



Aurora Transfer Version 6.3 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.

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.

International (France)	+800 80 80 20 20 +33 1 48 25 20 20	Italy	+39 02 24 13 16 01 +39 06 87 20 35 42
International (United States, Canada)	+1 800 547 8949 +1 530 478 4148	Belarus, Russia, Tadzikistan, Ukraine, Uzbekistan	+7 095 258 09 20 +33 (0) 2 334 90 30
Hong Kong, Taiwan, Korea, Macau	+852 2531 3058	Indian Subcontinent	+91 11 515 282 502 +91 11 515 282 504
Australia, New Zealand	+61 1300 721 495	Germany, Austria, Eastern Europe	+49 6150 104 444
Central, South America	+55 11 5509 3440	Near East, Africa	+33 1 48 25 20 20
China	+861 066 0159 450	Netherlands	+31 (0) 35 62 38 421
Belgium	+32 (0) 2 334 90 30	Northern Europe	+45 45 96 88 70
Japan	+81 3 5484 6868	Singapore	+65 6379 1313
Malaysia	+603 7805 3884	Spain	+41 487 80 02
Middle East	+971 4 299 64 40	UK, Ireland, Israel	+44 118 923 0499

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.

About this document

This document contains the latest information about the Transfer Tool version 6.3 system. For the complete description and instructions, read the *Transfer Instruction Manual*.

Product Description

The Transfer product provides the ability to navigate, find, organize, move, and manage high-resolution media assets, regardless of their physical location or type. A wide range of devices is supported, including storage devices, archive devices, servers and news editing stations.

The Transfer product is made up of two components:

- The Transfer Server — This is a dedicated server that provides the core processing mechanism for Transfer functionality. It come from the factory with software pre-installed.
- The Transfer application — This software component provides the user interface for controlling the movement of media from source to destination. The software can be installed on a network-connected Windows PC.

Transfer functions are built on the Grass Valley MediaFrame platform. This allows the Transfer product to share MediaFrame components with other Grass Valley products, such as NewsBrowse. The underlying protocol for file transfers is FTP.

Aurora Transfer version compatibility

Versions qualified for compatibility with this 6.3 release of Aurora Transfer software are summarized in the following tables.

Aurora Transfer devices

Aurora Transfer devices are compatible with this 6.3 release of Aurora Transfer software as follows:

Browse device	Component	Version	Comment
Transfer (MediaFrame) server	Windows Operating System	Server 2000 SP4 or Server 2003 SP2	
	SQL Server	2000 or 2005 SP2	Service Pack 2 is required on MediaFrame servers that have SQL 2005.

Grass Valley products

Grass Valley products are compatible at the time of this 6.3 release of Aurora Transfer software as follows:

Component or system	Version	Comments
Aurora Browse Server software	6.3.0	
Aurora Browse Encoder software	6.3.0	
Aurora Transfer software	6.3.0	
Aurora Edit software	6.3.0	
Aurora Edit Conform Server software	6.3.0	
Aurora Edit SmartBin Service software	6.3.0	
Aurora Edit DSM software	6.3.0	
Aurora Edit News FTP software	6.3.0	
Aurora Edit LD software	6.3.0	
Aurora Ingest software	6.3.0	
Aurora Playout software	6.3.0	
K2 system software	3.2.21.766 and 3.2.56.765	with SNFS software version 2.6.5.50 with SNFS software version 3.0.1.39
Profile XP system software	5.4.9	
UIM	2.1.0.2	
M-Series system software	2.0.13.567	
DIVArchive software	5.10.9.1.0	
FlashNet software	5	Contact FlashNet for specific version information
Avalon software	3.2	
IngestStation	Not supported	
News Q Pro	Not supported	

Installing software on new Aurora Transfer systems

Aurora software version 6.3 is installed on new Transfer servers as they come from the factory. If you have a new Aurora Transfer system, you should not need to install or upgrade software on the Transfer server. For general information about Aurora Transfer software, refer to the *Aurora Transfer Instruction Manual*.

Upgrading Aurora Transfer software

The following installation steps provide information specifically for the upgrade to version 6.3 software. Read the information in these sections carefully before attempting the upgrade.

To upgrade software on a Transfer system, work through the following procedures sequentially.

1. [“Prepare for system upgrade”](#)
2. [“Upgrade the Transfer server”](#)
3. [“Upgrade Transfer software on client PCs”](#)

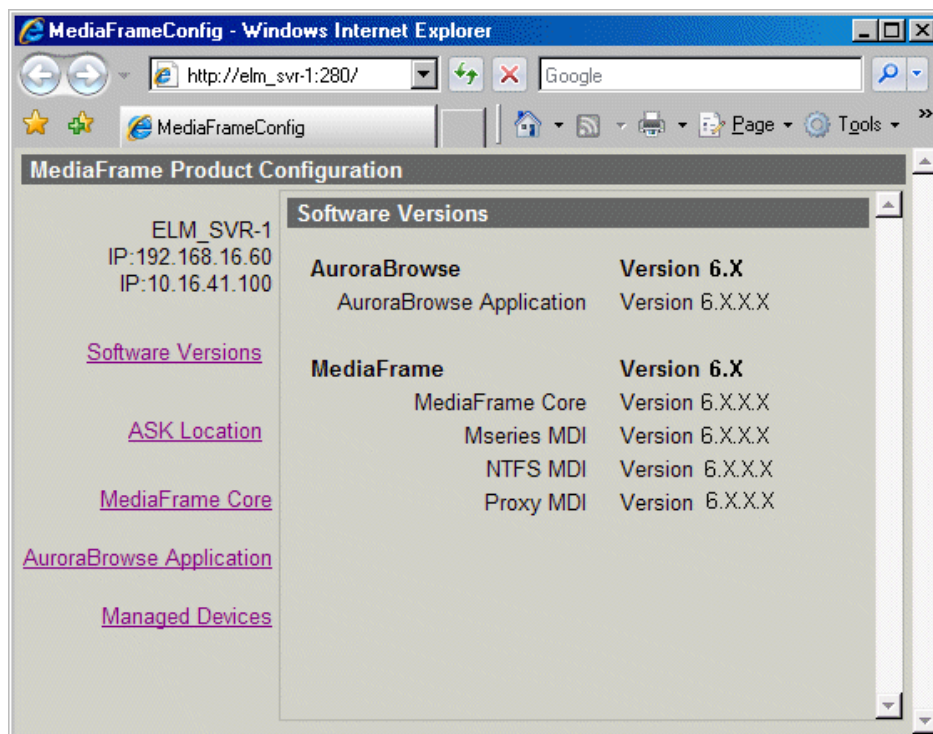
Prepare for system upgrade

Do the following to gather information and put the system in the state required for the upgrade:

Step 1: Identify components to upgrade

For your particular system, you must know what MediaFrame software components are in use and their current versions. If you have Aurora Browse or other Aurora products integrated with your Transfer system, you must also know on what devices those software components are installed. If you have not yet clearly identified software components in this way, do so as follows:

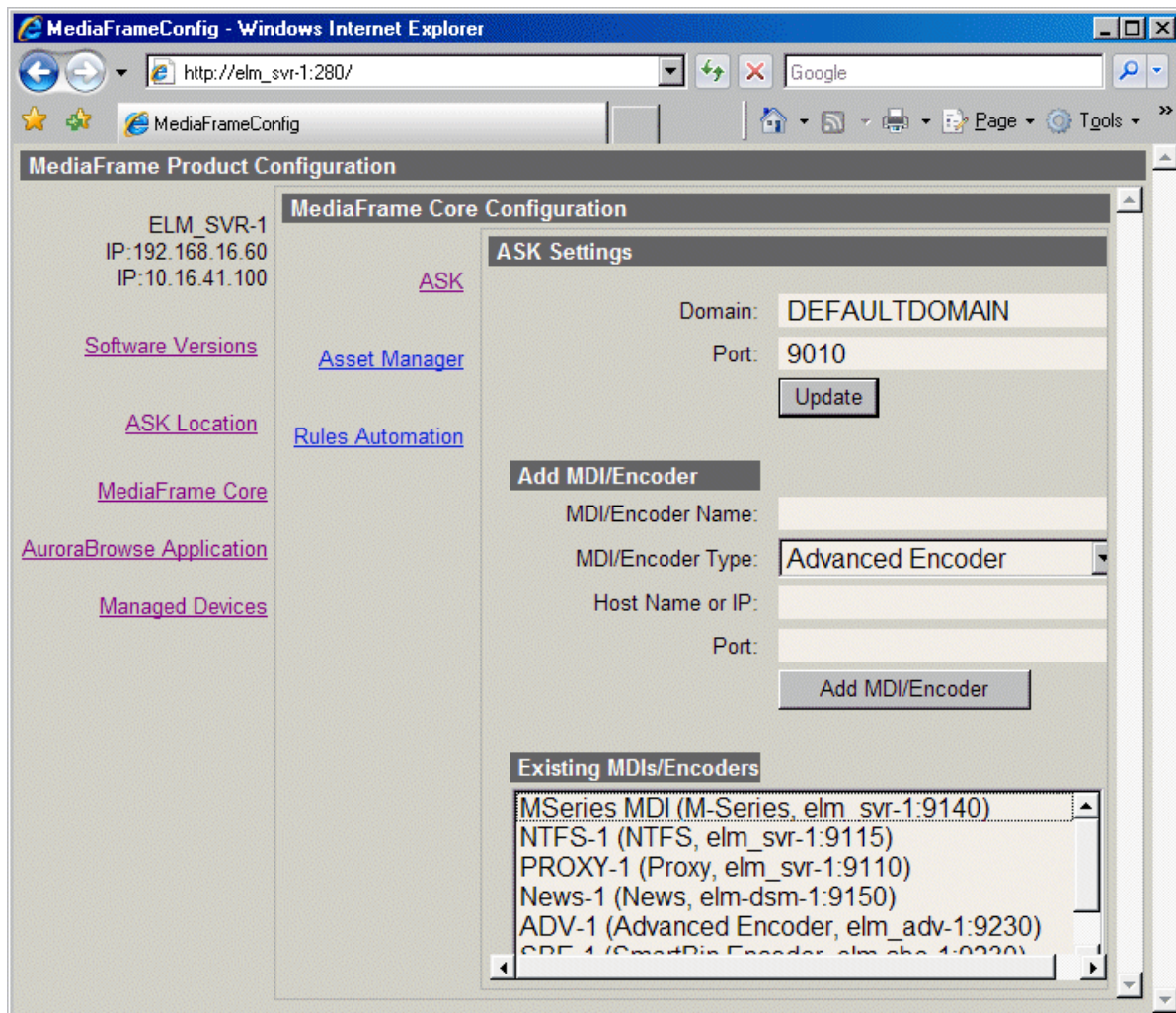
1. View the Transfer (MediaFrame) server’s configuration page at **Software Versions**.



This page lists the components installed on the server and their versions.

If you have only a Transfer server in your facility, with no other Aurora Browse or other Aurora products, all your MediaFrame software components are on the Transfer server, so the remainder of this procedure is not necessary. You can skip ahead to “[Step 2: Verify versions of supporting systems](#)”.

2. If you have Aurora Browse or other Aurora products integrated with your Transfer system, view the server’s configuration page at **MediaFrame Core | ASK**.



Existing MDIs/Encoders lists software components and the devices on which they are installed.

3. At each device, view the Windows **Add/Remove Programs** control panel. Identify the Aurora software installed on the device.
4. When you have the complete list of all the components that need to be upgraded on your system, proceed to “[Step 2: Verify versions of supporting systems](#)”.

Step 2: Verify versions of supporting systems

Transfer and MediaFrame software requires that upgrades have been successfully accomplished on other systems so that versions are compatible. Depending on your system design, the upgrade requirements for other systems that integrate with your Transfer/MediaFrame system are as follows:

- Open SAN or K2 systems must be running a compatible version.
- NewsEdit, IngestStation, NewsQ Pro, Aurora Edit, Aurora Ingest, or Aurora Playout systems must be running a compatible version.
- The News FTP version must be compatible.
- Encoders must have software components upgraded as necessary to access shared storage. For example, if accessing K2 shared storage, Encoders must have SNFS, Generic iSCSI, and GVG_MLib software upgraded to compatible versions and be able to successfully access the shared storage.

Refer to compatibility information earlier in these release notes, as well as compatibility information in the most recent release notes for other products to determine compatible version and upgrade requirements.

When you have verified that other systems are running compatible versions, proceed to [“Step 3: Stop all system use”](#).

Step 3: Stop all system use

1. Stop all media access on the Transfer/MediaFrame system and on connected systems. This includes all ingest, playout, record, play, and transfer operations.
2. Proceed to [“Upgrade the Transfer server”](#).

Upgrade the Transfer server

Do the following to upgrade software on the Transfer (MediaFrame) server:

Step 1: Back up database and configuration

You should make sure that you have recent backups the MediaFrame database and the Browse configuration file before upgrading software, as follows:

1. Verify that the database maintenance plan on the MediaFrame server is running correctly. Refer to the *Aurora Transfer Instruction Manual* for a complete description and procedures for the database maintenance plan.
2. Copy the *C:\Thomson* directory to a different location. This directory contains the configuration files for the locally installed software components.
3. Proceed to [“Step 2: Install “High Priority” Windows updates”](#).

Step 2: Install “High Priority” Windows updates

It is recommended that you install Windows “High Priority” updates for version 6.3. While you have the Transfer/MediaFrame system in an offline state to upgrade software, you should check to see if there are any new updates that you need to install. Use standard Windows procedures.



CAUTION: Install only “High Priority Updates”. Do not install other Windows or driver updates.

Proceed to “[Step 4: Close all programs](#)”.

Step 3: Install SQL 2005 Service Pack 2

Skip this step if:

- Your MediaFrame server has SQL 2000. Skip ahead to “[Step 4: Close all programs](#)”.

Do this step if:

- Your MediaFrame server has SQL 2005.

To install SQL 2005 SP 2, do the following:

1. Procure the SP 2 installation file. Find information at the following:
<http://support.microsoft.com/kb/913089>
Follow links to obtain SQL Server 2005 SP2 (not Express) and download `SQLServer2005SP2-KB921896-x86-ENU.exe`
2. On the Transfer server, close all applications, windows, control panels, and any other program. Check the Windows taskbar and make sure that it is empty.
3. Open the SP 2 installation file and work through the installation wizard.
4. Restart the Transfer server
5. Proceed to “[Step 4: Close all programs](#)”.

Step 4: Close all programs

On the Transfer server, do the following:

1. Close all applications, windows, control panels, and any other program. Check the Windows taskbar and make sure that it is empty.
2. Proceed to “[Step 5: Uninstall software](#)”.

Step 5: Uninstall software

On the Transfer server, do the following:

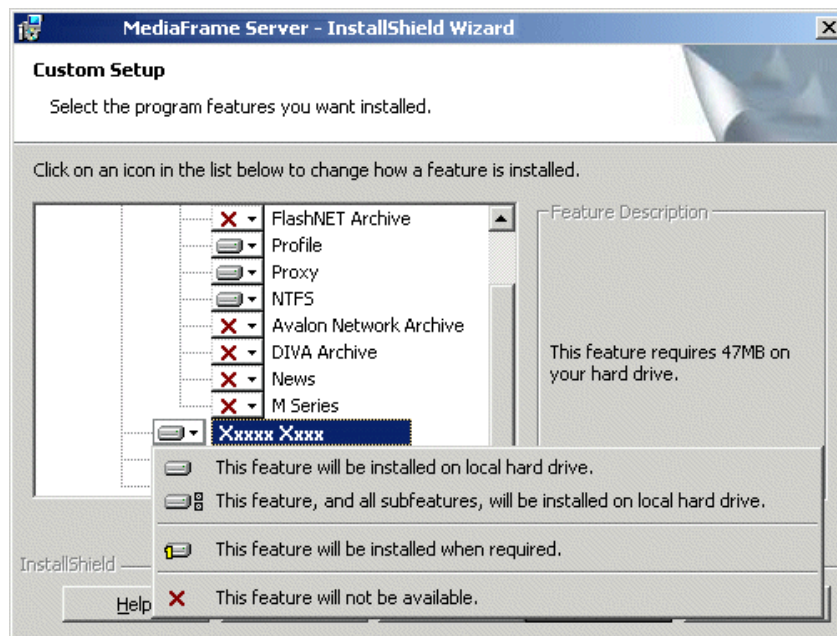
1. Open Windows **Add/Remove Programs**.
2. Locate the server software. Depending on your version of Browse software, it is named one of the following:
 - Thomson NewsBrowse Server
 - Thomson Aurora Browse Server
3. Select the server software and click **Remove**.
4. When prompted “Do you want to delete the MediaFrame database from your system?”, click **No**.
5. When prompted “You must restart...”, click **Yes**. The Transfer server restarts.

- When startup processes complete, log on to Windows and then proceed to “[Step 6: Install software](#)”.

Step 6: Install software

On the Transfer server, do the following:

- Insert the Transfer software CD or otherwise gain access to the MediaFrame software installation files.
- Open ... \Server\Setup.exe. The MediaFrame server installation wizard opens.
- Click **Next** to progress through the wizard. When you arrive at the Custom Setup screen, select the components that were previously installed on the Transfer (MediaFrame) server, as follows:



If a component that you want to install displays a red X, click the component and select **This feature will be installed on local hard drive**.

If a component that you do not want to install does not display a red X, click the component and select **This feature will not be available**.

- When components to install are selected, click **OK** and work through the remainder of the installation wizard.
- On the last page of the wizard, a message informs you that you must configure. For the software upgrade that you are doing, it is sufficient to open configuration pages on the MediaFrame server and do a visual check to verify that previous configuration values are intact. When you are satisfied that you still have a valid configuration, click **Finish** to close the installation wizard.

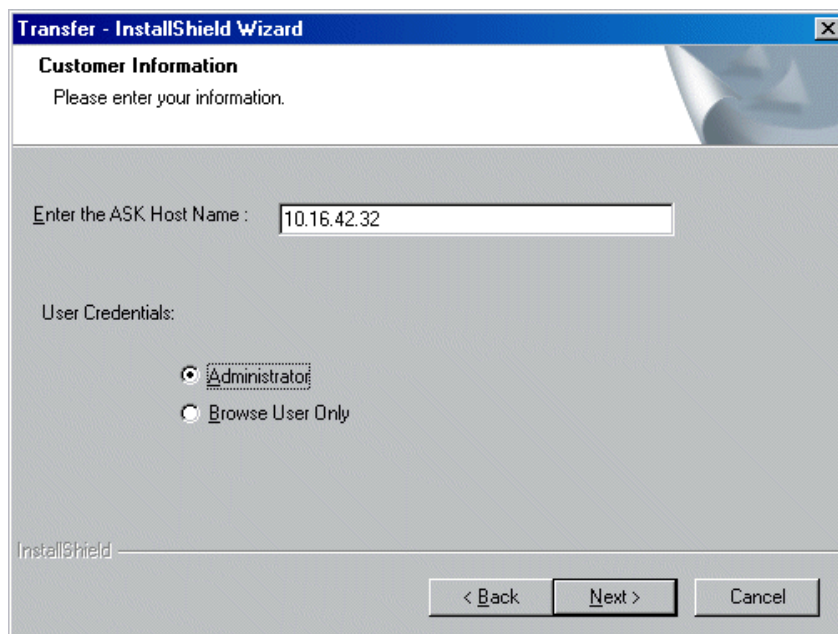
Do not restart the Transfer server or manually start any services.

- Proceed to “[Upgrade Transfer software on client PCs](#)”.

Upgrade Transfer software on client PCs

You must upgrade the Transfer application software on each of the client PCs, as follows:

1. Insert the Aurora Transfer Application CD.
2. Open *setup.exe*.
3. Follow on-screen instructions, clicking **Next** and **Yes**.



4. When you arrive at the Configuration Information page, enter the IP address or name of the Transfer Server. In the Transfer system, the ASK software component is hosted by the Transfer Server. If you have not yet installed and configured the Transfer Server, you can enter any text for now to enable the Next button. You can configure the ASK host name in the Transfer application later.
5. Select the user credentials as follows:
 - Administrator — With this option, all operations are available in the Transfer application.
 - Browse User Only — With this option, the following operations are not available in the Transfer application:
 - Transfer
 - Delete
 - Rename
 - Create (bin)
 - Copy/Paste, Cut/Paste

- Click **Next** and **Finish** to complete the installation wizard.
The software upgrade to your Transfer system is complete.

Operation considerations

- The Transfer Options window opens automatically only when doing transfers between a video server (K2/M-Series/Profile) and an archive device (DIVA/Flashnet).
- Partial transfer options are currently not supported.
- Rename of folder is not supported.
- Deleting folder in DIVA/Flashnet is not supported
- Only empty folders can be deleted in video servers (K2/M-Series/Profile) and NewsEdit.
- Creation of new folder is not supported by any archive MDIs.
- Rename of asset is not supported in any archive MDIs. This includes manual rename and auto rename.
- When renaming a media asset or folder, you can click **Refresh** to see the new name.
- MDIs support search as follows:

MDI	Search support
Avalon	Case sensitive
K2	Case insensitive
M-Series	Case insensitive
Profile	Case insensitive

Known problems

- | | |
|-------------|--|
| Description | When doing a restore operation from NLS, the restore is not automatically made higher priority than other archive or transfer operations currently underway. (CR83521) |
| Workaround | To make a restore operation from NLS a high priority, make sure there are no archive or transfer operations underway. |
| Description | Transfers between News and an archive device incorrectly report progress at 100% at the start of the transfer. (CR78738). |
| Workaround | None. Ignore the report of 100% progress. |

Known problems

- Description A device is inaccessible and the Transfer application becomes unresponsive. (CR76857).
- Workaround To the Transfer server host table, add the IP address of the Transfer client machine, and to the Transfer client machine host table, add the IP address of the Transfer server.
- Description When a clip is deleted from an Avalon archive system, the clip continues to be displayed in the Transfer Tool interface. (CR79751).
- Workaround This occurs because the Transfer Tool is dependent upon the response time of the archive system, which is not optimized for frequent change notifications. Therefore, dynamic updates for the bin view are slow. To see the results of archive delete operations more quickly, use Aurora Browse.
- Description Can't drag clips from search result to NewsEdit (CR65883).
- Workaround Sort clips by name or date in folder view and drag from there.
- Description Assets in the FlashNet archive are periodically not displayed. (CR65119)
- Workaround Refresh the list view in the Transfer application.
- Description Auto-rename does not always work as expected for NewsEdit clips when transferring from FlashNet archive. This problem only occurs if the same clip from NewsEdit is archived and auto-renamed multiple times. If these auto-renamed clips are then transferred at the same time from archive back to the same NewsEdit location, they end up with the same name. (CR60823)
- Workaround When transferring clips from archive do not transfer multiple auto-renamed clips (that came from the same source clip) at the same time.
- Description When transferring from a M-Series iVDR, the Transfer Monitor on the iVDR does not display the transfer. (CR62263)
- Workaround Check the Transfer Monitor on the destination device to determine if the transfer was successful.
- Description When a Favorite is selected for which the associated device's MDI is not operating, the current browse view location incorrectly changes. The view jumps to the top-most level of the currently selected device. (CR61453)
- Workaround Wait until MDI recovers

Description The Transfer application can stall in the transferring state. (CR61256)
Workaround None. Wait until the transfer moves beyond the “Pending” state.

Description Progress is displayed incorrectly for a transfer from Flashnet to News. (CR61126)
Workaround None. Even though progress is displayed as “00:00:00:00”, and “100%” for long time periods, the transfer is progressing normally.

Description In Flashnet Detail View the sourcepath property is not displayed. (CR60326)
Workaround View the sourcepath property through the context menu, the toolbar menu, or from the menu bar.

