

# K2 InSync Version 4.0.0 Release Notes & Install Instructions

These release notes contain the latest information about the K2 InSync software. The information in these release notes applies to K2 InSync installed on K2 Media Clients with internal storage or K2 Media Clients with external (shared) storage.

For additional information, see the *K2 InSync User Guide*. The latest Grass Valley documentation can also be found online at:

<http://www.thomsongrassvalley.com/docs/>

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## Grass Valley Product Support

To get technical assistance, check on the status of problems, or report new problems, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax. Contact Grass Valley first regarding problems with third party software on Grass Valley products, such as the Microsoft® Windows® operating system, Windows Media® player, Internet Explorer® internet browser, and SQL Server™.

### 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:** [gvtechsupport@thomson.net](mailto:gvtechsupport@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
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
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.

## What's new in K2 InSync

- K2 InSync supports the K2 platform.
- K2 InSync runs on the K2 Media Client.
- K2 InSync mirrors from a master K2 to a slave K2.
- In addition to the one way and bidirectional with initial duplicate or with initial delete modes, K2 InSync 4.0 features a new mode: bidirectional without initial action. When this mode is selected, K2 InSync assumes that master and slave are in sync; it does not compare them upon startup.

## K2 software version compatibility

The 4.0 version of K2 InSync is compatible with the K2 system software version 3.1.9.579. For the K2 system software compatibility, see the *K2 Media Client Release Notes and Upgrade Instructions*. For general information about K2 software, refer to the *K2 Media Client System Guide*.

## Installing K2 InSync

***NOTE: These instructions assume that current K2 software is at version 3.1.9.579. If you have a lower version of software, you will need to upgrade the K2 system before installing K2 InSync.***

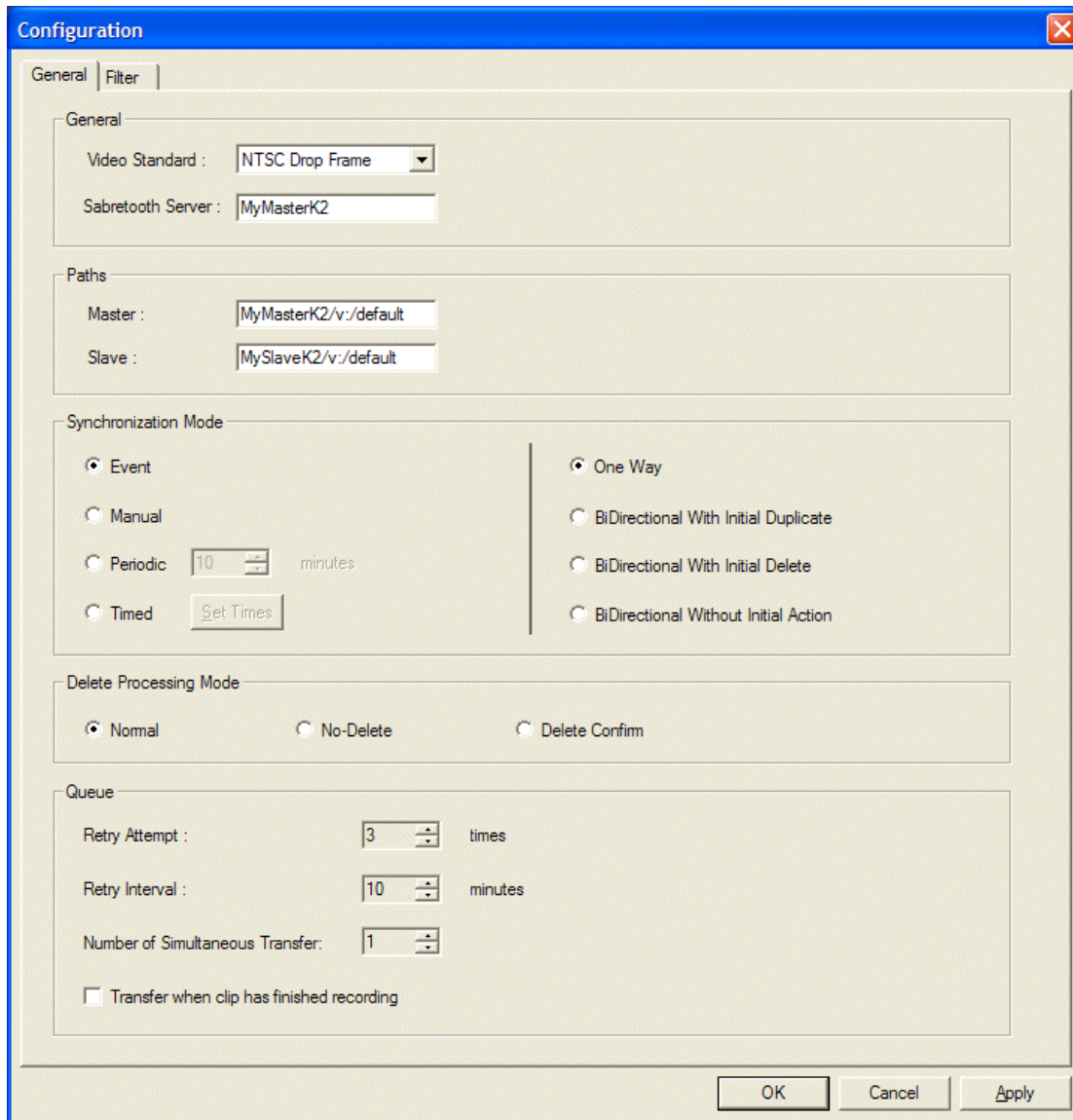
The first step to installing K2 InSync is to run the Setup program on the K2 InSync CD-ROM. You must install K2 InSync on the master K2. If you need to mirror the slave K2 to another K2 system, you can install K2 InSync on the slave K2; it becomes the master of this second mirrored pair. K2 InSync requires one license for each master K2. For more information on licensing, see [“Licensing K2 InSync”](#).

To install K2 InSync you must be logged on as Administrator. For information about logging on as Administrator, see the *K2 Media Client System Guide*.

1. Insert the CD-ROM into the drive on the K2 you've chosen to be master. Choose **Start | Run** and browse for *K2 InSync Setup.exe* on the CD-ROM.
2. Follow on-screen instructions, clicking **Next** and **Finish**, to work through the installation program.
3. Before you can run K2 InSync, you must specify the configuration that you want to use. Click on the K2 InSync icon on the Windows Desktop or select **Start | Programs | K2 InSync | K2 InSync**.

***NOTE: If you do not specify the path of the Sabretooth Server, you cannot run K2 InSync. The Sabretooth Server must be on the master K2 machine.***

4. Fill in the configuration information and click **OK**. The following example shows one possible configuration. For more information on the configuration settings, see the *K2 InSync User Guide*.



## Upgrading K2 InSync

Before you upgrade K2 InSync, uninstall the current version. Do not install an upgrade over an existing version of K2 InSync.

## Licensing K2 InSync

To use the K2 InSync software past the 30-day trial period, you need to get a permanent license from Grass Valley. Licenses are requested through the K2 InSync License Wizard and managed through the SabreTooth License Manager, which are

installed with K2 InSync software. The K2 InSync License Wizard and SabreTooth License Manager must be on the master K2. K2 InSync requires one license for each master K2.

License information is stored in text files that you can manage just like any other file on your system. Licenses are unique to the system for which they are requested and cannot be used on any other machine.

**NOTE: 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, or changing an Ethernet card, you must obtain a new license based on the new MAC address.**

You can use the K2 InSync License Wizard for the following task:

- “Requesting a license” on page 5

You can use the SabreTooth License Manager for the following tasks:

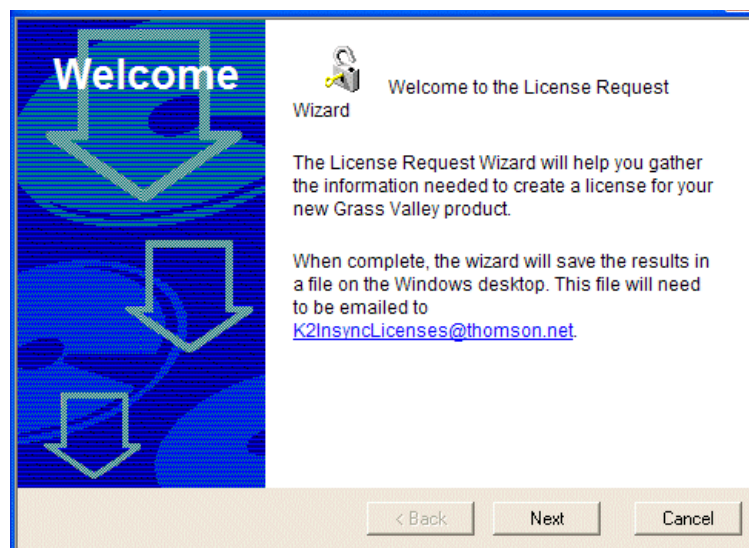
- “Adding a license” on page 8
- “Deleting licenses” on page 9
- “Archiving licenses” on page 9

## Requesting a license

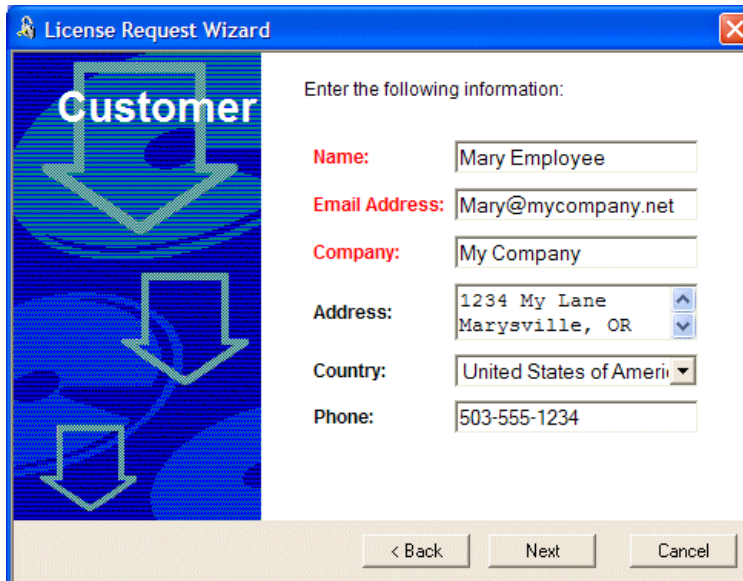
Software licenses are unique to the system for which they are purchased. They cannot be used on any other system. This requires that you provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique license.

To get a license number, follow these steps:

1. Select **Start | Programs | K2 InSync | K2 InSync License Request**. The License Request Wizard displays.

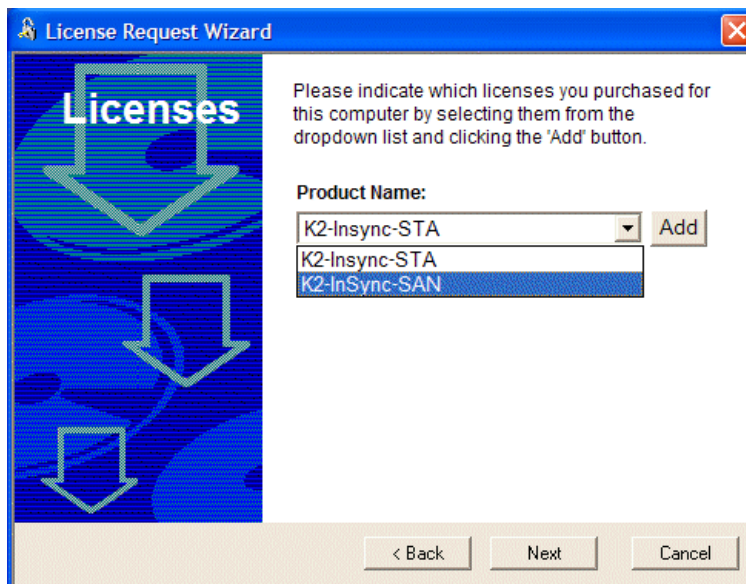


2. Read the on-screen instructions, then click **Next** to proceed to the customer information screen. The Customer dialog box displays.



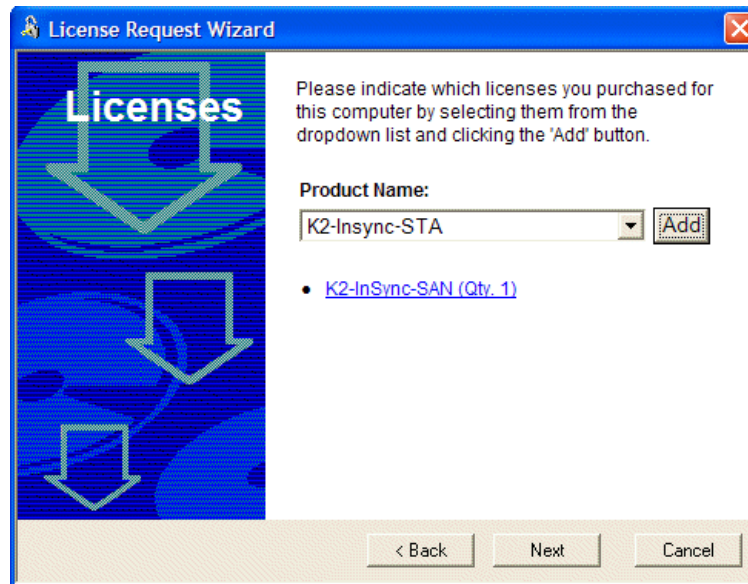
The screenshot shows the 'License Request Wizard' window with the 'Customer' step selected. The window title is 'License Request Wizard'. On the left, there is a blue sidebar with the word 'Customer' and three downward-pointing arrows. The main area contains the text 'Enter the following information:' followed by several input fields. The labels 'Name:', 'Email Address:', 'Company:', 'Address:', 'Country:', and 'Phone:' are in red. The input fields contain the following text: 'Mary Employee', 'Mary@mycompany.net', 'My Company', '1234 My Lane Marysville, OR', 'United States of America', and '503-555-1234'. At the bottom, there are three buttons: '< Back', 'Next', and 'Cancel'.

3. Enter the information requested in red font on this page. You must provide a valid email address to receive your license file. Click **Next** to continue. The Licenses dialog box displays.
4. Select the product name from the drop-down list and click **Add**.
  - K2-Insync-STA: K2 Media Client with internal (standalone) storage.
  - K2-Insync-SAN: K2 Media Client with external (shared) storage.

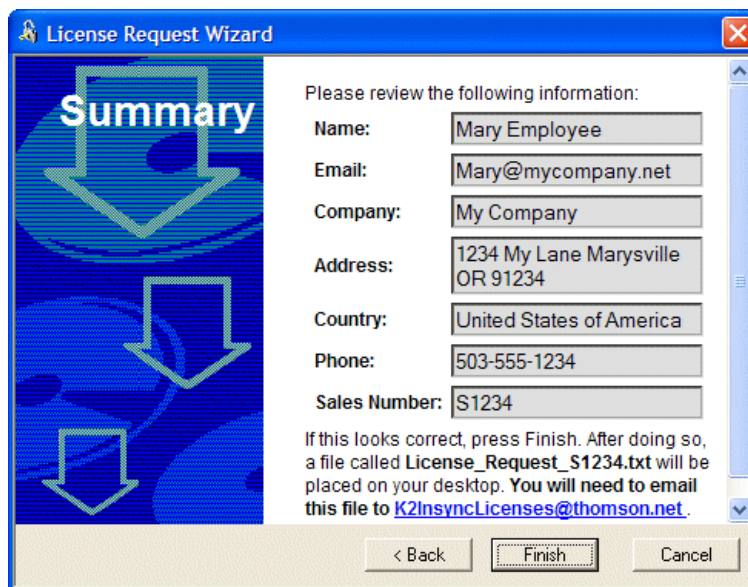


The screenshot shows the 'License Request Wizard' window with the 'Licenses' step selected. The window title is 'License Request Wizard'. On the left, there is a blue sidebar with the word 'Licenses' and three downward-pointing arrows. The main area contains the text 'Please indicate which licenses you purchased for this computer by selecting them from the dropdown list and clicking the 'Add' button.' Below this is a 'Product Name:' label followed by a dropdown menu. The dropdown menu is open, showing a list with 'K2-Insync-STA' selected. To the right of the dropdown is an 'Add' button. At the bottom, there are three buttons: '< Back', 'Next', and 'Cancel'.

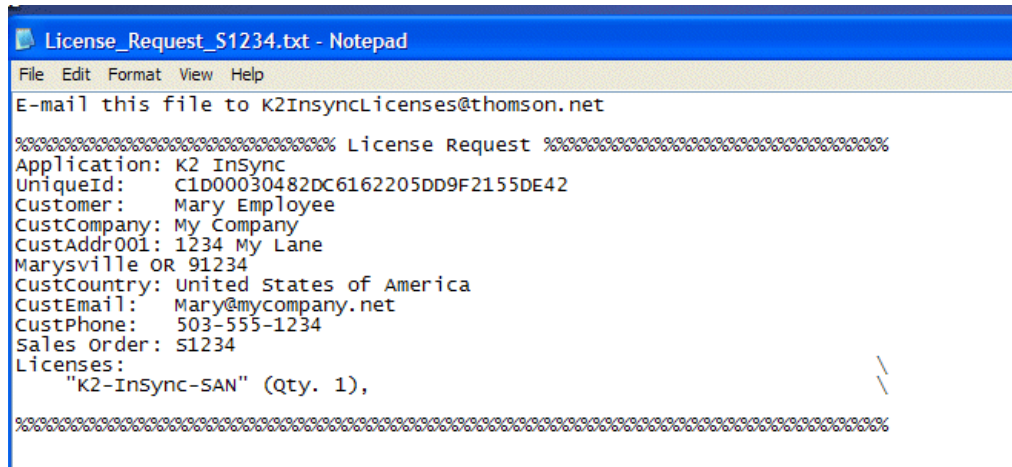
5. The selected product displays below the drop-down list.



6. To unselect the product, click the underlined product name. Otherwise, click **Next** to continue. The Summary dialog box displays.



7. 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.



```
License_Request_S1234.txt - Notepad
File Edit Format View Help
E-mail this file to k2insynclicenses@thomson.net

%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%% License Request %%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%
Application: K2 InSync
UniqueId: C1D00030482DC6162205DD9F2155DE42
Customer: Mary Employee
CustCompany: My Company
CustAddr001: 1234 My Lane
Marysville OR 91234
CustCountry: United States of America
CustEmail: Mary@mycompany.net
CustPhone: 503-555-1234
Sales Order: S1234
Licenses:
    "K2-InSync-SAN" (Qty. 1),
%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%%
```

8. Attach this text file to an email and send it to [K2InsyncLicenses@thomson.net](mailto:K2InsyncLicenses@thomson.net). You can also paste the text directly into an email message. You might want to keep a copy of the message for your records.
9. An email will be sent to the email address you specified with the SabreTooth license number.

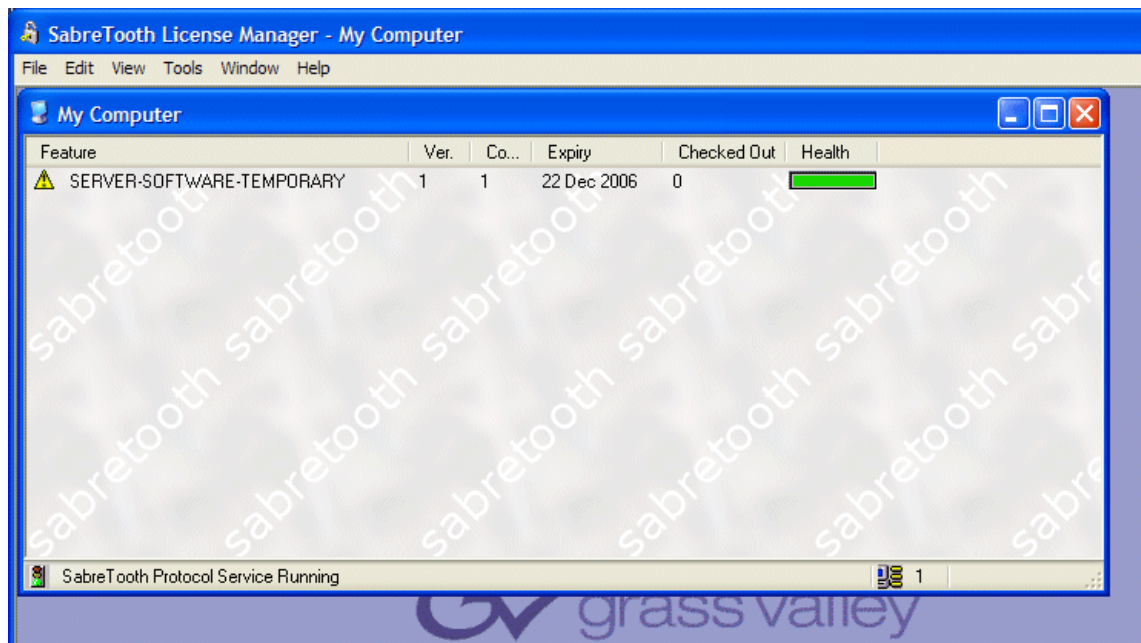
## Adding a license

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.

To add a license:

1. Click on the License Manager icon on the Windows Desktop. The SabreTooth License Manager opens. When K2 InSync is first installed, a temporary 30-day license is automatically provided.





2. Choose **File | Import License** and navigate to the file location to open the text file, or drag and drop the text file onto the License Manager.

## Deleting licenses

Deleting a license immediately 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.

To delete a license:

1. Select the license in the SabreTooth License Manager.
2. Choose **Edit | Delete License** to delete the license.

## Archiving licenses

You might want to archive your licenses to a secure location. This allows you to quickly re-install a license should you inadvertently delete it.

To archive a license:

1. Select the license in the SabreTooth License Manager.
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.

## Operational considerations

- When using the bi-directional mirroring mode with initial duplicate, the clips in the master K2's Recycle bin are mirrored on the slave K2. If you do not want the Recycle bin clips mirrored, open K2 AppCenter on the master K2, select **Organize Bins | Recycle Bin**, and check the option to delete clips immediately.

- When you are using the bi-directional mirroring mode you must not create, and you must not allow an automation program to create, a clip with the same name in the same directory **at the same time** on both units. Doing so can result in the loss of one of the clips created.
- When you are using the bi-directional mirroring mode you must not edit the same clip in the same directory at the same time on both units. Doing so results in the loss of edits to the clip closed first.
- Continuous recording cannot be used with K2 InSync.
- To use playlists with K2 InSync, create the playlist and edit the events in an excluded bin. Once the playlist has been completely edited, move the playlist to an included K2 InSync bin to be transferred to the slave K2.
- Trimmed clips are not supported with K2 InSync.

## Known problems

The following limitation is present in this 4.0.0 release of K2 InSync. If you want more information about this limitation, please contact your Grass Valley representative and include the reference number that follows the description of the limitation.

- Description: If K2 InSync is in Manual mode and there are failed tasks remaining (for example, if the slave is unavailable for transfer), you cannot use the Start arrow. (CR72755)
- Workaround: Edit the configuration (for example, change the retries to 4 from 5), press **Apply** and then **OK**. The Start arrow becomes available again.