

NetCentral
Facility Monitoring System
Release Notes
Software Version 5.2.2

This document contains the most recent information and supersedes previous publications. Check the Grass Valley website at www.grassvalley.com/docs for an updated version that contains additional important information.

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Grass Valley Web Site

The <http://www.grassvalley.com/support> web site offers the following:

Online User Documentation — Current versions of product catalogs, brochures, data sheets, ordering guides, planning guides, manuals, and release notes in .pdf format can be downloaded.

FAQ Database — Solutions to problems and troubleshooting efforts can be found by searching our Frequently Asked Questions (FAQ) database.

Software Downloads — Download software updates, drivers, and patches.



END-OF-LIFE PRODUCT RECYCLING NOTICE

Grass Valley's innovation and excellence in product design also extends to the programs we've established to manage the recycling of our products. Grass Valley has developed a comprehensive end-of-life product take back program for recycle or disposal of end-of-life products. Our program meets the requirements of the European Union's WEEE Directive, the United States Environmental Protection Agency, and U.S. state and local agencies.

Grass Valley's end-of-life product take back program assures proper disposal by use of Best Available Technology. This program accepts any Grass Valley branded equipment. Upon request, a Certificate of Recycling or a Certificate of Destruction, depending on the ultimate disposition of the product, can be sent to the requester.

Grass Valley will be responsible for all costs associated with recycling and disposal, including freight. However, you are responsible for the removal of the equipment from your facility and packing the equipment to make it ready for pickup.



For further information on the Grass Valley product take back system please contact Grass Valley at + 800 80 80 20 20 or +33 1 48 25 20 20 from most other countries. In the U.S. and Canada please call 800-547-8949, and ask to be connected to the EH&S Department. Additional information concerning the program can be found at: www.grassvalley.com/about/environmental-policy

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Release Summary

What's new

Version 5.2.2

- **64-bit support** – To support NetCentral on a Windows Server 2008 R2 64-bit machine, you must install a 32-bit Virtual Machine and then run NetCentral in the Virtual Machine.

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 5.2

- **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

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
K2 Summit/Solo systems	9.0	
K2 10Gv2 RAID	Released with K2 version 9.0 software	
SiteConfig application	2.1.1.545	

Installing NetCentral

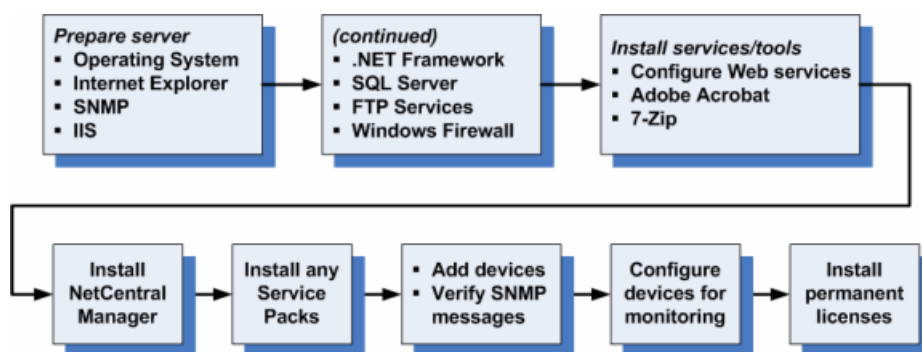
The NetCentral installation file (*NetCentral_Setup.exe*) is included on the NetCentral CD.

Initial installation

NetCentral is not supported on 64-bit operating systems, except when running in a 32-bit Virtual Machine on a Windows Server 2008 R2 64-bit machine. This is the solution provided on the Grass Valley Control Point machine. To install NetCentral using this solution, first set up the Virtual Machine as instructed by topics later in this section. Then install NetCentral using the documented installation process.

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.

Setting up a Virtual Machine for NetCentral

To support NetCentral on a Windows Server 2008 R2 64-bit machine, you must first set up a Virtual Machine that has a Windows Server 2003 32-bit operating system. Work through the topics in this section sequentially to set up the Virtual Machine. Then run NetCentral in the Virtual Machine.

Set BIOS prerequisites

1. In the BIOS set **EXECUTE DISABLE** to **ENABLED**.
2. In the BIOS set **VIRTUALIZATION TECHNOLOGY** to **ENABLED**.

Installing Hyper-V

1. Start up in the Windows operating system and log on with administrator credentials.
2. Start **Server Manager**.

3. Click **Roles**.
A dialog box opens.
4. Click **Add Roles**.
The **Add Roles** wizard opens.
5. On the first screen, click **Next**.
6. On the next screen, select **Hyper-V** and then click **Next**.
7. On the next screen, click **Next**.
8. On the next screen that displays the network connections available, select the control connection that the Control Point PC is using to get to the control network, then click **Next**.
9. On the next screen that displays the role you are adding to the server, click **Install**.
10. The Windows operating system installs the role.
11. When a message displays about restarting to finish the install, click **Close**.
When a dialog box opens the offers to restart, restart the server.
12. Log on to the Windows operating system with the same administrator credentials that you used to add the Hyper-V role.
After log on, a dialog box appears that reports Hyper-V is still installing.
13. Wait for Hyper-V to complete installation.
After several minutes Hyper-V reports that it is installed.
14. Click **Close** to finish.

Import Virtual Machine

1. Unzip the *NetCentral.zip* set of files into a directory that is accessible from the Control Point PC.
The directory can be a network share that you can mount from the Control Point PC.
2. On the Control Point PC, start **Server Manager**.
3. On the **Roles** tab, click **Hyper-V | Hyper-V Manager**.
4. Click the name of the Control Point PC.
5. In the menu on the right-hand side, click **Import Virtual Machine**.
A dialog box opens.
6. In the **Location** field browse to the NetCentral directory that contains the files from *NetCentral.zip*.
7. In the **Settings** section, make sure that **Copy the virtual machine (create a new unique ID)** is selected.
8. Make sure that **Duplicate all files so the same virtual machine can be imported again** is selected.
9. Click **Import**.
10. Wait for the import to complete.
The amount of time you wait is based on the speed of your connection to the directory from which you are
The import should complete with warnings.

The name of the Virtual Machine shows in the list of Virtual Machines.

Configure Virtual Machine

1. At the bottom right corner of the Server Manager dialog, click **Settings**.
2. Click **Hardware | Memory**.
3. Under Memory management settings, click **Static**.
4. Set your RAM size to 2000MB.
5. Click **Hardware | SCSI Controller | Network Adapter**.

The warning displayed during the import is because the network adapter might be named something else on the host machine.

A dialog box opens.

6. In the **Network** drop-down list, select a valid network connection.
7. Near the bottom of the dialog box, click **Automatic Start Action**.
8. Select **Always start this virtual machine automatically**.
9. Verify the **Automatic Stop Action** is set to **Save**.
10. Click **OK**.
11. Right-click on the Virtual Machine and select **Start**.
12. At the bottom of the dialog box, double-click on the screen shot.

The Virtual Machine appears in front.

Navigating the Virtual Machine

1. At the log in screen, identify the Virtual Machine.
2. Click the small tool bar button that looks like three buttons.
Ctrl + Alt + Delete is sent to the Virtual Machine.
3. Log in using standard Windows operating system procedures.
4. Proceed with the NetCentral processes for Windows 2003 Server.

Installing NetCentral 5.2

Follow the steps below to install NetCentral v 5.2.2.10 on the Hyper-V Virtual Machine:

1. Copy the NetCentral software to a USB drive or a thumb drive.
2. Connect the USB drive or thumb drive to the unit(s) that require the installation.

3. Perform the following steps on the Virtual Machine:
 - a) Open the Window Explorer and navigate to `C:\support`.
 - b) Right click on the support folder and select **Sharing and Security**.
 - c) In the **Support Properties** window, click **Share this folder**.
 - d) Click **Permissions**.
 - e) The **Permissions for support** window will open.
 - f) Select the **Everyone** user and click **Full Control**.
 - g) Click **Apply** followed by **OK**.
 - h) Click **OK** again to close the **Support Properties** window.
4. On the main PC (not the Virtual Machine), launch Windows Explorer and click **Network** in the left column. You should now see a machine named NETCENTRAL (this is the Virtual Machine).
 - a) Expand the tree and you will see the `C:\support` folder.
5. Copy the NetCentral software from the connected USB drive to the `C:\support` folder.
6. On the Virtual Machine, open the `C:\support` folder and double click `NC_5_2_2_10.exe`.
7. At the License Agreement page: click **I Agree** and **Next** respectively.
8. At the Install Wizard-Installation Path, click **Next** and wait until the installation is completed.
9. At the RMS Configuration page, click **Next**.
10. At the SiteConfig Configuration page, click **Next**.
11. At the mail settings page, click **Next**.
12. At the "Do you want to install Device Provider now?", click **Next**.
13. At the NetCentral Setup Complete, click **Yes, I want to restart my computer now** and click **Finish**.
The NetCentral VM will reboot.

After the installation process is completed, you may remove the sharing on the `C:\support` folder.

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

License information is stored in XML files that you can manage just like any other file on your system. Node-locked licenses are unique to the system for which they are requested and cannot be used on any other machine. A floating license can be used on multiple machines, one at a time. 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

This topic applies to Grass Valley SabreTooth licenses. For the system you are licensing, you must provide a generated unique ID to Grass Valley. Grass Valley uses the ID 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 shortcut on the Windows desktop or in the *Grass Valley License Requests* folder.

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 from Grass Valley.
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, or the License wizard is not available, try this alternate method:

1. Generate a unique ID of the device where you will install software, as follows:
 - a) Double 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. Double 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 archive 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.

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

Trademarks and Agreements

Trademarks

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