

***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](http://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](http://www.grassvalley.com/about/environmental-policy)

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# Release Summary

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## 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.

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

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# ***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:

<b>Product</b>	<b>Version</b>	<b>Comments</b>
K2 Summit/Solo systems	9.0 or greater	
K2 10Gv2 RAID	Released with K2 version 9.0 software	
SiteConfig application	2.1.1.545 or greater	

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# Installing NetCentral

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

## System requirements

This section describes the hardware and operating system requirements when installing a NetCentral system.

The equipment used for the NetCentral server should meet the following minimum requirements:

Hardware and operating system requirements	Recommended specification
Processor	Pentium 4 or higher class processor, 2 GHz or greater
Memory	Minimum 1 GB RAM
Disk space	500 MB for NetCentral. 10GB if Virtual Machine is needed.
IP Network Connection	IP Network Connection, with access to all monitored devices.
Operating System	Microsoft Windows Server 2003 32-bit
Others	Sound card and speakers (if playing audio files as notifications)

## System requirements for operating systems

If you are using a Grass Valley Control Point PC with Microsoft Windows Server 2003 32-bit, simply install NetCentral.

If you are upgrading a customer-supplied Control Point PC to Microsoft Windows Server 2008 64-bit to run Summit 9.x or SiteConfig software, for NetCentral to operate, you must run Microsoft Windows Server 2003 32-bit in a Virtual Machine. Your existing license applies to Microsoft Windows Server 2003 32-bit.

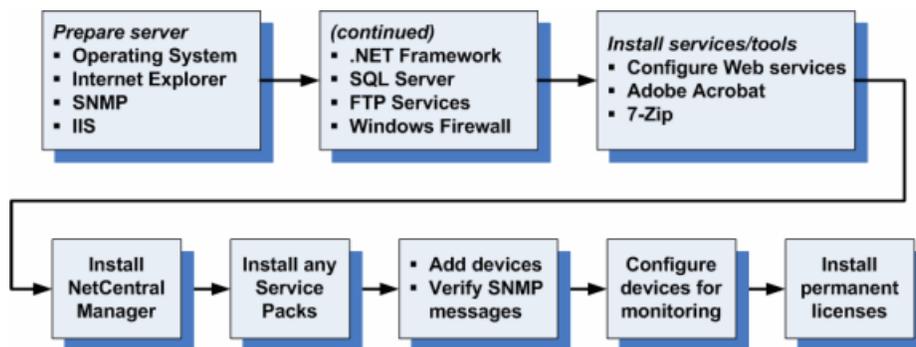
If you are using a customer-supplied Control Point PC with Microsoft Windows Server 2008 64-bit, for NetCentral to operate, you must run Microsoft Windows Server 2003 32-bit in a Virtual Machine and procure a license for Windows Server 2003.

Alternatively, you can use a separate system running Microsoft Windows 32-bit operating system to run NetCentral.

## 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:



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.

## Installing NetCentral 5.2

If you are installing NetCentral on other than a Virtual Machine, install the Grass Valley Control Point PC software first.

**NOTE:** *If you are installing the Control Point System Software Upgrade v9 field kit, skip this section and follow the upgrade instructions in the K2 Summit/Solo Field Kit Upgrade Instructions.*

Use the following procedure to install NetCentral:

1. Backup the NetCentral database.
2. Uninstall NetCentral.
3. Copy the NetCentral software to a USB drive or a thumb drive.
4. Connect the USB drive or thumb drive to the unit(s) that require the installation.
5. At the License Agreement page, click **I Agree** and **Next**.
6. At the Install Wizard-Installation Path page, click **Next** and wait until the installation is completed.
7. At the RMS Configuration page, click **Next**.
8. At the SiteConfig Configuration page, click **Next**.
9. At the mail settings page, click **Next**.
10. When prompted "Do you want to install Device Provider now?", click **Next**.
11. At the NetCentral Setup Complete page, click **Yes, I want to restart my computer now** and click **Finish**.

The NetCentral VM restarts.

12. Restore the NetCentral database.

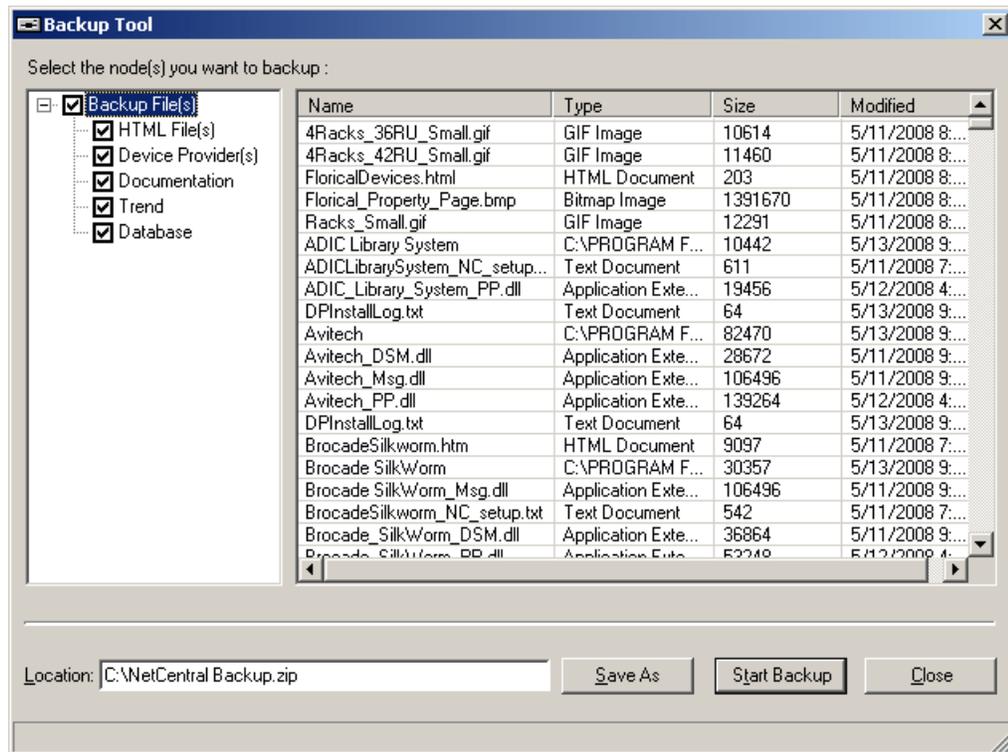
After the installation process is complete, remove sharing on the `C:\support` folder.

## Backing up and restoring the NetCentral database

You can create a backup copy of the NetCentral database and associated files. All the configurations, such as devices added, actions, and messages, are stored in the NetCentral database, which resides on the NetCentral server. You should do this periodically and store the backup copy on a network drive, on removable media, or in some other location from which it can be recovered in case of a system fault on the NetCentral server.

1. Click **Tools | NetCentral Backup**.

The Backup tool opens.



2. Select folders in the Tree View for the files and components to back up.
3. Click **Save As** and specify the backup location and file name.
4. Click **Start Backup**.

Progress is reported in the bottom of the Backup Tool window.

A message box confirms when backup is complete.

To restore from the backup files, on the Windows **Start** menu, click **All Programs | NetCentral | Restore Backup**.

## 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 v4.1.x.
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.

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# 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.
  - The license types you are requesting.
3. Send the email to [NC-Licenses@grassvalley.com](mailto: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 present. 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.

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## ***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*.

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## ***Known Issues***

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

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# ***Trademarks and Agreements***

## **Trademarks**

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## **JPEG acknowledgment**

This software is based in part on the work of the Independent JPEG Group.