson Grass  
Valley\NOC\bin\NOCFrameworkService.exe.config
```

6. Locate settings, as shown in the following example:

```
<addbaseAddress="http://0.0.0.0:8080/NOC/service"/>  
</baseAddresses>  
</host><!--this endpoint is exposed  
at the base address provided by host:  
http://localhost:8000/ServiceModelSamples/service-->  
<endpointaddress="http://0.0.0.0:8080/NOC/service"  
binding="wsHttpBinding"  
bindingConfiguration = "WSHttpBinding_INOCService"  
contract="NOCFrameworkService.INOCService"/>
```

7. Configure the following:

- a) In `addbaseAddress`, change the port number (shown in the example as 8080) to your RMS port.
- b) In `endpointaddress`, change the port number (shown in the example as 8080) to your RMS port.

The RMS port number must match that configured on the NetCentral server PC in `NOCService.exe.config`.

Do not change the IP Address, as 0.0.0.0 is localhost by default.

8. Save the `NOCFrameworkService.exe.config` file.
9. Restart the `NOCFrameworkService` on the RMS web server machine.

Configure email addresses on the NetCentral server PC

You can change the pre-configured email addresses for NetCentral features as follows:

- To change the email addresses for the download logs feature, configure `C:\Program Files\Thomson Grass Valley\NetCentral\bin\Device.config`.
- To change the email addresses for the reports feature, configure `C:\Program Files\Thomson Grass Valley\NetCentral\NetCentral_Reports\Reports.config`.

Configure mail server on RMS system

Configure the mail server on the RMS web server machine to enable the following features:

- Send email
 - Upload generated reports to the Grass Valley FTP site
1. Open regedit.
 2. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Thomson Grass Valley\NOC\NOCMANAGER\MessageView`.
 3. In `OutGoingMailServer` enter the SMTP IP address.

Using SiteConfig with NetCentral

This section contains topics about monitoring a SiteConfig managed system with NetCentral.

About SiteConfig in NetCentral

SiteConfig is Grass Valley's systems management application and is the recommended tool for network configuration and software deployment to Grass Valley devices. If you have a system managed by SiteConfig, you can import the system into NetCentral from the SiteConfig control point PC. This allows NetCentral to inherit the SiteConfig system hierarchy and the software roles assigned to devices.

Once the system is imported into NetCentral, it is read-only. You cannot further edit the system in NetCentral. This ensures that the system is the same in both SiteConfig and NetCentral. If you need to change the system, you must make the change in SiteConfig, then re-import the system into NetCentral.

About role-based messages

When you assign software roles to devices in SiteConfig, these roles are retained through the import of the SiteConfig system into NetCentral. NetCentral then detects

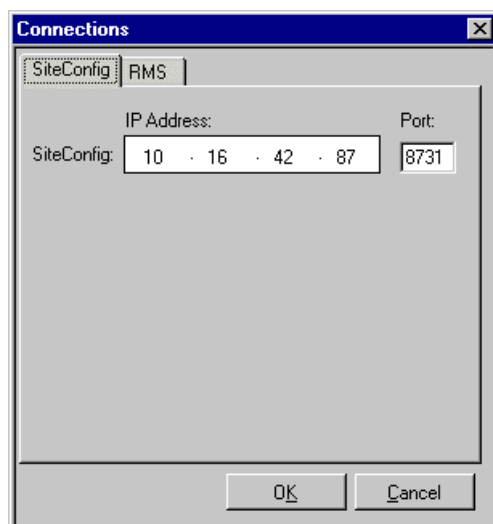
software roles and monitors devices accordingly. NetCentral determines status that is critical to system operation and provides relevant messages and alerts.

The role-based messages are audit messages. This is a different type of message than the normal SNMP NetCentral message. Audit messages that report errors do not automatically clear when device health is restored. Therefore it is recommended that when a faulty device has fully recovered, you clear the audit messages generated while the device was in the error condition.

Importing a SiteConfig system

Prerequisites:

- In SiteConfig, the system is fully configured and operational.
 - In SiteConfig, correct software roles are assigned to devices. Successful software deployment indicates correct roles.
 - In NetCentral, device providers are installed and licensed as necessary to monitor each device type present in the SiteConfig system.
 - The NetCentral server PC and the SiteConfig control point PC have network communication via IP address. To test, use the `ping` command at the MS-DOS command prompt from both computers.
 - Monitored devices have necessary monitoring software installed and configured, such as the following:
 - Aurora devices must have Grass Valley Windows Monitoring SNMP agent installed. You can install this using SiteConfig.
 - The Aurora device must be configured so that appropriate role-specific messages from its event logs are forwarded to NetCentral. You do this by running the Aurora product's configuration tool locally on the Aurora device.
 - You must log in to NetCentral with administrator privileges.
1. Make sure SiteConfig is up and running on the SiteConfig control point PC.
 2. In NetCentral, click **Configure | Connections**.
The Connections dialog box opens.



3. On the **SiteConfig** tab, do the following:
 - a) Enter the IP address of the SiteConfig control point PC.
 - b) If required by your facility policies, enter the port of the SiteConfig control point PC. Otherwise, leave the port setting at the default port number.
 - c) Click **OK** to save settings and close.

NOTE: You can also set SiteConfig IP address and port during the installation of NetCentral.

4. In NetCentral, select **Edit | Import SiteConfig**.
The Import SiteConfig Data Tool dialog box opens and reports progress.
5. When the import is complete, close the SiteConfig Data Tool dialog box.
A first-level node is added to the NetCentral tree view with the system as defined in SiteConfig arranged below.
The nodes added from SiteConfig are read-only.
6. To modify the nodes added from SiteConfig, do the following:
 - a) Modify the system in SiteConfig.
 - b) Import the SiteConfig system into NetCentral.

Operation considerations

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*.

Known Issues

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