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# VERTIGO SUITE V4.9 SP1

## Release Notes

REVISION 3

M852-0303-491

2016-01-29

[www.grassvalley.com](http://www.grassvalley.com)

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## Document Identification

Title	Vertigo Suite v4.9 SP1 Release Notes
Part number	M852-0303-491
SW version	Vertigo Suite v4.9 SP1

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## Revision History

After the original release date, these release notes may be updated with edits and then re-released. The following table tracks the versions of this document.

Revision date	Description
May 12, 2014	<ul style="list-style-type: none"><li>• Original release</li><li>• Corrected the supported version of AP ENPS from 7.1.3.3055 to 7.2.1.2034 on <a href="#">page 5-2</a>.</li></ul>
May 15, 2014	<ul style="list-style-type: none"><li>• Updated the supported operating systems listed on <a href="#">page 3-3</a> and <a href="#">page 5-1</a>.</li></ul>
January 29, 2016	<ul style="list-style-type: none"><li>• Updated the supported versions of the Imagestore 750, LGK-3901 and DSK-3901 on <a href="#">page 5-1</a>.</li><li>• Rebranded the document by changing references to Miranda Technologies to Grass Valley.</li><li>• Updated the formatting and content of the cover page, Copyright and Trademark Notice, and the Terms and Conditions sections.</li></ul>

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# 1 INTRODUCING VERTIGO SUITE v.4.9 SP1

Official releases of the Vertigo Suite software products are supplemented by software service packs. The Vertigo Suite service packs are the means by which updated versions of the major and minor releases are distributed to customers. Service packs are generally limited to critical fixes for issues discovered in the previous release and some enhancements to existing features. The service packs are cumulative -- each new service pack contains all the features and fixes from the initial release and the previous service packs. As a result, service packs can be used for new installations, for upgrading from one major or minor release to another, or for updating the same release.

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## **NOTE**

The Release Notes for the Vertigo Suite v.4.9 releases are available in the Documentation Library (Resources > Documentation Library > Playout > Graphics) on the Grass Valley website ([www.grassvalley.com](http://www.grassvalley.com)).

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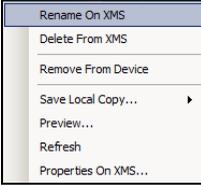
## 2 WHAT'S NEW?

The following sections provide details about the specific feature enhancements and bug fixes that were addressed since the previous release of the Vertigo Suite v.4.9 software.

- [“Feature enhancements” on page 2-2](#)
- [“Bugs fixed in this release” on page 2-3](#)

## Feature enhancements

The table below identifies enhancements that have been made to existing Vertigo Suite features and functionality.

Feature enhancements in Vertigo Suite v.4.9 SP1	
Issue #	Description
VXM-65	<p><b>Xplay - Before deleting a device from the Device Manager, users must now confirm the action</b></p> <p>When attempting to delete a device from the Device Manager, a dialog now appears and has users confirm that they want to delete the device. This has been added to prevent devices from being unintentionally deleted.</p>
VXM-107	<p><b>Xplorer - The Delete and Rename commands in the Asset Gallery's context menu have changed</b></p> <p>The <b>DELETE</b> and <b>RENAME</b> commands in the Asset Gallery's context menu have been renamed to <b>RENAME ON XMS</b> and <b>DELETE FROM XMS</b>. This change is intended to emphasize to users that the action is applied to the asset on the Xmedia Server, as well as all devices.</p> 
VXM-131	<p><b>Xstudio - The Set Data action now accepts a variable name or expression in Target parameter</b></p> <p>When setting the <b>TARGET</b> parameter of the Set Data action in the Xstudio's Action Editor, the Target is usually set to the name of a local or global variable.</p>  <p>Now, it is permitted to set the <b>TARGET</b> to an expression that resolves to the name of a local or global variable. In this example, if <code>Control.txtName</code> contained <code>StartTime</code>, the Target would resolve to <code>L:StartTime</code>.</p> 

## Bugs fixed in this release

In our effort to continuously improve the Vertigo Suite, we encourage our users to provide us with feedback regarding any feature requests or defects encountered. The table below features a selection of user-reported defects and requests that were resolved in this release.

Bugs fixed in v.4.9 SP1	
Defect #	Description
VXM-18	<p><b>Xmedia Server - Updates to an asset's Expiry values on the Main XMS are not replicated to the Backup XMS</b></p> <p>The lifespan extension that is done during a playlist verification is now being replicated correctly. Asset updates now match on both the primary and backup Xmedia Servers when a publish, republish or verification is performed.</p>
VXM-22	<p><b>Xbuilder &amp; Xplay - Playlist Verification does not publish/extend all items in the playlist</b></p> <p>Playlist verification now correctly extends the lifespan of published assets. There was an issue where if any asset from a set of dependent assets was not published, none of the other assets had their lifespans extended.</p>
VXM-83	<p><b>Xbuilder - The SendEvent command does not execute when the Target is Channel:All</b></p> <p>Channel:All now targets the template itself along with the panel in Xbuilder. This resolves the issue of the SendEvent command not executing when the Target is Channel:All.</p>
VXM-121	<p><b>Xplorer - The Ingest dialog may fail to open when Ingest is clicked in the WorkOrder/Job dialog</b></p> <p>This issue has been resolved.</p>
VXM-123	<p><b>Xmedia Server - The Thumbnail Generator may crash when the Xmedia Server service is stopped</b></p> <p>Losing the connection to the Xmedia Server connection is no longer responsible for crashing the Thumbnail Generator when Thumbnail Generator processes are actively running.</p>
VXM-124	<p><b>Xmedia Server - MediaCheck through automation can sometimes incorrectly return a not-ready status</b></p> <p>After importing a set of assets into the Xmedia Server, the automation system was sometimes unable to playout a page. The MediaCheck was reporting that dependent assets in the Page (i.e. Scene asset) as not published, which resulted in the Page's status to be Not Ready. This issue has been resolved.</p>

<b>VXM-126</b>	<b>After Effects Plug-in - The After Effects Plugin crashes when exporting in Miranda Animation (non-merge) mode</b>  A check for NULL of the Data Source was missing for non-merge mode exports and caused the After Effects Plugin to crash. This issue has been resolved.
<b>VXM-130</b>	<b>Vertigo XG - Crawls are displaying the wrong number of images</b>  The wrong number of updates was causing additional images to be introduced when creating the next Crawl group. This issues has been resolved.
<b>VXM-132</b>	<b>Data Server - Oracle Data Source does not work</b>  Vertigo applications are 32 bit so the DSN source must be 32 bit, even on a 64 bit machines.  The 32 bit version of the Oracle client must be installed first. If you are using a Windows 7 64 bit machine, go to C:\Windows\SysWOW64 and run odbcad32.exe. Then, add a new Data Source using "Microsoft ODBC for Oracle". In Xstudio, create a new scheme with a DSN source and use the User DSN that you created.
<b>VXM-140</b>	<b>Data Server - VxDataServer.exe experienced a memory leak when data sources were destroyed/garbage collected</b>  A memory leak has been fixed in VxDataServer.exe that occurred when data sources were destroyed/garbage collected.
<b>VXM-141</b>	<b>Vertigo XG - Cel animations whose name ends with a digit fail to playout on the Vertigo XG</b>  The cause of this behavior was that single asset files where being resolved as multi-files (cel animation) in the sequence. This has been fixed.

# 3 INSTALLATION AND UPGRADE PROCEDURES

General information about the Vertigo Suite installer, network requirements and licensing are provided in the following sections:

- [“An overview of the Vertigo Suite’s Setup Wizard” on page 3-2](#)
- [“Vertigo Suite network requirements” on page 3-4](#)
- [“Acquiring and validating licenses” on page 3-14](#)

**There are four (4) scenarios in which you would want to install Vertigo Suite v.4.9 SP1:**

- **New Vertigo installations on a client workstation** – The Vertigo Suite software is not currently installed on the computer and you would like to install the most recent version of the Vertigo Suite v.4.9 software. See [“New installation of the Vertigo Suite on a client workstation” on page 3-5](#) for information and instructions.
- **Update v.4.9** – Your system is currently running a previous release of v.4.9 and you would like to update the software to include the most recent fixes and enhancements. See [“Updating Vertigo Suite v.4.9 with SP1” on page 3-9](#) for information and instructions.
- **Upgrade from previous Vertigo Suite release to v.4.9** - You want to upgrade your workstation or playout device from a previous Vertigo release (e.g. v.4.8) to the most recent version of the Vertigo Suite v.4.9 software. See [“Upgrading a workstation or hardware device from v.4.x to v.4.9 SP1” on page 3-10](#) for complete information and instructions.
- **Install or update the XG rendering software on an iTX playout server and/or the VertigoXG Plugin on the computer hosting iTX Desktop** - You want to integrate the XG graphics rendering capabilities into an iTX playout server and iTX Desktop. See [“Installing or updating the XG rendering software on an iTX Playout Server” on page 3-12](#) and [“Installing the VertigoXG plugin on the iTX Desktop” on page 3-13](#) for complete information and instructions.

## An overview of the Vertigo Suite's Setup Wizard

The **VERTIGO XMEDIASUITE SETUP WIZARD** (figure 3-1) is an all-in-one installer that guides you through the process of installing or upgrading the Vertigo Suite software on a client workstation or hardware device.



Figure 3-1. The Vertigo XmediaSuite Setup Wizard

The Setup Wizard's on-screen instructions describe each step of the installation/upgrade process. Some of the installation steps require you to make some decisions, like:

- Accepting the License agreement
- Selecting the directory where Vertigo Suite v.4.9 will be installed
- Determining which Vertigo components to install:
  - Preset Vertigo (standalone) applications
  - Complete Vertigo Xmedia Suite
  - Custom set of components

The Setup Wizard also automatically runs through the installation or update of services and applications that it depends upon, like:

- SQL Server Express 2008
- Apple Quicktime 7
- Microsoft .net Framework
- Visual Studio C++ Runtime/Updates
- Visual Basic Runtime/Updates

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### **NOTE**

The **Vertigo XmediaSuite** installer also supports an unattended (silent) mode for automated remote installations on client workstations with minimal visual output and no reboot. See "[Vertigo Suite's unattended deployment](#)" on [page 3-7](#) for more information.

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## Accessing and launching the Vertigo XmediaSuite Setup Wizard

There are two (2) ways of accessing the executable files that launch the **VERTIGO XMEDIASUITE SETUP WIZARD**:

### Vertigo Suite DVD package

1. Insert the **VERTIGO SUITE SOFTWARE AND USER DOCUMENTATION** DVD into the client machine's DVD ROM.
2. Navigate to the executable file.

### Vertigo Software Downloads

1. Open an internet browser on the client machine and navigate to the Vertigo Suite software downloads section (Support > Downloads > Broadcast Products > Graphics) of the Grass Valley website ([www.grassvalley.com](http://www.grassvalley.com)).
2. Select **Vertigo Suite v.4.9 >SP1** and then select one of the following two (2) versions of the Setup Wizard:

<b>Installer (32 bit)</b>	<p>This version of the Vertigo Suite v.4.9 SP1 is intended to be installed on computers running one of the following operating systems:</p> <ul style="list-style-type: none"> <li>• Windows XP SP3 and later</li> <li>• Windows XP Embedded SP3</li> <li>• Windows Server 2003 SP2</li> <li>• Windows 7</li> </ul>
<b>Installer (64 bit)</b>	<p>The version of the Vertigo Suite v.4.9 SP1 is intended to be installed on computers running the Windows 7 (64 bit) or Windows Server 2008 (64 bit) operating systems. Note that this version does not provide 32-bit support.</p>

### **NOTE**

Vertigo Suite v.4.9 SP1 cannot be installed on computers running **Microsoft Windows 2000, Microsoft Windows Vista or Windows Server 2003 (64 bit)**.

### **NOTE**

Before installing the Vertigo Suite v.4.9 SP1 on a machine running Windows 7, you must disable (turned off) User Account Control (UAC). UAC is a Windows 7 security component that unfortunately prevents some Vertigo Suite components (i.e. codecs) from installing and functioning properly.

## Vertigo Suite network requirements

Most Vertigo Suite applications and devices must be actively connected via the network to the Xmedia Server to access the database, licenses, and other services. All connections used by the Vertigo Suite v.4.9 SP1 are over TCP and UDP, using the configurable range of ports listed below.

Application	Port #	Description	Protocol
Xmedia Server	14050	Primary connection	TCP
Xmedia Server	14051	Back channel	TCP
Xmedia Server	14052	Publishing back channel	TCP
DataServer	14060	Primary connection	TCP
DataServer	14070 - 15000	Back channel	UDP
Xpublish Agent	15000	Publishing port	TCP
Xmedia Server	10540	MOS low port	TCP
Xmedia Server	10541	MOS high port	TCP
Vertigo XG & Intuition XG	4000	Primary connection	TCP
Vertigo XG & Intuition XG	4001	Secondary connection	
XG Dashboard	5000 - 5010	Configuration control ports	TCP
Xmedia Server	15098 & 15099	Discovery port	UDP

It is recommended that the Xmedia Server be installed on a dedicated LAN, using the existing security infrastructure. A qualified system administrator should verify that the setup follows the organization's security standards.

Specific recommendations regarding proper virus protection strategies, that won't compromise performance, can be obtained by contacting the Grass Valley Support.

### NOTE

To read Excel spreadsheets, the Vertigo After Effects plug-in must be installed on a machine running a 64 bit operating system with Microsoft Office x64 (for the ODBC drivers). Both Adobe CS (64 bit) and Microsoft Office (64 bit) must also be running on the same system.

## New installation of the Vertigo Suite on a client workstation

Vertigo Suite v.4.9 applications can be installed and run on any client PC that is on the same network as the Xmedia Server and respects the following system requirements:

Vertigo Suite Client Platforms	Processor	Operating System	Memory
Minimum requirements for general usage	Intel Pentium 4 or equivalent	Windows XP professional SP3	1 GB RAM
Recommended requirements for general usage	Intel® Core™2 Duo Processor E6600 (2.4 GHZ) or faster	Windows 7 (64 bit)	2 GB RAM

### NOTE

Vertigo Suite v.4.9 SP1 cannot be installed on computers running **Microsoft Windows 2000** or **Microsoft Windows Vista**. Also, note that the Vertigo Suite v.4.9 must be installed and run only on the physical computer, not on a virtual PC.

There are two (2) methods for installing the Vertigo Suite v.4.9 SP1 software on a client workstation:

- **Using the Vertigo XmediaSuite Setup Wizard** - Using the Vertigo Suite's Setup Wizard allows you to manually install the Vertigo Suite's software while on-site. See ["New installations using the Vertigo Setup Wizard" on page 3-6](#) for information and instructions.
- **Using the Vertigo Suite's silent installer** - Using an unattended (silent) installer for automated remote installations. See ["Vertigo Suite's unattended deployment" on page 3-7](#) for information and instructions.

### NOTE

If SQL 2008 is already installed on the computer, the **VERTIGO XMEDIASUITE SETUP WIZARD** will not attempt to reinstall it. As a result the Xmedia Suite database will not automatically be installed, and you will have to install it manually,

## New installations using the Vertigo Setup Wizard

The following information and instructions relate to performing a first-time installation of the Vertigo Suite software on a workstation computer using the **VERTIGO XMEDIASUITE SETUP WIZARD**.

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### **NOTE**

If the Vertigo Suite software has already been installed on the computer and you would like to update or upgrade your system from a previous release, please refer to [“Updating Vertigo Suite v.4.9 with SP1” on page 3-9](#) or [“Upgrading a workstation or hardware device from v.4.x to v.4.9 SP1” on page 3-10](#).

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Ensure that the following conditions are true before attempting to install the Vertigo Suite software:

- The client computer meets all of the necessary hardware and software requirements (see [page 3-5](#)).
- The user currently logged into the computer has Administrative privileges.
- The Windows Firewall setting is set to **OFF**.
- If installing on a computer running Windows XP, Windows service pack 3 must be installed prior to installing Vertigo Suite v.4.9 SP1.
- All other applications running on the computer are closed.
- The system’s **Regional Options** (Windows Regional and Language Options) are set to English (United States). This ensures consistency in number, date and time formats.

### **To install Vertigo Suite v.4.9 SP1 for the first time on a client workstation:**

1. Access the executable file to launch the **VERTIGO XMEDIASUITE SETUP WIZARD** (see [page 3-3](#)).
2. Follow the Setup Wizard’s on-screen instructions.
3. When the installation is complete, restart the computer as prompted.
4. Once restarted, the Setup Wizard will automatically return to verify and complete the installation process.
5. After the installation is finalized, open the **XMEDIA SERVER CONTROL PANEL** and complete the instruction for acquiring and validating a license key (see [page 3-14](#)).
6. To verify the installation, launch one of the Vertigo Suite applications.

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### **NOTE**

If you have removed a previous version of the Vertigo Suite (v.4.8 or v.4.9) from the computer and you would now like to perform a new installation of the Vertigo Suite v.4.9 SP1 on that computer, you must perform the following tasks before launching the new installation:

1. Verify if the Vertigo Suite software is still installed on the computer. If so, proceed to [page 3-10](#) and perform the upgrade procedure. If the Vertigo Suite software does not exist on the computer, then you must complete the remaining steps below.
2. Uninstall SQL Server and all related entries.
3. Using the Registry Editor, delete the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Miranda Technologies Inc.\Xmedia Suite\Installer
```

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## Vertigo Suite's unattended deployment

The **Vertigo XmediaSuite** installer supports an unattended (silent) mode for automated remote installations with minimal visual output and no reboot. An unattended installation is launched by appending the appropriate command-line options to the installer executable file name as follows:

```
XmediaSuite-4.9.297.0.exe /VERYSILENT /SUPPRESSMSGBOXES /NORESTART  
/COMPONENTS="component1, component2, ..."
```

The installation can be customized to install any combination of applications by modifying the `/COMPONENTS` option. The example below shows the components for a typical Xnews installation including Xplorer, ingest, and software preview:

```
/COMPONENTS="Apps\Xnews, Apps\Renderers\SoftwareCG, Codecs, Drivers\Xplubli  
shAgent, Apps\Xplorer, Servers\TranscodeServer"
```

Refer to the [Components](#) section for the list and syntax of the available components.

Notes:

- The installer must be run as Administrator with ACL off.
- These instructions are for the full installer, which includes all 3rd party dependencies. The same executable and syntax are used for new installations and upgrades.
- Unattended installations will not install Microsoft .NET 3.5 SP4 and 4.0 since they trigger reboots. Both must be installed prior to the Xmedia Suite installation.
- Most combinations of components require a reboot, which should be triggered by the administrator at an appropriate time. Removing `/NORESTART` causes the reboot to be automatically triggered.
- The software is installed in `C:\Program Files\VertigoXmedia`.

## Uninstallation

The Vertigo Suite provides a separate uninstaller executable, which also supports the `/VERYSILENT` and `/SUPPRESSMSGBOXES` command-line as shown below:

```
"C:\Program Files\VertigoXmedia\unins000.exe" /VERYSILENT  
/SUPPRESSMSGBOXES
```

Notes:

- Quotes around the executable file path are required due to spaces in the folder name.
- It is not necessary to specify components. They will all be uninstalled.

## Components

A component is an individual application, service or device driver which can be installed. The following components can be defined using the `/COMPONENTS` command-line option.

Application name	Component name command-line syntax
Xbuilder	Apps\Xbuilder
Xnews	Apps\Xnews
Xpanel	Apps\Xpanel2
Xplay	Apps\XplayOpt\Xplay
Xplorer	Apps\Xplorer
Xstudio	Apps\XstudioOpt\Xstudio
Xstudio LT	Apps\XstudioOpt\XstudioLT
Software CG	Apps\Renderers\SoftwareCG
Vertigo XG	Apps\Renderers\XG
After Effects plugin for AE CS3 (32 bit version only)	AnimationExportPluginOpt\PluginAECS3
After Effects plugin for AE CS4 (32 bit version only)	AnimationExportPluginOpt\PluginAECS4
After Effects plugin for AE CS5 (64 bit version only)	AnimationExportPluginOpt\PluginAECS5
After Effects plugin for AE CS6 (64 bit version only)	AnimationExportPluginOpt\PluginAECS6
Clip and audio playback codecs	Codecs
Xpublish Agent	Drivers\XpublishAgent
Imagestore driver	Drivers\Imagestore
Distributed Content Editing Server	Servers\ContentServer
Data Server	Servers\DataServer
File Agent Server	Servers\FileIngestServer
GPI Communication Server	Servers\GPIServer
Transcode Server	Servers\TranscodeServer

## Updating Vertigo Suite v.4.9 with SP1

If your system is currently running a previous release of v.4.9, use the Vertigo Suite v.4.9 SP1 release to update the software to include the most recent fixes.

The **VERTIGO XMEDIASUITE SETUP WIZARD** automatically detects whether or not the Vertigo Suite is already present on the system. All Vertigo applications (Xplorer, Xstudio, Xbuilder, Xpanel, Xplay... etc.) and hardware devices (Xmedia Server, Intuition XG, Vertigo XG...etc.) must run the same software version to function properly. Therefore, the Setup Wizard updates all previously installed Vertigo Suite components to v.4.9 SP1 to ensure compatibility of all components.

Before attempting to update the v.4.9 software, ensure that the following conditions are met:

- The client computer meets all of the necessary hardware and software requirements (see [page 3-5](#)).
- The user currently logged into the computer has Administrative privileges.
- The Windows Firewall setting is set to **OFF**.
- All other applications running on the computer are closed.
- The system's **Regional Options** (Windows Regional and Language Options) are set to English (United States). This ensures consistency in number, date and time formats.

### To update the Vertigo Suite v.4.9 software:

1. Access the executable file to launch the **VERTIGO XMEDIASUITE SETUP WIZARD** (see [page 3-3](#)).
2. Follow the Setup Wizard's on-screen instructions.
3. When the installation is complete, restart the computer as prompted.
4. Once restarted, the Setup Wizard will automatically return to verify and complete the installation process.
5. Verify the installation by launching one of the Vertigo Suite applications.

## Upgrading a workstation or hardware device from v.4.x to v.4.9 SP1

The **VERTIGO X MEDIASUITE SETUP WIZARD** (see [page 3-2](#)) guides you through the process of upgrading your workstation or Vertigo hardware device from a previous v.4.X release to Vertigo Suite v.4.9 SP1.

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### **NOTE**

Please see [“Devices and Software Supported by this Release” on page 5-1](#) for a complete listing of the hardware devices and software application/services that are compatible with the Vertigo Suite v.4.9 SP1 software release.

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Once launched, the Setup Wizard automatically detects whether or not the Vertigo Suite is already present on the system. All Vertigo applications (Xplorer, Xstudio, Xbuilder, Xpanel, Xplay... etc.) and hardware devices (Xmedia Server, Intuition XG, Vertigo XG...etc.) must run the same software version to function properly. Therefore, the Setup Wizard will update all previously installed Vertigo Suite components to v.4.9 SP1 to ensure compatibility of all components.

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### **NOTE**

The Vertigo Suite v.4.9 SP1 release does not support upgrading from versions prior to v.4.0. Also note that when upgrading, compatibility of customized applications, scripts and plug-ins is not guaranteed. Please contact our Technical Support team for further upgrade and compatibility concerns.

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### **NOTE**

The Vertigo Suite v.4.9 SP1 is backward compatible with SQL 2000, 2005, and 2008. The Vertigo Suite v.4.9 SP1 Installer automatically installs SQL 2008 on the target system **if the system does not already have an existing SQL database**. If the target system already has a supported version of SQL installed, the Installer skips the SQL installation task (i.e. it does **not** upgrade the system with SQL 2008). If you would like to upgrade from an existing database to SQL 2008, you must do it as a separate procedure using Microsoft SQL Management tools.

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#### **Before upgrading your system, ensure that the following conditions are true:**

- If upgrading a client workstation, ensure that the computer meets all of the necessary hardware and software requirements (see [page 3-5](#)).
- The user currently logged into the computer has Administrative privileges.
- The Windows Firewall setting is set to **OFF**.
- If installing on a computer running Microsoft Windows XP, Windows service pack 3 must be installed prior to installing Vertigo Suite v.4.9 SP1.
- All other applications running on the computer are closed.
- The system's **Regional Options** (Windows Regional and Language Options) are set to English (United States). This ensures consistency in number, date and time formats.
- You have a valid Support contract and have requested upgrade licenses (see [page 3-14](#)).

**Before upgrading to v.4.9, you must:**

- When upgrading Vertigo playout devices (i.e. Vertigo XG & Intuition XG), uninstall the current DSX Utils package using C:\Program Files\MatroxDSX.utils\Uninstall.exe. Then download and install the **DSX UTIL 8.0** package from the Vertigo Suite software downloads section (Support > Downloads > Broadcast Products > Graphics) of the Grass Valley website ([www.grassvalley.com](http://www.grassvalley.com)).
- Uninstall Quicktime Alternative and install Quicktime.
- When upgrading from v.4.3 or lower, uninstall the **VERTIGO CODEC PACK** using the Windows “Add or Remove Programs” tool. The Setup Wizard will automatically install the latest Vertigo Codec pack.
- If you plan on using SNMP monitoring, please refer to the Release Notes for Vertigo Suite v.4.7 for information on installing the Microsoft SNMP Service and Supero Doctor 3 SNMP Agent.

**☑ NOTE**

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Upgrading a standalone Vertigo application that uses an Access database, maintains the database intact. However, the standard for Vertigo Suite v.4.9 SP1 applications is to use the **SQL 2008 EXPRESS DATABASE WITH VERTIGO SCHEMA**, which is automatically installed by the Setup Wizard during the upgrade procedure. Some complications may occur when using the standalone application (no central XMS) with the HMP or LGK cards as a result of the two databases. In such a case, we request that you contact our Technical Support team for an appropriate solution.

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**To upgrade from a v.4.x release to Vertigo Suite v.4.9 SP1:**

1. Access the executable file to launch the **VERTIGO XMEDIA SUITE SETUP WIZARD** (see [page 3-3](#)).
2. Follow the Setup Wizard’s on-screen instructions.
3. When the installation is complete, restart the computer as prompted.
4. Once restarted, the Setup Wizard will automatically return to verify and complete the installation process.
5. After the installation is finalized, open the **XMEDIA SERVER CONTROL PANEL** and complete the instruction for acquiring and validating a license key (see [page 3-14](#)).
6. To verify the installation, launch one of the Vertigo Suite applications.

**☑ NOTE**

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In Vertigo Suite v.4.7, the device type, **XPUBLISHAGENT**, was renamed to **Preview (or other device)**. All previously defined devices that used the **XPUBLISHAGENT** setting will automatically be updated to **Preview (or other device)**.

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# Installing or updating the XG rendering software on an iTX Payout Server

The Vertigo XG rendering software can be integrated into the iTX payout server, which allows graphics scenes to be rendered directly on the iTX payout server. This functionality emulates a separate downstream Vertigo XG device.

For a first-time install, the Vertigo XG rendering software must be installed separately on the iTX payout server by running the Vertigo Suite v.4.9 SP1 installer and selecting the Vertigo Suite's **ITXG XMEDIA SUITE INSTALL** preset configuration.

If the iTX payout server is already running a previous release of the Vertigo XG rendering software (v.4.9 GA), you can run the Setup Wizard to update the software to include the most recent fixes and enhancements.

Before attempting to install/update the Vertigo Suite software, ensure that the following conditions are true:

- The user currently logged into the iTX payout server has Administrative privileges.
- The Windows Firewall setting is set to **OFF**.
- All other applications running on the server are closed.
- The iTX payout server is running iTX v.2.3 SP2 or greater.

## To install or update the Vertigo Suite v.4.9 SP1 on an iTX payout server:

1. Stop all services in the iTX Server Controller.
2. Access the executable file and launch the **VERTIGO XMEDIA SUITE SETUP WIZARD** on the iTX payout server (see [page 3-3](#))
3. If the Vertigo XG rendering software is already installed, the Setup Wizard will automatically recognize this and you may continue to follow the installers instructions. If this is a first-time install of the Vertigo XG rendering software, when prompted to select components, choose the **ITXG Xmedia Suite Install** preset configuration.
4. Follow the instructions and install all dependencies as prompted by the Setup Wizard.
5. You may be prompted to restart the payout server (e.g. when the SQL database is created). If so, restart the payout server and then resume the installation.
6. When the Setup Wizard is finished, it will prompt you to once again restart the payout server.
7. Once the payout server has been restarted, the Setup Wizard will need a few additional minutes to complete the installation process.

## **NOTE**

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Do not use Microsoft's Remote Desktop tool as it may cause the XG rendering service to stop. Use VNC Server for remote access instead.

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## Installing the VertigoXG plugin on the iTX Desktop

The VertigoXG plugin is installed on the computer hosting the iTX Desktop. As an iTX channel plugin, the VertigoXG plugin allows operators to schedule secondary graphics events that will be inserted into the iTX Programme stream by the XG Inside option installed on an iTX Payout Server.

The VertigoXG plugin adds the VertigoXG palette to the Content Selector on the Channel Control layout, which lets you create graphics pages based on Vertigo templates and then add the pages and/or scenes to the schedule or timeline.

To operate, the VertigoXG plugin requires that the **iTX Integrated XG** and **ITXG licenses** be installed on the iTX Framework Server.

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### **NOTE**

The following procedure assumes that you have already set up the channel configurations in the iTX Desktop.

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#### **To install and configure the Vertigo XG plugin on a machine hosting iTX Desktop:**

1. Acquire and run the latest version of the Vertigo Suite installer on the computer hosting the iTX Desktop that is connected to the iTX Payout Server with XG Inside.
2. When prompted by the installation wizard, select to install the **ITX VertigoXMedia Plugin Install** preset or the **iTXPlugin** Install application.
3. Follow the wizard instructions and respond to the prompts to install all dependencies.
4. Restart the computer when the wizard prompts you to.
5. The wizard takes a few minutes to complete the installation after the (final) restart.

## Acquiring and validating licenses

To operate in their full capacities, most Vertigo Suite software applications and hardware devices require that valid application and device licenses be installed and validated on the Xmedia Server (or Embedded Xmedia Server).

### **NOTE**

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New hardware devices that were factory configured usually ship with the appropriate licenses already installed.

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As described in the installation instructions, you must contact Grass Valley Support to request a license key for the applications and devices defined in your system. Then you must apply and validate the licenses using the XmediaServer Control Panel.

Prior to upgrading an existing system from a major version to the release (e.g. v.4.8 to v.4.9), we recommend that you contact our Technical Support team to verify that you have a valid Support contract, which provides for upgrade licenses. If so, Technical Support will be able to provide you with the upgraded license keys ahead of time. If you do not have a valid Support contract, please contact one of our Sales Representatives.

**The following procedure describes how to acquire and validate the licenses on your system:**

1. Open the **XMEDIA SERVER CONTROL PANEL**.
2. Select the **LICENSING** tab.
3. Select **SOFT KEYS** from the **LICENSE SERVER OPTIONS** drop-down list.
4. Click the **COPY TO CLIPBOARD** button, which copies the **MACHINE ID** to the computer's clipboard.
5. Paste the **MACHINE ID** from the clipboard into an email and send it to Grass Valley Support.  
Upon receipt of the email, a Grass Valley representative will verify your licensing agreement and an email will be returned to you with a license code (softkey).
6. Once you have acquired the license code, return to the **SOFT KEYS** page (Licensing) on the **XMEDIA SERVER CONTROL PANEL**.
7. Paste the license code (softkey) into the **LICENSE KEYS** section's text box and click **VALIDATE**.
8. Click **OK** and the Xmedia Server Control Panel closes.

# 4 KNOWN ISSUES AND LIMITATIONS

- In previous versions of Vertigo & HMP, Vertigo relied on its publish history to know what assets were on the HMP. With Vertigo Suite v.4.9 & HMP v.5.12, Vertigo now scans a specific folder on the HMP, that did not exist before, to know what assets are on the device. Therefore, if the HMP has assets on it and gets upgraded, this folder will be empty and Vertigo will not know what assets were on the HMP. As such, you must republish the assets from the Xmedia Server to the HMP.
- The File Ingest Service supports the use of network mapped drives (e.g. T:) provided that UNC paths are used and that the local system account has access to the drive.
- Unlike character-based asset names which can be duplicated (e.g. image1 and image1 can exist on the system in different folders), assets named using only numerical digits (e.g. 1234) must be unique.
- Intuition Classic scene files (.tem) authored using Intuition Builder must be converted to a XMS compatible scene (.xml) in order to be played out on Intuition XG devices. While the conversion process is effective in most cases, the following issues have been identified:
  - **Crawling text:** In Intuition Builder, if the crawl's text box width is not specified as the video format's horizontal resolution, the crawl will only show in the text's bounding box when played out on the Intuition XG. Therefore, when you create a crawl in Intuition Builder, you must set the width of the crawl's text box to the full width of the video format. (D-02939)
  - **Rolling Text:** While Intuition Classic devices allow rolling text to go the full height of the video (without being limited by the text's bounding box), Intuition XG devices limit rolling text to the height of the text box. Therefore, if you want to make the Intuition XG play rolling text like an Intuition Classic (full height of the video), you must set the crawl/roll's bounding box dimensions to the size of the entire scene. (D-02917)
  - **Transitions:** During the scene conversion process, transitions for objects in Intuition Classic templates are converted to animations (using Visible Property) in Intuition XG. Unfortunately, the conversion process does not keep the intended transition types, and the objects will transition using a cut instead. (D-02928)
  - **Clocks & Timers:** The clocks and timers built in Intuition Builder contain functionality and elements that is not supported by Intuition XG devices. For example, embedded text with a clock or timer (i.e. "It is now...") is not supported by Intuition XG devices. (D-02970)

- Before installing the Vertigo Suite v.4.9 on a machine running Windows 7, you must disable (turned off) User Account Control (UAC). UAC is a Windows 7 security component that unfortunately prevents some Vertigo Suite components (i.e. codecs) from installing and functioning properly.
- You must be logged on as Administrator when running Adobe After Effects and the Vertigo After Effects Plug-in on Windows 7.
- Xplay's **PANEL EVENT** settings allows you to assign panel events to ten different keystrokes. Due to a restriction on Microsoft's Windows Vista and Windows7, the last panel event assignment, `Ctrl+Shift+0`, does not work unless you perform the following procedure.
  1. Click **Start**, and then click **Control Panel**.
  2. Double-click **Region and Language**.
  3. Click **Keyboards and Languages**, and then click **Change keyboards**.
  4. Click **Advanced Key Settings**, and select **Between input languages**.
  5. Click **Change Key Sequence**.
  6. For **Switch Keyboard Layout**, select **Not Assigned**.
  7. For **Switch input Language**, select **Not Assigned**.
  8. Click **OK** to close each dialog box.
- When dropping a file into a watch folder, the file must be locked while writing to the folder, otherwise the Vertigo tool that is being used to perform the ingest (Autoingester, File Agent, or File Ingest Server) might demonstrate odd behavior. Therefore, we require that you use Windows to copy the file in a separate step. This ensures that the file is locked, thus preventing the file from being read before writing is complete. Unpredictable behavior will result if this step is skipped.
- RTF (Rich Text Format) is not supported in Xnews.
- The Transcode Server does not support:
  - .AVI as an output container.
  - WMV and image sequences as output encoding formats.
  - VAF and J2K as input encoding formats.
- EAS (Emergency Alert System) is currently supported with TFT systems only. SAGE systems are not supported.
- The XG Dashboard application cannot detect both devices when running a dual channel Vertigo XG or Intuition XG device because both devices are listening on the same UDP port.
- Fonts used in a scene do not automatically become a scene dependency. This means that all fonts used in a scene must be explicitly published by associating the **Fonts** category to your destined device. Then you must drag the font from the asset browser to the asset dependency section of the scene tree. Only fonts that are ingested into the Xmedia Server can be published to a destination device.
- Xstudio does not provide a way to view the key signal for assets or templates.
- File names published to Imagestore and Intuition are restricted to a maximum of 36 characters.
- Rounded frames on text objects are not supported in Xstudio

- HD compositing limitation: When running in HD video standards, Vertigo XG has certain performance characteristics that may limit the amount of compositing that can be performed at any given time. If the limits are exceeded, the Vertigo XG's output may stutter. The factors that contribute to compositing limits are:
  - The number of videos in enabled objects.
  - The number of keyers, and the total amount of graphics enabled.
  - The number of clip streams playing. Note that when a clip is transitioning to another clip, both clips' streams count.

For more details, refer to the **Vertigo XG and Intuition XG performance and supported file formats** document in the Documentation Library (Resources > Documentation Library > Playback > Graphics) on the Grass Valley website ([www.grassvalley.com](http://www.grassvalley.com)).

- The following circumstances are known to cause the Vertigo XG to stop:
  - Connecting to and/or from the Vertigo XG using Microsoft's remote desktop tool.
  - Connecting to the Vertigo XG using VNC, with the video and system hooks enabled stops the Vertigo XG.
  - Activating the ATI control panel.
  - The activation of a screensaver.
  - Pressing *Ctrl-Alt-Delete* key sequence when the Vertigo XG's Dashboard application is running with a live window causes the application to close immediately. Use the *Ctrl-Shift-Esc* key sequence instead.
- Renamed assets are not reflected on HMP cards, and thus any further management of them is lost, including deletion and validation.
- Content which is not full resolution is not currently supported in the MJ2 format. For example, files that are not full resolution will not playback on the HMP card.
- When ingesting a Targa sequence (.tga) and converting it to J2K the asset is saved as a cel animation. This is acceptable for HMP playback, but the J2k cannot be played back on the Vertigo XG as a cel animation.



# 5 DEVICES AND SOFTWARE SUPPORTED BY THIS RELEASE

The following topics identify the hardware devices and software application/services that are compatible with the Vertigo Suite v.4.9 SP1 software release.

## Grass Valley hardware devices

The following Grass Valley hardware devices are supported by Vertigo Suite v.4.9 for authoring, asset publishing, and on-air control.

- Vertigo XG v.4.9
- Imagestore 750 v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- Intuition+ v.1.13.8
- Intuition XG v.4.9
- iTX Playout Server v.2.3 SP3
- LGK-3901 v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- DSK v4.3.1.2-003 (14/3/12) - 4.5.1-012 (22/11/12)
- HMP v.5.11 & v.5.12
- RCP/BR v.4.9
- iMC panel v.7.2.3.0

## Operating System, services and applications

The Vertigo Suite v.4.9 SP1 is supported by the following version of Microsoft's operating systems, services and applications:

- Windows 7 SP1 (32 bit and 64 bit)
- Windows XP (regular/embedded) SP3
- Windows Server 2003 (32 bit) & Windows Server 2008 (64 bit)
- Microsoft .NET 3.5 SP1 & 4.0 (both required)
- Microsoft SQL Server 2003, 2005, 2008 R2
- Microsoft SQL Native Client 2008 R2 (v10)
- Microsoft Visual C Runtime 2005, 2008, 2010
- Microsoft Visual Basic Runtime 6
- Microsoft Office (for ODBC) 2007 & 2010
- Microsoft SNMP Service (XP only) 5.1

## 3rd party hardware devices

In some circumstances, the following 3rd party devices have been supported by the Vertigo Suite for asset publishing and on-air control only. On-air content for these devices are authored in the creation packages provided by the vendor. Full support of these devices would need to be evaluated on an individual case basis.

- Ventuz
- VizRT
- Other devices may be supported.

## 3rd party software

The following software applications and versions are supported by the Vertigo Suite v.4.9 SP1 release:

- ENPS 7.2.1.2034
- iNEWS 3.5.1
- IMM 1.14
- Adobe After Effects 4.0, 5.0, 5.5 & 6.0
- Quicktime 7

### **NOTE**

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To read Excel spreadsheets, the Vertigo After Effects plug-in must be installed on a machine running a 64 bit operating system with Microsoft Office x64 (for the ODBC drivers). Both Adobe CS (64 bit) and Microsoft Office (64 bit) must also be running on the same system.

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# 6 CONTACT US

## Grass Valley Technical Support

For technical assistance, contact our international support center, at 1-800-547-8949 (US and Canada) or +1 530 478 4148.

To obtain a local phone number for the support center nearest you, please consult the Contact Us section of Grass Valley's website ([www.grassvalley.com](http://www.grassvalley.com)).

An online form for e-mail contact is also available from the website.

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