

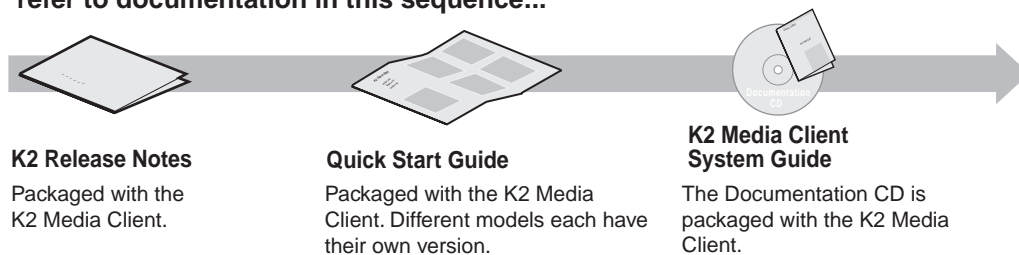
# **K2 Media Client and K2 Storage System (SAN) Version 3.3.2 Release Notes & Upgrade Instructions**

These release notes contain the most recent information and supersede previous publications, as of 20 September 2010. Check the Grass Valley website at [www.grassvalley.com/docs](http://www.grassvalley.com/docs) for an updated version that contains additional important information.

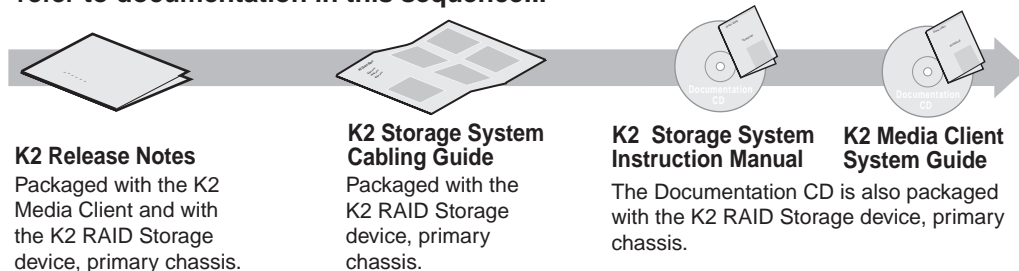
These release notes contain information for the following:

- K2 Media Clients with internal storage
- K2 Media Clients with direct-connect storage
- The K2 Storage System (SAN) with connected shared storage K2 Media Clients

**If you are installing new K2 Media Client models with stand-alone storage, refer to documentation in this sequence...**



**If you are installing a K2 Storage System with connected K2 Media Clients, refer to documentation in this sequence...**



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# Grass Valley Product Support

To get technical assistance, check on the status of a question, or to report a 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.

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

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

## Telephone Support

Use the following information to contact Product Support by phone.

## International Support Centers

Our international support centers are available 24 hours a day, 7 days a week.

Support Center	Toll free	In country
France	+800 80 80 20 20	+33 1 48 25 20 20
United States	+1 800 547 8949	+1 530 478 4148

## Authorized Local Support Representative

A local support representative may be available in your country. To locate a support center during normal local business hours, refer to the following list. This list is regularly updated on the website for Grass Valley Product Support

(<http://www.grassvalley.com/support/contact/phone/>)

After-hours local phone support is also available for warranty and contract customers.

Region	Country	Telephone
Asia	China	+86 10 5883 7575
	Hong Kong, Taiwan, Korea, Macau	+852 2531 3058
	Japan	+81 3 6848 5561
	Southeast Asia - Malaysia	+603 7492 3303

<b>Region</b>	<b>Country</b>	<b>Telephone</b>
	Southeast Asia - Singapore	+65 6379 1313
	India	+91 22 676 10324
Pacific	Australia	1 300 721 495
	New Zealand	0800 846 676
	For callers outside Australia or New Zealand	+61 3 8540 3650
Central America, South America	All	+55 11 5509 3440
North America	North America, Mexico, Caribbean	+1 800 547 8949; +1 530 478 4148
Europe	UK, Ireland, Israel	+44 1189 230 499
	Benelux – Netherlands	+31 (0) 35 62 38 421
	Benelux – Belgium	+32 (0) 2 334 90 30
	France	+800 80 80 20 20; +33 1 48 25 20 20
	Germany, Austria, Eastern Europe	+49 6150 104 444
	Belarus, Russia, Tadjikistan, Ukraine, Uzbekistan	+7 495 258 09 20
	Northern Europe	+45 404 72 237
	Southern Europe – Italy	+39 06 87 20 35 28
	Southern Europe – Spain	+34 91 512 03 50
Middle East, Near East, Africa	Middle East	+971 4 299 64 40
	Near East and Africa	+800 80 80 20 20; +33 1 48 25 20 20

# Release Summary

## What's new in version 3.3.2

### Version 3.3.2

- **Compatibility with Apple Snow Leopard** — If you are using K2 FCP Connect and you upgrade to SNFS version 3.5.2.1b15620 and to this 3.3.2 version of K2 software, you can connect Macintosh systems running the Apple Snow Leopard operating system.
- **SNFS** — This 3.3.2 version of K2 software is compatible with two versions of SNFS software: SNFS version 3.1.2.RC25225.6138 and SNFS version 3.5.2.1b15620. If you are currently at a K2 3.x software version with SNFS version 3.1.2.RC25225.6138, you can upgrade to this 3.3.2 version of K2 software without upgrading your SNFS.

## Feature limitations in this release

- Combining play channels and record channels in one gang is not supported.
- The gang feature does not support playlists.
- The track mapping feature does not support playlists.
- AVI import/export is supported only via AppCenter import/export features and only for DVCAM/DV25/DV50 clips.
- QuickTime FTP import/export is not supported.

## Changes and features in previous releases

The following sections describe changes and features in past releases.

### Version 3.3.1

- **K2 Media Servers** — Dell PowerEdge R710 and R610 are supported as K2 Media Server platforms.

## Version 3.3.0

- **AFD support** — Active Format Description (AFD) is supported on the K2 Media Client for control of aspect ratio. Refer to the *K2 Media Client System Guide* for more information.
- **Final Cut Pro support** — K2 FCP Connect is a licensable feature that allows your Macintosh Final Cut Pro system to become a K2 SAN iSCSI client. This enables edit in place functionality for K2 media via QuickTime reference files. Supports DV, IMX, HD, and XDCAM formats. Note: when configuring the Mac Client on the K2 SAN using K2Config, on the Xsan Licensing Information page enter *only* the information as received from Apple with your Xsan license. If a one-seat license, enter only the Serial number and leave the Registered To and Organization fields blank. If a multi-seat license, enter all three fields. Refer to the *K2 Storage System Instruction Manual* for more information.
- **SiteConfig support** — Network configuration and software deployment across all K2 products is supported by SiteConfig, Grass Valley's system management tool. SiteConfig is required for K2 SAN upgrades.
- **Simplified configuration for external storage K2 Media Clients** — After the release of version 3.3.0, direct-connect and shared (SAN) storage K2 Media Clients that do not have a SCSI controller adapter or a SCSI backplane begin shipping from Grass Valley. Instead, RAID controller functionality is provided by the motherboard and backplane functionality is provided by two SATA drive connector boards. These K2 Media Clients can be identified by the absence of the SCSI controller adapter in slot six of the rear panel. K2 Media Clients with this configuration are compatible with K2 software version 3.3.0 and higher only. They can not be downgraded to a lower version. Refer to the *K2 Media Client Service Manual* part number 071-8468-07 for more information.
- **Pinnacle support** — You can import native Pinnacle clips. Refer to the *K2 Media Client System Guide* for more information.
- **Licensing for K2 system software** — When upgrading, version 3.3.0 K2 system software installs with a 30 day trial license. You must obtain a permanent license from Grass Valley. Version 3.3.0 is a free upgrade from version 3.2 or for anyone under a service contract or SLA. Customers with version 3.0 or 3.1 or who are outside the 1 year warranty can purchase an upgrade. When upgrading to version 3.3.0, make sure that you carefully follow the upgrade and licensing procedures later in these release notes, so that licensing features are correctly installed.
- **Protocol command** — The behavior of the AMP and BVW "device type" command has changed. Refer to the *K2 Media Client System Guide* Remote control protocol Appendix for more information.
- **Documentation for this release** — The following manuals have been revised or are new:
  - K2 Media Client User Manual 071-8459-04
  - K2 Media Client Service Manual 071-8468-07
  - K2 Media Client System Guide 071-8460-06
  - K2 Storage System Instruction Manual 071-8461-05
  - SiteConfig User Manual 071-8693-01
  - SiteConfig Migration Instructions 071-8705-00

The manuals are on K2 Documentation CD part number 063-8244-07.

## Version 3.2.74

- **Ancillary timecode** — Supports VITC and LTC ancillary timecode on HD channels for record and playout. SD ancillary timecode is preserved only.
- **SD Compressed VBI** — Support for Standard Definition (SD) Compressed VBI closed captioning.
- **Subtitles** — An API is provided for access to subtitling data, allowing Closed Captioning and Teletext systems to produce timecode correlated subtitles for an existing K2 clip.
- **House LTC Input** — HD-00 models have an updated codec board that provides a House LTC input. With this connector you can input LTC time code as a Time of Day source. The part number of the new codec board is 691-0031-51. Contact your Grass Valley representative for information on upgrading existing systems to the new codec board.
- **K2 XML Import capture service** — Imports media from 3rd party applications, as defined by an XML file.
- **K2 Pathfire capture service** — The K2 Pathfire capture service now supports SD content. This is in addition to the HD content currently supported.
- **HotBin sub-directories** — In the watched folder, the HotBin service creates directories named *Archive*, *Fail*, and *Success*.
- **XDCAM support** — XDCAM-HD422, XDCAM-HD, and XDCAM-EX are supported.
- **Media File System** — Upgrade to version 3.1.2.RC25225.6138 SNFS (StorNext File System) software is required.
- **Windows operating system qualification** — K2 control point software is now qualified on Windows Vista and Windows 2003 Server operating systems. Control point software remains qualified on the Windows XP operating system. Upgrade from Windows XP is not required. If you are using NetCentral on the control point PC, be advised that NetCentral is not qualified on Windows Vista.
- **Windows operating system licensing** — The type of license used for Microsoft Windows has changed. It is no longer necessary to activate the license after restoring from the generic recovery disk image.
- **15 K drives** — K2 Media Clients shipping from the factory can contain 15K drives, rather than the previous 10K drives. The 15K drives are identified as model “MBA” by a label on the drive. 15K drives are also provided as Field Replaceable Units (FRU). If you have a LUN of 10K drives, you may replace one of the 10K drive with a 15K drive. If you have a LUN of 15K drives, you must *not* replace one of the 15K drives with a 10K drive.
- **Playlist enhancement** — For the AppCenter Pro “Import text file as playlist” feature, the clip name can now include a path. The format for specifying a path with the clip name is volume:/binname/clipname. For example, *v:/default/Clip\_1*.
- **ProductFrame support** — Microsoft .NET Framework 3.5 SP1 and SiteConfig Network Configuration Connect Kit is required on the K2 Media Client, K2 Media Server, and Control Point PC.. These software components provide support for Grass Valley system management tools.



- **K2 ASI Media Client** — The K2 ASI Media Client is a K2 appliance on a K2 Storage System. The K2 ASI Media Client is a MPEG-2 transport stream capture device.
- **K2 Coder** — The K2 Coder is a K2 appliance on a K2 Storage System. The K2 Coder provides an option to import formats that are not otherwise supported by the K2 system. You can also export.
- **Edius workgroup** — This K2 Storage System is now available as a pre-defined system in the K2 System Configuration application. Only qualified Grass Valley personnel should configure this type of system.
- **Aurora Mirrored System Manager** — An application for managing mirrored K2 Storage Systems and associated devices is available. It is installed by default with K2 Control Point PC software.
- **Windows operating system qualification** — K2 control point software is now qualified on Windows Vista and Windows 2003 Server operating systems. Control point software remains qualified on the Windows XP operating system. Upgrade from Windows XP is not required.
- **Documentation for this 3.2.74 release** — Use the documents on the K2 Documentation CD part number 063-8244-06.

## Version 3.2.58

- **Catch server support** — The K2 Capture Service provides licensable features for automatically importing media from DG and Pathfire catch servers. Refer to the K2 Media Client System Guide for procedures.
- **Playlist enhancements** — Playlist has new features. Refer to the K2 Media Client User Manual.
- **AppCenter Pro track management enhancement** — Audio track mapping in the licensable AppCenter Pro option has new rules. Refer to the K2 Media Client User Manual.
- **Timecode labeling enhancement** — On the SD-00 K2 Media Client, AppCenter provides additional information to clarify timecode settings. The channel Options dialog box Timecode tab has modified text and layout. On the channel pane, the Timecode Source indicator reports source during payout.
- **E-to-E (LoopThru) mode** — On the SD-00 K2 Media Client, the Player/Recorder application has a new “E-to-E (LoopThru) mode” selection on the Control menu. This mode applies when the channel is under local AppCenter control as well as when it is under remote control, for all protocols.

When E-to-E is selected, the channel behaves as follows:

- “EE” is displayed on the channel pane, next to the Timecode Source indicator.
- When no clip is loaded, the signal that is currently present at the channel input plays out.
- When a record operation stops, Recorder stays Recorder and the clip remains in the Recorder. The signal that is currently present at the channel input plays out.

When E-to-E is not selected, the channel behaves as follows:

- “PB” is displayed on the channel pane, next to the Timecode Source indicator.
- When no clip is loaded, black plays out.

- When a record operation stops, Recorder becomes Player and the clip remains in the Player. The clip's last frame plays out.
- **Media File System** — Upgrade to version 3.0.3b.56 SNFS (StorNext File System) software is required. This is the media file system software.
- **RS-422 connection** — RS-422 connectivity reverts to the pre-3.2.56 configuration, which is two dual-port USB cards. The motherboard has been modified to resolve all RS-422 and USB compatibility issues. This modified motherboard is known as the Type III motherboard. Refer to the K2 Media Client Service Manual.
- **Restoring from a generic recovery disk image on E:** — An issue with Windows operating system licensing has been discovered. The problem occurs only when restoring the K2 Media Client from the generic recovery disk image stored on the E partition. To avoid the problem, make sure you follow the procedure in the K2 Media Client Service Manual part number 071-8468-03 or higher.
- **Control point PC** — The Grass Valley control point PC is now on the Dell 830 platform. To make a recovery disk image, you must use recovery CD 063-8245-03.
- **Lx0 RAID can expand L2 RAID** — If you have a K2 Storage System with L2 RAID, you can expand it using Lx0 RAID.
- **Level 35** — An additional pre-defined level is available for the K2 Storage System.
- **Documentation for this release** — The following manuals have been revised:
  - K2 Media Client Service Manual 071-8468-04
  - K2 Media Client System Guide 071-8460-04

The revised manuals are on the December 2007 K2 Documentation CD, part number 063-8244-05, labeled “Software version 3.2”.

## Version 3.2.56

- **K2 Media Client motherboard** — The previous K2 Media Client motherboard (now known as the Type I motherboard) has reached end of life status, so a new “Type II” motherboard has been qualified and is installed in new systems. The Type II motherboard supports USB 2.0. To identify the motherboard in a K2 Media Client, view the rear panel. The Type I motherboard has a parallel port. The Type II motherboard does not have a parallel port.
- **RS-422 connection** — In this release, RS-422 connectivity is provided by a single PCI card. This is required for compatibility with the Type II motherboard. The PCI card replaces the previous configuration of two dual-port USB cards. The PCI card includes an 8-port external interface. On the external interface, only ports 1–4 are active.
- **Direct-connect storage** — There is a new model of K2 Media Client, with its own external RAID storage directly connected. Like a K2 Media Client with internal storage, this model is referred to as “stand-alone” storage, as opposed to K2 Media Clients that connect to external shared storage.
- **HotBins feature** — A watched folder can be configured to automatically import clips into the K2 System. Refer to the K2 Media Client System Guide for complete specifications.
- **Media File System** — Upgrade to version 3.0.1b.39 SNFS (StorNext File System) software is required. This is the media file system software.

- **QuickTime support** — AppCenter import supports QuickTime D10/IMX, XDCAM-HD, and HDV.
- **K2 Storage System levels 10, 20, 30** — A new storage infrastructure is available with pre-defined levels 10, 20, 30, and Nearline 10. Each level is available with both redundant and non-redundant configurations. New or changed devices with these levels are as follows:
  - L10, GS, and LS K2 Media Servers — Built on Dell platforms with configurations to support online K2 Storage Systems.
  - NH1 K2 Media Servers — Built on a Dell platform and configured to support the role of FTP server on both online and nearline K2 Storage Systems.
  - NH1-10GE K2 Media Servers — Built on a Dell platform. Provides 10 Gig bandwidth to support the role of FTP server on both online and nearline K2 Storage Systems.
  - K2 RAID — These RAID storage devices provide 4 Gb/s bandwidth.
  - GigE switch ISLs — On systems with two switches, it is now recommended to use three 1 Gig ISLs rather than the 10 Gig ISLs.

Refer to the K2 Storage System Instruction Manual for complete descriptions of the new storage infrastructure.

- **Storage Utility** — Enhancements for network settings allow two RAID controllers to be configured at once. Also, bound disks are now labeled as RANK, rather than LUN.
- **Documentation for this 3.2.56 release** — Use the September 2007 K2 Documentation CD (part number 063-8244-04) with release 3.2.56. This CD is labeled “Software version 3.2”.

## Version 3.2.21

- **SDA-00 K2 Media Client** — There is a new model of Standard Definition (SD) K2 Media Client that records and plays analog media as well as the digital media types supported by the SD-00 K2 Media Client. The SDA-00 K2 Media Client has two fixed recorder channels and two fixed player channels. Refer to the K2 Media Client System Guide for complete specifications.
- **Licensing for K2 system software** — There are licensing requirements for version 3.2 system software.
- **Four channels 720p** — 720p material on four channels is supported on the following HD-00 models:
  - HD-13 — One record channel, three play channels
  - HD-22 — Two record channels, two play channels
- **Player/Recorder application** — On the SD-00 K2 Media Client, a Player/Recorder application replaces the Player application and the Recorder application.
- **Channel protocol control** — To configure a channel for protocol control, click the Options button and find settings on the Control tab. There are no longer separate applications for protocol control.
- **AppCenter Pro** — The AppCenter Pro product is a licensed software plug-in for version 3.2.74 K2 system software. The plug-in adds the following features to AppCenter:

- Channel ganging — You can combine channels in a gang for synchronous record/play operations.
- Track management — You can add and remove video and audio tracks to a clip. You can also label audio tracks and configure rules for playout on different channels.
- GPI features — You can set GPI output triggers as follows:
  - On a channel basis
  - On Start Of Material (SOM), End of Material (EOM), SOM + x seconds, or EOM – x seconds
  - On channel state idle, cued-for-play, playing, cued-for-record, and recording
- Schedule play/record — You can start play and record operations based on time of day.
- **Support for 32 audio tracks** — A clip with up to 32 audio tracks can be stored on a K2 system. Standard features support record and playout of up to 16 audio tracks. AppCenter Pro features are required to create and playout more than 16 audio tracks.
- **Channel connect for protocols** — Even if AppCenter is not running, such as when a K2 Media Client starts up, channels are available for connection by remote control protocols.
- **1440 resolution support** — Recording and playout of 1440 resolution (XDCAM-HD) material is supported.
- **HDV support** — If HDV format material is transferred to a K2 system, it can be played out.
- **MPS/MTS support** — Select MPEG Program/Transport Streams (MPS/MTS) can be imported. This supports the import of graphics.
- **Security** — Based on Windows user accounts and groups, you can set permissions on bins and on channels.
- **Improved downconvert** — Video quality has been improved on downconversion from HD to SD.
- **Clip aspect ratio** — In clip properties there is an aspect ratio setting that overrides the channel's aspect ratio conversion setting.
- **Auto logon** — If you set the K2 Media Client to automatically log on to Windows at startup, AppCenter honors the setting by bypassing its log on dialog box and opening automatically as well. For more information about automatic logon in Windows XP, refer to the related Microsoft knowledge base article (KB 315231).
- **Internal storage options** — On an internal storage K2 Media Client, you have the option of 5 or 10 media drives, configured as RAID 0 or RAID 1.
- **MXF HD support** — MXF transfers now support High Definition material. DMS metadata is not supported.
- **AMP enhancements** — Developers can take advantage of new AMP protocol functionality.
- **EULA at first startup** — When you receive a K2 Media Client new from Grass Valley, at first startup an End User License Agreement (EULA) dialog box opens automatically on the screen. This is normal behavior and occurs only at the first startup.
- **Time of Day source** — The system clock and LTC are available as the source for time of day. VITC is no longer available.

- **Expansion by bandwidth** — You can add disks to increase bandwidth and expand the media file system. You can do this while retaining existing media. If you have media from Aurora products in your K2 Storage System, refer to the section about bandwidth expansion for Aurora products in the K2 Storage System Instruction Manual.

### Version 3.1.14

- **SQL Server 2005** — This release of K2 system software is compatible with both Microsoft SQL Server 2005, which is on new systems shipping from Grass Valley, and with Microsoft SQL Server 2000, which is on previously shipped systems. For systems currently running SQL Server 2000, there is no requirement to upgrade to SQL Server 2005.
- **RSTP GigE switch configuration** — Recent testing has revealed that the HP ProCurve Ethernet switches must have their Spanning Tree Protocol (STP) configured to RSTP, rather than STP. Some switch configuration procedures do not have this specified. You should check this setting on your switch or switches as soon as possible, as instructed in the K2 Storage System Instruction Manual.

### Version 3.1.13

- **Factory installation** — This release provides updated software for pre-installation at the factory and for upgrade of existing systems at customer sites. The release contains quality and performance improvements.
- **Product compatibility** — This release is qualified with updated versions of Grass Valley News products.
- **Media File System** — Upgrade to version 2.6.5b50 SNFS (StorNext File System) software is required. This is the media file system software.
- **2900 series switch** — A new Gigabit Ethernet switch, the “ProCurve Networking Switch 2900 Series” is qualified for use with K2 Storage Systems. Its use and configuration are the same as the existing 3400cl series switch, as documented in the K2 Storage System Instruction Manual part number 071-8461-01, with the following exceptions:
  - Set Flow Control to Enable for all ports and trunks on the 2900 series switch. This is an important difference from the configuration of the 3400cl series switch, in which Flow Control is set to Disable.

***NOTE: You must set Flow Control to Enable. Failure to do so results in unacceptably low performance for record operations.***

- The switch has been qualified with firmware version T.11.12. Check the firmware version on the switch and downgrade or upgrade as necessary.
- The two 10 Gigabit ports are standard on the 2900 series switch.

2900 series switches and 3400cl series switches are fully compatible and can coexist on the network. Having the Flow Control setting different on ports and/or trunks between the two different models of switches (enable for 2900 series, disable for 3400cl series) does not cause problems. If your existing 3400cl series switches are properly configured, it is not necessary to reconfigure them in order to make them work with 2900 series switches.

## **Older versions**

For information about older software versions not listed in these release notes, refer to the release notes for those versions.

# Version compatibility

Versions qualified for compatibility with this version 3.3.2 release of K2 software are summarized in the following sections.

## Compatible K2 Media Client components

The following components reside on the K2 Media Client and are compatible with this release of K2 software as listed in the following table. Compatible versions are pre-installed on the K2 Media Client when you receive it new from Grass Valley.

Product	Version	Comments
GrassValley K2 Client software	3.3.2	Includes AppCenter
Media File System (SNFS)	3.1.2.RC25225.6138 and 3.5.2.1b15620	Either version of SNFS is compatible. However, if the K2 Media Client is on a K2 SAN, all devices on the K2 SAN must be at the same version of SNFS.
SiteConfig Discovery Agent, also known as SiteConfig	1.0.8	This version is still compatible
Network Configuration Connect Kit	1.1 and higher	Upgrade to this version is enforced when deploying software with SiteConfig version 1.1 and higher
Windows Operating System	Windows XP	With the latest update
Windows update	2.0.50727.4022	—
Microsoft .NET Framework	1.1, 1.1 Hotfix, 2.0 SP2, 3.0 SP2, 3.5 SP1	—
QuickTime	7.0 and higher	—
Adobe Acrobat Reader	7.0 and higher	
ATI video driver for Radeon 9250	8.252.0.0	
Intel Pro Software	13.1.2	
Microsoft iSCSI Initiator	2.07	
MS XML	4.0 6	
MS-SQL Desktop Engine	8.00.761 SP3	

Product	Version	Comments
Power Console Plus <sup>1</sup>	5.00n	
J2SE Runtime Environment	6, Update 7	
Supero Doctor	3	

## Compatible K2 Media Server components

The following components reside on the K2 Media Server and are compatible with this release of K2 software as listed in the following table. Compatible versions are pre-installed on the K2 Media Server when you receive it new from Grass Valley.

Component	Version	Comments
Grass Valley K2 Server software	3.3.2	—
Media File System (SNFS)	3.1.2.RC25225.6138 and 3.5.2.1b15620	Either version of SNFS is compatible. However, all devices on the K2 SAN must be at the same version of SNFS.
SiteConfig Discovery Agent, also known as SiteConfig	1.0.8	This version is still compatible
Network Configuration Connect Kit	1.1 and higher	Upgrade to this version is enforced when deploying software with SiteConfig version 1.1 and higher
Windows Operating System	Windows 2003 Server	With the latest update
Windows update	2.0.50727.4022	—
Microsoft .NET Framework	2.0 SP2, 3.0 SP2, 3.5 SP1	—
QuickTime	7.0 and higher	—
Adobe Acrobat Reader	7.0 and higher	—
ATI Display Driver	8.24.3.0	—
Dell OpenManage	5.3.0	—
J2SE Runtime Environment	6, Update 3	—
MSXML	4.0 and higher	—

---

<sup>1</sup> Do not use this utility on a K2 Media Client. This utility is for use by Grass Valley Service personnel only. When this utility is opened it scans the SCSI bus and interferes with record and play operations.



Component	Version	Comments
Dell Server Models	R710, R610, 2950, 1950, 2850	As provided by Grass Valley for specific K2 storage levels and applications.

## Compatible K2 Control Point PC components

The following components reside on the K2 Control Point PC and are compatible with this release of K2 software as listed in the following table. Compatible versions are pre-installed on the K2 Control Point PC when you receive it new from Grass Valley.

Software	Version	Comments
K2 control point	3.3.2	—
Windows operating system	Server 2003 SP 1	—
Windows update	2.0.50727.4022	—
NetCentral	5.0	—
SQL Server Express	2005	—
.NET Framework	1.1, 1.1 Hotfix, 3.5 SP1	—
QuickTime	7.0 and higher	—
MS XML	4.0	—
Windows Installer	3.1	—
SiteConfig Discovery Agent, also known as SiteConfig Network Configuration Connect Kit	1.0.8 1.1 and higher	This version is still compatible Upgrade to this version is enforced when deploying software with SiteConfig version 1.1 and higher
7-ZIP	—	—
Adobe Reader	9.0	—

## Compatible Grass Valley products

Grass Valley products are compatible with this version 3.3.2 release of K2 software as follows:

Product	Version	Comments
Aurora Browse	6.5.1 or 6.5.2	Check with your Grass Valley representative for version availability
Aurora Edit	6.5.1 or 6.5.2	

Product	Version	Comments
Aurora Ingest	6.5.1 or 6.5.2	
Aurora Payout	6.5.1 or 6.5.2	
Profile XP Media Platform	5.4.8 or higher	Media assets can be transferred to/from a Profile XP system.
NetCentral	5.0.0	—
SiteConfig application	1.1 or higher	—
K2 Coder	3.2.0	—
UIM	2.1.1	—
K2 TimeDelay	2.1.3	—
K2 InSync	4.0.2.1	Check with your Grass Valley representative for version availability
K2 Avid plug-in	1.0.0	On the Avid Editor install the <i>K2AvidIngest</i> module and on the device that runs the Avid Transfer Manager/Interplay Engine install the <i>K2AvidDhm</i> module.
K2 FCP Connect	1.1.0	—

## Compatible HP ProCurve GigE switch components

Components that reside on the HP ProCurve 3400cl series GigE switch and the HP ProCurve 29xx series GigE switch are compatible with this release of K2 software as follows:

Product	Version	Comments
HP ProCurve 3400cl series firmware	M.08.66	This older version is still compatible
	M.08.86	Upgrade to this version is recommended
HP ProCurve 2900 series firmware	T.11.12	This older version is still compatible
	T.13.23	Upgrade to this version is recommended

## Compatible K2 Lx0 RAID components

This compatibility specification applies to K2 RAID on a Level 10, Level 20, Level 30 and Level 35 (Condor) K2 SAN, both basic and redundant. RAID firmware is compatible with this release of K2 software as follows:

Component	Version	File Name	Comments
Level 10/20 controller firmware for primary chassis with 15K SAS drives or SATA drives	07VS	D1_07VS.BIN	This version is still compatible
	07VV	D1_07VV.BIN	Upgrade to this version is recommended
Level 10/20 controller firmware for expansion chassis with 15K SAS drives or SATA drives	030F	ENCL_030F.BIN	This version is still compatible
	050B	ENCL_050B.BIN	Upgrade to this version is recommended
Level 10/20 controller firmware for primary chassis with 7.2K SAS drives	07VV	D1_07VV.BIN	7.2K SAS drives are used in K2 Production Storage and K2 Nearline Storage.
Level 10/20 controller firmware for expansion chassis with 7.2K SAS drives	050B	ENCL_050B.BIN	
Level 30/35 controller firmware for primary chassis with 15K SAS drives or SATA drives	07VS	D3_07VS.BIN	This version is still compatible
	07VV	D3_07VV.BIN	Upgrade to this version is recommended
Level 30/35 controller firmware for expansion chassis with 15K SAS drives or SATA drives	030F	ENCL_030F.BIN	This version is still compatible
	050B	ENCL_050B.BIN	Upgrade to this version is recommended

Component	Version	File Name	Comments
Level 30/35 controller firmware for primary chassis with 7.2K SAS drives	07VV	D3_07VV.BIN	7.2K SAS drives are used in K2 Production Storage and K2 Nearline Storage.
Level 30/35 controller firmware for expansion chassis with 7.2K SAS drives	050B	ENCL_050B.BIN	

Find firmware on the K2 client (for direct-connect storage) or the K2 Media Server (for shared storage) at *C:\profile\microcode\NEC\Condor*.

## Compatible K2 Lx0 RAID disk drive firmware

This compatibility specification applies to K2 RAID on a Level 10, Level 20, Level 30 and Level 35 (Condor) K2 SAN, both basic and redundant.

Be aware that Storage Utility can report inconsistent disk drive firmware versions. This can be a normal condition, since the RAID system supports multiple drive capacities and firmware versions. Be sure to compare the version numbers with this table, and update only as required.

Disk drive firmware is compatible with this release of K2 software as summarized in the following tables:

Disk Drive	Firmware Type	Firmware Version	Firmware File Name	Comments
73G 15K SAS	Interface	0002	CT15K5SAS.01_	—
	Servo	0002	CT15K5SAS_73_1	
146G 15K SAS	Interface	0002	CT15K5SAS.01_	—
	Servo	0002	CT15K5SAS_146_1	
300G 15K SAS	Interface	0002	CT15K5SAS.01_	—
	Servo	0002	CT15K5SAS_300_1	
450G 15K SAS <sup>2</sup>	—	0004	CH_15K6_SAS.0004	This version is still compatible.

<sup>2</sup> This type of firmware has a single firmware file, rather than separate Interface and Servo files.

Disk Drive	Firmware Type	Firmware Version	Firmware File Name	Comments
	—	N005	CH_15K6_SAS.N005	Upgrade to this version is recommended.
500G 7.2K SAS	Interface	N001	BA_7K_Interface.N001	—
	Servo	N001	BA_7K_ST3500620SS_Servo.C30D	
1TB 7.2K SAS	Interface	N001	BA_7K_Interface.N001	—
	Servo	N001	BA_7K_ST31000640SS_Servo.B30D	

Directory structures for firmware files are not identical on the K2 client (for direct-connect storage) or the K2 Media Server (for shared storage). Find firmware files at `C:\profile\microcode\NEC\Seagate` or `C:\profile\microcode\K2_L10-L40\DriveFW\SAS\Seagate`.

## Compatible Level 3 RAID components

Components that reside on the the K2 Level 3 RAID storage device are compatible with this release of software as follows:

Product	Version	File Name	Comments
Controller firmware for online systems	04VJ	04FH04VJ.BIN	This older version is still compatible.
Controller firmware for online systems	05VD	04FH05VD.BIN	Upgrade to this version is recommended.
Controller firmware for online systems	05VG	04FH05VG.BIN	Upgrade to this version is optional.
Controller firmware for nearline primary chassis	05ND	04FH05ND.BIN	This older version is still compatible.
Controller firmware for	05NG	04FH05VN.BIN	Upgrade to this version is optional.

Product	Version	File Name	Comments
nearline primary chassis			
Controller firmware for nearline expansion chassis	06F	DEA_AP.06F	—

Find firmware on the K2 client (for direct-connect storage) or the K2 Media Server (for shared storage) at *C:\profile\microcode\K2-L3*.

### Compatible Level 3 RAID disk drive microcode

Versions of K2 Level 3 RAID disk drive microcode are compatible with this release of software as summarized in the following tables:

Disk Drive Capacity	Microcode Type	Microcode Version	Microcode File Name	Comments
73G	Interface	0003	CH7_10K_Interface.0003	These older versions are still compatible.
	Servo	B58	CH7_10K_ST373207FC_Servo.B58	
73G	Interface	DB90	CH7_10K_Interface.DB90	Upgrade to these versions is optional.
	Servo	B5A	CH7_10K_ST373207FC_Servo.B5A	
146G	Interface	0003	CH7_10K_Interface.0003	These older versions are still compatible.
	Servo	B58	CH7_10K_ST3146707FC_Servo.B58	
146G	Interface	DB90	CH7_10K_Interface.DB90	Upgrade to these versions is optional.
	Servo	B5A	CH7_10K_ST3146707FC_Servo.B5A	
300G	Interface	0003	CH7_10K_Interface.0003	These older versions are still compatible.

Disk Drive Capacity	Microcode Type	Microcode Version	Microcode File Name	Comments
	Servo	B58	CH7_10K_ ST3300007FC_ Servo.B58	
300G	Interface	DB90	CH7_10K_ Interface.DB90	Upgrade to these versions is optional.
	Servo	B5A	CH7_10K_ ST3300007FC_ Servo.B5A	

Find microcode on the K2 Media Server at *C:\profile\microcode\K2-L3\seagate*.

For Level 3 RAID, interface microcode and servo microcode each have their own file.

When loading Level 3 RAID disk drive microcode, select the controller to load microcode on all drives. Do not select an individual drive to load microcode. First load the servo file for the specific drive capacity, then load the interface file. After loading the interface file, wait several minutes while the drives automatically re-power themselves.

Be aware that Storage Utility can report inconsistent disk drive microcode versions. This can be a normal condition, since the Level 3 RAID system supports multiple drive capacities and microcode versions. Be sure to compare the version numbers with this table, and update only as required.

## Compatible Level 2 RAID components

Components that reside on the the K2 Level 2 RAID storage device are compatible with this release of software as follows:

Product	Version	Comments
Controller firmware	RV62	Filename: 03FHRV62.BIN  This older version is still compatible.
Controller firmware	RV70	Filename: 03FHRV70.BIN  Upgrade to this version is recommended.
LAN card firmware	GS05	Filename: 03SPGS05.bin  Upgrade to this version is recommended.

Find firmware on the K2 Media Server at `C:\profile\microcode\K2-L2`.

## Compatible Level 2 RAID disk drive microcode

Versions of K2 Level 2 RAID disk drive microcode are compatible with this release of software as summarized in the following tables:

Disk Drive Capacity	Microcode Type	Microcode Version	Microcode File Name	Comments
73G	Interface	0003	ST373207FC 0003.bin	These older versions are still compatible.
	Servo	B58		
73G	Interface	DB90	ST373207FC DB90.bin	Upgrade to these versions is optional.
	Servo	B5A		
146G	Interface	0003	ST3146707FC 0003.bin	These older versions are still compatible.
	Servo	B58		
146G	Interface	DB90	ST3146707FC DB90.bin	Upgrade to these versions is optional.
	Servo	B5A		
300G	Interface	0003	ST3300007FC 0003.bin	These older versions are still compatible.
	Servo	B58		
300G	Interface	DB90	ST3300007FC DB90.bin	Upgrade to these versions is optional.
	Servo	B5A		

Find microcode on the K2 Media Server at `C:\profile\microcode\K2-L2\seagate`.

For Level 2 RAID, interface and servo microcode are combined in one file.

Be aware that Storage Utility can report inconsistent disk drive microcode versions. This can be a normal condition, since the Level 2 RAID system supports multiple drive capacities and microcode versions. Be sure to compare the version numbers with this table, and update only as required.

## Compatible third party products

Products by manufacturers other than Grass Valley are compatible with this release of software as follows:

Product	Version	Comments
Pathfire Transfer Service	5.4.3.0	This version required for operation with the licensable



Product	Version	Comments
		K2 Pathfire capture service option.
DG	1.4.7.0 or higher	This version required for operation with the licensable K2 DG capture service option.

## Compatible recovery applications

To create a recovery image of a K2 device, use compatible versions of the recovery application, as follows:

Product	Recovery application and version	Comments
K2 Media Client	Recovery CD part number 063-8245-04	—
K2 Media Server	Recovery CD part number 063-8246-04	—
Grass Valley Control Point PC	Recovery CD part number 063-8246-04	—

# Upgrading K2 systems

This section contains the tasks necessary for the upgrade to this release of software.

K2 software downgrade is supported only via the recovery image process. If you must downgrade and you do not have a recovery image at the desired software version, obtain a recovery image from Grass Valley Support.

## Upgrading a K2 SAN

This section contains the tasks necessary to upgrade a K2 SAN to this release of K2 software. Work through the tasks sequentially to complete the upgrade.

**NOTE:** *These upgrade instructions assume that current K2 system software is at version 3.1.9 or higher. If you have a lower version of software, contact Grass Valley Support before upgrading.*

**NOTE:** *When upgrading from a version lower than 3.3.0, K2 system software installs with a 30 day trial license. You need a permanent license to operate beyond the trial period.*

### Related Links

[About K2 software licensing](#) on page 74

## About upgrading the K2 SAN with SiteConfig

This section provides instructions to upgrade the following K2 SAN devices:

- K2 Media Servers
- K2 Media Clients
- K2 appliances

With these upgrade instructions, you use SiteConfig from a network connected control point PC and remotely upgrade software simultaneously on multiple K2 devices. This is the required process for software upgrades. Do not upgrade software on a K2 SAN locally at each device or via any other process.

If this is the first time using SiteConfig for software upgrade, follow instructions in *SiteConfig Migration Instructions* rather than instruction in these release notes. Your K2 SAN must first be migrated to become a SiteConfig managed system. This includes installing SiteConfig support on system devices and setting up SiteConfig for system management and software deployment. Also refer to the *SiteConfig User Manual* or *SiteConfig Help Topics*.

**NOTE:** *If this is the first time using SiteConfig for software upgrade do not follow instructions in these release notes alone.*

**NOTE: Do not attempt to upgrade software incrementally across the devices of a K2 SAN while media access is underway. Online software upgrading is not supported.**

The following installation tasks provide information specifically for the upgrade to this 3.3.2 version of software. Read the information in these sections carefully before attempting any upgrade to software on any of the devices of a K2 SAN, including K2 systems, Aurora Edit systems, or other clients.

## Make recovery images

Do not do this task if:

- You previously made a recovery image at the current software version for each computer you are upgrading.

Do this task if:

- You do not have a recovery image at the current software version for one or more of the computers you are upgrading.

The recommended procedure is to make a recovery image immediately after a software upgrade. If you neglected to do this when you last upgraded software you should make the recovery image now, before upgrading to the new version.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

**⚠ CAUTION: If you upgrade and then decide you do not want to stay with this version of K2 system software, you must use the recovery disk image process to downgrade to your previous version.**

## Prepare SiteConfig for software deployment to K2 SAN devices

Do the following to prepare SiteConfig for the software upgrade.

1. Make the following files accessible to the SiteConfig control point PC:
  - K2 Media Client SAN software installation (\*.cab) file.
  - K2 Media Server software installation (\*.cab) file.
  - SNFS software installation (\*.cab) file.
  - Control Point software installation (\*.cab) file.
2. If a newer version of SiteConfig is available for upgrade and you have not yet upgraded SiteConfig, do the following:
  - a) From Windows Add/Remove programs, uninstall the current version of SiteConfig from the control point PC.
  - b) Install the new version of SiteConfig on the control point PC.
3. If not already present in the SiteConfig system description, configure deployment groups as follows:
  - A deployment group that contains your SAN K2 clients

- A deployment group that contains your K2 Media Servers
- A deployment group that contains your control point PC

## Deploy control point PC software

Use SiteConfig to upgrade control point software on the K2 control point PC. In most cases, the K2 control point PC is also the SiteConfig control point PC, so you are in effect using SiteConfig to upgrade software on its own local system.

For this release of K2 software, the install task identifies the control point software in the Managed Package column as follows:

- GrassValleyControlPoint 3.3.2.xxxx

The software deployment process for the control point PC is similar to that used to upgrade software on other K2 devices. Use similar procedures and adjust accordingly to do the following:

1. Add the K2 control point software package to the deployment group that contains the control point PC.
2. Check software on the control point PC.
3. Configure and run deployment tasks to upgrade software.

## Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:
  - a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
  - b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86

File name	File version	File size	Date	Time	Platform
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE: You must update even if your version numbers are higher or your dates are later.**

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.

The installation wizard opens.

3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

## Take SAN clients offline

When upgrading software on a K2 SAN, you upgrade software on K2 Media Servers before you upgrade software on the connected SAN clients. This includes K2 clients, K2 appliances, Aurora clients, and generic clients. While you are upgrading software on K2 Media Servers you must keep all connected client devices offline (all media access stopped) or shut down. Do not power up or start media access on connected devices until the upgrade on K2 Media Servers is complete and the media file system/database server is fully operational.

1. If you have not already done so, stop all media access on SAN clients. This includes all record, play, and transfer operations
2. Shutdown all the SAN K2 clients on the SAN. To do this in SiteConfig, right-click a client device in the tree view and select **Shutdown**.

Next upgrade K2 Media Servers. If you have multiple K2 Media Servers you must manage them properly for the upgrade process.

## Manage multiple K2 Media Servers

Do not do this task if:

- You are upgrading a K2 SAN with only one K2 Media Server. Skip ahead and begin upgrading your K2 Media Server.

Do this task if:

- You are upgrading a basic (non-redundant) K2 SAN with multiple servers. This means you have just one K2 Media Server that takes the role of media file system/database server and one or more other K2 Media Servers dedicated to other roles, such as FTP server.

- You are upgrading a redundant K2 SAN. This means you have two K2 Media Servers (primary and backup) that take the role of media file system/database server.

**NOTE:** *If the K2 SAN has multiple K2 Media Servers, you must upgrade all to the same version.*

**If you are upgrading a basic K2 SAN with multiple servers:**

1. Upgrade the server that takes the role of media file system/database server first.
2. After the media file system/database server is upgraded and when instructed to do so in a later task, upgrade your other servers.

**If you are upgrading a redundant K2 SAN:**

Use the following steps to manage primary/backup roles and upgrade your two media file system/database servers in the proper sequence. This avoids triggering a failover event.

1. Determine the current primary/backup roles of the servers. You can use Server Control Panel (via the K2 System Configuration application or on the local K2 Media Server) or NetCentral to make this determination.
2. Shut down the backup server.
3. Upgrade the primary server.
4. Continue with upgrade tasks on your two K2 Media Servers that take the role of media file system/database server. If you have additional servers, upgrade them later, when instructed to do so in a later task.

## Upgrade K2 Media Server

Prerequisites for the upgrade are as follows:

- From the SiteConfig control point PC, you must have access to the software installation files for this release.
- If using K2-Aurora FTP, check software compatibility information in these release notes and in Aurora product release notes. If an updated version of K2-Aurora FTP is required, do the update while the K2 Media Server is offline for this K2 software upgrade.

**Install required Windows update**

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:

- a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
- b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE:** *You must update even if your version numbers are higher or your dates are later.*

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.

The installation wizard opens.

3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

#### Install High Priority Windows updates (recommended)

- Windows “High Priority” updates are recommended, but not required. While you have devices 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:** *Only “High Priority Updates” should be installed. Do not install other Windows or driver updates unless specifically directed by product documentation or by Grass Valley Support.*

#### Configure GlobalSuperUser in SNFS default.cfg file on K2 Media Servers

In this task you open the media file system (SNFS) configuration file and verify/modify settings.

Do not do this task if one of the following is true:

- You have already modified the configuration file with the required settings.
- The K2 system was installed new with the following K2 software version:
  - A version at 3.3 or higher

At this version the required settings are preconfigured.

- A K2 Solo Media Server

Do this task if:

- You are upgrading from a current version of K2 software as follows:
  - Version 3.2.74 or lower

Prerequisites for this task are as follows:

- K2 systems must be offline

You can verify and, if necessary, modify the media file system (SNFS) configuration file and still keep your media file system intact if you carefully follow the steps in this procedure.

As an alternative to manually modifying the configuration file, if you need to make a new file system after upgrading K2 software, the required values are set automatically by the upgraded version of Storage Utility.

This task applies to the following devices:

- K2 Media Servers with role of file system server. If a redundant SAN, you must do this task on both primary and backup K2 Media Server.

1. On a K2 Media Server, using Notepad, open the media file system (SNFS) configuration file:

The configuration file can be either `D:\SNFS\config\default.cfg`. or `D:\SNFS\config\gvfs_hostname.cfg`, where *hostname* is the name of the primary FSM.

2. On a K2 Media Server, verify, and if necessary modify, settings for required values as follows:

```
# *****  
# A global section for defining file system-wide parameters  
# *****  
GlobalSuperUser Yes
```

```
.  
. .  
. .  
. .  
. .  
. .
```

```
InodeDeleteMax 1000
```



```

.
BufferCacheSize 64M

```

```

.
.
.
.

```

```

InodeCacheSize 32K

```

3. Close, and if necessary save, the SNFS configuration file.

If you made changes, the K2 system must be restarted for the changes to take effect.

The restart later in this upgrade procedure is sufficient to put the changes into effect.

### Check all currently installed software on K2 Media Servers

Prerequisites for this task are as follows:

- The device is assigned in the SiteConfig system description and network connectivity is present.
- SiteConfig is able to log in to the device using the username/password credentials assigned to the device.
- The SiteConfig control point PC does not have a network drive mapped to an administrative share (such as C\$) on a device on which you are checking software.
- If the SiteConfig Network Configuration Kit and/or Discovery Agent at version lower than 1.1.0.185 is currently installed, it must be manually uninstalled and updated. For more information refer to *SiteConfig Migration Instructions*.

Do the following steps on the K2 Media Servers that you are upgrading.

1. In the **Software Deployment | Deployment Groups** tree view, right-click the top-most node for the group or any individual device and select **Check Software**.

**NOTE:** *If you have access problems, verify that the administrator account on the device has credentials as currently configured in SiteConfig. By default credentials on the device should be administrator/adminGV! for Aurora devices and Administrator/adminK2 for K2 devices.*

The Check Software dialog box appears. SiteConfig searches for software on the selected device or devices and gathers information. Progress is reported.

2. When the check is complete for the selected device or devices, close the Check Software dialog box.

An updated list of all currently installed software is displayed in the **Software Deployment | Devices | Installed Software** list view. If software is a SiteConfig managed software package, information is displayed in the Managed Package and Deployment Group columns.

#### Related Links

[About credentials in SiteConfig](#) on page 80

### Add software package to deployment group for K2 Media Servers

Prerequisites for this task are as follows:

- You can access the software package file from the SiteConfig control point PC.
- The K2 Media Servers to which you are deploying software are in a deployment group.

Use the following procedure to add one or more software packages to the deployment group that contains your K2 Media Servers. For this release of K2 software, identify and add software installation files as follows:

Software	File name
K2 Server software	<i>GrassValleyK2Server_3.3.2.xxxx.cab</i>
SNFS software	<i>SNFS_3.1.2.6138.cab</i> or <i>SNFS_3.5.2.1.b15620.cab</i>

There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

1. In the **Software Deployment | Deployment Groups** tree view, select a deployment group.
2. Click the **Add** button.

The Add Package(s) dialog box opens.

3. Do one of the following to select the software package:
  - Select from the list of packages then click **OK**.
  - Click **Browse**, browse to and select the package, then click **Open**.
4. If one or more EULAs are displayed, accept them to proceed. If you do not accept a EULA, the associated software is not assigned to the deployment group.

SiteConfig adds the package to the deployment group.

The package appears in the Managed Packages list for the selected deployment group. SiteConfig creates new software deployment tasks for the package and displays them in the Tasks list view.

### Upgrade software on K2 Media Servers

Prerequisites for this task are as follows:

- The devices that you are upgrading are in a deployment group.
- For the software you are upgrading, you have added a newer version of that managed software package to the deployment group.
- You have recently done the SiteConfig "Check Software" operation on the devices you are upgrading.
- **NOTE: On a K2 system, if a SNFS version lower than 3.0 is installed, do not uninstall using SiteConfig. You must manually uninstall using a special batch**

**file. Follow instructions in the release notes for your current version of K2 software.**

If you are upgrading multiple software components for which there is a required sequence, you must check and uncheck tasks and run multiple deployment sessions to control the sequence. For some software components, SiteConfig aids you by enforcing dependencies. For each individual software component, SiteConfig enforces an uninstall of the current version of software before installing the upgrade version. SiteConfig provides uninstall deployment tasks and install deployment tasks to indicate the taskflow. SiteConfig can do the uninstall/install in a single deployment session.

1. In the **Software Deployment | Deployment Groups** tree view, select the device or the group of devices to which you are deploying software.  
The corresponding software deployment tasks are displayed in the Tasks list view.
2. For the software you are deploying, select the **Deploy** check box in the row for the uninstall task.
3. For the software you are installing, select the **Deploy** check box in the row for the install task.

For upgrading a K2 Media Server to this release, deploy the following tasks:

Deploy	Managed Package	Action
✓	GrassValleyK2Server xxxxx.xxxx	Uninstall
✓	GrassValleyK2Server 3.3.2.xxxx	Install

Also, when upgrading SNFS, configure deployment tasks to upgrade (uninstall/install) SNFS. Deploy the following tasks to K2 Media Servers with role of file system server:

Deploy	Managed Package	Action
✓	SNFS xxxxxx	Uninstall
✓	SNFS 3.1.2.6138 or SNFS 3.5.2.1.b15620	Install

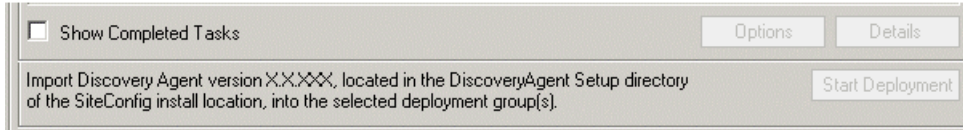
There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

If the SNFS uninstall deployment task shows version 3.0.0.xxx, you must upgrade (uninstall/install) SNFS even if you are already at your desired version. The upgrade resets SNFS version information for SiteConfig.

If using K2-Aurora FTP and an upgrade to a compatible version is required, deploy the K2-Aurora FTP software while you are upgrading K2 software. Refer to [Compatible Grass Valley products](#) on page 17 to determine if an upgrade is required.

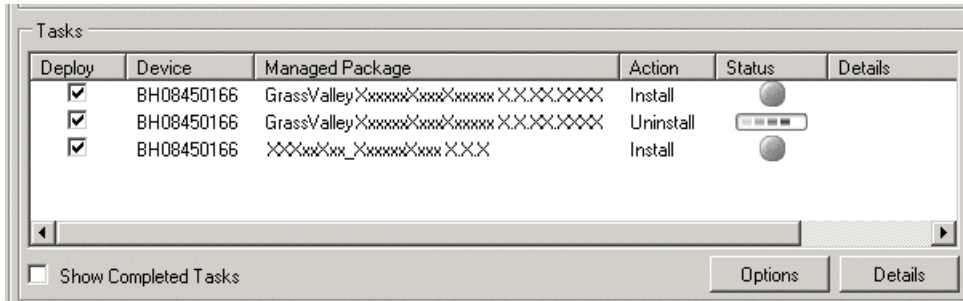
**NOTE:** If there are dependencies, SiteConfig can enforce that some tasks be deployed together.

4. Check the area next to the Start Deployment button for a message.



If a message instructs you to upgrade the Discovery Agent, on the control point PC go to the directory to which SiteConfig is installed, find the *DiscoveryAgent\_x.x.x.x.cab* file, add it to the deployment group, and deploy the Discovery Agent software as well.

5. Click the **Start Deployment** button.



Deployment tasks run and software is uninstalled. Progress is reported and next steps are indicated in both the Status and Details columns. If an error appears regarding prerequisite software, install the prerequisite files on the control point PC and then repeat this step.

When upgrading both K2 and SNFS software, SiteConfig uninstalls both in the proper sequence.

6. When the Status or Details columns indicate next steps, identify the software in the row, then do one of the following:
  - For K2 software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**.

The K2 Media Server restarts. This restart is required by the K2 software uninstall.

When upgrading SNFS software, this is also the restart required by the SNFS uninstall.

Deployment tasks run and software is installed. Progress is reported and next steps are indicated in both the Status and Details columns.

If upgrading both K2 and SNFS software, SiteConfig uninstalls both in the proper sequence.

7. When the Status or Details columns indicate next steps, identify the software in the row, then do one of the following:
  - For K2 software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**.

The K2 Media Server restarts. This restart is required by the K2 software install.

If upgrading both K2 and SNFS software, SiteConfig uninstalls both in the proper sequence.

8. Monitor progress as indicated by both the Status and Details column. When finished, the Status column indicates complete.
9. If the K2 Media Server has the role of media file system and metadata (database) server, open the Services Control Panel and make sure that Failover Monitor is set correctly. If necessary, change the Startup Type, as follows:

This service ...	On this type of K2 SAN...	Should have Startup Type set as follows:
Grass Valley FSM	Basic (non-redundant)	Automatic
Failover Monitor	Redundant	Manual

### Reset Capture Services

Do not do this task if:

- You do not use any of the K2 Capture Services.

Do this task if:

- You are using one or more K2 Capture Services, such as the following:
  - HotBin service
  - Pathfire capture service
  - DG capture service
  - XML Import capture service
  - P2 Import capture service

Do this task on the K2 system running your K2 Capture Service, which is the K2 system that receives the media to be imported into K2 storage. This can be a stand-alone K2 Media Client, or the K2 Media Server with the role of primary FTP server on a K2 SAN.

When you configure a K2 Capture Service for the first time, the service is set to startup type Automatic. However, if you upgrade or otherwise re-install your K2 System Software, the service is re-set to startup type Manual. Therefore, you must re-configure the service after K2 System Software upgrade/ reinstall in order to set the startup type back to Automatic.

1. From the **Start** menu, access the **Programs** menu and select **Grass Valley | K2 Capture Services**.

On a K2 Summit/Solo system, if the write filter is enabled, a message appears that informs you about the write filter and prompts you to restart. Restart as prompted, then repeat this step.

The K2 Capture Services utility dialog box is displayed.

2. Click **Apply**.

On a K2 Summit/Solo system, a message appears that informs you about the write filter and prompts you to restart. Click **OK** and the K2 Summit/Solo system restarts.

The service checks the source directory for files. If files are present, the service moves them to the Archive sub-directory. It does not import the files into the destination bin on the K2 system.

### Manage redundancy on K2 Media Servers

Do not do this task if:

- You are upgrading a basic (non-redundant) K2 SAN. This means you have just one K2 Media Server that takes the role of media file system/database server. Skip ahead and begin upgrading your other K2 Media Servers or SAN K2 clients.

Do this task if:

- You are upgrading a redundant K2 SAN. To prevent triggering failover mechanisms, you must manage primary/backup roles as instructed.

### If primary upgrade only is complete

If you have completed the upgrade to the primary server but you have not yet upgraded the backup server, do the following:

1. Make sure the backup server is still shut down.
2. Put the primary server in service as follows:
  - a) On the primary server, run Server Control Panel. You can do this at the local server or through the K2 System Configuration application.
  - b) Use the **Start** button on Server Control Panel. This makes the primary server qualified to take the role of media file system/database server.
  - c) Make sure that Server Control Panel shows green LEDs and that the server on which you have upgraded software is indeed the current primary server.
3. Power up the backup server. Wait until startup processes complete before continuing.

The Failover Monitor should currently be off, as this is the normal state of the service at system startup.

Next upgrade the backup server. Perform all K2 Media Server upgrade tasks on the backup server.

**If primary and backup upgrades are complete**

If you have completed the upgrade to both the primary and backup servers, do the following:

1. Make sure the primary server is powered up.
2. Run Server Control Panel. You can do this at the local server or through the K2 System Configuration application. Make sure Server Control Panel shows green LEDs and that the first server on which you upgraded software is still the current primary server.
3. Put the backup server in service as follows:
  - a) Run Server Control Panel. You can do this at the local server or through the K2 System Configuration application.

The Failover Monitor should currently be off on the backup server, as this is the normal state of the service at system startup.

- b) Use the **Start** button on Server Control Panel. This makes the backup server qualified to take the role of media file system/database server.
- c) Make sure that Server Control Panel shows green LEDs and that servers are correctly taking primary/backup roles.

Next upgrade any remaining K2 Media Servers.

**Upgrade remaining K2 Media Servers**

Do not do this task if:

- All the K2 Media Servers on the K2 SAN have been upgraded.

Do this task if:

- There are K2 Media Servers that do not take the role of media file system/database server on the K2 SAN that have not yet been upgraded.

Perform all upgrade tasks on the remaining K2 Media Servers.

**Upgrade RAID controller microcode**

Do not do this task if:

- The K2 SAN is a Level 10, 20, 30, or 35 SAN with RAID controller and expansion chassis microcode already at compatible versions, as listed in [Compatible K2 Lx0 RAID components](#) on page 19 earlier in these release notes.
- The K2 SAN is a Level 2 or Level 3 SAN.

Do this task if:

- The K2 SAN is a Level 10, 20, 30, or 35 SAN with RAID controller and/or expansion chassis microcode at a version that is not compatible.

The microcode files are copied on to the K2 Media Server when the K2 system software is installed.

1. Refer to the K2 Lx0 RAID compatibility specifications earlier in these release notes for the version to which you must upgrade and for the file names for the microcode files.
2. Use Storage Utility to upgrade microcode.  
Refer to the *K2 SAN Installation and Service Manual* for procedures.
3. On 100% completion, proceed as follows:
  - If the RAID controller chassis has redundant controllers, no power cycle is required. The microcode download is complete.
  - If the RAID controller chassis does not have redundant controllers, power cycle the RAID controller chassis, then restart the K2 Media Server.

## Upgrade K2 client

Work through the following topics sequentially to upgrade K2 clients.

### Prepare for K2 system upgrade

Before upgrading K2 systems, do the following:

- Procure the software installation files for this release via the appropriate distribution method, such as download, CD-ROM, network drive, or external drive.
- Start up the K2 systems you are upgrading, if they are not already started.
- Stop all media access on K2 systems.
- Shut down all applications on K2 systems.

### Upgrade .NET

Do not do this task if:

- The K2 Media Client has .NET 2.0 installed

Do this task if:

- The K2 Media Client does not have .NET 2.0 installed
1. On the K2 Media Client, check Windows **Add/Remove Programs** for currently installed .NET version(s), then proceed as follows:
    - If .NET 2.0 is installed, skip this task.
    - If .NET 2.0 is not installed, continue with this procedure.
  2. Download the .NET 2.0 installation file as follows:
    - a) Go to <http://www.grassvalley.com/support> and navigate to **Downloads | Broadcast Products | Servers/Storage**
    - b) Select **K2 Summit HD Production Client** or **K2 Media Server & Media Client** as appropriate for the system you are upgrading.
    - c) Click the link for the K2 software version to which you are upgrading.



- d) Download the software from the software version page.
3. Run the installation file and install .NET as directed by the installation wizard.

#### Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:

- a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
- b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE:** *You must update even if your version numbers are higher or your dates are later.*

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.  
The installation wizard opens.
3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

#### Install High Priority Windows updates (recommended)

- Windows “High Priority” updates are recommended, but not required. While you have devices 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:** *Only “High Priority Updates” should be installed. Do not install other Windows or driver updates unless specifically directed by product documentation or by Grass Valley Support.*

#### Check all currently installed software on SAN K2 clients

Prerequisites for this task are as follows:

- The device is assigned in the SiteConfig system description and network connectivity is present.
- SiteConfig is able to log in to the device using the username/password credentials assigned to the device.
- The SiteConfig control point PC does not have a network drive mapped to an administrative share (such as C\$) on a device on which you are checking software.
- If the SiteConfig Network Configuration Kit and/or Discovery Agent at version lower than 1.1.0.185 is currently installed, it must be manually uninstalled and updated. For more information refer to *SiteConfig Migration Instructions*.

Do the following steps on the SAN K2 clients that you are upgrading.

1. In the **Software Deployment | Deployment Groups** tree view, right-click the top-most node for the group or any individual device and select **Check Software**.

**NOTE:** *If you have access problems, verify that the administrator account on the device has credentials as currently configured in SiteConfig. By default credentials on the device should be administrator/adminGV! for Aurora devices and Administrator/adminK2 for K2 devices.*

The Check Software dialog box appears. SiteConfig searches for software on the selected device or devices and gathers information. Progress is reported.

2. When the check is complete for the selected device or devices, close the Check Software dialog box.

An updated list of all currently installed software is displayed in the **Software Deployment | Devices | Installed Software** list view. If software is a SiteConfig managed software package, information is displayed in the Managed Package and Deployment Group columns.

#### Related Links

[About credentials in SiteConfig](#) on page 80

#### Add software package to deployment group for SAN K2 clients

Prerequisites for this task are as follows:

- You can access the software package file from the SiteConfig control point PC.

- The SAN K2 clients to which you are deploying software are in a deployment group.

Use the following procedure to add one or more software packages to the deployment group that contains your SAN K2 clients. For this release of K2 software, identify and add software installation files as follows:

Software	File name
K2 Client software	<i>GrassValleyK2MediaClientSAN_3.3.2.xxxx.cab</i>
SNFS software	<i>SNFS_3.1.2.6138.cab</i> or <i>SNFS_3.5.2.1.b15620.cab</i>

There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

1. In the **Software Deployment | Deployment Groups** tree view, select a deployment group.
2. Click the **Add** button.  
The Add Package(s) dialog box opens.
3. Do one of the following to select the software package:
  - Select from the list of packages then click **OK**.
  - Click **Browse**, browse to and select the package, then click **Open**.
4. If one or more EULAs are displayed, accept them to proceed. If you do not accept a EULA, the associated software is not assigned to the deployment group.

SiteConfig adds the package to the deployment group.

The package appears in the Managed Packages list for the selected deployment group. SiteConfig creates new software deployment tasks for the package and displays them in the Tasks list view.

#### Upgrade software on SAN K2 clients

Prerequisites for this task are as follows:

- The devices that you are upgrading are in a deployment group.
- For the software you are upgrading, you have added a newer version of that managed software package to the deployment group.
- You have recently done the SiteConfig "Check Software" operation on the devices you are upgrading.
- For the K2 Summit Production Client, the write filter is disabled (unlocked).
- **NOTE: On a K2 system, if a SNFS version lower than 3.0 is installed, do not uninstall using SiteConfig. You must manually uninstall using a special batch file. Follow instructions in the release notes for your current version of K2 software.**

If you are upgrading multiple software components for which there is a required sequence, you must check and uncheck tasks and run multiple deployment sessions to control the sequence. For some software components, SiteConfig aids you by enforcing dependencies. For each individual software component, SiteConfig enforces an uninstall of the current version of software before installing the upgrade version. SiteConfig provides uninstall deployment tasks and install deployment tasks to indicate the taskflow. SiteConfig can do the uninstall/install in a single deployment session.

1. In the **Software Deployment | Deployment Groups** tree view, select the device or the group of devices to which you are deploying software.  
The corresponding software deployment tasks are displayed in the Tasks list view.
2. For the software you are deploying, select the **Deploy** check box in the row for the uninstall task.
3. For the software you are installing, select the **Deploy** check box in the row for the install task.

For upgrading SAN K2 clients to this release, configure **Deploy** check boxes as follows:

Deploy	Managed Package	Action
✓	GrassValleyK2MediaClientSAN xxxx.xxxx	Uninstall
✓	GrassValleyK2MediaClientSAN 3.3.2.xxxx	Install

Also, when upgrading SNFS, configure deployment tasks to upgrade (uninstall/install) SNFS. Deploy the following tasks at the same time:

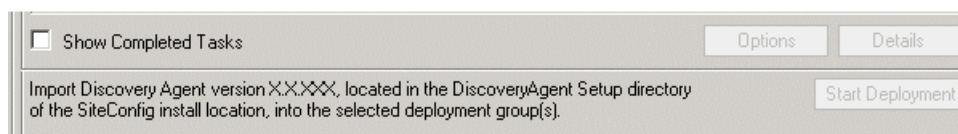
Deploy	Managed Package	Action
✓	SNFS xxxxxx	Uninstall
✓	SNFS 3.1.2.6138 or SNFS 3.5.2.1.b15620	Install

There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

If the SNFS uninstall deployment task shows version 3.0.0.xxx, you must upgrade (uninstall/install) SNFS even if you are already at your desired version. The upgrade resets SNFS version information for SiteConfig.

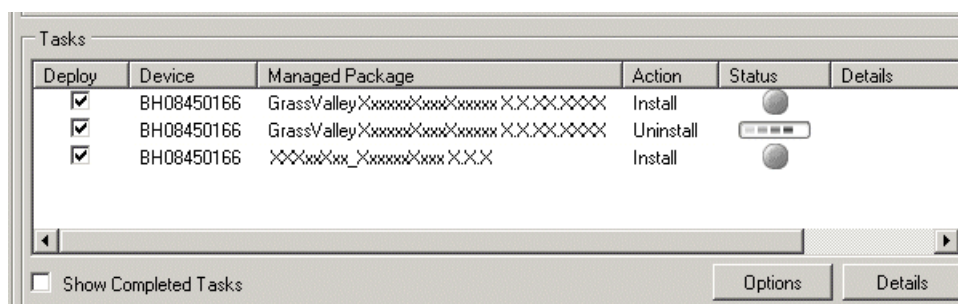
**NOTE: If there are dependencies, SiteConfig can enforce that some tasks be deployed together.**

4. Check the area next to the Start Deployment button for a message.



If a message instructs you to upgrade the Discovery Agent, on the control point PC go to the directory to which SiteConfig is installed, find the *DiscoveryAgent\_x.x.x.x.cab* file, add it to the deployment group, and deploy the Discovery Agent software as well.

5. Click the **Start Deployment** button.



Deployment tasks run and software is uninstalled. Progress is reported and next steps are indicated in both the Status and Details columns. If an error appears regarding prerequisite software, install the prerequisite files on the control point PC and then repeat this step.

When upgrading both K2 and SNFS software, SiteConfig uninstalls both in the proper sequence.

6. When the Status or Details columns indicate next steps, identify the software in the row, then do one of the following:
  - For SNFS software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**. After this restart, continue with other restarts as indicated.
  - For K2 software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**.
7. Monitor progress as indicated by both the Status and Details column. When finished, the Status column indicates complete.

#### Verify network adapter order

Upgrades can alter network adapter order. Before proceeding, you must check the order of the network adapters and reorder them if necessary.

1. On the Windows desktop right-click **My Network Places** and select **Properties**.

The Network Connections window opens.

2. On the menu bar at the top of the window, select **Advanced**, then **Advanced Settings....**
3. On the **Adapters and Bindings** tab, depending on the K2 client's storage, make sure that adapters are ordered as follows. Reorder if necessary.

Internal storage unteamed	Internal storage teamed	Direct-connect storage	Shared (SAN) storage
Loopback	Loopback	Loopback	Control Team
Control Connection #1	Control Team	Control Connection #1	Media Connection #1
Control Connection #2	FTP Team	Media Connection #1	Media Connection #2
Media Connection #1	—	—	Loopback
Media Connection #2	—	—	—

### Upgrade MPIO

Do not do this task if:

- The K2 client has internal storage.
- The K2 client has shared storage on a non-redundant K2 SAN.
- The K2 client has a 2 Gb/s GVG SCSI Fibre Channel card with shared (SAN) storage or direct-connect storage.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with direct-connect storage, but only one port is connected to a RAID controller.

Do this task if:

- The K2 client has iSCSI-connected shared storage on a redundant K2 SAN.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with shared storage on a redundant K2 SAN.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with direct-connect storage with each port connected to a different RAID controller.

The installation files for the Multi-Path I/O software are copied on to the K2 client when the K2 software is installed.

1. On the K2 client, click **Start | Run**, type `cmd` and press **Enter**. The MS-DOS command prompt window opens.
2. From the command prompt, navigate to the `C:\profile\mpio` directory.
3. Type the following at the command prompt:  
`gdsminstall.exe -i c:\profile\mpio gdsm.inf Root\GDSM`

4. Press **Enter**. The software is installed. The command prompt window reports the following:
 

```
Pre-Installing the Multi-Path Adapter Filter...
Success

Installing the Multi-Path Bus Driver...
Success

Installing the Device Specific Module...
Success

Installing the Multi-Path Device Driver...
Success

Restarting all SCSI adapters...
Success (but need a reboot)
```
5. Restart the K2 Media Client.
6. After restart, to verify that the software is installed, on the Windows desktop right-click **My Computer** and select **Manage**. The Computer Management window opens.
7. In the left pane select **Device Manager**.
8. In the right pane open the **System devices** node and verify that **GVG ISCSI Multi-Path Device Specific Module** is listed.

#### Upgrade remaining stand-alone K2 systems

For stand-alone storage K2 systems, repeat the previous steps to upgrade your remaining stand-alone storage K2 systems.

#### Configure settings for protocol control on K2 Media Clients

Do not do this task if:

- You do not control any K2 Media Client channels with remote control protocols.

Do this task if:

- You have upgraded from a version lower than 3.2 and you control one or more K2 Media Client channels with remote control protocols.

With K2 system software release 3.2 and higher, there are no longer protocol applications for each channel. Instead, you configure settings for protocol control in each channel's Options dialog box. Therefore, if you had a protocol application assigned to a channel in a pre-3.2 version of K2 system software, your protocol settings are lost when you upgrade to a version higher than 3.2.

To configure a channel's settings for protocol control, click the channel's **Options** button and find settings on the **Control** tab. Select the protocol type and control setting. Refer to the *K2 Media Client User Manual* for detailed instructions.

## Upgrade Aurora Edit, Ingest, and Playout systems

Prerequisites for this task are as follows:

- K2 systems are upgraded to the compatible version of K2 system software.
- All Aurora Browse and MediaFrame devices are offline (all media access stopped) or shut down.

Upgrade your Aurora Edit, Ingest, and Playout systems to the compatible versions of software. Refer to each Aurora product's release notes for procedures.

## Upgrade NAS systems

Prerequisites for this task are as follows:

- K2 systems are upgraded to the compatible version of K2 system software.
- Aurora Edit, Ingest, and Playout systems are upgraded to the compatible versions of software.

Upgrade the MediaFrame Proxy NAS (K2 Nearline SAN) to the compatible version of K2 software. Use SiteConfig and deploy software, using steps similar to those for other systems.

- a) Check software on the Nearline SAN's K2 Media Servers.
- b) Add software \*.cab file to the deployment group that contains the K2 Media Servers.
- c) Upgrade software on K2 Media Servers via a SiteConfig deployment session.

## Upgrade Browse and MediaFrame systems

Prerequisites for this task are as follows:

- K2 systems are upgraded to the compatible version of K2 system software.
- Aurora Edit, Ingest, and Playout systems are upgraded to the compatible versions of software.
- K2 Nearline SAN (NAS) systems are upgraded to the compatible version of K2 system software.

Upgrade your Browse and MediaFrame systems to the compatible versions of software. Refer to *Aurora Browse Release Notes* for procedures.

## Upgrade other SAN clients

Do this task if:

- You have clients on the K2 SAN that have not yet been upgraded. This is the case if you have K2 appliances or other products that use the shared storage of the K2 SAN.



Prerequisites for this task are as follows:

- You have access to the software installation files for this release. Procure the files via the appropriate distribution method, such as download, CD-ROM, network drive, or external drive.

Refer to upgrade procedures for K2 clients and similarly upgrade all remaining client devices on the K2 SAN.

**NOTE:** *You must restart after installing K2 software.*

## Make recovery images

After you have upgraded software as instructed in these procedures and verified that your system is working properly, you should always make a recovery image of each of your upgraded computers. Use a sequence of tasks similar to those you followed for upgrading software so that as you take systems offline you manage redundancy, servers, and clients, as appropriate for your system.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

## Upgrading stand-alone K2 systems with SiteConfig

This section contains the tasks for using SiteConfig to upgrade stand-alone K2 systems to this release of K2 software.

Work through the tasks sequentially to complete the upgrade.

**NOTE:** *These upgrade instructions assume that current K2 system software is at version 3.1.9 or higher. If you have a lower version of software, contact Grass Valley Support before upgrading.*

**NOTE:** *When upgrading from a version lower than 3.3.0, K2 system software installs with a 30 day trial license. You need a permanent license to operate beyond the trial period.*

### Related Links

[About K2 software licensing](#) on page 74

## About upgrading stand-alone K2 systems with SiteConfig

These upgrade instructions apply to stand-alone K2 systems as follows:

- K2 Media Client internal storage
- K2 Media Client direct-connect storage

With these upgrade instructions, you use SiteConfig from a network connected control point PC and remotely upgrade software simultaneously on multiple K2 systems.

**NOTE:** A control point PC is required.

This is the recommended process for software upgrades. If you choose to upgrade manually instead, you can go to each local K2 system and use keyboard, monitor, and mouse to upgrade software. You can find instructions for a manual upgrade without SiteConfig at [Upgrading stand-alone K2 systems with SiteConfig](#) on page 49 in these release notes.

If this is the first time using SiteConfig for software upgrade, follow instructions in *SiteConfig Migration Instructions* rather than instruction in these release notes. Your stand-alone K2 system must first be migrated to become a SiteConfig managed system. This includes installing SiteConfig support on system devices and setting up SiteConfig for system management and software deployment. Also refer to the *SiteConfig User Manual* or *SiteConfig Help Topics*.

**NOTE:** *If this is the first time using SiteConfig for software upgrade do not follow instructions in these release notes alone.*

The following installation tasks provide information specifically for the upgrade to this version of 3.3.2 software. Read the information in these sections carefully before attempting any upgrade to software on a stand-alone K2 system.

**Related Links**

[Upgrading stand-alone K2 systems without SiteConfig](#) on page 61

## Make recovery images

Do not do this task if:

- You previously made a recovery image at the current software version for each computer you are upgrading.

Do this task if:

- You do not have a recovery image at the current software version for one or more of the computers you are upgrading.

The recommended procedure is to make a recovery image immediately after a software upgrade. If you neglected to do this when you last upgraded software you should make the recovery image now, before upgrading to the new version.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

**⚠ CAUTION:** *If you upgrade and then decide you do not want to stay with this version of K2 system software, you must use the recovery disk image process to downgrade to your previous version.*

## Prepare for K2 system upgrade

Before upgrading K2 systems, do the following:

- Procure the software installation files for this release via the appropriate distribution method, such as download, CD-ROM, network drive, or external drive.
- Start up the K2 systems you are upgrading, if they are not already started.
- Stop all media access on K2 systems.
- Shut down all applications on K2 systems.

## Upgrade .NET

Do not do this task if:

- The K2 Media Client has .NET 2.0 installed

Do this task if:

- The K2 Media Client does not have .NET 2.0 installed
1. On the K2 Media Client, check Windows **Add/Remove Programs** for currently installed .NET version(s), then proceed as follows:
    - If .NET 2.0 is installed, skip this task.
    - If .NET 2.0 is not installed, continue with this procedure.
  2. Download the .NET 2.0 installation file as follows:
    - a) Go to <http://www.grassvalley.com/support> and navigate to **Downloads | Broadcast Products | Servers/Storage**
    - b) Select **K2 Summit HD Production Client** or **K2 Media Server & Media Client** as appropriate for the system you are upgrading.
    - c) Click the link for the K2 software version to which you are upgrading.
    - d) Download the software from the software version page.
  3. Run the installation file and install .NET as directed by the installation wizard.

## Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:
  - a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727.`

- b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE:** *You must update even if your version numbers are higher or your dates are later.*

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.  
The installation wizard opens.
3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

### Install High Priority Windows updates (recommended)

- Windows “High Priority” updates are recommended, but not required. While you have devices 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:** *Only “High Priority Updates” should be installed. Do not install other Windows or driver updates unless specifically directed by product documentation or by Grass Valley Support.*

### Configure SNFS default.cfg file on stand-alone K2 system

In this task you open the media file system (SNFS) configuration file and verify/modify settings.

Do not do this task if one of the following is true:

- You have already modified the configuration file with the required settings.
- The K2 system was installed new with the following K2 software version:
  - A version at 3.3 or higher

At this version the required settings are preconfigured.

- A K2 Solo Media Server

Do this task if:

- You are upgrading from a current version of K2 software as follows:
  - Version 3.2.74 or lower

Prerequisites for this task are as follows:

- K2 systems must be offline

You can verify and, if necessary, modify the media file system (SNFS) configuration file and still keep your media file system intact if you carefully follow the steps in this procedure.

As an alternative to manually modifying the configuration file, if you need to make a new file system after upgrading K2 software, the required values are set automatically by the upgraded version of Storage Utility.

This task applies to the following devices:

- Stand-alone K2 Media Clients. This includes internal storage and direct-connect storage K2 Media Clients.

1. On a stand-alone K2 system, using Notepad, open the media file system (SNFS) configuration file:

On a stand-alone K2 Media Client, open `D:\SNFS\config\default.cfg`.

2. On a stand-alone K2 system, verify, and if necessary modify, settings for required values as follows:

```
# *****
# A global section for defining file system-wide parameters
# *****
GlobalSuperUser Yes
.
.
.
.
.

InodeDeleteMax 1000
```

3. Close, and if necessary save, the SNFS configuration file.

If you made changes, the K2 system must be restarted for the changes to take effect.

The restart later in this upgrade procedure is sufficient to put the changes into effect.

### Prepare SiteConfig for software deployment to stand-alone K2 systems

Do the following to prepare SiteConfig for the software upgrade.

1. Make the following files accessible to the SiteConfig control point PC:

- K2 Media Client Standalone software installation (\*.cab) file.
  - SNFS software installation (\*.cab) file.
2. If a newer version of SiteConfig is available for upgrade and you have not yet upgraded SiteConfig, do the following:
    - a) From Windows Add/Remove programs, uninstall the current version of SiteConfig from the control point PC.
    - b) Install the new version of SiteConfig on the control point PC.
  3. If not already present in the SiteConfig system description, configure deployment groups as follows:
    - A deployment group that contains your stand-alone K2 systems
    - A deployment group that contains your control point PC

### Check all currently installed software on stand-alone K2 systems

Prerequisites for this task are as follows:

- The device is assigned in the SiteConfig system description and network connectivity is present.
- SiteConfig is able to log in to the device using the username/password credentials assigned to the device.
- The SiteConfig control point PC does not have a network drive mapped to an administrative share (such as C\$) on a device on which you are checking software.
- If the SiteConfig Network Configuration Kit and/or Discovery Agent at version lower than 1.1.0.185 is currently installed, it must be manually uninstalled and updated. For more information refer to *SiteConfig Migration Instructions*.

Do the following steps on the stand-alone K2 systems that you are upgrading.

1. In the **Software Deployment | Deployment Groups** tree view, right-click the top-most node for the group or any individual device and select **Check Software**.

**NOTE:** *If you have access problems, verify that the administrator account on the device has credentials as currently configured in SiteConfig. By default credentials on the device should be administrator/adminGV! for Aurora devices and Administrator/adminK2 for K2 devices.*

The Check Software dialog box appears. SiteConfig searches for software on the selected device or devices and gathers information. Progress is reported.

2. When the check is complete for the selected device or devices, close the Check Software dialog box.

An updated list of all currently installed software is displayed in the **Software Deployment | Devices | Installed Software** list view. If software is a SiteConfig managed software package, information is displayed in the Managed Package and Deployment Group columns.

#### Related Links

[About credentials in SiteConfig](#) on page 80

## Add software package to deployment group for stand-alone K2 systems

Prerequisites for this task are as follows:

- You can access the software package file or files from the SiteConfig control point PC.
- The stand-alone K2 systems to which you are deploying software are in a deployment group.

Use the following procedure to add one or more software packages to the deployment group that contains your stand-alone K2 systems. For this release of K2 software, identify and add software installation files as follows:

Software	File name
K2 Client software	<i>GrassValleyK2MediaClientStandalone_3.3.2.xxxx.cab</i>
SNFS software	<i>SNFS_3.1.2.6138.cab</i> or <i>SNFS_3.5.2.1.b15620.cab</i>

There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

1. In the **Software Deployment | Deployment Groups** tree view, select a deployment group.
2. Click the **Add** button.  
The Add Package(s) dialog box opens.
3. Do one of the following to select the software package:
  - Select from the list of packages then click **OK**.
  - Click **Browse**, browse to and select the package, then click **Open**.
4. If one or more EULAs are displayed, accept them to proceed. If you do not accept a EULA, the associated software is not assigned to the deployment group.

SiteConfig adds the package to the deployment group.

The package appears in the Managed Packages list for the selected deployment group. SiteConfig creates new software deployment tasks for the package and displays them in the Tasks list view.

## Upgrade software on stand-alone K2 systems

Prerequisites for this task are as follows:

- The devices that you are upgrading are in a deployment group.
- For the software you are upgrading, you have added a newer version of that managed software package to the deployment group.

- You have recently done the SiteConfig "Check Software" operation on the devices you are upgrading.
- **NOTE: On a K2 system, if a SNFS version lower than 3.0 is installed, do not uninstall using SiteConfig. You must manually uninstall using a special batch file. Follow instructions in the release notes for your current version of K2 software.**

If you are upgrading multiple software components for which there is a required sequence, you must check and uncheck tasks and run multiple deployment sessions to control the sequence. For some software components, SiteConfig aids you by enforcing dependencies. For each individual software component, SiteConfig enforces an uninstall of the current version of software before installing the upgrade version. SiteConfig provides uninstall deployment tasks and install deployment tasks to indicate the taskflow. SiteConfig can do the uninstall/install in a single deployment session.

1. In the **Software Deployment | Deployment Groups** tree view, select the device or the group of devices to which you are deploying software.  
The corresponding software deployment tasks are displayed in the Tasks list view.
2. For the software you are deploying, select the **Deploy** check box in the row for the uninstall task.
3. For the software you are installing, select the **Deploy** check box in the row for the install task.

For upgrading stand-alone K2 systems to this release, configure **Deploy** check boxes as follows:

Deploy	Managed Package	Action
✓	GrassValleyK2MediaClientStandalone xxxx.xxxx	Uninstall
✓	GrassValleyK2MediaClientStandalone 3.3.2.xxxx	Install

Also, when upgrading SNFS, configure deployment tasks to upgrade (uninstall/install) SNFS. Deploy the following tasks at the same time:

Deploy	Managed Package	Action
✓	SNFS xxxxxx	Uninstall
✓	SNFS 3.1.2.6138 or SNFS 3.5.2.1.b15620	Install

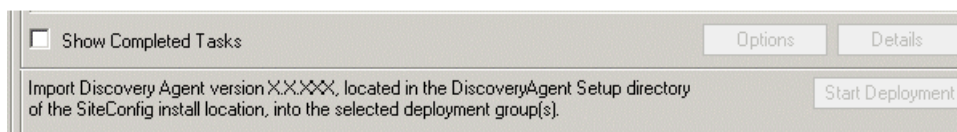
There are two version of SNFS software compatible with this release of K2 software. Use the version that is appropriate for your system.

If the SNFS uninstall deployment task shows version 3.0.0.xxx, you must upgrade (uninstall/install) SNFS even if you are already at your desired version. The upgrade resets SNFS version information for SiteConfig.



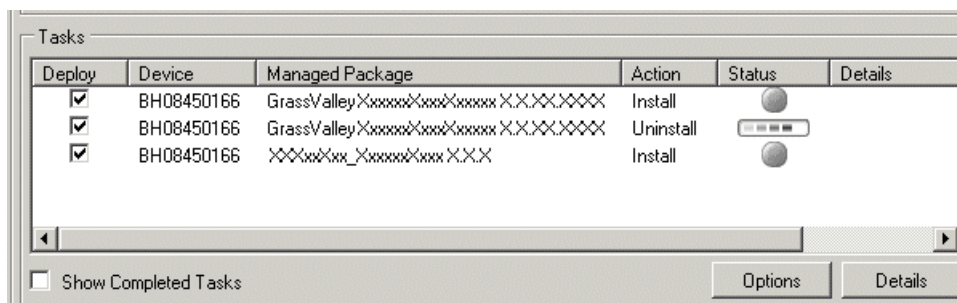
**NOTE:** If there are dependencies, SiteConfig can enforce that some tasks be deployed together.

4. Check the area next to the Start Deployment button for a message.



If a message instructs you to upgrade the Discovery Agent, on the control point PC go to the directory to which SiteConfig is installed, find the *DiscoveryAgent\_x.x.x.x.cab* file, add it to the deployment group, and deploy the Discovery Agent software as well.

5. Click the **Start Deployment** button.



Deployment tasks run and software is uninstalled. Progress is reported and next steps are indicated in both the Status and Details columns. If an error appears regarding prerequisite software, install the prerequisite files on the control point PC and then repeat this step.

When upgrading both K2 and SNFS software, SiteConfig uninstalls both in the proper sequence.

6. When the Status or Details columns indicate next steps, identify the software in the row, then do one of the following:
  - For SNFS software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**. After this restart, continue with other restarts as indicated.
  - For K2 software, when Details displays a **Restart required** link, click the link and when prompted "...are you sure...", click **Yes**.
7. Monitor progress as indicated by both the Status and Details column. When finished, the Status column indicates complete.

## Verify network adapter order

Upgrades can alter network adapter order. Before proceeding, you must check the order of the network adapters and reorder them if necessary.

1. On the Windows desktop right-click **My Network Places** and select **Properties**.  
The Network Connections window opens.
2. On the menu bar at the top of the window, select **Advanced**, then **Advanced Settings....**
3. On the **Adapters and Bindings** tab, depending on the K2 client's storage, make sure that adapters are ordered as follows. Reorder if necessary.

Internal storage unteamed	Internal storage teamed	Direct-connect storage	Shared (SAN) storage
Loopback	Loopback	Loopback	Control Team
Control Connection #1	Control Team	Control Connection #1	Media Connection #1
Control Connection #2	FTP Team	Media Connection #1	Media Connection #2
Media Connection #1	—	—	Loopback
Media Connection #2	—	—	—

## Configure settings for protocol control on K2 Media Clients

Do not do this task if:

- You do not control any K2 Media Client channels with remote control protocols.

Do this task if:

- You have upgraded from a version lower than 3.2 and you control one or more K2 Media Client channels with remote control protocols.

With K2 system software release 3.2 and higher, there are no longer protocol applications for each channel. Instead, you configure settings for protocol control in each channel's Options dialog box. Therefore, if you had a protocol application assigned to a channel in a pre-3.2 version of K2 system software, your protocol settings are lost when you upgrade to a version higher than 3.2.

To configure a channel's settings for protocol control, click the channel's **Options** button and find settings on the **Control** tab. Select the protocol type and control setting. Refer to the *K2 Media Client User Manual* for detailed instructions.

## Reset Capture Services

Do not do this task if:

- You do not use any of the K2 Capture Services.

Do this task if:

- You are using one or more K2 Capture Services, such as the following:
  - HotBin service
  - Pathfire capture service
  - DG capture service
  - XML Import capture service
  - P2 Import capture service

Do this task on the K2 system running your K2 Capture Service, which is the K2 system that receives the media to be imported into K2 storage. This can be a stand-alone K2 Media Client, or the K2 Media Server with the role of primary FTP server on a K2 SAN.

When you configure a K2 Capture Service for the first time, the service is set to startup type Automatic. However, if you upgrade or otherwise re-install your K2 System Software, the service is re-set to startup type Manual. Therefore, you must re-configure the service after K2 System Software upgrade/ reinstall in order to set the startup type back to Automatic.

1. From the **Start** menu, access the **Programs** menu and select **Grass Valley | K2 Capture Services**.

On a K2 Summit/Solo system, if the write filter is enabled, a message appears that informs you about the write filter and prompts you to restart. Restart as prompted, then repeat this step.

The K2 Capture Services utility dialog box is displayed.

2. Click **Apply**.

On a K2 Summit/Solo system, a message appears that informs you about the write filter and prompts you to restart. Click **OK** and the K2 Summit/Solo system restarts.

The service checks the source directory for files. If files are present, the service moves them to the Archive sub-directory. It does not import the files into the destination bin on the K2 system.

## Make recovery images

After you have upgraded software as instructed in these procedures and verified that your system is working properly, you should always make a recovery image of each of your upgraded computers. Use a sequence of tasks similar to those you

followed for upgrading software so that as you take systems offline you manage redundancy, servers, and clients, as appropriate for your system.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

## Deploy control point PC software

Use SiteConfig to upgrade control point software on the K2 control point PC. In most cases, the K2 control point PC is also the SiteConfig control point PC, so you are in effect using SiteConfig to upgrade software on its own local system.

For this release of K2 software, the install task identifies the control point software in the Managed Package column as follows:

- GrassValleyControlPoint 3.3.2.xxxx

The software deployment process for the control point PC is similar to that used to upgrade software on other K2 devices. Use similar procedures and adjust accordingly to do the following:

1. Add the K2 control point software package to the deployment group that contains the control point PC.
2. Check software on the control point PC.
3. Configure and run deployment tasks to upgrade software.

## Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:
  - a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
  - b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86

File name	File version	File size	Date	Time	Platform
m scorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE:** *You must update even if your version numbers are higher or your dates are later.*

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.  
The installation wizard opens.
3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

## Upgrading stand-alone K2 systems without SiteConfig

This section contains the tasks for upgrading stand-alone K2 systems to this release of K2 software.

With these instructions you go to each local K2 system and upgrade software using locally connected keyboard, monitor, and mouse. Work through the tasks sequentially to complete the upgrade.

**NOTE:** *These upgrade instructions assume that current K2 system software is at version 3.1.9 or higher. If you have a lower version of software, contact Grass Valley Support before upgrading.*

**NOTE:** *When upgrading from a version lower than 3.3.0, K2 system software installs with a 30 day trial license. You need a permanent license to operate beyond the trial period.*

### Related Links

[About upgrading stand-alone K2 systems with SiteConfig](#) on page 49

[About K2 software licensing](#) on page 74

## Make recovery images

Do not do this task if:

- You previously made a recovery image at the current software version for each computer you are upgrading.

Do this task if:

- You do not have a recovery image at the current software version for one or more of the computers you are upgrading.

The recommended procedure is to make a recovery image immediately after a software upgrade. If you neglected to do this when you last upgraded software you should make the recovery image now, before upgrading to the new version.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

**⚠ CAUTION:** *If you upgrade and then decide you do not want to stay with this version of K2 system software, you must use the recovery disk image process to downgrade to your previous version.*

## Prepare for K2 system upgrade

Before upgrading K2 systems, do the following:

- Procure the software installation files for this release via the appropriate distribution method, such as download, CD-ROM, network drive, or external drive.
- Start up the K2 systems you are upgrading, if they are not already started.
- Stop all media access on K2 systems.
- Shut down all applications on K2 systems.

## Upgrade .NET

Do not do this task if:

- The K2 Media Client has .NET 2.0 installed

Do this task if:

- The K2 Media Client does not have .NET 2.0 installed
1. On the K2 Media Client, check Windows **Add/Remove Programs** for currently installed .NET version(s), then proceed as follows:
    - If .NET 2.0 is installed, skip this task.
    - If .NET 2.0 is not installed, continue with this procedure.
  2. Download the .NET 2.0 installation file as follows:
    - a) Go to <http://www.grassvalley.com/support> and navigate to **Downloads | Broadcast Products | Servers/Storage**
    - b) Select **K2 Summit HD Production Client** or **K2 Media Server & Media Client** as appropriate for the system you are upgrading.
    - c) Click the link for the K2 software version to which you are upgrading.
    - d) Download the software from the software version page.
  3. Run the installation file and install .NET as directed by the installation wizard.

## Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE: In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.**

1. If you are not sure of the Windows update version currently installed, do the following:

- a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
- b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE: You must update even if your version numbers are higher or your dates are later.**

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.

The installation wizard opens.

3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

## Install High Priority Windows updates (recommended)

- Windows “High Priority” updates are recommended, but not required. While you have devices 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: Only “High Priority Updates” should be installed. Do not install other Windows or driver updates unless specifically directed by product documentation or by Grass Valley Support.**

## Configure SNFS default.cfg file on stand-alone K2 system

In this task you open the media file system (SNFS) configuration file and verify/modify settings.

Do not do this task if one of the following is true:

- You have already modified the configuration file with the required settings.
- The K2 system was installed new with the following K2 software version:
  - A version at 3.3 or higher

At this version the required settings are preconfigured.

- A K2 Solo Media Server

Do this task if:

- You are upgrading from a current version of K2 software as follows:
  - Version 3.2.74 or lower

Prerequisites for this task are as follows:

- K2 systems must be offline

You can verify and, if necessary, modify the media file system (SNFS) configuration file and still keep your media file system intact if you carefully follow the steps in this procedure.

As an alternative to manually modifying the configuration file, if you need to make a new file system after upgrading K2 software, the required values are set automatically by the upgraded version of Storage Utility.

This task applies to the following devices:

- Stand-alone K2 Media Clients. This includes internal storage and direct-connect storage K2 Media Clients.

1. On a stand-alone K2 system, using Notepad, open the media file system (SNFS) configuration file:

On a stand-alone K2 Media Client, open *D:\SNFS\config\default.cfg*.

2. On a stand-alone K2 system, verify, and if necessary modify, settings for required values as follows:

```
# *****  
# A global section for defining file system-wide parameters  
# *****  
GlobalSuperUser Yes  
.  
.  
.  
.  
.
```



```
InodeDeleteMax 1000
```

3. Close, and if necessary save, the SNFS configuration file.

If you made changes, the K2 system must be restarted for the changes to take effect.

The restart later in this upgrade procedure is sufficient to put the changes into effect.

## Uninstall K2 software from stand-alone K2 system

1. Open the Windows **Add/Remove Programs** control panel.
2. Select **GrassValleyK2Client**, and click **Remove**.
3. When prompted "Are you sure...?", click **Yes**.
4. When prompted to restart, do not restart.  
While a restart is required after installing K2 Client software, you can delay the restart until after other tasks are complete.
5. Manage the required restart as follows:
  - Restart later, to combine this restart with those required by other tasks. This is appropriate when you have other tasks next that also require a restart, such as uninstalling SNFS.

Before proceeding, identify the currently installed version of SNFS software. If you are not sure, check **Start | Programs | StorNext File System | Version Information**. When you uninstall SNFS, make sure you use the procedure appropriate for the version of SNFS currently installed.

## Uninstall SNFS versions lower than 3.0 from a K2 client

Do not do this task if:

- SNFS version 3.0.1b.39 or 3.0.3b.56 is currently installed.

Do this task if:

- A SNFS version lower than 3.0.x is currently installed.

**NOTE: Do not use Windows Add/Remove programs to uninstall.**

1. Make sure you are logged in with an administrator account.
2. Insert the K2 System Software CD in the CD drive or otherwise access the installation files.
3. Locate and open the following file:  
`gvRemoveSnfs26.bat`
4. When prompted, follow on-screen instructions to confirm removal of SNFS software. Click Yes, OK, and press any key to proceed.

**NOTE: Do not uninstall a SNFS version lower than 3.0 using Windows Add/Remove Programs.**

5. Restart using the Windows operating system restart procedure.

## **Uninstall SNFS version 3.0.1b.39, 3.0.3b.56, or 3.1.2.RC25225.6138 from K2 client**

Do not do this task if:

- A SNFS version lower than 3.0.x is currently installed.
- The desired version of SNFS is already installed and the installation (including required restarts) is complete.

Do this task if:

- SNFS version 3.0.1b.39, 3.0.3b.56, or 3.1.2.RC25225.6138 is currently installed and you are upgrading SNFS.
1. Make sure you are logged in with an administrator account.
  2. Use the Windows **Add/Remove Programs** control panel and uninstall SNFS.
  3. Restart using the Windows operating system restart procedure.

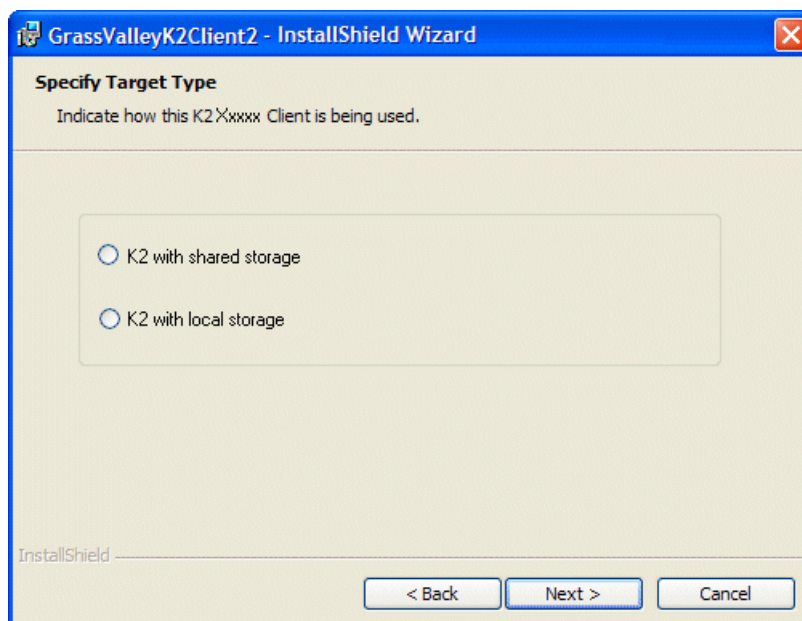
## **Install K2 software**

Prerequisites for this task are as follows:

- If you uninstalled the previous version of K2 software, you must restart the K2 client at least once before installing the new version of K2 software.
1. Log in with a local administrator account. This is required to support K2 System Software licensing.

**NOTE: When installing K2 system software, you must be logged in with a local administrator account. Do not install software using a domain account.**

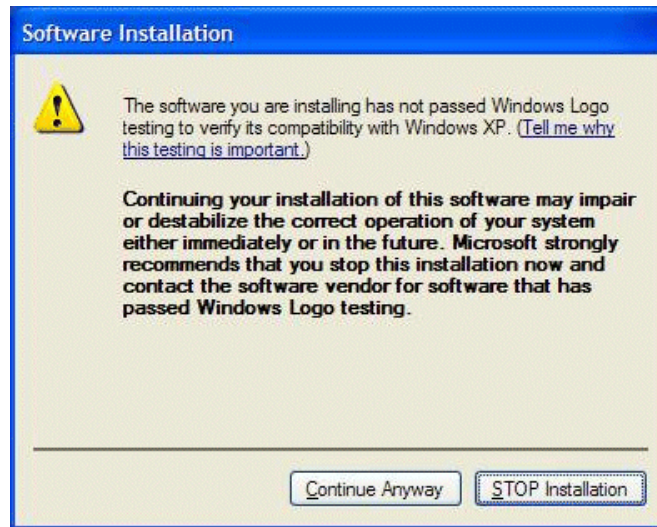
2. Access the installation files.
3. Locate and open the following file:  
For a K2 Media Client — `\K2Client\setup.exe`
4. Follow the install wizard onscreen instructions, and work through each page.



5. When you arrive at the Specify Target Type page, select the option as follows:

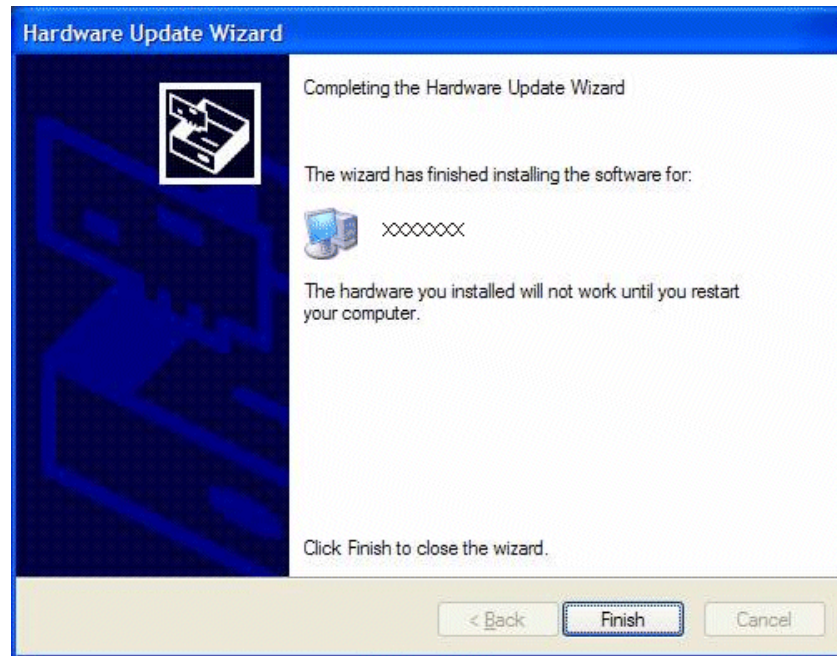
Option	Description
<b>K2 with local storage</b>	For installing on an internal storage K2 system or on a direct-connect storage K2 system.

6. Depending on the state of the system when upgrading, you might see one or more of the following screens or messages as you work through the installation wizard. Proceed as instructed, and then continue with this procedure:
- If one or more messages appear referring to "...has not passed Windows logo testing...", you can safely continue. This is a normal part of the upgrade.



Click **Yes** or Continue... to allow the installation to progress.

- b) If installation progress stops after about a minute and does not proceed, look in the Windows taskbar for a Hardware Update Wizard window that has opened.



Click **Finish** on the Hardware Update Wizard to continue installation. If multiple Hardware Update Wizards open, finish them similarly.

- 7. Click **Next** and **Finish** to complete the installation.
- 8. When prompted to restart, proceed as follows:
  - Do not restart. The restart after you install SNFS in a later task is sufficient.

## Install SNFS on stand-alone K2 system

Prerequisites for this task are as follows:

- Before installing a new version of SNFS software, make sure that the computer has been restarted at least once since the previous version of SNFS software was uninstalled.
1. Access the installation files.
  2. Press any key to proceed.
  3. Restart the computer using the Windows operating system restart procedure.

## Verify network adapter order

Upgrades can alter network adapter order. Before proceeding, you must check the order of the network adapters and reorder them if necessary.

1. On the Windows desktop right-click **My Network Places** and select **Properties**.  
The Network Connections window opens.
2. On the menu bar at the top of the window, select **Advanced**, then **Advanced Settings....**
3. On the **Adapters and Bindings** tab, depending on the K2 client's storage, make sure that adapters are ordered as follows. Reorder if necessary.

<b>Internal storage unteamed</b>	<b>Internal storage teamed</b>	<b>Direct-connect storage</b>	<b>Shared (SAN) storage</b>
Loopback	Loopback	Loopback	Control Team
Control Connection #1	Control Team	Control Connection #1	Media Connection #1
Control Connection #2	FTP Team	Media Connection #1	Media Connection #2
Media Connection #1	—	—	Loopback
Media Connection #2	—	—	—

## Upgrade MPIO

Do not do this task if:

- The K2 client has internal storage.
- The K2 client has shared storage on a non-redundant K2 SAN.

- The K2 client has a 2 Gb/s GVG SCSI Fibre Channel card with shared (SAN) storage or direct-connect storage.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with direct-connect storage, but only one port is connected to a RAID controller.

Do this task if:

- The K2 client has iSCSI-connected shared storage on a redundant K2 SAN.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with shared storage on a redundant K2 SAN.
- The K2 client has a dual port 4 Gb/s LSI Fibre Channel card with direct-connect storage with each port connected to a different RAID controller.

The installation files for the Multi-Path I/O software are copied on to the K2 client when the K2 software is installed.

1. On the K2 client, click **Start | Run**, type `cmd` and press **Enter**. The MS-DOS command prompt window opens.
2. From the command prompt, navigate to the `C:\profile\mpio` directory.
3. Type the following at the command prompt:  
`gdsminstall.exe -i c:\profile\mpio gdsm.inf Root\GDSM`
4. Press **Enter**. The software is installed. The command prompt window reports the following:  

```
Pre-Installing the Multi-Path Adapter Filter...
Success

Installing the Multi-Path Bus Driver...
Success

Installing the Device Specific Module...
Success

Installing the Multi-Path Device Driver...
Success

Restarting all SCSI adapters...
Success (but need a reboot)
```
5. Restart the K2 Media Client.
6. After restart, to verify that the software is installed, on the Windows desktop right-click **My Computer** and select **Manage**. The Computer Management window opens.
7. In the left pane select **Device Manager**.
8. In the right pane open the **System devices** node and verify that **GVG ISCSI Multi-Path Device Specific Module** is listed.

## Reset Capture Services

Do not do this task if:

- You do not use any of the K2 Capture Services.

Do this task if:

- You are using one or more K2 Capture Services, such as the following:
  - HotBin service
  - Pathfire capture service
  - DG capture service
  - XML Import capture service
  - P2 Import capture service

Do this task on the K2 system running your K2 Capture Service, which is the K2 system that receives the media to be imported into K2 storage. This can be a stand-alone K2 Media Client, or the K2 Media Server with the role of primary FTP server on a K2 SAN.

When you configure a K2 Capture Service for the first time, the service is set to startup type Automatic. However, if you upgrade or otherwise re-install your K2 System Software, the service is re-set to startup type Manual. Therefore, you must re-configure the service after K2 System Software upgrade/ reinstall in order to set the startup type back to Automatic.

1. From the **Start** menu, access the **Programs** menu and select **Grass Valley | K2 Capture Services**.

On a K2 Summit/Solo system, if the write filter is enabled, a message appears that informs you about the write filter and prompts you to restart. Restart as prompted, then repeat this step.

The K2 Capture Services utility dialog box is displayed.

2. Click **Apply**.

On a K2 Summit/Solo system, a message appears that informs you about the write filter and prompts you to restart. Click **OK** and the K2 Summit/Solo system restarts.

The service checks the source directory for files. If files are present, the service moves them to the Archive sub-directory. It does not import the files into the destination bin on the K2 system.

## Upgrade remaining stand-alone K2 systems

For stand-alone storage K2 systems, repeat the previous steps to upgrade your remaining stand-alone storage K2 systems.

## Upgrade software on Control Point PC

Prerequisites for this task are follows:

- You have access to the software installation files for this release. Procure the files via the appropriate distribution method, such as download, CD-ROM, network drive, or external drive.
1. Use the Windows **Add/Remove Programs** control panel and remove K2 control point software.
  2. Insert the K2 System Software CD in the Control Point PC's CD drive or otherwise access the installation files.
  3. Run the Control Point installation program (setup.exe). No special procedures are required.

### Install required Windows update

Do not do this task if:

- A K2 Solo Media Server
- A K2 Summit Production Client.

Do this task if:

- A K2 Media Client, K2 Media Server, Control Point PC, or K2 Coder with Windows update at a version lower than 2.0.50727.4022.

**NOTE:** *In addition to this required update, Grass Valley recommends that you also install "High Priority" updates.*

1. If you are not sure of the Windows update version currently installed, do the following:

- a) Navigate to `C:\Windows\Microsoft.NET\Framework\v2.0.50727`.
- b) Check file properties. The following properties indicate that version 2.0.50727.4022 is already installed:

File name	File version	File size	Date	Time	Platform
mscordacwks.dll	2.0.50727.4022	989,000	11-Mar-2009	04:56	x86
mscorlib.dll	2.0.50727.4022	4,550,656	11-Mar-2009	04:56	x86
mscorwks.dll	2.0.50727.4022	5,812,544	11-Mar-2009	04:56	x86
sos.dll	2.0.50727.4022	388,936	11-Mar-2009	04:56	x86

- c) If your properties are different than those specified above, the update is necessary. This is true even if your version numbers are higher or your dates are later. Continue with this procedure.

**NOTE:** *You must update even if your version numbers are higher or your dates are later.*

2. Access the upgrade files and double-click `NDP20SP2-KB968760-x86.exe`.

The installation wizard opens.



3. Work through the wizard, accepting all default settings, and finish.
4. Restart as prompted.

## Configure settings for protocol control on K2 Media Clients

Do not do this task if:

- You do not control any K2 Media Client channels with remote control protocols.

Do this task if:

- You have upgraded from a version lower than 3.2 and you control one or more K2 Media Client channels with remote control protocols.

With K2 system software release 3.2 and higher, there are no longer protocol applications for each channel. Instead, you configure settings for protocol control in each channel's Options dialog box. Therefore, if you had a protocol application assigned to a channel in a pre-3.2 version of K2 system software, your protocol settings are lost when you upgrade to a version higher than 3.2.

To configure a channel's settings for protocol control, click the channel's **Options** button and find settings on the **Control** tab. Select the protocol type and control setting. Refer to the *K2 Media Client User Manual* for detailed instructions.

## Make recovery images

After you have upgraded software as instructed in these procedures and verified that your system is working properly, you should always make a recovery image of each of your upgraded computers. Use a sequence of tasks similar to those you followed for upgrading software so that as you take systems offline you manage redundancy, servers, and clients, as appropriate for your system.

Refer to the Grass Valley product's *Service Manual* for recovery image procedures.

# Licensing K2 products

The following sections contain instructions for managing K2 product licenses.

## About K2 software licensing

K2 system software version 3.3.2 requires a license from Grass Valley. Licensing is enforced at the K2 Media Client, so every K2 client running version 3.3.2 must have a valid license in place. No license is required on the K2 Media Server or on the control point PC.

K2 clients shipping new from the factory have version 3.3.2 pre-installed with a permanent license in place, so no licensing tasks are required unless you want to add optional features such as AppCenter Pro/Elite. However, if you upgrade an existing K2 client to version 3.3.2, the software installs with a trial license in place. You must obtain a permanent license from Grass Valley and install it on the K2 client before the trial period expires.

Licenses are requested through the License Wizard and managed through the SabreTooth License Manager, which is installed on the Grass Valley product with the Grass Valley software. The License Wizard and SabreTooth License Manager must be located on the Grass Valley product.

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. You should back up the license text files to a separate drive or as part of a recovery image.

Licenses are based on your system's unique identifier, which is partially derived from your system's Media Access Control (MAC) address. If you change your system's MAC address by performing operations such as changing the System Processor card, you must obtain a new license based on the new MAC address.

## After temporary licenses expire

After the temporary license expires, if you have not yet obtained a permanent license, the following occurs:

- The K2 system software temporary license will expire. You will not be able to start AppCenter once the license has expired. If running, AppCenter will not stop working, and any remote control protocols will continue to function. However, you will not be able to make any changes in AppCenter, such as altering the configuration.
- The AppCenter Pro temporary license will expire and the AppCenter Pro features will stop functioning.

## 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.

1. Log on to the device that you want to license.

You must log in as a Windows administrator with a local account, not a domain account.

2. Open the License Request Wizard.

Find the License Request Wizard shortcut on the Windows desktop.

The License Request Wizard displays.

3. Read the on-screen instructions, then click **Next**.

The Customer dialog box displays.

4. Enter the information requested on this page then click **Next**.

You must provide a valid email address to receive your license file.

The Sales Number dialog box displays.

5. Enter the Sales Order Number in the field then click **Next**.

Typically the Sales Order Number is found on the Software License sheet that you received with your Grass Valley product.

The Summary dialog box displays.

6. Review the License Request information and click **Finish**.

A License Request text file, *License\_Request\_<SalesNumber>.txt*, is generated and saved to the Windows Desktop.

**NOTE:** *If you are requesting licenses for more than one application, be sure to modify the name of the first License Request text file before saving it to your desktop. (In Notepad, use the Save As command.) Otherwise, the second License Request text file will overwrite it.*

7. If you have K2 Summit Production Client or K2 Solo Media Server and if the write filter is currently enabled, be aware that files on the desktop are lost on restart.

Therefore do one of the following:

- Save the License Request text file(s) to a different location.
- Keep the K2 system running (do not restart) until after you have requested the license(s).

8. Do one of the following:
  - Attach the License Request text file to an email.
  - Paste the text directly into an email message.

You might want to keep a copy of the message for your records.

9. Send the email as instructed by the License Request Wizard.

An email will be sent from Grass Valley to the return email address you specified; your SabreTooth software license will be provided as a text file.

10. Save this email in case you ever need to re-image this machine.

Next add the license to the SabreTooth License Manager.

### If you encounter difficulties when requesting a license

If you encounter difficulties running the License wizard, or the License wizard is not available, try this alternate method:

1. Generate a unique ID of the device where you will install software, as follows:
  - a) Click on the License Manager icon on the Windows Desktop.

The SabreTooth License Manager opens.
  - b) Choose **File | Generate Unique Id** in the License Manager.
  - c) Click **Copy to clipboard** to copy the generated ID, and **OK** to exit.
2. Prepare an email that includes the following information:
  - Customer Name
  - Customer Email
  - Sales Order Number
  - Unique ID of the device where you will install software.
3. Send the email to [K2License@grassvalley.com](mailto:K2License@grassvalley.com).

The SabreTooth license number will be emailed to the email address you specified.

### Adding a license

Your software license, *Licenses\_<SalesNumber>.txt*, is provided as a text file. Use the License Manager to add this file to your system and enable the desired feature.

1. Click on the License Manager icon on the Windows Desktop.

The SabreTooth License Manager opens.
2. Do one of the following:

- Choose **File | Import License** and navigate to the file location to open the text file.
- Drag and drop the text file onto the License Manager.

You will now see the permanent license in SabreTooth, as well as any other licenses, permanent or temporary, that have been installed on this machine.

Once you have added the permanent license, you can delete the temporary license. If the temporary license is still in SabreTooth you will continue to get temporary license notifications, even with the permanent license installed, unless you delete the temporary license.

You should save the permanent license to a backup system.

## Deleting licenses

Deleting a license disables the feature that it enabled. You might want to delete a temporary license prior to its expiry if you have decided not to purchase the feature. You can delete a temporary license after the permanent license has been installed without disabling the licensed product.

1. Select the license in the SabreTooth License Manager.
2. Use the Delete key on your keyboard or right click with your mouse and select **Delete**.

## Archiving licenses

You can archive your licenses to a secure external location. This allows you to quickly re-install a license should it be deleted or should you have to downgrade and then re-license the software. You can archive multiple licenses at the same time.

***NOTE:** If you downgrade to an earlier version of the licensed software, make sure to archive the licenses first.*

1. In the SabreTooth License Manager, select the license or licenses.
2. Choose **File | Export License** to open the Save As dialog box.
3. Assign a meaningful name to the file, and save it to the desired location. Grass Valley recommends saving the license file to a USB drive or other external location.

## K2 licenses

The Grass Valley licenses available at the time of this writing that can be installed on a K2 product are as follows. Contact your Grass Valley representative for more information about licenses.

**K2 Media Client licenses**

<b>License</b>	<b>License type</b>
K2 System Software	SabreTooth
AppCenter Pro	SabreTooth
K2 TimeDelay	SabreTooth
K2 InSync	SabreTooth
K2 Pathfire Capture Service	SabreTooth provided by Grass Valley. Pathfire Transfer Service license also required.
Pathfire Transfer Service license	Provided by Pathfire. K2 Pathfire Capture Service also required.
K2 DG Capture Service	SabreTooth
K2 XML Import Capture Service	SabreTooth
50 Mbs/D10/DV50 Codec Upgrade	Codec Upgrade CD
Avid-TM	SabreTooth
K2 FCP Connect	SabreTooth

# Additional notes

The following sections contain additional information about this release.

## Passwords and security on K2 systems

To provide a basic level of security, K2 systems recognize four different security levels based on Windows users and groups, and the systems ship from the factory with accounts pre-configured accordingly. To access the system you must login with the username and password for one of the pre-configured accounts.

The following table shows the different types of K2 users and their privileges. Passwords are case sensitive. The term “unknown user” applies to any user who logs in to the K2 System without using the Windows administrator, K2 administrator, or K2 user login and password

	<b>Windows administrator</b>	<b>K2 administrator</b>	<b>K2 user</b>	<b>Unknown user</b>
Login	Administrator	K2Admin	K2User	N/A <sup>3</sup>
Password	adminK2	K2admin	K2user	N/A
AppCenter Configuration Manager	Full access	Full access	Can view	Can't access
AppCenter	Full access	Full access	Full access; requires an account on the K2 Media Client(s)	Can view channel suites, channel status, on-line help and System Status pane. Can export logs.
Storage Utility	Full access	Full access	Can't access	Can't access
K2Config	Full access	Full access	Can't access	Can't access
Windows Operating System	Full access	Limited access (based on Windows login privileges)	Limited access (based on Windows login privileges)	Limited access (based on Windows login privileges)

For more information about Storage Utility or K2 System Configuration application security, see the *K2 SAN Installation and Service Manual*.

<sup>3</sup> The unknown user, like all others who access the K2 system, must have a valid Windows login for the K2 client or the control point PC through which the K2 system is being accessed.

AppCenter also provides security features for restricting access to channels and media in bins. These features are also based on Windows users and groups. By default these features are configured to grant full access to everyone.

To support FTP security features, K2 clients have *movie* and *mxmovie* accounts.

When using K2 with NetCentral, keep in mind that NetCentral has its own levels of security. Grass Valley recommends mapping the NetCentral administrator with the K2 administrator level. If you are using the Grass Valley Control Point PC, this mapping is already done for you at the factory, so you can log on to NetCentral as administrator using the K2 administrator (K2Admin/K2admin) logon. You can also assign other NetCentral groups to users, as necessary for your site's security policies. You need Windows administrator privileges to add or modify a user's privileges.

For information on mapping a NetCentral administrator to the K2 administrator level, see the *K2 System Guide*. For more information on NetCentral security, see the *NetCentral User Guide*.

## **About credentials in SiteConfig**

SiteConfig requires administrative privileges on devices in order to perform most of the network configuration and deployment tasks. If you add a device based on a known device type, SiteConfig knows the default administrator login and password to use. Then, when you use remote desktop or perform software deployment to the device, SiteConfig automatically uses these credentials. These credentials are called "global" credentials for the device since the same credentials are used on all devices of that type in the system.

You can choose to override the default credentials for a given device type. For example, if you have specified a different administrator account or a different password on the devices when commissioning the system, then you want SiteConfig to use these modified credentials.

It is possible to also override the default credentials for a single device.

## **About custom K2 SANs**

Custom systems are those that do not fit one of the pre-defined Level 2, 3, 10, 20, 30, or 35 configurations. For example, a K2 SAN with Fibre Channel attached K2 clients is considered a custom system. Custom systems that are an extension of Level 2 or 3 are considered to be Level 4 systems. Custom systems that are an extension of Level 10, 20, or 30 are considered to be Level 40 systems. Only qualified Grass Valley personnel should attempt to design, install, and configure custom systems.

The K2 documentation set is intended for customers with pre-defined Level 2, 3, 10, 20, 30, or 35 systems. While much of the information also applies to custom systems, consult your Grass Valley representative before using Level 2, 3, 10, 20, 30, or 35 procedures on a custom system.



## Driver installation on generic image versions

At first startup after installing a generic disk image, you are prompted to install hardware drivers by “New Hardware Found” wizards and other messages. Respond to these prompts as follows:

For this type of K2 Media Server...	Using this disk image version...	Respond to prompts as follows...
LS, GS, NH1, NH1-10GE	2.10.0 or higher	<ol style="list-style-type: none"> <li>1. If the new HW is identified as a Ethernet Controller or Network Controller, click Cancel. NOTE: For systems with Qlogic Dual Port TOE cards, two wizards open for each port on the card; one for the Ethernet Adapter, and one for the Network Controller</li> <li>2. If the new HW is identified as “LSI Adapter, 4Gb FC, models 7104, 7204, 7404 with 949E-StorPort”, select the “Install the software automatically” radio button and click Next</li> <li>3. If a Hardware Installation window is displayed indicating that the SW has not passed the windows logo testing, click the Continue Anyway button.</li> <li>4. Ensure that the “Completing the Found New Hardware Wizard” window indicates that the wizard has finished installing the SW and then click Finish.</li> <li>5. If additional New HW Found Wizards are displayed for the LSI Adapter repeat the steps above.</li> </ol>

<b>For this type of K2 Media Server...</b>	<b>Using this disk image version...</b>	<b>Respond to prompts as follows...</b>
		If NH1-10GE, configure network as instructed in the <i>K2 SAN Installation and Service Manual</i> .
Level 2/3 K2 Media Server	2.6 or lower	Dismiss all wizards and messages. Do not install any drivers. Hardware support is provided when you install K2 system software.
	2.10.0 or higher	<ol style="list-style-type: none"><li>1. If the new HW is identified as a Ethernet Controller or Network Controller, click Cancel. NOTE: For systems with Qlogic Dual Port TOE cards, two wizards open for each port on the card; one for the Ethernet Adapter, and one for the Network Controller.</li><li>2. If the new HW is identified as "GVG SCSI", select the "Install the software automatically" radio button and click Next.</li><li>3. If a Hardware Installation window is displayed indicating that the SW has not passed the windows logo testing, click the Continue Anyway button.</li><li>4. Ensure that the "Completing the Found New Hardware Wizard" window indicates that the wizard has finished installing the SW and then click Finish.</li></ol>

## Creating K2 Coder watch folders

The K2 Coder comes from Grass Valley pre-configured with watch folders. If you need to re-create these watch folders, use the topics in this section.

### Creating the import watch folder

1. Run Carbon Coder Admin.
2. Select the **Watch Folders** tab.
3. Click the **Add Watch** button.
4. Select **General Properties** on the left pane.
5. Enter `ImportWatchFolderTemplate` as the name for the watch folder.  
The name is for display purposes only.
6. To set the Watch Folder location, select **Browse Folders** to  
`V:\K2Coder\SourceFiles`.
7. Select **Create New File** if target file exists.
8. Under **Advanced Settings**, select **Delete Local Source after Conversion**.
9. In the left pane expand **Remote Retrieve**, then **File Retrieve**, then under **File Retrieve** click **Add...**
10. Select **Remote Patch (UNC)**. Browse and go to `V:\K2Coder\ShortCuts` and **OK**.
11. Select **Create Shortcut instead of Local Copy**.
12. In Retrieval Settings set Wildcard to `"*"`, Watch Interval (sec.) to `10`, Trigger File Size (kB) to `0`.
13. Click the **Update** button.
14. Expand **Target File** on the left pane, then click **Add...**
15. On the right pane Preset Category, select **System**, then select a preset such as `K2_SD_NTSC_IFRAME_50Mbps_Template` from the list.
16. Click on the **Preset Editor** page.
17. Set the Target Folder to `V:\K2Coder\FilesToK2`.
18. Click the **Update** button.
19. Click **Save Watch** to save settings and close.

The new Watch folder is added to the Carbon Admin UI. Make sure that the check box for "Active" column is selected.

### Creating the export watch folder

1. In AppCenter, create bin "K2-Coder-Export".
2. Run Carbon Coder Admin.
3. Select **Watch Folder** tab.
4. Select **General Properties** on the left pane.

5. Enter `ExportWatchFolderTemplate` as the name for the Watch Folder.  
The name is for display purposes only.
6. Set the Watch Folder location to `V:\K2Coder\FilesFromK2`.
7. Select **Create New File** if the target file exists.
8. Expand **Remote Retrieve** and then **FTP Retrieve** on the left pane, then click **Add...**
9. On the right pane, click the **Edit** button.
10. In the ServerConfig window that pops up, enter `localhost` for FTP Server Address, enter `movie` as username, `21` for FTP server port, leave Password and Use Passive FTP empty.
11. Click **Connect** button.  
The ServerConfig windows close automatically.  
In the Watch Folder setup window, the Server Status should show “Connected to XXX”.
12. Expand the Current Folder drop down list, select bin **K2-Coder-Export** then click the **Select** button.  
The Selected Folder should show “V:\GXFK2-Coder-Export\”.
13. Enter `“*“` for Wildcard.
14. Enter `15` for Watch Interval (sec).
15. Click the **Update** button.
16. Select **Target File** on the left pane, then click **Add...**
17. On the right pane, select **system** in the tree view, then select a preset such as **AVI Target**.
18. Set the Target Folder to `V:\K2Coder\DestFiles`.
19. Click the **Update** button.
20. Click **Save Watch** to save settings and close.

The new Watch Folder is added to the Carbon Admin UI. Make sure the check box for "Active" column is selected.

## Network considerations and constraints

- Do not use any 10.1.0.n IP addresses. These are used by the K2 RAID (NEC Condor) maintenance port and must be reserved for that purpose. If these addresses are used for any other network or device, network communication errors occur.

# Operation considerations

- Do not neglect to make a “first birthday” image of each K2 product shortly after installation and configuration is complete.
- Changing system video standards (NTSC/PAL) requires a restart as part of the channel changes as soon as the new standard is selected. Configuration Manager causes an immediate restart of the K2 client if the system reference standard is changed and AppCenter is being used.
- Refer to the “Remote control protocols” appendix in the *K2 System Guide* for operation considerations related to AMP, VDCP, BVW, Harris, RS-422, etc.
- To import/export between systems using AppCenter, in Configuration Manager on the Remote tab, add each system that you want to have available as a source or a destination. Do this for K2 systems as well as non-K2 systems, such as Profile XP.
- When transferring between K2 systems and other types of systems, such as Profile XP, you must specify the IP address, path, and file name to initiate a transfer.
- To create clips from still images (graphics), import as MPEG transport stream.
- Tri-level sync is not supported on K2 systems.
- On the K2 Media Client, use the CD drive to burn CDs only as part of the recovery image process, while booted from the Recovery CD. Do not attempt to burn CDs for other purposes.
- Before configuring audio tracks on a channel, eject all clips. This is required to put changes into effect.
- The K2 client and K2 Media Server can operate continuously for a long period of time, but the recommended operational practice is to restart at least once every three to six months.

# Known Problems

The following limitations are present in this release of software. If you wish to obtain more information about these limitations, please mention the reference numbers.

## AppCenter

---

CR78336	Description:	QuickTime reference files are not created for those DV clips recorded on ganged channels.
	Workaround:	To create QuickTime reference files, record clips on channels that are not ganged.

---

CR85903	Description:	Only 4 tracks of embedded audio are operational on a channel.
	Workaround:	The problem occurs as a result of multiple configuration changes between Embedded and AES audio input. To make all 16 audio tracks operational, do the following: <ol style="list-style-type: none"><li>1. Open Configuration Manager, change the number of audio tracks to 6 tracks, then click OK to save the configuration.</li><li>2. Open Configuration Manager, change the number of audio tracks to 16 tracks, then click OK to save the configuration.</li></ol>

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CR104310	Description:	In AppCenter Configuration Manager, the Data Track settings allow six uncompressed VBI lines to be selected, yet only five lines are supported.
	Workaround:	Select five lines only.

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## Capture Services

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CR85666	Description:	When a Pathfire or DG Capture Service transfer loses connectivity, such as when a network cable is unplugged mid-transfer, the transfer stalls and the directory or bin that receives the transfer becomes unresponsive. This state persists long-term.
	Workaround:	Restore connectivity and the transfer resumes.

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CR96822	Description:	Pathfire software install deletes files in C:\temp.
	Workaround:	Before installing Pathfire Software Service software, if you have any files in C:\temp that you want to save, copy the files to a different location.

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**Generic iSCSI Clients**


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CR97009    Description:    When installing K2 Generic iSCSI Client software, a message informs that SNFS is not installed and the installation program does not proceed.

Workaround:    Make sure that the correct version of SNFS is already installed, then do the following:

1. Click Start | Programs | SNFS File System | Stop File System Services.
  2. Click Start | Programs | SNFS File System | Start File System Services.
  3. Install K2 Generic iSCSI Client software.
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**Installation**


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CR102800    Description:    If uninstalling or installing K2 client software while applications or connections to AppService are open, the installation program becomes unresponsive.

Workaround:    Use Task Manager to stop AppService. To prevent the problem from occurring, shutdown all applications and connections before uninstalling or installing.

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**K2 Appliances**


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CR97358    Description:    A K2 Coder or other K2 appliance does not have the movie user account.

Workaround:

1. Create new user account “movie” if it doesn’t already exist.
2. For the new user movie account, enter password “M0vieK2M0vie”. That is M ZERO v I e.
3. Set the new user movie account to "User cannot change password" and "Password never expires".
4. Add user “movie” to both Administrator & K2 Administrator groups.
5. Change the logon of user “Nexus Server” service from Local System Account to account “movie” and password “M0vieK2M0vie”.

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CR97559    Description:    The K2 ASI Media Client is not configured to the correct K2 directory.

Workaround:    In the K2 ASI Media Client Video Client application, click Options | Add FTP connection. The FTP Server Configuration dialog box opens. For Ftp subdirectory, enter v:/mpg/default.

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CR97560    Description:    On K2 ASI Media Client startup, a Found New Hardware wizard opens, but the hardware is unknown and the wizard does not finish successfully.

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Workaround: Cancel the wizard. Doing so does not effect the operation of the K2 ASI Media Client.

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### Macintosh

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CR84274    Description: When using an Apple system to simultaneously placing multiple .MOV files into a HotBin, the first file is not transferred to the HotBin.

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Workaround: After placing multiple .MOV files into a HotBin, check for the first file. If necessary, re-transfer it to the HotBin.

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### NetCentral

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CR62119    Description: NetCentral reports a Failover Monitor fault, even though Failover Monitor is actually running with no problem. Also, there is no report of database replication currently underway.

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Workaround: Verify that Failover Monitor is still running and database replication is underway by using the Server Control Panel in the K2 System Configuration application.

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### Protocols

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CR79653    Description: AMP PlayAt and StopAt commands do not work on a SD-00 K2 Media Client channel that is cued for play or is playing, if the channel is configured for VITC timecode.

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Workaround: Under these conditions the VITC-input reader is not connected. To make those commands work, configure the channel for a different timecode source.

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CR85193    Description: When running down a playlist under AMP control, the thumbnail that appears in AppCenter is not correct.

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Workaround: Ignore the thumbnail in AppCenter. The playlist playout is correct.

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### RAID

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CR63092    Description: Loading controller firmware simultaneously on two controllers in different chassis fails.

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Workaround: Load firmware on one chassis at a time. Do not load in parallel. Do not use Storage Utility for other tasks while firmware is loading.

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CR73601    Description: On a Level 3 RAID Expansion Chassis, the expansion adapter fault LED can stay on, even though no fault is present.

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Workaround: This problem does not occur on all expansion adapters. If it occurs on your expansion adapter, contact Grass Valley Support to fix the problem.

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**Storage Utility**

CR61478	Description:	The "Make New File System" operation in Storage Utility fails on a stand-alone (local) storage K2 Media Client.
	Workaround:	From the local K2 Media Client, close AppCenter, wait two minutes, and then open Storage Utility as a stand-alone application. In this stand-alone mode the "Make New File System" operation succeeds. (This operation is supported only on local storage models.)
CR64486	Description:	The bind process fails when binding 73 Gig disks into LUNs.
	Workaround:	Do not unbind LUNs, especially with 73 Gig disks. If you must unbind or bind LUNs with 73 Gig disks, contact your Grass Valley Support representative for assistance.
CR76576	Description:	When making a new file system, occasionally a "Failed to remove the media database ..." message appears. Then after restart, the clips that were present in the former file system are still displayed in AppCenter.
	Workaround:	The new file system is made successfully. No additional Storage Utility procedures are necessary. In AppCenter, delete all bins except the default bin and the recycle bin. Then delete all clips in the default bin and the recycle bin.
CR101794	Description:	Storage Utility does not open for a nearline SAN. This occurs when in K2 Config you select the name of the K2 SAN, which is the top node of the storage system tree, when attempting to open Storage Utility.
	Workaround:	In K2Config tree view, under the nearline SAN's K2 Media Server, select the <b>File System Server</b> node to open its property page. On the property page click <b>Launch Storage Utility</b> .

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**System**

CR63016	Description:	On K2 Media Clients shipped from Grass Valley before September 2007, when teaming Ethernet ports, due to a bug in the Intel teaming software, one of the following conditions can occur: <ul style="list-style-type: none"> <li>• A. Virtual adapter installed when control team is setup</li> <li>• B. No virtual adapter installed during team is setup</li> <li>• C. Device manager gets into a "loop" mode where it constantly refreshes the NIC list</li> </ul>
	Workaround:	Make disk images of the K2 Media Client so if there is a need for recovery, you do not need to team. If you do need to team, use the procedure in the K2 Media Client Service Manual. This procedure assumes condition A, as it is most common. If the other conditions occurs, contact Grass Valley Support.

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## Known Problems

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CR68251	Description:	A "...service or driver failed..." message appears when the K2 Media Server starts up.
	Workaround:	Check Windows Event Viewer to identify the problem service. If you uninstalled K2 software, the problem service is likely GVGSCSI, in which case the solution is to install K2 software and restart. If you used an early version of the K2 System Configuration application to configure the server, the problem service is likely MSSQLADHELPER, in which case the solution is to disable the service.
CR83861	Description:	A K2 Media Server with a dual-port iSCSI interface adapter (TOE card) can suffer a blue screen fault.
	Workaround:	Update the firmware on the iSCSI interface adapter (TOE card). Go to URL <a href="ftp://ftp.thomsongrassvalley.com/K2/Images/DualTOE_3.0.1.24">ftp://ftp.thomsongrassvalley.com/K2/Images/DualTOE_3.0.1.24</a> for procedures.
CR90857	Description:	The K2 Media Server displays an error because the Dell OpenManage server log fills up.
	Workaround:	Manually clear the log and then configure OpenManage to overwrite the log when full.

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