

# Profile XP System Software 5.2.12 Release Notes

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# Grass Valley Product Support

To get technical assistance, check on the status of problems, or report new problems, contact Grass Valley Product Support via e-mail, the Web, or by phone or fax.

## Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

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

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

## Phone Support

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

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 3 9721 3737	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

## Authorized Support Representative

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

## Profile Users Group

You can connect with other Profile XP Media Platform users to ask questions or share advice, tips, and hints. Send e-mail to [profile-users@thomson.net](mailto:profile-users@thomson.net) to join the community and benefit from the experience of others.



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## Version 5.2 features and introductions

Version 5.2 introduces the following hardware and software features to extend the capabilities of the PVS 1000, PVS 1100, and PVS 2000 Profile XP Media Platform.

- **PVS2000 support.** You can now run a single version of Profile System Software on all your Profile XP Media Platforms, PVS 1000, PVS 1100, and PVS 2000.
- **2Gb/s Fibre Channel Switches.** This release adds support for the 2Gb/s QLogic SANbox2 Fibre Channel switches, including both the 8- and 16-port switches, and the blade-based switch that can be expanded from 24 to 64 ports. The 2Gb/s Brocade Fibre Channel switch is also supported in this release. All of these switches allow you to connect either IP or SCSI devices into any port without any special configuration operations.

You must not mix Brocade (either 1Gb/s or 2Gb/s) and QLogic switches in your installation. Grass Valley does not support interoperation between Brocade and QLogic Fibre Channel switches.

- **Eight channels per system on a MAN.** Previous releases allowed the use of six channels on each Profile XP Media Platform connected to a Media Area Network. You can now use up to eight channels on each system.
- **64 channels on a MAN.** This release supports a total of 64 channels on a single Media Area Network, up from 48 in earlier releases. Be sure to consult with your Grass Valley representative when designing a new MAN or changing the design of an existing MAN.

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## Version 5.2.12 supported platforms and applications

Version 5.2.12 supports the following media platforms:

- PVS 2000 with:
  - RTP I or RTP II
  - local storage, both PFC 500/E and PFR 500/E.
- PVS 1100 with:
  - RTP I or RTP II
  - local storage, both PFC 500/E and PFR 500/E.
  - Recorder/Player resource using a single codec
- PVS 1000 with:
  - RTP I or RTP II
  - local storage, both PFC 500/E and PFR 500/E.
- PVS 2000, PVS 1100 and PVS 1000 connected to a Media Area Network. For more information, consult the *Media Area Network Release Notes*.

The following applications may only be used subject to the listed limitations.

Application	Limitation	Comment
InSync	Limited support	Do not attempt to use any version of InSync to synchronize two Media Area Networks running Profile XP System Software 5.2.12. InSync has been qualified for operation on Profile XP Media Platforms with local storage in unidirectional mode only.
List Manager	Licensed support	This application is locked, and must be enabled by installing a key. Contact your Grass Valley Sales representative to obtain your unlock code.
Tool Box Editor	Licensed support	This application is locked, and must be enabled by installing a key. Contact your Grass Valley Sales representative to obtain your unlock code.
Media Manager	Remote operation only, Transcode not supported	In a MAN environment, you must run Media Manager on a remote system, not on any Profile XP Media Platform. Transcode functions have not been qualified with this release of Profile System Software.
Configuration Manager	Local operation only	You must not run Configuration Manager on a remote system.



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## What's new in Version 5.2.12

This release contains numerous improvements to performance and reliability with both the Media Area Network and local storage.

- **New PFR500 Disk Microcode.** This release includes new disk microcode for the PFR500 disk drives. You must update the disk microcode to the approved version after upgrading the Profile XP system software. See “PFR500 disk drive and controller microcode” on page 25 for approved version numbers.
- **New PFR500 Controller firmware.** This release includes new controller firmware for the PFR500 RAID storage systems. If your system is not using the latest version, you must update the controller firmware after upgrading the Profile XP system software.
- **Revised HD SDI I/O board.** Support for Revision 3 of the HD SDI I/O board is included in this release. Systems that include this board require Version 5.2.12 or higher.
- **NetCentral Lite version 3.1.X.** This new version of NetCentral Lite comes with the device provider software required to monitor the QLogic Fibre Channel switch. Refer to “Installing and configuring NetCentral Lite” on page 20.

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## Tips

The following suggestions may help you get your Profile XP Media Platform on air faster, and keep it running trouble free for a long time.

- **Power up RAID units first.** When you power up your Profile XP Media Platform, be sure to power up your RAID expansion chassis first, then the main RAID chassis. Wait about four minutes to ensure that the RAID units have time to initialize, then power up the Profile XP Media Platform.
- **PFR500 power down sequence.** When powering down a PFR500 RAID storage system with PFR500E Expansion chassis attached, always power down the PFR500 RAID Controller chassis prior to, or simultaneously with the PFR500E Expansion chassis.
- **Give RAID controllers time to reconfigure.** After hot-swapping a RAID controller, or after an automatic recovery event, be sure to allow some time for both controllers to adjust to the new RAID configuration. Wait at least one minute before removing the other PFC 500 controller or initiating another automatic recovery event. PFR500 systems require approximately five minutes.
- **Don't fill your disks.** This is good advice for any disk-based system, including your PC. Limiting your usage to about 90% of disk capacity will protect you from many potential problems.
- **Set audio levels everywhere.** Many Profile applications provide ways to set audio record and playback levels. In addition, Configuration Manager lets you set levels or mute audio. Be sure that you have set levels appropriately in your application and in Configuration Manager before suspecting a hardware problem on your audio board.
- **Set up Fibre Channel with VDCP.** In addition to performing your regular Fibre Channel setup tasks as described in the *Profile XP System Guide*, you must also use VdrPanel to configure VDCP Protocol to use streaming transfers over Fibre Channel.
- **Don't minimize windows.** Avoid unnecessary manipulation of the Windows NT interface when the Profile XP Media Platform is performing critical or on-air operations. When the system is heavily loaded, processor- and disk-intensive operations such as minimizing windows or using Windows Explorer to copy files to the system drive may interfere with command response. Error messages may appear in the log files, and occasionally there may be missed frames on record and playout. Systems under RS-422 control, and especially those connected to a Media Area Network, are more likely to be adversely affected by these actions.

In addition to these short tips, please read the following sections, which will help you manage your Profile XP Media Platform more efficiently.



## Performance and compatibility information

Please take note of the following characteristics of your Profile XP Media Platform when installing or operating your system.

### Software version requirement

New Profile XP Media Platforms include the latest hardware, including the Real Time Processor II (RTP-II) board, and the four-channel Video Processor board. These systems require version 5.1.X or higher to operate, and you must not install an earlier version of Profile XP System Software on systems that include these boards.

Version 5.2.12 introduces support for Revision 3 of the HD SDI I/O, which is installed in all new PVS2000 systems. If your PVS2000 includes this new board, as reported in the Profile log file, you must not install any version of Profile XP System Software earlier than 5.2.12 on your system.

Contact your third-party software vendor to obtain a version of your software application that has been qualified for operation with Version 5.2.12.

Contact Grass Valley Support if you are unable to obtain the required software.

### Fibre Channel network compatibility

You can connect your Profile XP Media Platform to a Fibre Channel fabric (switched environment) and use Media Manager or any application that uses Profile APIs or FTP over Fibre Channel to move MPEG material to and from Profile XP systems and PDR300s, and move DVCPRO 25 and DVCPRO 50 material to and from Profile XP systems and PDR400s.

Fibre Channel performance is dependent on play/record activity in the Profile XP media platform.

Please note the following when using your Profile XP Fibre Channel Video Network:

- You must connect your Profile XP to a Fibre Channel fabric using a Fibre Channel switch. Profile XP does not support connection to a Fibre Channel Arbitrated Loop (Fibre Channel hub).
- If you connect PDR 400 Video File Servers to the same Fibre Channel fabric as a PVS 1100, the PDR 400s must use a recent release of Profile System Software version 3.2 and switch-compatible microcode (3.0.10) for successful Fibre Channel transfers of DVCPRO 25 and DVCPRO 50 clips.
- Media Manager included with this release can connect to Profile Video File Servers such as the PDR 400. However, to be able to connect to a Profile XP Media Platform, the Profile Video File Server must have the Media Manager included with recent releases of versions 3.2 or 2.5 of Profile System Software. Contact Grass Valley Support for information.

### NewsEdit compatibility

Some NewsEdit software versions create clips that are not compatible with Profile XP System Software 5.2.12. If you are using NewsEdit software, please contact your Grass Valley Service representative to verify your software version and, if necessary, install the appropriate NewsEdit software version before upgrading to Profile XP System Software 5.2.12.



## Media characteristics and compatibility

This release supports the following media types on PVS 1000 and PVS 1100 systems.

Media Type	PVS1000			PVS1100		
	Record	Play	Store	Record	Play	Store
<b>MPEG</b>						
Uncompressed VBI (up to 6 lines)	✓	✓	✓			✓
MPEG D-10 (50Mb/s)		✓	✓	✓	✓	✓
I-Frame only (4:2:2 up to 50Mb/s 4:2:0 up to 15Mb/s)	✓	✓	✓	✓	✓	✓
Long GOP	✓	✓	✓			✓
VBI Compressed ON - 4:2:2 (525-60 / 625-50) - 4:2:0 (525-60 / 625-50)	512 / 608 512 / 608	All All	All All	512/608 N/A	All All	All All
VBI Compressed OFF - 4:2:2 (525-60 / 625-50) - 4:2:0 (525-60 / 625-50)	480 / 576 480 / 576	All All	All All	N/A 480 / 576	All All	All All



## Software installation

Profile XP System Software 5.2.12 was installed on your new Profile XP Media Platform at the factory. In normal operation, you should not need to install Profile XP System Software 5.2.12.

If your Profile XP system is operating with an earlier version of Profile XP System Software, you should update to the current version. In addition, if you install a new board in your system, or if you replace a system drive, you may need to re-install the software. Please read and follow these instructions to install the software.

This section includes the following procedures:

- “Installing Profile XP System Software 5.2.12” on page 10
- “Updating the RS-422 interface board device driver” on page 13
- “Installing and configuring NetCentral Lite” on page 20

### Installing Profile XP System Software 5.2.12

The new Profile XP System Software 5.2.12 installation program includes enhanced features which allow you to update programmable parts on the various Profile XP boards during the installation process. Be sure to read the following instructions as well as the on-screen messages to successfully install this software.

Follow these steps to install Profile XP System Software 5.2.12.

1. Use Configuration Manager to save your current configuration to a file such as *c:\temp\goodconfig*.
2. Log out of the system to ensure that no applications are running.
3. Hold the Shift key down during start-up to prevent auto-logon as user *profile*.
4. Log in as *administrator*. The default *administrator* password on a Profile XP system is *triton*.
5. Verify that Windows NT Service Pack 6a is installed on your system. If it is not, refer to “Microsoft Windows NT support” on page 22 and install the Service Pack, restarting Windows NT and logging in as *Administrator* as required.
6. Shut down all Profile applications, such as VdrPanel, ProLink, ProNet, etc.
7. Choose **Start | Settings | Control Panel | Devices**. In the Devices dialog box, select **PCI\_WNT** and click **Stop**.
8. If Version 5.2.6 or higher is currently installed on your system, skip to step 10. If the installed version is earlier than version 5.2.6, or if you are downgrading your software (installing an earlier version), uninstall the existing version of Profile System Software by using **Control Panel | Add/Remove Programs**, then restart the system.

**NOTE:** During the software removal or subsequent restarts of Windows NT, you should expect to see some error messages. You may safely ignore these messages and install Version 5.2.12. Depending on which version of Profile System Software you removed, some of the potential error messages are:

Removed Version	Error Message or Condition	Action
4.0.22	Uninstall complete some elements could not be removed. You should manually remove items related to the application.	Click <b>OK</b> and ignore the message.
	Failed to start service.	Click <b>OK</b> and ignore the message.
	Could not find Wintail shortcut.	Click <b>No</b> and ignore the message.
4.0.48	Waiting for Real Time System to complete initialization.	Click <b>End Task</b> while shutting down.
	Could not find Wintail shortcut.	Click <b>No</b> and ignore the message.
5.0.X	A Command Prompt task remains in the Task Bar.	Ignore the task.
	Could not find Wintail shortcut.	Click <b>No</b> and ignore the message.

9. If you are updating a PVS2000 from 4.1.X to the current version:
  - a. Run *prepare\_41\_52.exe* from the *Profile XP System Software 5.2.12* CD-ROM, or from the location of the downloaded file.
  - b. Restart the system.
  - c. Accept the default response when asked if *pci\_wnt.sys* is in use.
  - d. Proceed with the installation of the current version.
10. Insert the Profile XP System Software 5.2.12 CD-ROM in the CD-ROM reader or connect to a network drive containing the downloaded software.
11. The software installation will start automatically. (You may choose to run the *setup.exe* program by choosing **Start | Run** and specifying the appropriate drive.).

**NOTE:** Be sure to install the software in the default **c:\profile** directory. Specifying another location may result in incorrect operation of the software.

12. If the installation program can not shut down services because there are applications attached, an error message is displayed and the installation program aborts. Close the applications indicated in the error message and repeat this procedure. Otherwise, continue with the next step.
13. Select **Reinstall** (or if you just removed Profile XP System Software, select **Install**) and click **Next** and **Yes** as the setup program guides you through the installation process.
14. If the installation program detects that your system needs Windows Installer, the installation program automatically installs it. Answer **No** if prompted "Restart computer now?" after Windows Installer is installed.
15. When the Profile XP System Software installation process is complete, choose **Yes** when



prompted to restart the system.

16. If the installation program detected that your system needs MSXML 4, after restart the MSXML 4 installation program runs automatically. This installation runs after restart because it uses Windows Installer, but Windows Installer is not available until after the restart. Allow the MSXML 4 installation to complete, as the system is not functional until it does. No additional restart is required after the MSXML 4 installation.
17. Use the GVG Disk Utility to view the version numbers of RAID disk and controller microcode and compare them with the version numbers included with this release. Upgrade as required using the procedures described in “Performing RAID storage maintenance using GVG Disk Utility” in the *Profile XP System Guide*.
18. Update your RS-422 device driver as described in “Updating the RS-422 interface board device driver” on page 13.
19. If you are using NetCentral Lite to monitor your Profile XP system, re-install NetCentral Lite as described in “Installing and configuring NetCentral Lite” on page 20.
20. If you are using NetCentral to monitor your Profile XP system from a remote monitoring station, re-install the NetCentral Profile XP agent.
21. Start VdrPanel and verify that your channels are correctly configured. If not, use Configuration Manager to load the configuration file that you saved in step 1.
22. If you can't successfully load a stored configuration file, run Configuration Manager to set the video standard, then restart the system. You can then run Configuration Manager again and completely configure your system.

Your Profile XP System Software 5.2.12 is installed and ready to use. You should now create an emergency repair disk by inserting a floppy disk in the A drive and running *rdisk.exe*.

***NOTE: Be sure to install this version of Profile System Software on all PCs running remote Profile applications.***

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## Updating the RS-422 interface board device driver

The Profile system software installation program copies an updated version of the RS-422 device driver to *C:\profile\drivers* but does not automatically install it. Check the version currently running on your Profile XP Media Platform and if it is older than the version in *C:\profile\drivers*, update it using the following procedure.

### Viewing version numbers

To find out what version of the RS-422 device driver is running on your system and what version is included with this release, do the following:

1. Use **My Computer** to open the *c:\winnt\system32\drivers* folder.
2. Highlight *rocket.sys* and choose **Properties** from the right-click menu.
3. Choose the **Version** tab to view the version number for the RS-422 device driver that is currently running on your system.
4. Repeat steps 2 and 3 to view the version information for *c:\profile\drivers\rocket\rocket.sys*.

### Removing the existing RS-422 device driver

Before you can install the updated RS-422 device driver, you must first remove the current driver.

1. Power On the Profile system and logon as *Administrator* using these steps.
  - a. Power On the Profile system and hold the **Shift** key down during start-up to prevent auto-logon as user *profile*. Be sure to hold down the shift key until the logon dialog box appears.
  - b. Logon as *administrator*. The factory default *administrator* password on a Profile system is *triton*.
2. Open Control Panel by choosing **Start | Settings | Control Panel**
3. Double-click the **Network** icon.
4. The Network dialog box appears. Click the **Adapters** tab.
5. Highlight the **Control RocketPort RocketModem** and then click the **Remove** button.
6. When prompted “*Do you wish to continue?*”, click **Yes**.
7. Close the Network dialog box.
8. Restart the system and logon again as *Administrator*.

You are now ready to install the updated RS-422 device driver.

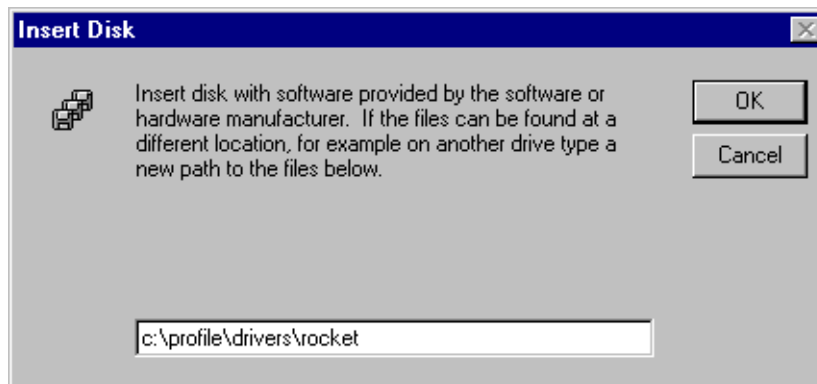


## Installing the RS-422 Board Device Driver

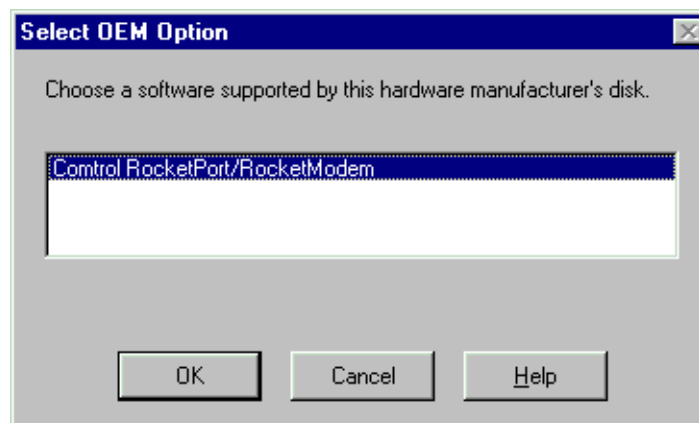
After removing the old RS-422 board device driver and re-starting the system, you are ready to install the driver for the new RS-422 board. Use the following instructions to install the driver.

To install the RS-422 device driver:

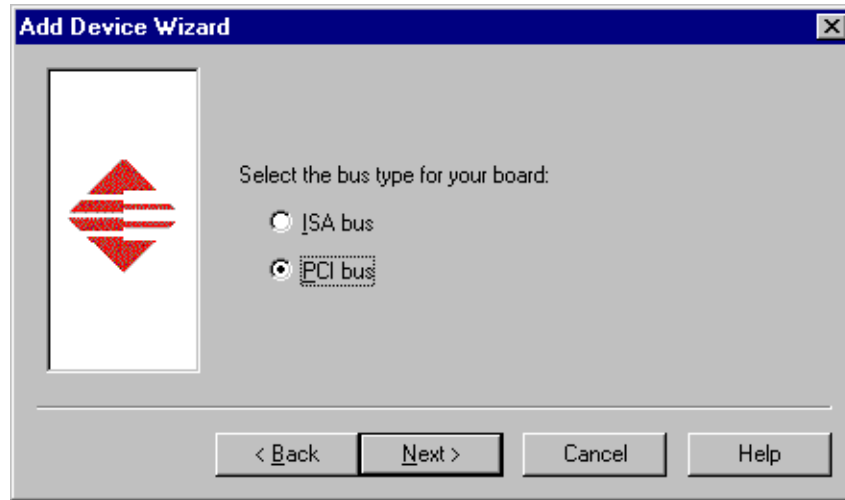
1. Make sure you are logged on as *Administrator*. The factory default password on the Profile system for *Administrator* is *triton*.
2. Open the Control Panel by choosing **Start | Settings | Control Panel**.
3. Double-click the **Network** icon.
4. The Network dialog box appears. Click the **Adapters** tab.
5. Click the **Add** button, and then the **Have Disk...** button.
6. When you are prompted, type **c:\profile\drivers\rocket** as the path of the directory containing the driver files and click **OK**.



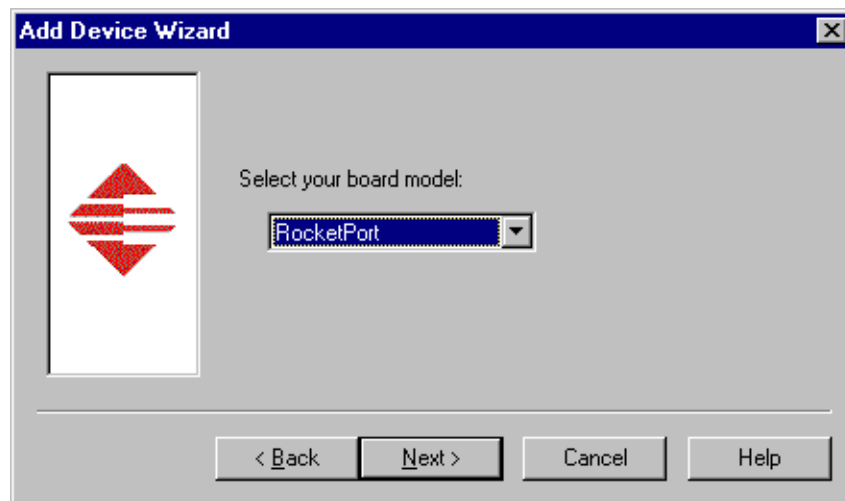
7. The Select OEM Option dialog box appears. Ensure that the Control RocketPort RocketModem is selected, then click **OK**.



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8. The Add Device Wizard starts. Click **Next** to continue, then select PCI bus as the bus type and click **Next** again.

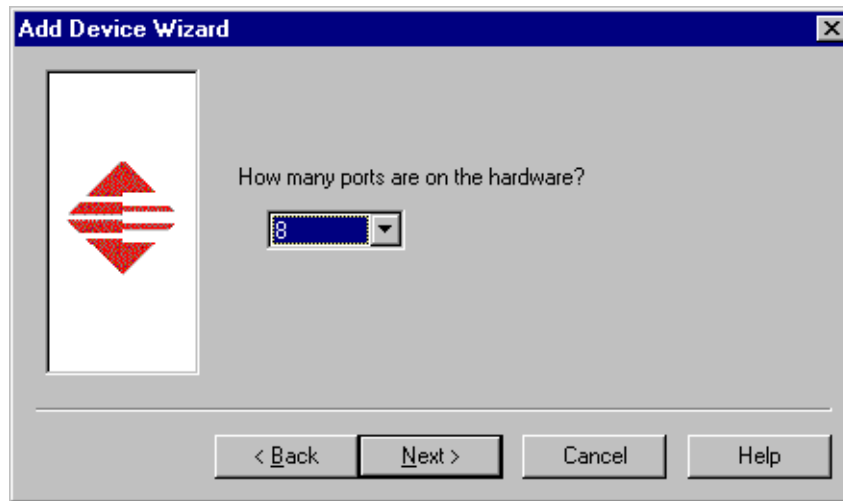


9. Select RocketPort as the board type, then click **Next**.

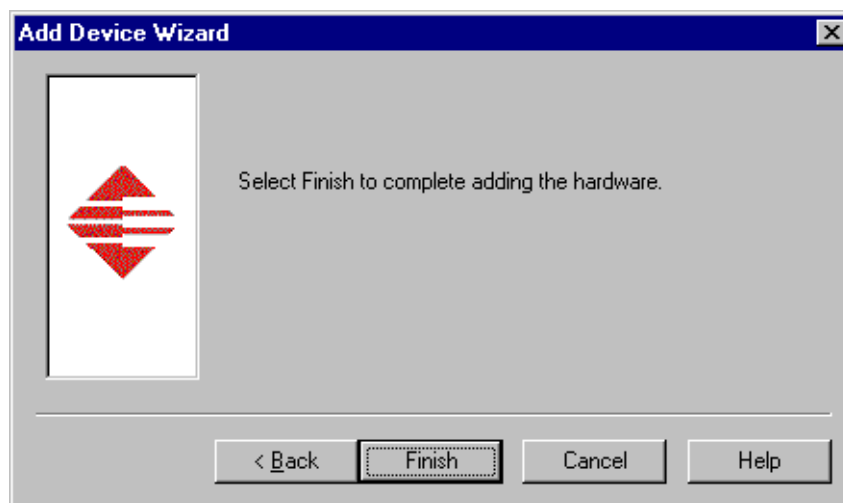




10. Select eight ports on the hardware, then click **Next**.

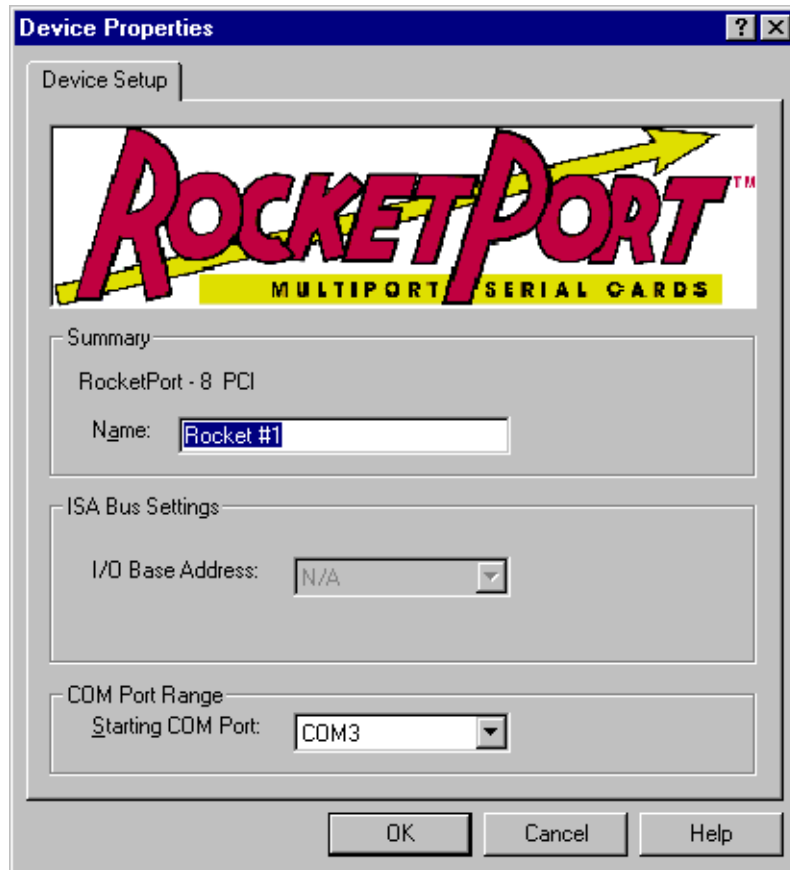


11. Click **Finish** to close the Add Devices Wizard and open the Device Properties dialog box.



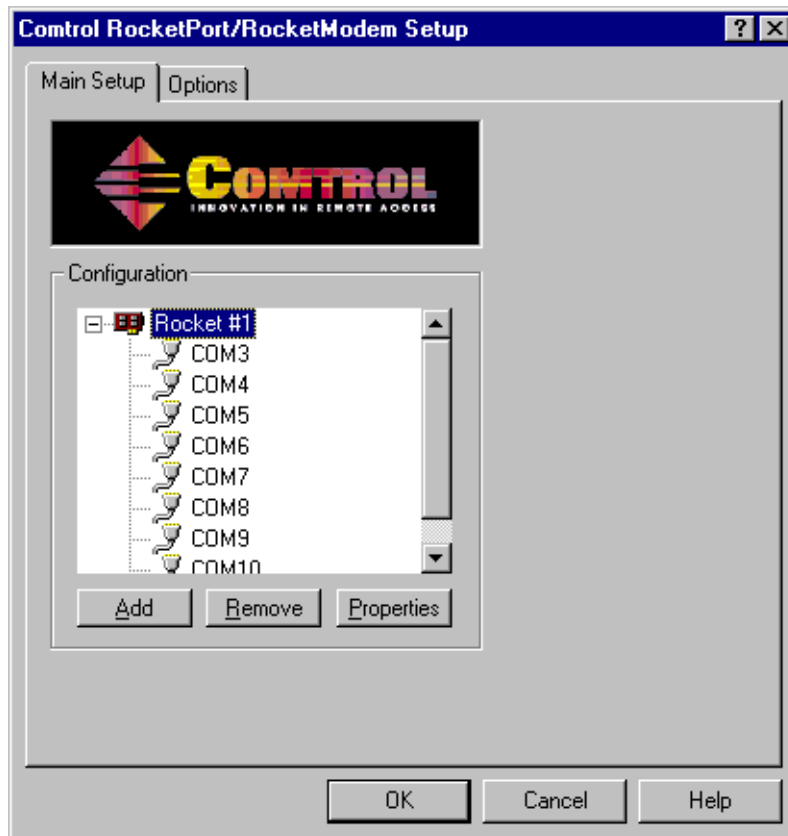


12. Ensure that the Starting COM Port is set to COM3, then click **OK** to close the Device Properties dialog box.

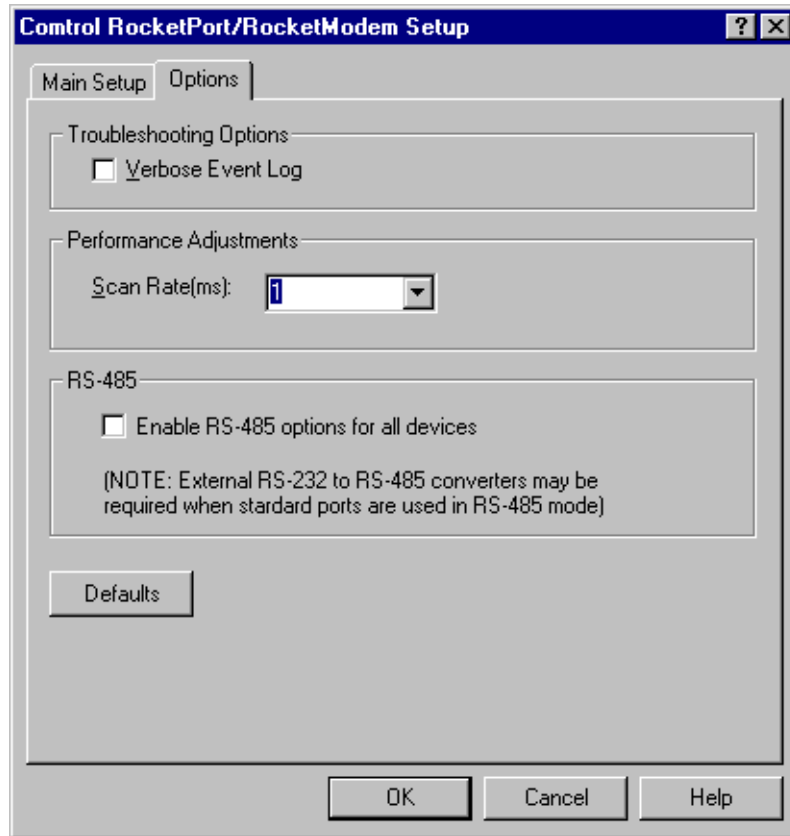




13. Choose the Options tab in the Control RocketPort/RocketModem Setup dialog box.



14. In the **Options** tab, set the **Scan Rate(ms)** to 1ms.



15. Choose **OK** to accept your changes in the RocketPort/RocketModem Setup dialog box.
16. Chose **OK** to save new configuration settings and exit the setup.
17. Click **Close** in the Network dialog box.
18. Restart the system. Logon as *Profile*. The factory default password for the *Profile* user account is *profile*.

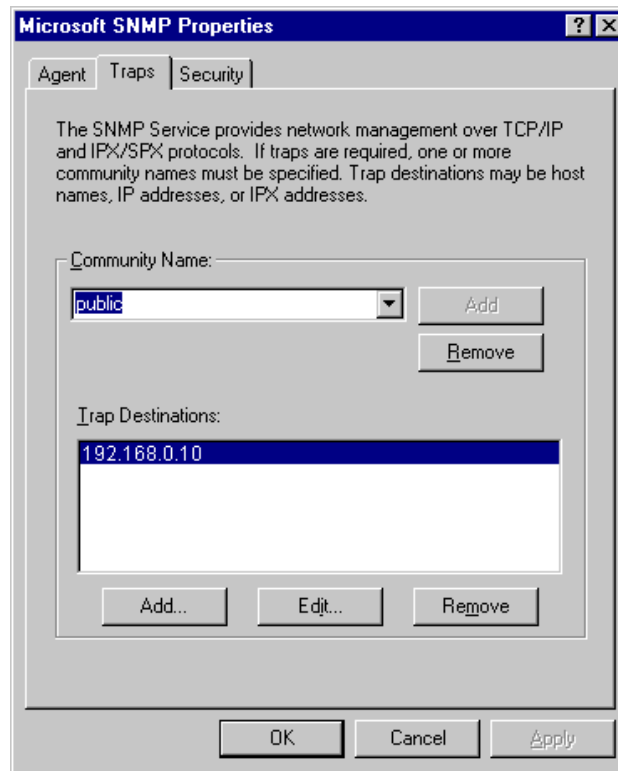


## Installing and configuring NetCentral Lite

This version of Profile System Software includes NetCentral Lite version 3.1.X, which is installed on all Profile XP Media Platforms shipped from the factory with Profile XP System Software 5.2. After installing Profile system software, use the following procedure to install NetCentral Lite version 3.1.X.

To install and configure NetCentral Lite:

1. On the *Profile XP System Software* CD-ROM, locate *NetCentralLite.exe* in the *\NetCentral Manager Lite* folder.
2. Double-click the self-extracting file *NetCentralLite.exe* to start installation. The installation wizard appears.
3. If any version NetCentral Lite software is already installed, you are forced to select **Remove** in the install wizard. Click **Next** and follow onscreen instructions to remove the installed version of NetCentral Lite. Afterward, double-click *NetCentralLite.exe* again and proceed to step 4.
4. In the installation wizard, click **Next**, then follow on-screen installation instructions.
5. When installation is complete, select **Yes, I want to restart my computer now**, then click **Finish** to reboot the Profile XP system.
6. Use the following steps to verify SNMP Trap Destination addresses for the Profile XP platform. Entering the Profile XP IP address as a trap destination address enables NetCentral Lite to display alarm and warning messages generated by the Profile XP system.
  - a. Configure the network settings of the Profile XP Media Platform for operation in your network environment as explained in the *Profile XP System Guide*. If you are connecting to an isolated network, you can choose an arbitrary IP address. (Factory default IP address is 192.168.0.10)
  - b. On the Profile XP Media Platform, right-click the **Network Neighborhood** icon, choose **Properties**, then select the **Services** tab.
  - c. Double-click **SNMP Properties** from the list of services, then choose the **Traps** tab.
  - d. Enter `public` as the Community Name.



- e. Add the Profile XP platform's IP address to the Traps Destinations list, then click **OK**.
- f. Close all the open Network windows.
- g. Using **My Computer** or **Windows NT Explorer**, delete the file called *NetCentral.net* from the *c:\profile* directory. This file may not exist if you have never run NetCentral Lite.
- h. Shutdown and restart Windows NT on the Profile XP system.

**NOTE:** *You must update the SNMP Trap Destination address if you subsequently change the Profile XP IP address.*

7. Start NetCentral Lite by clicking **Start | Programs | NetCentral | NetCentral Lite**. Refer to the *Profile XP Service Manual* for information on using NetCentral Lite.
8. If you are using PFR500/E Fibre Channel RAID chassis, you must refer to the PVS 1000 or PVS 1100 Installation Guide for instructions on how to set up the RAID controller to be monitored by NetCentral. All other storage models are monitored as a subsystem of the Profile XP Media Platform.



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## Microsoft Windows NT support

Your new Profile XP Media Platform is preloaded with all of the required software, including Windows NT 4.0 with Service Pack 6a. The `c:\i386` directory contains all the Windows NT 4.0 installation files that normally would be found on the installation diskettes or on the CD-ROM. Profile administrators can use files in this directory if they need to add drivers or other software to the default installation.

Windows NT 4.0 Service Pack 6a is located on the Profile XP System Software CD-ROM in `\nt40sp6a`.

If required, you can also download Service Pack 6a from the Microsoft web page at:

<http://www.microsoft.com/ntserver/nts/downloads/recommended/SP6/128bitX86/default.asp>

Click the button labeled “Start SP6a Network Download”.

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## Upgrading PVS2000 from Version 4.1.X

Changes introduced in Version 5.2.X require that you perform two procedures on your PVS2000 systems to ensure a trouble-free upgrade and continued access to your media after the upgrade. These two procedures are:

- Running a special software utility prior to the upgrade on *all* PVS2000 systems currently using Version 4.1.X.
- Modifying the Fibre Channel loop addresses on your PFC500 RAID chassis *only* if you have two or more attached to your PVS2000.

The following sections describe how to perform these procedures.

### Preparing a PVS2000 running Version 4.1.X for Version 5.2.12

If you want to upgrade your PVS2000 from Profile System Software Version 4.1.X to Version 5.2.12, you must run a special software utility that prepares the boards your system to receive Version 5.2.12.

***NOTE: If you do not run this software utility prior to installing Version 5.2.12, your system may not operate correctly after the upgrade, and you may be required to remove all the boards in your system and re-install them one by one, installing Version 5.2.12 at each step.***

To prepare your PVS2000 system running Version 4.1.X to receive Version 5.2.12:

1. Uninstall Version 4.1.X as described in steps 1 through 8 of “Installing Profile XP System Software 5.2.12” on page 10 of these release notes.
2. Perform step 9 of “Installing Profile XP System Software 5.2.12” on page 10, specifically:
  - a. Run `\profile\utilities\prepare_41_52.exe` from the *Profile XP System Software 5.2.12* CD-ROM, or from the location of the downloaded file.
  - b. Restart the system.
  - c. Accept the default response when asked if `pci_wnt.sys` is in use.
3. Complete the installation of Version 5.2.12 by following steps 10 through 15 of the procedure.
4. If your PVS2000 is connected to a *single* PFC500 RAID chassis, not including PFC500E Expansion chassis, continue the installation of Version 5.2.12 by following step 16 of the procedure and all subsequent steps.
5. If your PVS2000 is connected to *two or more* PFC500 RAID chassis, not including PFC500E Expansion chassis, shut down the system and proceed to “Changing the PFC500 RAID Fibre Channel loop addresses” on page 24.



## Changing the PFC500 RAID Fibre Channel loop addresses

If your PVS2000 is connected to two or more PFC500 RAID chassis and you are upgrading your system from Version 4.1.X to Version 5.2.12, you must change the Fibre Channel loop addresses on both the primary and redundant RAID controllers in all of your PFC500 RAID chassis.

**NOTE:** *If you do not change the Fibre Channel loop addresses as described in this procedure, you must create a new file system, which removes all of your existing media.*

To do this:

1. Shut down all your PFC500 RAID chassis and modify the Fibre Channel loop addresses of **both** the primary and redundant RAID controllers as shown here. If you do not have redundant controllers, change the primary controllers only.

Optional Redundant RAID Controller      Primary RAID Controller

**PFC500 Rear Panel**

Pull out controller **B**

**A** Lift handle

Top Switch (always set to "0")

**C** Set Fibre Channel Loop Address ID settings. Refer to the table.

**RAID Controller Board**

Number of PFC500s *	PFC 500 Chassis	Primary Controller Address ID		Redundant Controller Address ID	
		Change from...	Change to...	Change from...	Change to...
2	First	0	1	2	3
	Second	1	0	3	2
3	First	0	2	3	5
	Second	1	0	4	3
	Third	2	1	5	4

\* For systems with greater than three PFC500s, contact Grass Valley Support.

2. Reinstall the RAID controllers and power up the RAID chassis, starting with the PFC500E expansion chassis, if present.
3. Power up the PVS 2000 system, start Media Manager or VdrPanel, and verify that you have access to all of your clips.
4. Continue with the installation of Version 5.2.12 by following step 16 and all subsequent steps of "Installing Profile XP System Software 5.2.12" on page 12 of these release notes.



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## Working with PFR 500/E Fibre Channel RAID

The latest version of the *Profile XP System Guide* (software release 5.1, September 2002, part number 071-8194-00) includes detailed instructions on using the Grass Valley Disk Utility to manage your PFR 500/E Fibre Channel RAID storage. The latest versions of the *PVS 1000 and PVS 1100 Installation Guides* include up-to-date setup instructions for your PFR 500/E Fibre Channel RAID storage. Please refer to the revised manuals and to the current Release Notes for the most accurate installation, configuration, and maintenance procedures. You can find these documents on the latest Profile System Software CD-ROM, or at [www.thomsongrassvalley.com](http://www.thomsongrassvalley.com).

### PFR 500 disk drive and controller microcode

You must ensure that your PFR 500 Fibre Channel RAID units are using the approved versions of disk drive microcode and controller firmware to benefit from the latest performance and reliability enhancements. The latest versions are distributed with this release, and are available at [www.thomsongrassvalley.com](http://www.thomsongrassvalley.com). Refer to the latest version of the *Profile XP System Guide* for detailed instructions on how to use the GVG Disk Utility to install controller or disk microcode.

Use the GVG Disk Utility to view the installed controller microcode version numbers and compare them with the version number distributed with this release. If the version numbers do not match, you must update your controller firmware as soon as possible. The latest controller microcode file is located in *c:\profile\microcode* directory, and has a *.ima* extension.

Use the GVG Disk Utility to view the installed drive microcode version numbers and compare them with the following table. If the version numbers do not match, you must update your microcode as soon as possible. The required files are located in the *c:\profile\microcode* directory.

The GVG Disk Utility reports inconsistent disk drive microcode versions if it detects different versions on some of your drives. This can be a normal condition, since your Fibre Channel RAID system supports several models of disk drive of the same capacity, each with its own disk drive microcode. Be sure to compare the version numbers with this table, and update only as required.

***NOTE: Never update drive microcode prior to forcing a rebuild operation. Always wait until the rebuild is complete before updating the microcode.***

Disk Drive Model	Capacity	Microcode Version Number	Microcode File Name
ST336605FC	36G	0003	Ciprico_Seagate_Cheetah5_36G_0003.lod
ST373405FC	73G	F60D	Ciprico_Seagate73LP_F60D.lod
ST373307FC	73G	0004 or F96F	Ciprico_Seagate_Cheetah6_0004.lod or Ciprico_Seagate_Cheetah6_F96F.lod
ST3146807FC	146G	0004 or F96F	Ciprico_Seagate_Cheetah6_0004.lod or Ciprico_Seagate_Cheetah6_F96F.lod
ST1181677FCV	181G	F43E or F441	Ciprico_Seagate181HH_F43E.lod or Ciprico_Seagate181HH_F441.lod



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## Replacing a failed PFR500 RAID Controller or LBB

Redundant RAID Controllers and LBBs allow continued access to RAID storage in the event of a failure. If a fault occurs, you can use the hot-swap procedure in the PFR500 Instruction Manual to change the failed controller or LBB. Please take note of the following additions to the procedure which will ensure a successful hot swap with minimal disruption to your operation.

- After removing the failed controller or LBB, wait five minutes before inserting the replacement module.
- Firmly seat the replacement module. Grasp the power supply handles and use your thumbs to push the replacement module all the way in.
- Configure a replacement controller for SNMP monitoring. Refer to “Set up PFR 500 network settings (Required for NetCentral monitoring)” in the *PVS Installation Guide*.
- When replacing a controller, launch the GVG Disk Utility. If a warning message about controller settings appears, close the message box, right click the replaced controller, and choose **Advanced | Check Default Settings** to establish the correct settings.

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## Known problems

The following limitations are present in this Profile XP System Software 5.2.12 release. If you wish to obtain more information about these limitations, please mention the reference numbers that follow the description of each limitation.

### Installation

**Problem** After upgrading a PVS2000 system with more than one PFC500 RAID chassis from Version 4.1.X to Version 5.2.12, an error message about a missing file system appears, and you don't have access to any of your clips. (CR 36828)

**Workaround** Version 5.2.12 uses a different SCSI addressing scheme than Version 4.1.X. Refer to "Changing the PFC500 RAID Fibre Channel loop addresses" on page 24 for complete instructions on how to modify your settings.

**Problem** Profile System Software installation hangs at 5% on the progress bar while stopping the PCI\_WNT device.

**Workaround** As described in "Installing Profile XP System Software 5.2.12" on page 10, you must manually stop the PCI\_WNT device before installing Profile System Software. To recover from the hang:

1. Open Task Manager and end the InstallShield Wizard task.
2. Choose **Start | Settings | Control Panel | Devices**. In the Devices dialog box, select **PCI\_WNT** and click **Stop**.
3. Run *setup.exe* again.

**Problem** When attempting to remove or re-install Profile system software, InstallShield displays an "Invalid parameter" error message and does not open. (CR 17504)

**Workaround** This problem is the result of a mis-match for the setup type in the setup log file. You must allow InstallShield to create a new setup log file in order to clear this error, as explained in the following procedure.

1. Rename the following setup log file:

*C:\InstallShield Installation Information\{E9541B35-0F31-11D4-BDDC-00104B2714D0}\setup.ilg*

2. Open regedit. Click **Start | Run**, type *regedit*, and press **Enter**.
3. Note the setup type stored at  
HKEY\_LOCAL\_MACHINE\SOFTWARE\tektronix\profile\SetupType
4. Close regedit.
5. Run the Profile system software installation program. Make sure that you select the setup type as noted in regedit.
6. Complete the installation process. InstallShield creates a new setup log file.
7. Delete the setup log file that you renamed earlier in this procedure. You can now remove or re-install software as usual.



- Problem** The installation program fails and generates a “Profile services failed to stop” error message. (CR 29055)
- Workaround** Restart the Profile XP system and try installing the software again. In a Media Area Network environment, be sure to take the system out of service as described in the *Profile XP Media Area Network Instruction Manual* before installing the software.
- Problem** Uninstalling Profile XP System Software fails after a few minutes. (CR 29057)
- Workaround** This is caused by uninstalling the software while logged on as user *profile*. When uninstalling or installing Profile System Software, you must always be logged on as user *administrator*.
- Problem** After installing Profile XP System Software 5.2.12, VdrPanel may generate an error message about missing configurations.
- Workaround** Open each panel and reassign the desired protocol and port for the panel.

## Startup

- Problem** The Profile XP system is slow to start when it contains a large number of clips or a few very large clips.
- Workaround** Profile XP starts more quickly than older Profile systems. However, startup time is proportional to the number of clips loaded on the system, and to the length of the clips.
- Problem** Profile applications such as VdrPanel do not start. The Profile log reports that no filesystem exists.
- Workaround** All your RAID units must be powered up before you start your Profile XP Media Platform. Be sure to power up your devices in the following order:
1. RAID expansion chassis, if present.
  2. Main RAID chassis. Wait four minutes.
  3. Profile XP Media Platform.
- Problem** A “valid file system not found” message is reported once Windows NT boots, even though there are no disk or controller failures, and no configuration changes. (CR 26996)
- Workaround** This problem can occur when using PFR500 storage system with LUNs in *offline* status. LUNs can appear offline for two reasons: either a PFR500E Expansion Chassis is powered down before the PFR500 RAID Controller chassis, or you add a PFR500E Expansion chassis containing disk drives that were bound using a controller other than the one to which it is connected. If you powered down your storage in the wrong sequence, you can safely repair the system using information found in “Performing RAID storage maintenance using GVG Disk Utility” in the *Profile XP System Guide*. If you encounter this problem while configuring storage using a PFR500E Expansion chassis, contact Grass Valley Product Support for assistance.

- 
- |            |  |
|------------|--|
| Problem    | One or more “Reference generator unlocked” warning messages appear in the Profile log file at system startup, even though a valid reference signal is correctly connected.   |
| Workaround | You may safely ignore these messages. If a single warning message is not followed by a “locked to the external reference” message, there may be a real problem with the external reference signal or the Real Time System board. |

## Recording

No known problems at this time.

## Video

- |            |   |
|------------|---|
| Problem    | A clip appears to be one field shorter on a PVS 1000 Media Platform or one field longer on a PVS 1100 media platform if the clip is transferred between the different media platforms. (CR 19154) |
| Workaround | The clips are the same length on both Media Platforms. Decoders on the PVS1000 stop only on odd-numbered fields. Codecs on the PVS1100 can stop on any field, odd or even.                        |
| Problem    | When playing a list of clips in VdrPanel, a black frame may appear between clips if you perform reverse jog operations. (CR 29657)  |
| Workaround | The recorded material does not contain the extra frame. Play the list again, avoiding reverse jog, to view the material.  |

## Audio

- |            |  |
|------------|--|
| Problem    | HD embedded audio may not be present when VdrPanel is started after a configuration change.  |
| Workaround | You can usually reacquire HD embedded audio resources by closing and opening VdrPanel. If the HD embedded audio is still not present, restart your PVS2000 Media Platform. |

## VDR Panel

No known problems at this time.

## Media Manager

- |            |   |
|------------|---|
| Problem    | Media Manager loses connections with remote systems over time. (CR 24430)   |
| Workaround | Reconnect to the remote system.   |
| Problem    | Media Manager does not correctly show the contents of a remote Profile system after losing and restoring the Ethernet connection to that machine.   |
| Workaround | If you lose an Ethernet connection to any system on your network (disconnected cable, for example), you must reconnect to that machine from all Media Manager sessions on all systems to reestablish proper communications. |



## Toolbox Editor

No known problems at this time.

## TimeDelay

**Problem** Choosing All Stop results in an Abnormal Program Termination error. (CR 27443)

**Workaround** Stop each of the Player panels individually.

## List Manager

No known problems at this time.

## Applications running remotely over Ethernet

**Problem** Applications such as TimeDelay and Tool Box Editor report a “Cannot Allocate Channel” error message if you attempt to run them remotely over the Ethernet.

**Workaround** The DCOM permissions may be set incorrectly on your Profile XP Media Platform. This prevents remote applications from using channel allocation commands such as VdrAllocateChannel from the Profile SDK. To set DCOM permissions correctly:

1. Log on as administrator.
2. Choose **Start | Run**, type `dcomcnfg` in the Open text box, and click **OK**.
3. In the **Default Protocols** tab, select **Connection Oriented TCP/IP** and move it to the top of the list using the **Move Up** button, then click **Apply**.
4. Choose the **Applications** tab, select **ChanDct**, and click **Properties**.
5. In the **General** tab, set the **Authentication Level** to **None**.
6. In the **Security** tab, choose **Use Custom Configuration Permissions** and click **Edit**.
7. Grant **Full Control** to user **Everyone** and click **OK**.
8. Click **OK** to close the DCOM Configuration dialog box.

## NetCentral

**Problem** The ends of longer NetCentral messages may not be visible in the Log Viewer (WinTail). (CR 7318)

**Workaround** Open the NetCentral log file in Notepad or any other text editor to view the complete message.

**Problem** Messages similar to the following appear in the Profile log file (CR 32679):

```
04.0-2101b021-N: Unresolved internal message (Buffer Values: "controller# 9 reports SN of 00F92510B2081264").
```

**Workaround** An unresolved internal message is an SNMP message that is not registered in the NetCentral device provider, and so cannot be interpreted and displayed in the NetCentral interface. The message is passed directly from

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the monitored device to a Profile log entry, as shown here. Such messages can often be read directly. If not, contact Grass Valley support for assistance in interpreting the message.

## Configuration

- Problem** Codec settings (DVC25, DVC50, MPEG Encoder, MPEG Decoder) are not stored in configuration files. (CR 16114)
- Workaround** This is only an issue when you restore configurations that were saved prior to changing the video codec types. If you change the video codec type and wish to save and use configurations, you must: 1) restart the system for the codec change to become effective, 2) make and save new configuration files (so that restore will work with the new video codec type).  
If you do not change the video codec type, configuration files will work as expected.

## Fibre Channel networking

- Problem** A clip stops playing on the destination machine if the clip is still being recorded on the source system and the definitions of the two channels (source and destination) don't match. (CR 30487)
- Workaround** Make sure that the channel definitions match on the source and destination systems, specifically that both are set up with the same number of video, audio, and timecode tracks. Otherwise, you must end the recording and eject the clip before playing it on the destination system.
- Problem** Clips being recorded in loop mode are not updated if a video network transfer is initiated more than once. Applications such as InSync will not correctly update clips being recorded in loop mode. (CR 9966, CR 10619)
- Workaround** There is no workaround for this problem since the content of the clip is endlessly changing. Avoid transferring clips being recorded in loop mode.

## Ethernet networking

- Problem** A clip stops playing on the destination machine if the clip is still being recorded on the source system and the definitions of the two channels (source and destination) don't match. (CR 30487)
- Workaround** Make sure that the channel definitions match on the source and destination systems, specifically that both are set up with the same number of video, audio, and timecode tracks. Otherwise, you must end the recording and eject the clip before playing it on the destination system.
- Problem** Performing several concurrent transfers may result in the failure of one or more of the transfers. (CR 26284)
- Workaround** Queue your transfers so that only one is active at any time. This problem will be resolved in a future release.
- Problem** Transfers are slower when transferring between a system equipped with an RTP I board and one equipped with an RTP II board. (CR 28261)
- Workaround** There is no workaround at this time. This problem will be resolved in a future release.



## Disk Management

- Problem** After unbinding a LUN, subsequent attempts to use existing clips or create new ones fail.
- Workaround** If you unbind a LUN, you must create a new file system before you can record and play. Note that after creating a new file system, you can not use previously recorded material. Be sure to back up your material before performing this operation.

## GVG Disk Utility

- Problem** Extra controllers appear in the tree view after Unbind All LUNs is used. If you unbind all LUNs on a PFR500 and then reboot the Profile, then you may see double the controllers and double the LUNs for that PFR500.
- Workaround** Bind the required LUNs as usual. The bound LUNs will show up under each controller.
- Problem** PFR500 replacement disk module fails to rebuild. After a disk module failure, and the faulty disk module is replaced, the replacement drive sometimes fails to automatically rebuild.
- Workaround** Use the following procedure to force disk rebuild:
- 1.Start the GVG Disk Utility. Ignore any messages about disk drive microcode inconsistencies for now. Do not upgrade microcode on any of the drives at this time.
  - 2.Expand the tree view to view the LUN containing the replacement drive.
  - 3.Right-click the replacement disk, then select **Advanced | Force Rebuild** in the context menu. The rebuild process begins. (You can verify this by checking disk status in the right-hand status pane.)
- On completion, the disk module status changes from rebuild to online. You may need to refresh the GVG Disk Utility display. After the successful rebuild, you should upgrade the drive microcode to the latest version. Contact Grass Valley Support if the rebuild does not proceed as expected.
- Problem** GVG Disk Utility stops responding during RAID Controller discovery. This can occur when using PFR500 storage system with LUNs in *offline* status due to an improper power off sequence.
- Workaround** Contact Grass Valley Support to recover from this condition.

## PFR500 Fibre Channel RAID chassis

- Problem** You cannot set the subnet mask in PFR500 network settings. When trying to set the subnet mask to less than 255.255.255.224, the console program displays an invalid subnet mask error message. This prevents completing the network setup procedure.
- Workaround** During initial network setup, enter a subnet mask of 255.255.255.224, then complete the procedure as directed in the *Installation Guide*. Afterward, repeat the entire procedure again, this time entering your own subnet mask. This time the console program will accept any valid subnet mask.



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## Profile Protocol

No known problems at this time.

## VDCP Control

- Problem            The Protect command does not prevent clip IDs from being deleted. (CR 10891)
- Workaround        Be very careful when deleting clips.
- Problem            The Profile XP system may respond slowly to VDCP protocol commands during the brief moment that VdrPanel is being minimized. (CR 9621)
- Workaround        Avoid minimizing VdrPanel when one or more panels under VDCP control are performing critical on air operations.

## Odetics Protocol

No known problems at this time.

## APIs

- Problem            The Profile Protocol command VdrShuttleAtGenTc (10.14) does not return a data structure that complies with the Profile SDK specification. (CR 35998)
- Workaround        By default, this release provides the following reply data structure for VdrShuttleAtGenTc, which conforms to the specification established in version 2.5.X:
- data1: Transaction number  
                    data2: 0 = Success
- or
- data1: Transaction number  
                    data2: 1 = Failure  
                    data3-6: Error code

If your use of VdrShuttleAtGenTc implements the reply structure in version 5.0.X or 5.1.X, perform the following procedure:

- 1.Start Prolink, then close it. This adds a registry key.
- 2.Use *regedit.exe* to modify Software\\Tektronix\\Profile\\ShuttleAtMode in the registry so that its value is TRUE.
- 3.Restart Prolink.

VdrShuttleAtGenTc now has the following reply structure:

                    data1: Transaction number  
                    data2-5: 1 Success / 0 Failure  
                    data6-9: Error code

You can return to the version 2.5.X reply structure by setting the registry key to FALSE.



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## Board replacement

- Problem** After replacing the motherboard, the system does not start, and hangs at the blue Windows NT Initialization screen.
- Workaround** The version of Profile XP System Software on the motherboard must match the software version on the other boards in the system. To load the correct version on the motherboard, remove all circuit boards except the processor board, install the desired version of Profile XP System Software, then reinstall the other boards and install Profile XP System Software again. This procedure is detailed in the latest version of the *Profile XP Service Manual*.

## Diagnostics

- Problem** Diagnostics do not run correctly.
- Workaround** You must disconnect all external I/O cables including connections to the Fibre Channel RAID storage prior to running diagnostics.