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# **Turbo™ iDDR Version 2.2.1 Release Notes and Installation Instructions**

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## Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report new issue, 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 by searching our Frequently Asked Questions (FAQ) database.

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

**Technical Support E-mail Address:** [gvgtechsupport@thomson.net](mailto:gvgtechsupport@thomson.net).

### Phone Support

Use the following information to contact product support by phone during business hours. Afterhours phone support is available for warranty and contract customers.

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 1300 721 495	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
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China	+86 106615 9450	Spain	+ 34 91 512 03 50
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Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

### Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

## **Version 2.2.1 new features and introductions**

Version 2.2.1 includes performance improvements and support for all Turbo iDDR models. Features and performance improvements introduced by previous releases are also included in version 2.2.1.

Refer to the 2.2 version of the *Turbo User Manual* for information on the features introduced by this and all past software releases. You can access all Turbo iDDR documentation at <http://www.thomsongrassvalley.com/support/>.

## Operational considerations

Use the following information in your operational planning for the iDDR.

### Turbo streaming and GXF file support

Turbo can stream clips to and from any device that supports the SMPTE 360M General Exchange Format (GXF), such as the PVS 1000, 2000, 3000, or 3500 series Media Platforms. You can also import and export GXF files using the menu options **Clips | Import** or **Clips | Send To**.

GXF streams and file operations do not modify the compression format of the material. You can bring in standard definition MPEG Long GoP 4:2:0 clips up to 15 Mb/s and play them on your Turbo. The same is true for any format your Turbo supports. Refer to the *Turbo Quick Start Guide* for supported file formats.

However, you can store *but not play* GXF material that was recorded in a format that is not supported by Turbo. For example, if a streamed clip was recorded on a PVS 1106 with DVCPRO25 compression and streamed to a Turbo, the clip is stored in that format, but cannot be played. Similarly, clips that exceed the data rate supported on Turbo should not be played, as they may exceed the bandwidth capabilities of your Turbo system. Refer to the *Turbo User Guide* for supported data rates.

Avoid bringing in clips that include ancillary data. These clips include data that the Turbo cannot play or delete.

### Playing a clip that is still recording

There is a 5 second minimum record to play time when playing a clip that is still recording. For most operations this is enforced by the Player application. However, do not fast forward to the end of a clip that is still recording. This operation can violate the minimum record to play time.

To play a clip that is still recording, start record, then wait at least 5 seconds before starting playback.

### Composite analog video input performance

The iDDR can record signals from most non-timebase corrected signal sources such as color under video playback devices, i.e. VHS or U-Matic VTRs, and low cost cameras. However, for reliable recording performance some devices may require external signal conditioning products, i.e. timebase correction.

### Remote control protocol support

You can use remote control devices and automation software developed for the Turbo iDDR that use industry-standard serial protocols. For each supported protocol, the iDDR provides a protocol-specific application. Be sure to contact your 3rd party automation system or software provider to ensure that the iDDR is supported. Contact your Thomson Grass Valley sales representative for a list of companies that provide certified applications for the Turbo iDDR.

## Recording using BVW protocol

To record using BVW protocol, you must manually load a new clip in BVW Recorder before the record channel can respond to the start record command. The BVW Recorder must be in “Local and Protocol control mode” to allow you to create the new clip locally. If the recording is stopped, you must eject the current clip, and then create a new clip since BVW Recorder does not support append record. Refer to the *iDDR User Manual* for detailed operating instructions.

## Using USB devices

The USB connectors can be used to connect a USB drive, mouse, keyboard, or other USB device. Do not plug or unplug these devices while the iDDR is being used for critical playout activity.

## Do not transfer while recording or playing

Transfer only while record or play operation are not underway. The system resources required for the transfer could disrupt recording or playout.

## Playing lists containing GPI output triggers

You can assign GPI output triggers to events and sections in a playlist. The GPI outputs can be used to trigger external equipment when the list plays. Before you can use GPI output triggers in a list, you must assign GPI outputs to the play channel using Configuration Manager. If you want to play a list that was created on another play channel, you must ensure that GPI triggers assigned to the play channels use the same names, otherwise the GPI triggers will not occur.

## Virus software support

Thomson Grass Valley does not recommend installing third party software on your iDDR. However, if you must install virus scanning software, configure it for manual virus scan only. Automatic virus scanning could disrupt iDDR operation and should not be used.

## Continuous record program length

A continuous recording is stored in the iDDR as a program. When the program is stored, its duration will be 3-6 minutes longer than the continuous record length specified. Take this into consideration when operating the iDDR with the media disks nearly full.

## Selecting grayed-out clips

In the AppCenter workstation clips pane, clips are disabled (grayed-out) if the clips are not currently available for use, as in the following examples:

- Clips with a different video standard (NTSC/PAL) than the current system setting are disabled. To use these clips, change the video standard setting.
- If the Recorder application—which records standard definition (SD) only—is currently selected, all high definition (HD) clips are disabled. To select HD clips, first select a Player or Playlist application.

## Installing software version 2.2.1

When you receive a new Turbo iDDR with this release, it has system software version 2.2.1 already installed. In this case you do not need to reinstall system software for normal operation.

If your Turbo iDDR has a version lower than 2.2.1 currently installed, you should upgrade your Turbo iDDR. On the Turbo iDDR system, there is no process for installing or updating only the iDDR system software. You must use the system installer process, which at a minimum replaces the entire system drive, including the Windows operating system. This keeps the iDDR system free from foreign software or files that could compromise performance.

**NOTE: The system installer process overwrites all files on the system (C:) drive.**

Perform the following installation procedure if:

- You are updating the iDDR system software.
- You are instructed by Grass Valley product support to re-install system software.

To install system software:

1. Insert the system installer CD in the iDDR CD drive.
2. Restart the iDDR.
3. During the black screen boot up process, when prompted to start the system installer CD, press the space bar before the five second countdown expires.  
As guided by on-screen messages, wait for the system installer application to open.
4. In the system installer application, select one of the following options:
  - **System Update/Repair** — This overwrites the C: drive, which gives you a fresh Windows operating system along with the iDDR software. When the Update/Repair process finishes, you must reconfigure any Windows settings, such as networking. Media clips and iDDR configuration files are saved.
  - **Reset to Factory Condition** — This overwrites all data and media files on the iDDR, which includes the C:, D:, and V: drives.
5. A warning message appears that further explains the action for the selected option. Click **Yes** to continue.
6. One or more message boxes appear that report progress. If you selected the Reset option, the system automatically restarts. When the **Success** message box appears, click **OK** to restart the iDDR.
7. During startup processes, when prompted to start the system installer CD, allow the five second countdown to expire. The iDDR starts up in normal operating mode.
8. Remove the system installer CD from the iDDR CD drive.
9. If necessary, reconfigure Windows settings.
10. After you have upgraded to version 2.2.1, but before initiating any media operations, you must additionally run the *checkOpenGop* utility. This utility scans all movies on your iDDR and marks them closed or open GoP, as version 2.2.1

software depends on this mark. You can find the utility at the following location on the iDDR:

*C:\profile\checkOpenGop.exe*

To run this utility, do the following:

- a. From the Windows taskbar, click **Start | Run**. The Run dialog box opens.
- b. Click **Browse** and browse to the utility.
- c. Select *checkOpenGop.exe* and click **Open**. The utility runs and marks all your video for GoP structure.

## Known issues

The following limitations are present in this Turbo iDDR Software 2.2.1 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation. These known issues will be resolved the future.

### Audio

#### AC-3 audio sliders are not disabled

Description For AC-3 audio, the audio gain sliders can be moved. These sliders should be disabled, since the iDDR does not support AC-3 audio gain adjustments. (CR53627)

Workaround Do not use the audio gain sliders for AC-3 audio.

#### AC-3 audio causes noisy outputs

Description When playing back a clip with AC-3 audio, the analog audio outputs are noisy. (CR53617)

Workaround This is as designed, as the iDDR does not decode AC-3 audio. Use external equipment to decode AC-3 audio.

### Recorder

#### Preview does not load into P2

Description The Preview feature does not load the clip being recorded into P2 when P1 is not available. (CR53087)

Workaround Make sure P1 is available when using the Preview feature.

### Player

#### WMV file playout problems

Description When playing a Windows Media file (WMV), there can be repeated frames and/or missing frames. (CR57411)

Workaround The problem is due to Windows Media encoder settings. The recommended settings for WMV files are as follows:

Video:

- Codec: Windows Media Video 9
- Bitrate: 15000000
- Quality: 70
- Size: 100

Audio:

- Codec: Windows Media Video 9.1
- Format: 128 kbps, 44kHz, stereo CBR

## Playlist

### Video glitches in playlists created with AMP applications

- Description In 1080i output timing, if a playlist was created in a third-party application that controls the iDDR through AMP, there can be video glitches at transitions between clips in the playlist. (CR55210)
- Workaround Make your playlist in the native Turbo iDDR playlist application, then control that playlist with the third-party AMP application.

### Playlist does not playback correctly after being re-imported

- Description If a saved playlist with mixed resolution/type is exported and then re-imported it can have corrupted video on playout. (CR58461)
- Workaround Exported playlists must contain clips of all the same resolution and type.

## Front panel

### Transport controls do not work

- Description When in playlist mode, navigation functionality using the transport control combinations (Play+FF, Play+Rew, etc) does not work.
- Workaround Navigate using single transport controls.

### Audio level change is not saved

- Description In front panel, when adjusting the audio level of a clip in Player that is still recording, the level change is undone when you select **Save**. This is because the Recorder application still has control of the clip. (CR55720)
- Workaround When adjusting the audio level of clips in Player, do so only on clips that are no longer loaded in Recorder.

## AppCenter workstation

### Edit menu selections do not work

- Description On the Edit menu, the Cut, Copy, and Paste selections are not implemented. (CR55941)
- Workaround Use keyboard shortcuts or the right-click pop-up menu for editing operations.

**Interface response can become faulty**

Description After extended right-click “Send To | Bin” activities in the clips pane, the AppCenter interface can exhibit unpredictable behavior. This is a rare occurrence. Symptoms include the inability to change the currently selected channel by clicking in the channel or clips pane, and no response from keyboard shortcuts. (CR55778)

Workaround Restart the iDDR to restore normal interface response.

**Remote control**

**Local/remote protocol setting changes with restart**

Description On a remote protocol Player application, if the option is set to Local & Protocol control, upon restart the setting reverts to Protocol control only. (CR53289)

Workaround This is as designed. After restart, reset to Local & Protocol control.

**Transfer/Import/Export**

**Transfer failure not reported on front panel**

Description If you attempt to transfer a loop record clip while still recording (which is not a supported procedure) on the front panel there is no indication that the transfer has failed. (CR54698)

Workaround No workaround.

**On exporting an AVI to a full disk, Transfer Monitor hangs**

Description When transferring an AVI file to an external disk with the size of the file being larger than the capacity of the disk, the Transfer Monitor progress bar eventually reports 100% and then becomes inoperable. A partially transferred AVI file is created on the destination disk. (CR53019)

Workaround Abort transfer manually.

**Long file name causes failure**

Description Sending a clip with a long file name to WMV fails. (CR57247)

Workaround Reduce the file path length.

## **System**

### **USB device not visible when previous drive letter mapped**

- Description Under the following conditions, when you connect a USB device to the iDDR, the USB device is not visible in Windows Explorer (CR56575):
1. Connect a USB device. The USB device is visible in Windows Explorer.
  2. Disconnect the USB device.
  3. Map a network drive to the drive letter previously used by the USB device.
  4. Reconnect the USB device. The USB device is not visible in Windows Explorer
- Workaround Disconnect the network drive to see the USB device. To prevent this problem from occurring, map all your network drives consecutively at the top of the drive letter list. This allows USB devices, when connected, to obtain drive letters below those used for network drives.

