

iControl

Signal and facility monitoring

Release Notes

Version 6.20

M446-2203-365

8 June 2015



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Warranty Policies

Warranty information is available in the Support section of the Grass Valley Web site (www.grassvalley.com).

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Installation and Network Requirements

This section details the requirements that must be met prior to installing or upgrading a system with the current version of iControl. It also provides upgrading and configuration guidelines, as well as tips to improve performance.

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Hardware Requirements

IMPORTANT: Requirement for Achieving Optimal Video-Decoding Performance

The streaming video decoder library used in iControl Navigator and iC Web is optimized for the Intel CPU Core, Core2 and iCore architectures. For optimal video decoding performance, use a client PC equipped with an Intel CPU.

iControl Clients

Grass Valley recommends your client platform meets the following system specifications for optimal performance:

IMPORTANT: Client PCs do not require any version of the Java JRE installed

iControl does not require any version of the Java JRE to be installed on your client PC for iControl to function properly. If you have a Java JRE installed already, there is no impact on iControl's ability to function nor any degradation of performance.

IMPORTANT: iControl supports only Windows 8 and Windows 7 client platforms

Client PCs running iControl version 6.20 *must have either Windows 8 or Windows 7 installed*. Windows XP is no longer supported.

Table 1-1:

iControl Client Platform	Memory	Processor	Operating System
Minimum requirements for general usage (excluding iC Web)	4 GB RAM	Intel Core i3 or better	Windows 8 or Windows 7
Minimum requirement for streaming video and using iC Web	8 GB RAM		

Table 1-2:

Graphics Card
Optimized for nVidia or ATI GeForce or Radeon family with 1 GHz clock speed or faster, and minimum 128 MB memory.

Supported Servers

iControl version 6.20 is **ONLY** supported on the following Application Servers: Dell PowerEdge R200/R210/R310/R320. iControl version 6.20 **IS NOT** supported on the Dell PowerEdge 750, 850, and 860 models.

For optimal performance, Grass Valley recommends that your Application Servers meet the following system requirements:

Table 1-3:

Typical Usage of Application Server	Memory
General usage such as the hosting of small web sites, streaming support and an overall limited number of services	2 GB RAM
Large configurations (e.g. 8 ports used for multiple Densité frames, RCP-200, Router Control, and extensive iC Web sites)	8 GB RAM

Note: The Dell_PowerEdge R320 comes with 8 GB RAM.

Software Requirements

Connect to the iControl Application Server from any client PC on their network. The first step is to obtain the host name or IP address of the iControl Application Server. Once you connect to an Application Server IP address, you can download iControl applications to your client PC. Once launched, the software will continue to run on your PC, communicating with distributed network applications that may or may not reside on the Application Server where the initial connection was made.

To run any application in the iControl suite, Grass Valley recommends you have a Web browser (Internet Explorer version 10.0 or Mozilla Firefox 3.6) installed on your PC.

In order to be able to modify the Configuration Spreadsheet used to define the iControl monitoring layout, you will need a PC with Microsoft® Excel®.

Installation and Network Requirements

Users can access the iControl Application Server from a client PC using a standard Web browser (Microsoft Internet Explorer or Mozilla Firefox). When a client logs in and launches an iControl module, the software is automatically downloaded from the Application Server. Consequently, no other application software is needed, which greatly simplifies installation and system maintenance.

It is recommended that the iControl Application Server (as well as the associated equipment it controls) be installed on a dedicated LAN, using the existing security infrastructure. A qualified system administrator should verify that the setup follows your organization's security standards.

See also

For more information, see ["Installing iControl on an Application Server"](#) on page 6.

Key things to consider when installing iControl

Decommissioning of Rollback Support as of iControl version 6.00

As of iControl version 6.00, iControl does not support the Rollback function.

Changes to Licensing Model

As of iControl version 6.00, an important change was made to the licensing model that affects:

- new systems that ship with iControl software factory-installed
- systems you manually install iControl on

Either upon installation of version 6.00+ of iControl on an existing system, or after first powering up a new Application Server that ships with version 6.00+, the trial clocks for all currently unlicensed options will begin their 30-day countdown. The change as of version 6.00, is that there is now a new licensed option (order code: IC-BASE-SOFTWARE) that licenses the use of the following basic iControl functionality:

- General Status Manager (GSM)
- Virtual services
- Image Store
- iC Navigator
- iControl Services Gateway
- Densité

If you do not license the IC-BASE-SOFTWARE option within the thirty-(30-) day trial period, you will lose access to the basic iControl functionality described above.

Requirement to Upgrade Firmware of Some Densité Cards

iC 5.00 to iC 6.00 or Later (FRS-3901/AMX-3981/EAP-3x01/ADX-3981)

If you are upgrading from iControl version 5.00 to version 6.00 or later, and your Application Server monitors any of the following Densité cards, then, after the server upgrade, you **must**

then upgrade the firmware/software packages of these Densité cards with Upgrade Package 3.0.1-RC1 or later.

The Densité cards in question are:

- FRS-3901
- AMX-3981
- EAP-3x01
- ADX-3981

iC 5.00 to iC 6.00 or Later (HLP-1801)

If you are upgrading from iControl version 5.00 to version 6.00 or later, and your Application Server monitors one or more HLP-1801 Densité cards, then, after the server upgrade, you **must** then upgrade the firmware/software packages of these cards with Upgrade Package 2.0.1-RC1 or later.

Requirement for JRE if Installing Version 5.xx or Earlier of iControl

If you are **downgrading** the software of your Application Server from iControl version 6.xx to iControl version 5.xx or earlier, make sure you first have installed the Java Runtime Environment (JRE) version 6.0 update 20 on your machine (see the “Installing Java” section of the “Getting Started” chapter in the *iControl Quick Start Guide* of the version of iControl you are downgrading to).

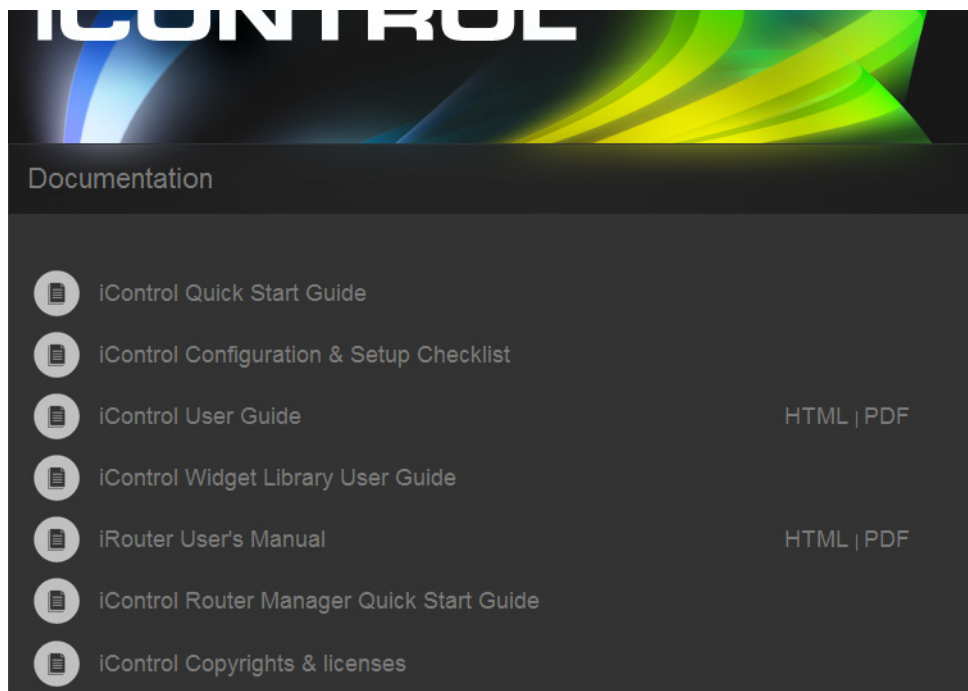
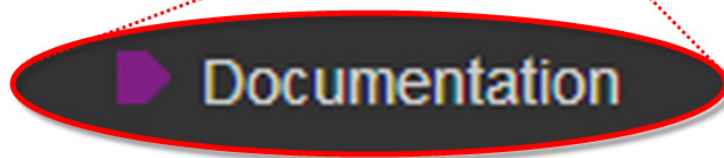
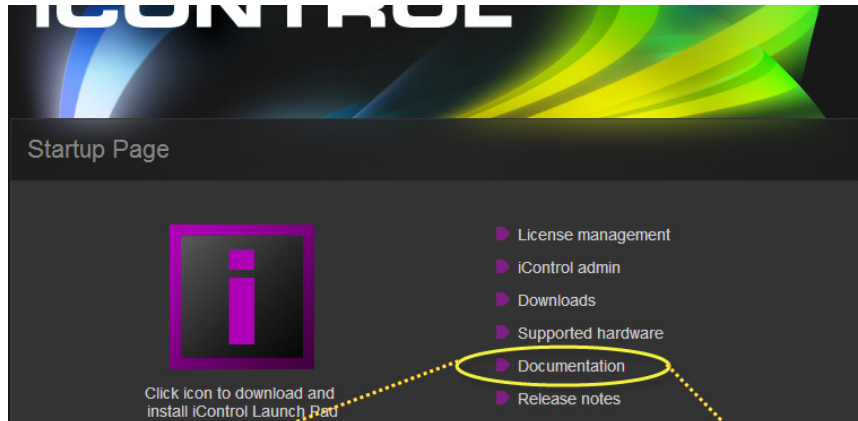
Software Component Compatibility

Grass Valley recommends you use the following software components and the stated versions for optimal performance and compatibility with iControl version 6.20:

- RCP-200 Remote Control Panel version 1.7 or later
- Kaleido-X version 6.70 or later
- Kaleido-IP version 6.70 or later
- Densité CPU-ETH2 version 2.0.4 or later
- EdgeVision version 1.21 or later
- NV9000 version 6.3.0 build 1873 or later
- SEUtilities version 6.3.0 build 136 or later

Documentation

The user documentation for iControl version 6.20 is available from the **Documentation** link on the Application Server’s Startup page:



Installing iControl on an Application Server

IMPORTANT:

- If you intend to upgrade your Application Server to the current version from versions 1.xx, 2.xx, or 3.xx, please contact Grass Valley Technical Support for assistance (see ["Contact Us"](#), on page 95).
- If you intend to upgrade an Application Server to version 6.20 from an older version, Grass Valley strongly recommends also upgrading all other Application Servers in your network to version 6.20.

If—from the client of a version of iControl older than 6.20—you attempt to launch a service hosted on an Application Server running version 6.20, you may receive an error message.
- iControl version 6.20 is shipped with all new systems. If you are planning to install version 6.20 onto an Application Server already running another version of iControl, your hardware must comply with the minimum hardware requirements of the new software (see ["Hardware Requirements"](#), on page 1). Additionally, you must contact *Grass Valley Technical Support* to request an upgrade package (see ["Contact Us"](#), on page 95).
- *iControl Admin* user-modified passwords are lost after upgrading from version 6.01 to 6.02.

To install iControl version 6.20, perform one of the following two procedures, depending upon the version of iControl *currently* installed on your system:

- ["Installing iControl Version 6.20 \(Current Version is 5.xx or below\)"](#) on page 6
- ["Installing iControl Version 6.20 \(Current Version is 6.00 or above\)"](#) on page 14

Installing iControl Version 6.20 (Current Version is 5.xx or below)

REQUIREMENTS

Make sure you meet the following conditions before beginning this procedure:

- Your Application Server meets the minimum hardware requirements (see ["Hardware Requirements"](#), on page 1).
- Your Application Server is one of the following hardware models:
 - Dell PowerEdge 200
 - Dell PowerEdge 210
 - Dell PowerEdge 310
 - Dell PowerEdge 320
- At the beginning of this procedure, your Application Server is running version 5.xx of iControl or below.
- You have performed a backup operation on the configuration data of your Application Server (see the "Backing Up an Application Server" section of the "Backup and Redundancy" chapter of the *iControl User Guide*).

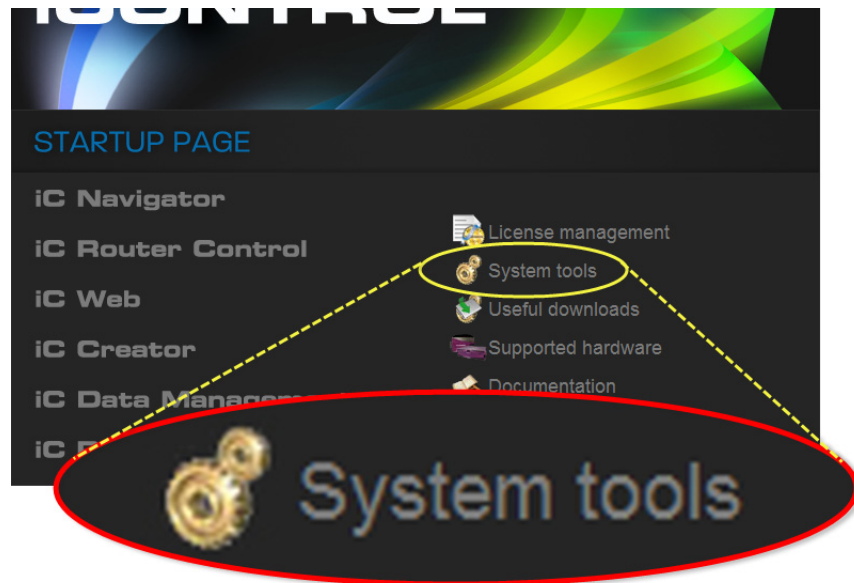
REQUIREMENTS (Continued)

Make sure you meet the following conditions before beginning this procedure:

- You have available an iControl version 6.20 upgrade package (see "Contact Us", on page 95).
- You have logged onto the Application Server's iControl page.
- You have read and understood the **IMPORTANT** notes listed just prior to this procedure (see page 6).
- You have read and understood the documented key considerations and system behaviors regarding iControl software installation (see "Key things to consider when installing iControl", on page 3)

Installing iControl version 6.20 on your Application Server

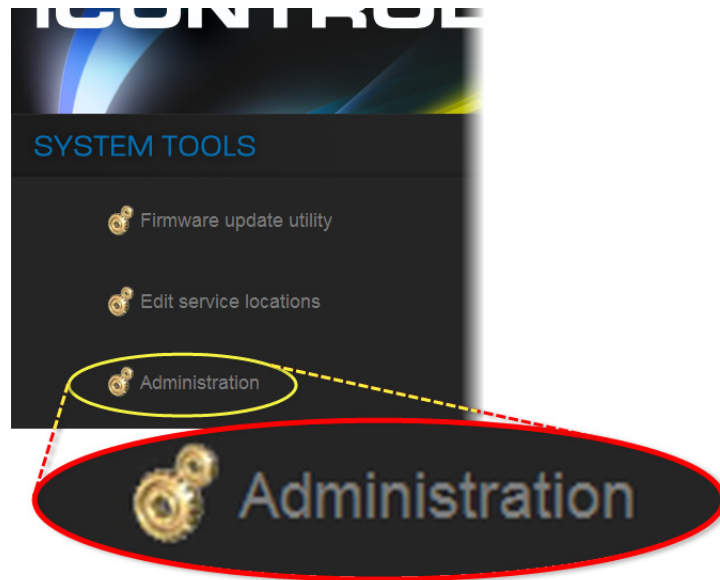
1. On the *iControl—Startup* page, click **System tools**.



2. Click **Administration**.

Installation and Network Requirements

Installing iControl Version 6.20 (Current Version is 5.xx or below)

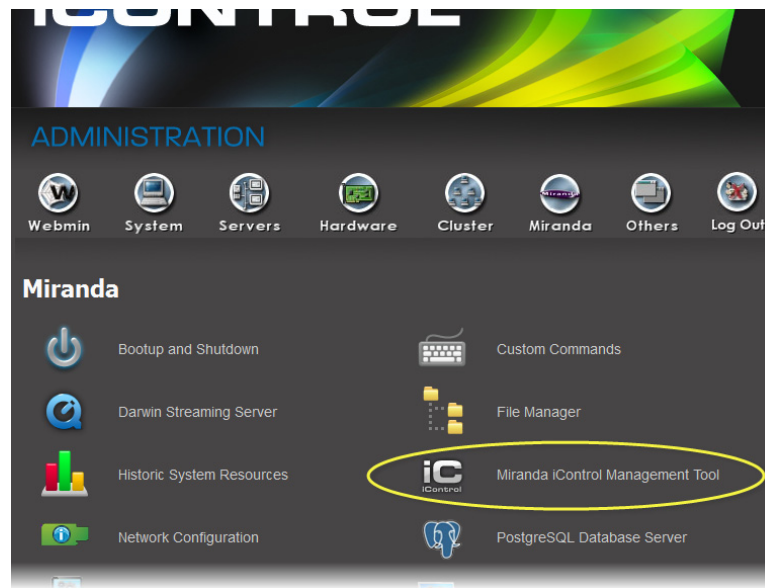


3. On the *Login to Webmin* page, enter your Login credentials.



The image shows a screenshot of the "Login to Webmin" page. The page has a dark background with white text. At the top, it says "Login to Webmin". Below that, it says "You must enter a username and password to login to the Webmin server on 10.6.0.75." There are two input fields: "Username" with the value "miranda" and "Password". Below the fields are "Login" and "Clear" buttons. At the bottom, there is a checkbox labeled "Remember login permanently?" which is currently unchecked.

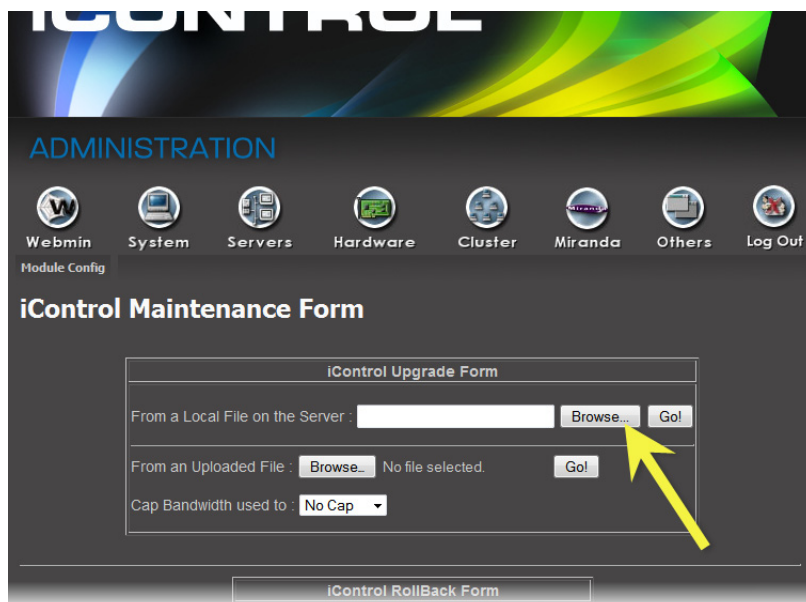
4. Click **Grass Valley iControl Management Tool**.



5. Click the icon beside **iControl Maintenance Form**.



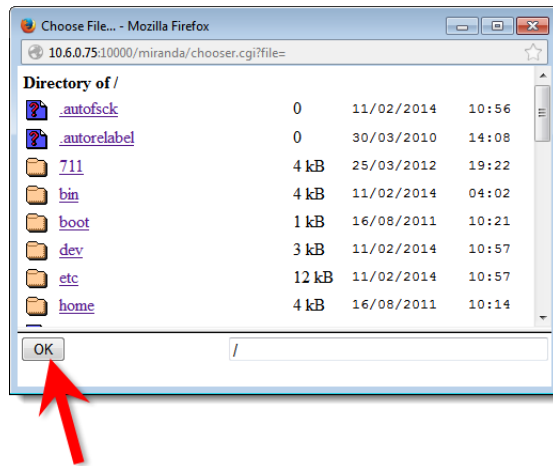
6. If your iControl upgrade package is on the Application Server, perform the following sub-steps:
 - a) In the **iControl Upgrade Form** area, next to the **From a Local File on the Server** field, click **Browse**.



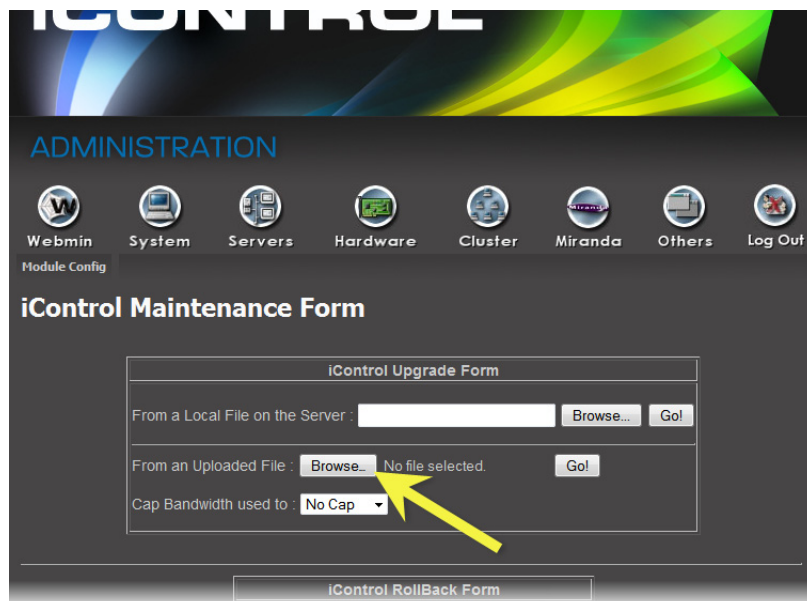
- b) Navigate to and select the desired upgrade package, and then click **OK**.

Installation and Network Requirements

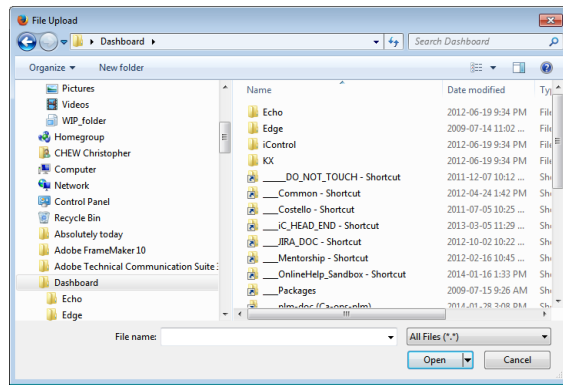
Installing iControl Version 6.20 (Current Version is 5.xx or below)



7. If your iControl upgrade package is on your local file system, perform the following sub-steps:
 - a) In the **iControl Upgrade Form** area, next to the **From an Uploaded File** field, click **Browse**.

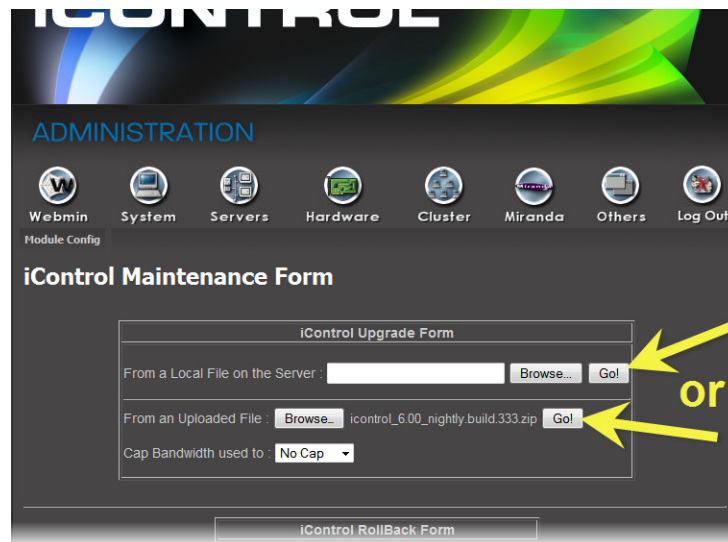


- b) Navigate to and select the desired upgrade package in the **File Upload** window, and then click **Open**.

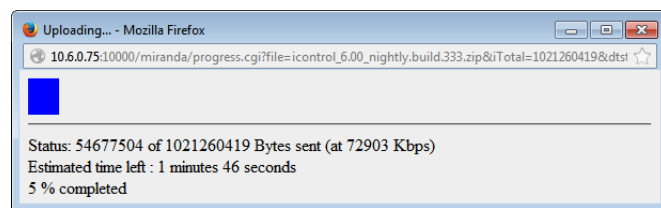


8. Once the upgrade package is selected, click **Go**.

Note: If you selected an upgrade package on your Application Server, click **Go** next to the **From a Local File on the Server** field. If you selected an upgrade package on your local file system (e.g. on your PC), click **Go** next to the **From an Uploaded File** field.



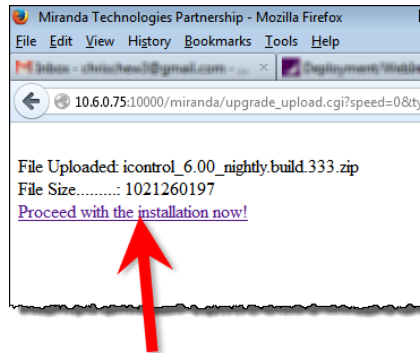
SYSTEM RESPONSE: If you selected an upgrade package on your local file system, a progress window appears, indicating the status of the upload.



9. Click **Proceed with the installation now**.

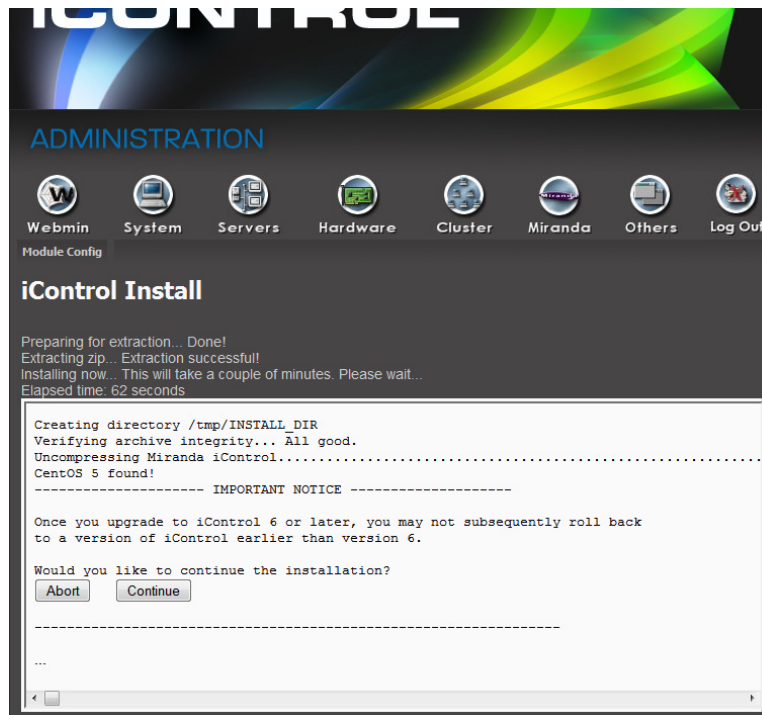
Installation and Network Requirements

Installing iControl Version 6.20 (Current Version is 5.xx or below)



SYSTEM RESPONSE: A warning message appears informing you that after upgrading to iControl version 6.20 you cannot roll back to a version earlier than version 6.20.

10. Below the message, click **Continue** if you would like to go forward with the installation. If not, click **Abort**.



SYSTEM RESPONSE: The installation continues (if you clicked **Continue**).

SYSTEM RESPONSE: After the installation is complete, the system warns you that it must reboot. Click the link to reboot.

Note: Your Web browser will not refresh on its own.

11. Click the *iControl* logo at the top of the page to refresh.



SYSTEM RESPONSE: The Web page of your newly updated Application Server appears on your browser.



Installing iControl Version 6.20 (Current Version is 6.00 or above)

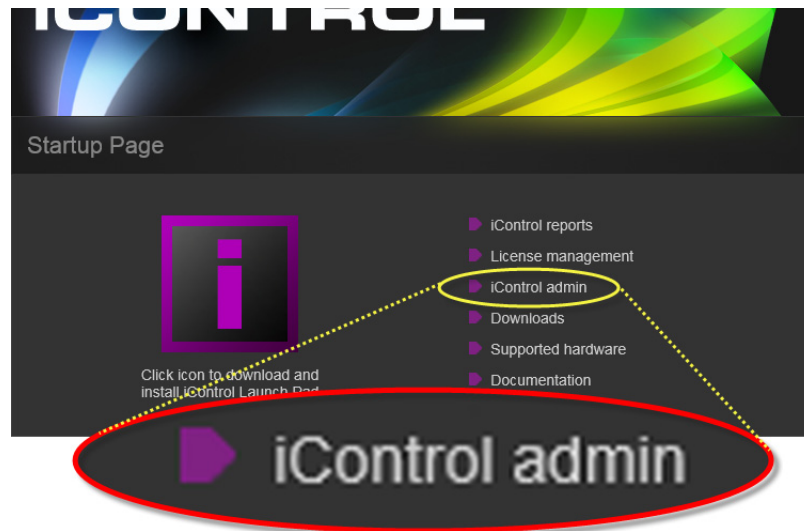
REQUIREMENTS

Make sure you meet the following conditions before beginning this procedure:

- Your Application Server meets the minimum hardware requirements (see "[Hardware Requirements](#)", on page 1).
- Your Application Server is one of the following hardware models:
 - Dell PowerEdge 200
 - Dell PowerEdge 210
 - Dell PowerEdge 310
 - Dell PowerEdge 320
- At the beginning of this procedure, your Application Server is running version 6.00 of iControl or above.
- You have performed a backup operation on the configuration data of your Application Server (see the "Backing Up an Application Server" section of the "Backup and Redundancy" chapter of the *iControl User Guide*).
- You have available to your local file system, an iControl version 6.20 upgrade package (see "[Contact Us](#)", on page 95).
- You have logged onto the Application Server's iControl page.
- You have read and understood the **IMPORTANT** notes listed just prior to this procedure (see [page 6](#)).
- You have read and understood the documented key considerations and system behaviors regarding iControl software installation (see "[Key things to consider when installing iControl](#)", on page 3)

Installing iControl version 6.20 on your Application Server

1. On the *iControl—Startup* page, click **iControl admin**.

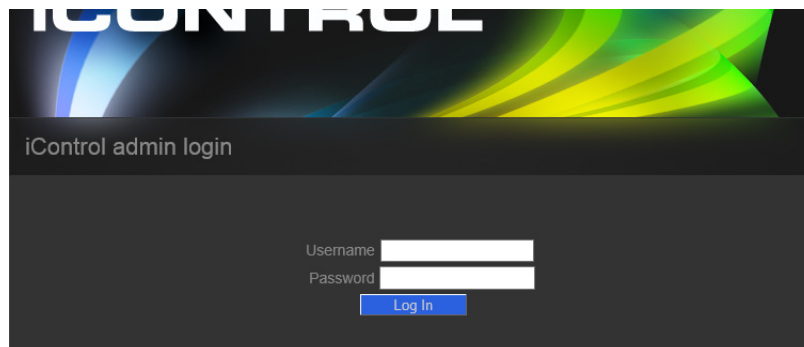


SYSTEM RESPONSE: The *iControl admin* page appears.

2. Under **Maintenance**, click **Upgrade/Downgrade and Backup**.



SYSTEM RESPONSE: If, during this session using iControl, you have not yet performed any functions involving the *iControl—admin* page, then you will see the *iControl admin login* page appear.



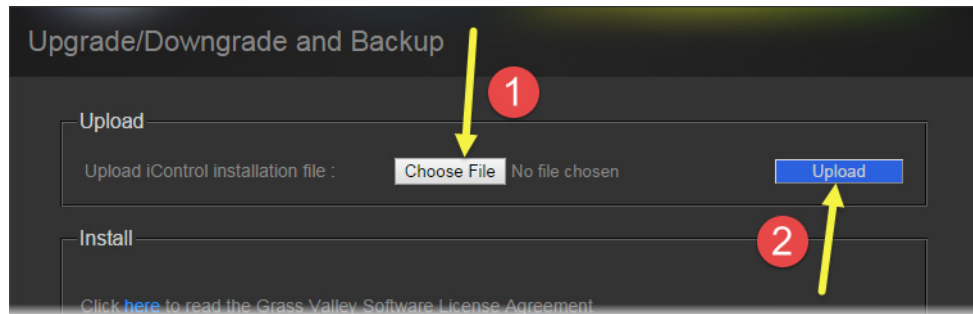
3. If prompted, enter your iControl login credentials, and then click **Log In**.

SYSTEM RESPONSE: The *iControl—Upgrade/Downgrade and Backup* page appears.

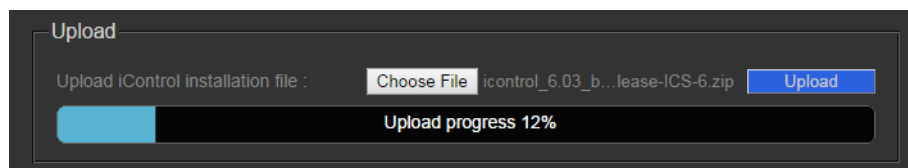
4. Upload the iControl upgrade package to the Application Server, by performing the following sub-steps:
 - a) In the **Upload** area, click **Choose File** to locate and select the iControl upgrade package you would like to install.
 - b) Click **Upload**.

Installation and Network Requirements

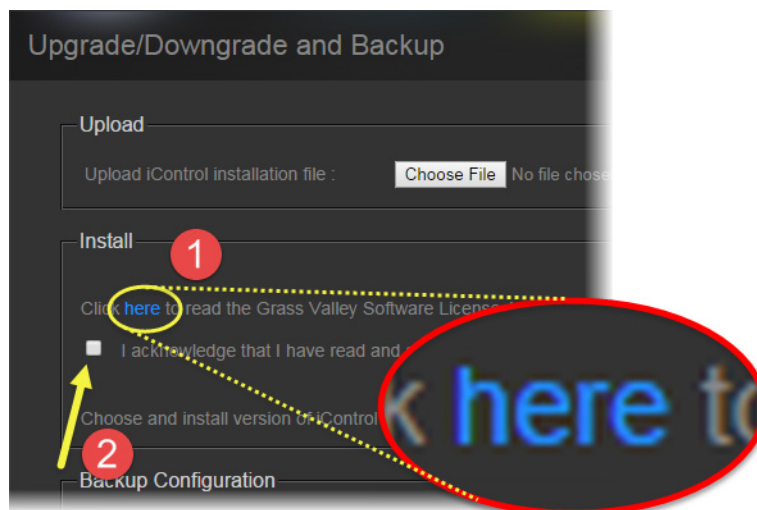
Installing iControl Version 6.20 (Current Version is 6.00 or above)



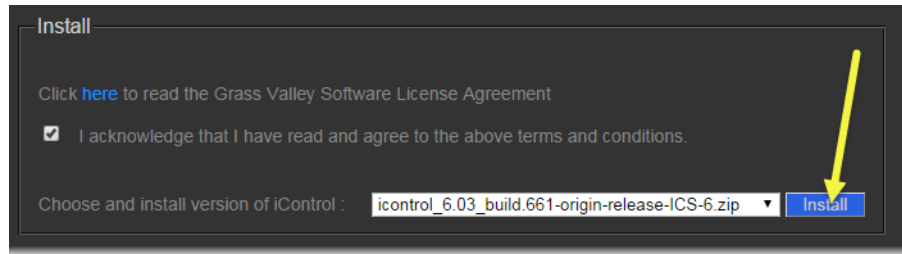
SYSTEM RESPONSE: The upgrade package is uploaded to the Application Server. A progress bar displays the upload progress.



5. When the upload is complete, read the *Grass Valley Software License Agreement* by performing the following sub-steps:
 - a) Click on the indicated link.
 - b) After you have read the license agreement—and if you agree with the terms therein—select the checkbox indicating you acknowledge the terms and conditions.

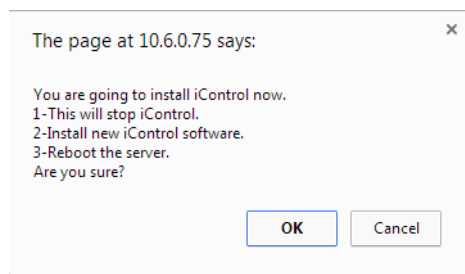


6. Select the newly uploaded package from the list in the **Install** area, and then click **Install**.



SYSTEM RESPONSE: A confirmation message appears.

7. If you agree with the details of the iControl installation process, as explained in the confirmation message, click **OK**. If not, click **Cancel**.



SYSTEM RESPONSE: If you clicked **OK**, a progress bar appears.

SYSTEM RESPONSE: After the system reboots, the *iControl—Startup* page appears, indicating, at the bottom of the browser, that the Application Server's current version is now version 6.20.

Upgrade Compatibility Issues

IMPORTANT: Previous replication configuration data does not survive upgrade

For upgrades from an iControl version prior to 3.41 to version 6.20, you will need to reconfigure and enable replication after performing the upgrade. Do this on the **Redundancy Configuration Form** using the Manual Takeover mode.

This applies to any upgrade from a version prior to iControl version 3.41 to either version 3.41 or later. It does not apply to an upgrade from iControl version 3.41 to a later version.

- The iC Navigator *Error/Warning* configuration will be lost during the upgrade procedure. These settings configure the overall status of each item in the iC Navigator list. The settings have to be noted prior to the upgrade, and then re-applied using the *Alarm Configuration* feature of iControl later.
- [Ref. #ICONTROL-10326] SNMP trap listeners that use the enterprise OID are not compatible with traps sent from iControl version 3.30 and later if they were configured in a system that had a version of iControl between 3.00 and 3.22. If you wish the previous behavior to remain in effect, please contact *Grass Valley Technical Support* for more information (see [page 95](#)).

- Clients using ASI services must migrate to CDMP services when upgrading to iControl version 3.11 or later. This requires some manual configuration, due to the nature of the ASI setup.

Please contact Grass Valley Technical Support for more information (see "Contact Us", on page 63).

- In situations where you are running iControl version 3.40 (or earlier) and are upgrading to iControl version 6.20, replication data will not survive the upgrade.

After an upgrade to iControl version 6.20, you must re-enter replication data including the addition of Application Servers in the Redundancy Group(s), the desired replication frequencies, and the desired extra IP address.

- When upgrading from iControl version 3.20 (and later) to a newer version, the existing `WidgetLibrary` is renamed `WidgetLibraryOld`, and a new, upgraded `WidgetLibrary` is installed. Custom widgets that had been saved in the old `WidgetLibrary` become unavailable in iC Creator.

Workaround: Import custom widgets from `WidgetLibraryOld`, and save them in a location other than the new `WidgetLibrary`.

- The **iControl Maintenance Form** of the Application Server web administration tool (Webmin) cannot be used to update from 2.xx to 6.20. The update has to be performed through an SSH command line interface.
- After upgrading from iControl version 3.2x (or earlier) to version 3.30 or later, it will not be possible to view the existing log database content by using the Log Viewer. If you wish to be able to access these past records, use the Log Viewer's export feature to export the data to a CSV file before upgrading your system.
- iControl version 3.30 (and later) offers a more robust GSM configuration database. However, if the database became corrupted in version 3.2x or earlier, upgrading to version 3.41 could result in the loss of some configuration data. Make sure to perform a backup of your iControl system configuration (by using Webmin's **iControl Maintenance Form**) before upgrading.
- The RMON driver is not backward compatible between versions 3.00 (and later) and 2.7:
 - Typical alarm URI in iControl 2.7 = `//snmp:RMON/10.4.0.2/ifOperStatus101`
 - Equivalent alarm URI in iControl 3.X = `snmp://RMON:10.4.0.2/ifOperStatus101`iC Web sites using these alarms may need to be updated accordingly.
- iControl Web sites that were created with iC Creator versions 2.0 or 2.2 can only be used with version 4.10 if each individual page is opened and re-saved with iC Creator.
- As of iControl version 3.30, Imagestore alarm URIs consistently include a slash (/), whereas in the past some would have an at sign (@) in their URI. iC Web sites using alarms such as the following may need to be updated accordingly:
 - `Mot_EMS.ImageStore.ImageStore_10.6.0.37@overall_status`
 - `Mot_EMS.ImageStore.ImageStore_10.6.0.37/overall_status`
 - `Mot_EMS.ImageStore.ImageStore_10.6.0.38@commStatus`
 - `Mot_EMS.ImageStore.ImageStore_10.6.0.38/commStatus`

- Mot_EMS.ImageStore.ImageStore_10.6.0.38@Temperature_status
 - Mot_EMS.ImageStore.ImageStore_10.6.0.38/Temperature_status
 - Mot_EMS.ImageStore.ImageStore_10.6.0.38@Version_not_compatible
 - Mot_EMS.ImageStore.ImageStore_10.6.0.38/Version_not_compatible
 - Mot_EMS.ImageStore.ImageStore_10.6.0.38@Voltage_status
 - Mot_EMS.ImageStore.ImageStore_10.6.0.38/Voltage_status
- As of version 3.30, router configuration changes made in **Router Manager Configurator** are not compatible with earlier versions of the software. Downgrading is supported but any change to the router configuration made in version 3.30 or later will be lost during the downgrade. After downgrading, any router configuration will have reverted to what it was before the last upgrade.

Configuration Guidelines

Large Kaleido-X System

- When iControl is connected to a large Kaleido system, using the Kaleido-X SNMP plug-in to retrieve alarms may cause system performance issues as well as an *Out of Memory* error.
Workaround: When attempting to retrieve multiviewer alarms, you should use the remote multiviewer GSM logging functionality on the Kaleido-X.

Multiple Application Servers and Kaleido-K2

- When iControl and Kaleido-K2 run on the same subnet, the Kaleido-K2 lookup servers must be disabled. The Kaleido-K2 will use the iControl Application Server lookups. Refer to the *iControl User Guide* and the *Kaleido-K2 User Guide* for further details.

Multiple Router Manager Services

- If multiple Router Manager services must run on multiple Application Servers within the same subnet, make sure all Router Manager service names are different. To change a Router Manager service name, open the associated control panel from iControl Navigator.

Grass Valley Imaging Frames (Symphonie or Quartet)

- A maximum of four frames should be connected per RS-422 communication port.
- When critical on-air equipment is controlled (e.g. incoming feeds), proc amp adjustments use a maximum of two frames per RS-422 communication port.
- When using Symphonie frames that are fully loaded with XVP-801/811 and/or DAP-781, use a maximum of one frame per RS-422 communication port.
- Do not mix Symphonie and Quartet 1 frames on the same RS-422 daisy chain. It is possible to mix Symphonie and Quartet 2 frames on the same RS-422 daisy chain. The Quartet 2 will introduce a delay.

- The maximum number of Imaging cards that can be controlled by an Application Server is 200, provided sufficient physical memory is available (1 GB RAM or more depending on other services). If more cards are to be controlled, they must be distributed on multiple Application Servers.
- Connecting Symphonie frames live to the Imaging communicator will require the communicator to be restarted. Failing to do so will cause cards associated to the frames to appear incorrectly.

Grass Valley Densité Frames

- The maximum number of Densité cards (with no streaming capabilities) that can be controlled by a single Application Server is approximately 400, provided sufficient physical memory is available (1 GB RAM or more depending on other services).
- Up to three Densité Managers per Application Server can be configured to support up to 150 streams each. One thumbnail, one ALM, one waveform/vector scope and the CC count as four separate streams. When using probes with streaming capabilities, no more than 150 cards should be allocated to one Application Server.
- As of iControl version 3.30, overall and GSM contribution alarms are disabled by default for all Densité services. Make sure all alarms and levels are configured as required.
- For best results, a maximum of 10 probes or Densité-series interface cards with video thumbnail streams (DEC-1002, FRS-1101, XVP-3901, HCO-1822, HLP-1801) should be housed within the same Densité frame. More than 10 probes or interface cards can be housed if not all streaming functionality is used concurrently (in particular if CC streaming is enabled). If CC streaming is required on all probes, then no more than 10 cards can be supported per frame. For more than 10 probes, the streaming rate will be reduced in proportion to the number of additional probes. This limitation only applies to the Densité CPU-ETH controller. The newer CPU-ETH2 controller can support 20 probes.
- Ensure that each frame is only registered to a single Densité Manager. Having the same frame report to multiple Densité Managers may result in repeated loss of connection and system instability. The Densité Controller only supports one client connection at a time. This limitation only applies to the Densité CPU-ETH controller. The newer CPU-ETH2 controller supports multiple connections.
- A Densité card upgrade may fail when another application - in addition to the Grass Valley Interface Updater (MIU) - is already connected to that Densité card's CPU-ETH 2 controller.

For added convenience, as of iControl version 3.40, the MIU displays a message listing all applications or services already connected to the same Densité frame. Such connections can come from the iControl Densité Manager, but also from other Application Servers, computers running iControl Solo, or from iControl Router Manager (if the Densité frame contains cards with router capabilities, such as the HRS-1801, HCO-18x1, DCO-17x1, MSB-1121).

Note: The message lists the IP addresses associated with connections made to the Densité controller. From the IP addresses your system administrator will be able to identify the associated application or service.

See also

For more information, see the iControl documentation for details on how to close or temporarily deactivate those connections.

Tips to Improve Performance

- The number of health monitoring plugins monitoring any given Application Server should not exceed two (2).
- The streaming video decoder library used in iControl Navigator and iC Web is optimized for the Intel CPU Core, Core2 and iCore architectures. For optimal video decoding performance, use a client PC equipped with an Intel CPU.
- Do not start services on the iControl Application Server that are not required. By default, the Densité Manager, the RMI Daemon with lookup service and the GSM service are configured to start at boot time. All other services are stopped.
- Large systems require a proper system configuration and load balancing. Typically one Densité Manager is assigned no more than 150 streams. A thumbnail, ALM, scope or CC are all separate streams. If one card provides a thumbnail and one ALM, then one Densité Manager can handle 75 cards. Up to three Densité Managers can be configured for load balancing.
- The lookup service should preferably not be running on heavily loaded Application Servers.
- When there are more than two Application Servers within the same subnet, keep a maximum of two lookup services running.
- When a Kaleido-K2 is on the same subnet as an Application Server, the lookup server on the Kaleido-K2 must be stopped, and the one on the Application Server must be used instead. Refer to the Kaleido-K2 documentation for instructions on how to stop a Kaleido-K2 lookup service.
- If a network device does not exist (e.g. router, DNS, WINS) in the network environment, it is vital to remove its settings from the client PC's network configuration, and from the Application Server. Failure to do so will introduce unnecessary network time-out delays.
- The presence of a DNS in the network environment is preferable to speed up reverse host name lookup, used by part of the iControl infrastructure. If this is not possible, then specify the host name of the Application Server in the PC client Windows host file (C:\Windows\system32\etc\drivers\hosts). The Application Server can also play the role of a DNS server or forwarder.
- Ensure that the port settings on switches are set correctly for optimal performance. The Application Server's Ethernet ports **eth0** and **eth1** are configured to auto-negotiate. Negotiation with the switch must be 100 Mbits full duplex, or 1000 Mbits full duplex, for optimal performance.

2 Release Notes

iControl version 6.20 is a minor release. This *Release Notes* document lists bug fixes, known issues and limitations along with a listing of peripheral cards and devices supported in the current release.

Summary

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What's Changed?

The following is a list of features, enhancements, bugs, and known issues — listed by their reference numbers — that are new or changed in this release, as well as newly supported peripheral hardware and new peripheral hardware firmware versions:

Table 2-1: New and changed in iControl version 6.20 (listed by reference #)

New and enhanced	Fixed bugs	Known issues
DSERV-849 , DSERV-853 , ICONTROL-18963 , on page 24	ICONTROL-18956 , on page 57	ICONTROL-18759 , on page 73
DRIVER-197 , on page 24	ICONTROL-18851 , on page 57	ICONTROL-18883 , on page 71
DRIVER-192 , on page 24		ICONTROL-19114 , on page 64
DRIVER-270 , on page 24		
DRIVER-265 , on page 24		
ICONTROL-18649 , on page 24		
ICONTROL-19012 , on page 24		

New Features and Enhancements in iControl

New in Version 6.20

GeckoFlex Services

- ★ [Ref. #DSERV-849, DSERV-853, ICONTROL-18963] iControl version 6.20 introduces support for the GeckoFlex line of services and a GeckoFlex Manager (similar in function to the Densité Manager) with which to manage them.

See also

For more information, see:

- “GeckoFlex Manager” section of the “Configuring Devices & Services” chapter of the *iControl version 6.20 User Guide*.
- “Working with GeckoFlex Communicators” section of the “Configuring Devices & Services” chapter of the *iControl version 6.20 User Guide*.

Supported Devices

See also

For more information about:

- Requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, the “License Management” chapter of the *iControl version 6.20 User Guide*.
- Support details, the *iControl Supported Device Reference Guide*.

- ★ [Ref. #DRIVER-197] **Harmonic** Prostream 1000 stream-processing platform—Newly supported in this version of iControl.
- ★ [Ref. #DRIVER-192] **Grass Valley** Softel VFlex multi-purpose ancillary VBI, VANC and graphics data processing unit for broadcast applications—Newly supported in this version of iControl
- ★ [Ref. #DRIVER-270] **Harris** Panacea Routing Switcher—Newly supported in this version of iControl
- ★ [Ref. #ICONTROL-18649] **Grass Valley** 7600 SPG/REF device—iControl now supports health monitoring of this device.
- ★ [Ref. #ICONTROL-19012] **Grass Valley** K2 External SAN—Newly supported in this version of iControl
- ★ [Ref. #DRIVER-265] **Evertz** VIP7767 HSN—Newly supported in this version of iControl

New and Enhanced in Version 6.04

Supported Devices

See also

For more information about:

- Requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, the “License Management” chapter of the *iControl version 6.04 User Guide*.
- Support details, the *iControl Supported Device Reference Guide*.

- [Ref. #DRIVER-278] **Ericsson** RX8200 Advanced Modular Receiver: Enhancements include support of control and tuning of device parameters.
- [Ref. #DRIVER-282] **Cisco** D9858 Advanced Receiver Transcoder: Newly supported in this version of iControl.
- [Ref. #DRIVER-283] **Ineoquest** Singulus IP Probe: Newly supported in this version of iControl.
- [Ref. #DRIVER-284] **EMC** NAS: Newly supported in this version of iControl.
- [Ref. #DRIVER-286] **Tektronix** MTM400: Newly supported in this version of iControl.

iC Creator

- [Ref. #ICONTROL-18807] iControl Version 6.04 enhances its line-drawing tool in iC Creator with the ability to quickly and easily make lines or line segments rotate to vertical or horizontal.

See also

For more information, see:

- “Making a Line-Segment Vertical or Horizontal” in the “Creating iControl Web Sites and Pages” chapter of the *iControl Version 6.04 User Guide*.
- “Change of Line-Segment Orientation” in the “Creating iControl Web Sites and Pages” chapter of the *iControl Version 6.04 User Guide*.

Miranda Interface Updater

- [Ref. #ICONTROL-18756] The *Miranda Interface Updater* is now available as a downloadable executable file from the iControl download page, under **Firmware Update Utility**.

New and Enhanced in Version 6.03

Darwin Streaming Server

- [Ref. #ICONTROL-10718] iControl version 6.03 upgrades its Darwin Streaming Server (DSS) software to version 5.5.5.

iC Creator

- [Ref. #ICONTROL-18195] iControl version 6.03 enhances its iC Creator platform with the ability to flip multi-point lines along both horizontal and vertical axes. This greatly facilitates, for example, the drawing of signal topologies that may employ large numbers of mirror-image paths.

Supported Devices

See also

For more information about requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, see the “License Management” chapter of the *iControl version 6.03 User Guide*.

- [Ref. #DRIVER-98] **Harmonic** Omneon server
- [Ref. #DRIVER-221] **International Data Corp** TSx2800
- [Ref. #DRIVER-222] **Arris** D5 Universal Edge QAM Encoder
- [Ref. #DRIVER-225] **CETC** DAL3100 2x1 Audio Switch
- [Ref. #DRIVER-226] **Nevion** AAV-HD-DMUX-R HD-SDI Audio De-embedder
- [Ref. #DRIVER-227] **Nevion** AAV-HD-XMUX-T/R HD-SDI Audio De-embedder
- [Ref. #DRIVER-232, DRIVER-251] **Grass Valley** K2 Edge playout system
- [Ref. #DRIVER-257] **Grass Valley** K2 Summit Production Client
- [Ref. #DRIVER-260] **Grass Valley** K2 Media Server
- [Ref. #DRIVER-275] **Ericsson** CEx-H20 Encoder Module

New and Enhanced in Version 6.02

Audio Loudness Analyzer

- [ICONTROL-18307] iControl version 6.02 introduces an enhancement to the existing *Loudness Analyzer* offering. Now—with the introduction of the new `LoudnessAnalyzerScriptable` object—you can script the integration of the *Loudness Analyzer* application into iControl Web pages. This is accessible via the global variable `loudnessAnalyzer`.

See also

For more information about scripting with the `LoudnessAnalyzerScriptable` object, see the **Script help** in iC Creator, on the **Help** menu.

Backup and Restore

- [Ref. #ICONTROL-16411] iControl version 6.02 enhances its *Backup and Restore* functionality with the ability to schedule automatic backups of configuration data.

See also

For more information, see the “Scheduling Automatic Backups of an Application Server” section of the “Backup and Redundancy” chapter of the *iControl version 6.02 User Guide*.

Client PC Operating System

- [ICONTROL-18004] As of version 6.02, iControl supports both Windows 8 and Windows 7 on the client PC.

Note: iControl no longer supports Windows XP on the client PC.

Densité Services

- [Ref. #18308] The following Densité cards have package updates available in this release (iControl version 6.02):
 - ADX-3981
 - AMX-1881
 - AMX-3981
 - DCO-1781
 - EAP-3101
 - EAP-3901
 - FIO-911-4R
 - FIO-911-4T
 - FRS-3901
 - HCP-1801
 - HLP-1801
 - IRD-3101
 - IRD-3801
 - KMX-3901-IN
 - KMX-3901-OUT
 - SCO-1421
 - SME-1901
 - SME-3101
 - XVP-3901

See also

For more information, see "[Densité Series Cards](#)" on page 84.

Supported Devices

See also

For more information about requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, see the “License Management” chapter of the *iControl version 6.02 User Guide*.

iControl introduces support for the following devices:

- [Ref. #DRIVER-40] **Harmonic** Proview 7000.
- [Ref. #DRIVER-175] **CPI** TL22CI Amplifier.
- [Ref. #DRIVER-176] **Radyne** DM240XR.
- [Ref. #DRIVER-177] **Logic Innovations** RS-1100.
- [Ref. #DRIVER-178] **Logic Innovations** IPE-4000-5.
- [Ref. #DRIVER-179] **Cisco** PowerVu Network Center.
- [Ref. #DRIVER-180] **Evertz** 7867VIPA-DUO.
- [Ref. #DRIVER-182] **Motorola** DSR4440.
- [Ref. #DRIVER-183] **PBI** DCH4000P Receiver.
- [Ref. #DRIVER-184] **Sumavision** EMR D8020.
- [Ref. #DRIVER-191] **Evertz** 3405 Card.
- [Ref. #DRIVER-192] **Softel** Vflex.
- [Ref. #DRIVER-195] **SpectraLogic** BOA T380 Tape Library.
- [Ref. #DRIVER-207] **Miteq** NSU1 Switchover.
- [Ref. #DRIVER-208] **Miteq** U9853-6-1K Modulator.
- [Ref. #DRIVER-214] **Cisco** D9140 Multiplexer.
- [Ref. #DRIVER-215] **Cisco** D9190 PCAM.
- [Ref. #DRIVER-216] **JDSU** VSA API v2.

Web System Administration

- [Ref. #icontrol-18387] iControl version 6.02 introduces several enhancements to the Web-based administration of iControl. For Application Server administrative tasks, if you log on to the *iControl—admin* page using the **admin** profile, you can create and delete user profiles for server-side operations on the *iControl—Admin users management* page. Additionally, you can import file-based lists of user profiles or else export iControl’s current user profiles to a spreadsheet.

See also

For more information, see:

- The “User Profile Management for Application Server Administration” section of the “Access Control” chapter of the *iControl Version 6.02 User Guide*.

See also

For more information, see:

- The “Managing Users for Server-Side Operations” section of the “Access Control” chapter of the *iControl version 6.02 User Guide*.

- [Ref. #ICONTROL-18419] iControl now supports configuring several NTP servers as timing sources for an Application Server. As before, one NTP server acts as the highest-priority timing source. Upon the Application Server’s inability to reach the highest-priority NTP server or else to properly resolve the timing signal, the next NTP server in the priority queue becomes the new timing source.

See also

For more information, see the “Task8: Configuring an Application Server’s Date and Time” section of the “Getting Started” chapter in the *iControl version 6.04 User Guide*.

New and Enhanced in Version 6.00

Audio Loudness Analyzer

- [Ref. #ICONTROL-17597] iControl enhances its loudness monitoring and analysis offering with a significant improvement to the *Audio Loudness Analyzer* component. In version 6.00 of iControl, **Audio Loudness Analyzer** can take segment-specific meta-data (e.g. segment name, segment start time, segment duration)—either multiplexed with the loudness data or else in an external As-Run file—and use it to overlay a segment mapping onto the loudness data. This effectively allows **Audio Loudness Analyzer** to analyze, display, and report loudness data with segment granularity. Additionally, the Analyzer is now able to display loudness analysis results in tabular format along with the traditional plot format.

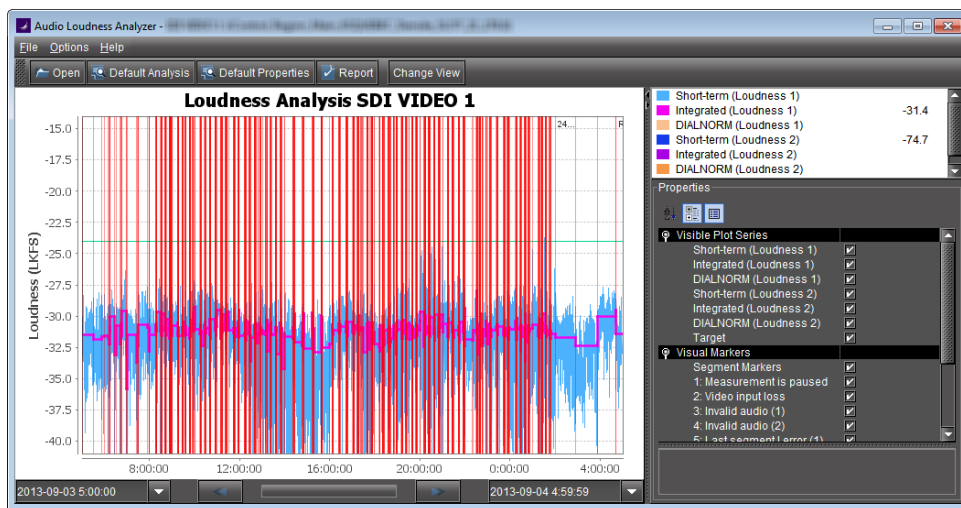


Figure 2-1: Loudness data shown in plot form (vertical red lines indicate segment demarcations)

Channel Name	Date (YYYY-MM-DD)	On-Air Time (hh:mm:ss:ff)	Duration (hh:mm:ss:ff)	Server Source	Segment Number	Title	24M ID Number	Segment Type	I1 (LKFS)	TPmax1 (dBFS)
	2013-03-07	06:00:00:00	00:06:04:00	4PM21M	M01	Potent Desires "Lloyd's Loves", bro	2072103	Full	-24.1	-9.5
	2013-03-07	06:06:04:01	00:00:30:00	4PM21M				Full	-24.1	-10.5
	2013-03-07	06:06:34:00	00:00:07:00	4PM21M				Full	-23.5	-11.0
	2013-03-07	06:06:41:00	00:00:15:00	4PM21M				Full	-25.1	-10.5
	2013-03-07	06:06:56:00	00:00:15:00	4PM21M				Full	-25.2	-10.5
	2013-03-07	06:07:11:02	00:00:30:00	4PM21M				Full	-24.6	-10.0
	2013-03-07	06:07:41:01	00:00:30:00	4PM21M				Full	-24.4	-10.0
	2013-03-07	06:08:11:02	00:00:30:00	4PM21M				Full	-25.1	-10.0
	2013-03-07	06:08:41:01	00:00:30:00	4PM21M				Full	-26.2	-10.0
	2013-03-07	06:09:11:02	00:00:30:00	4PM21M				Full	-24.6	-10.0
	2013-03-07	06:09:41:01	00:08:43:00	4PM21M	M02			Full	-24.7	-9.5
	2013-03-07	06:18:24:01	00:00:15:00	4PM21M				Full	-24.4	-10.5
	2013-03-07	06:18:39:01	00:00:15:00	4PM21M				Full	-24.8	-10.0
	2013-03-07	06:18:54:01	00:00:15:00	4PM21M				Full	-25.3	-10.5

Figure 2-2: Loudness data shown in tabular form (multiple rows indicate section information was used in analysis)

See also

For more information, see:

- The “Loudness Logging and Analyzing” section in the “Logs” chapter of the *iControl User Guide*.
- The “[Workflow]: Logging and Analyzing Loudness” section in the “Logs” chapter of the *iControl User Guide*.
- The *Audio Loudness Analyzer User Manual*, available by clicking **Help** in **Audio Loudness Analyzer**.

Alarms—Building Virtual Alarms

- [Ref. #ICONTROL-16412] In iControl version 6.00, building or editing a virtual alarm is now simpler and more intuitive with the addition of a new sorting capability on all columns in the list of alarms. Clicking once on a column header sorts in one ‘direction’ (ascending or descending) and clicking once more returns the order to the original orientation.

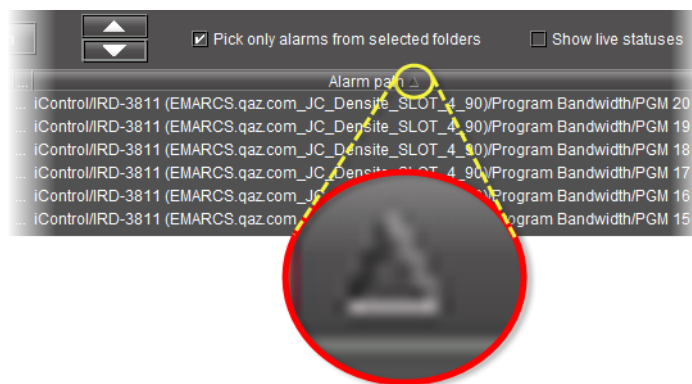


Figure 2-3: **Build a Virtual Alarm** window showing sortable columns (sort direction icon circled)

GSM—SNMP

- [Ref. #ICONTROL-16523] iControl version 6.00 enhances iControl's communication with third-party devices (SNMP). Specifically, version 6.00 introduces an SNMP trap to alert third-party SNMP managers whenever a GSM has restarted as well as when a device or alarm has been added to the GSM table. Now, clients no longer need to restart a GSM service whenever a device or alarm is added in the GSM. Instead, the third-party SNMP manager is automatically notified of a change in the GSM table and re-submits a request for IDs and URIs.

iC Creator

- [Ref. #ICONTROL-14093] iControl version 6.00 introduces a line-drawing tool for iC Creator. With the new line-drawing tool, users can:
 - Draw lines between figures to represent data flow between devices.
 - Create and delete control points anywhere along the length of a line. Control points can be dragged and manipulated.
 - Programmatically change the state of drawn lines.
 - Edit the look—*width, color, 3-D border effect*—of lines through line properties.
 - Configure alarm URIs against any lines, allowing the line color to reflect alarm status.
 - Use JavaScript to manually create and manipulate line-drawing functionality.

Here are several new functions available with the new line tool and other enhancements to iC Creator:

Table 2-2:

To do this...	...do this...
--- Line tool tasks ---	
Open the Line tool properties window	Double-click anywhere on the line whose properties you would like to see.

Table 2-2: (Continued)

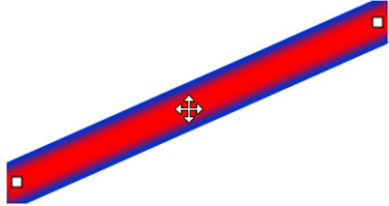
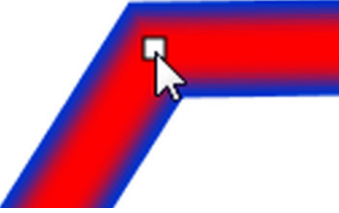
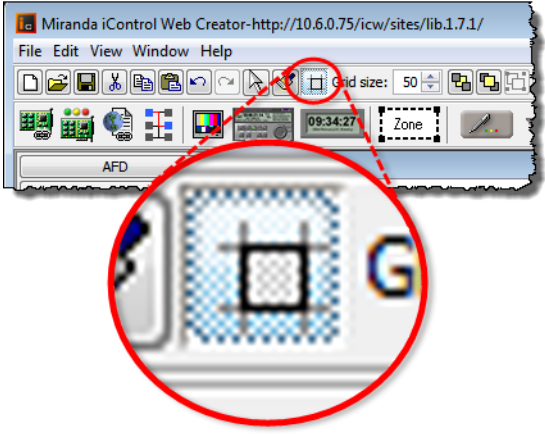

To do this...	...do this...
<p>Create or remove a control point on a line.</p>	<p>Press the Shift key and simultaneously click on the line at the location where you would like to add a control point.</p>  <p>To remove a control point, press the Shift key and click on that control point.</p> 
<p>--- General iC Creator new tasks ---</p>	
<p>Enable the <i>Snap-to-Grid</i> function.¹</p>	<p>Select the Grid button on the toolbar of iC Creator.</p>  <p>Clear the Grid button to disable the <i>Snap-to-Grid</i> function.</p>

Table 2-2: (Continued)

To do this...	...do this...
Adjust the space between lines on the grid.	<p>Click either the Up or Down button beside the Grid size field to select the desired distance between grid lines (measured in pixels).</p>  <p>The minimum distance between grid lines is 2 pixels. The maximum distance is 50 pixels.</p>

1. When the *Snap-to-Grid* function is enabled, you may then subject all figures in iC Creator to the grid as soon as these figures are touched. If you **do not** touch a figure when the *Snap-to-Grid* function is enabled, that figure will not realign to the nearest grid point by itself.

The following graphics display the new line tool and its **Properties** window.

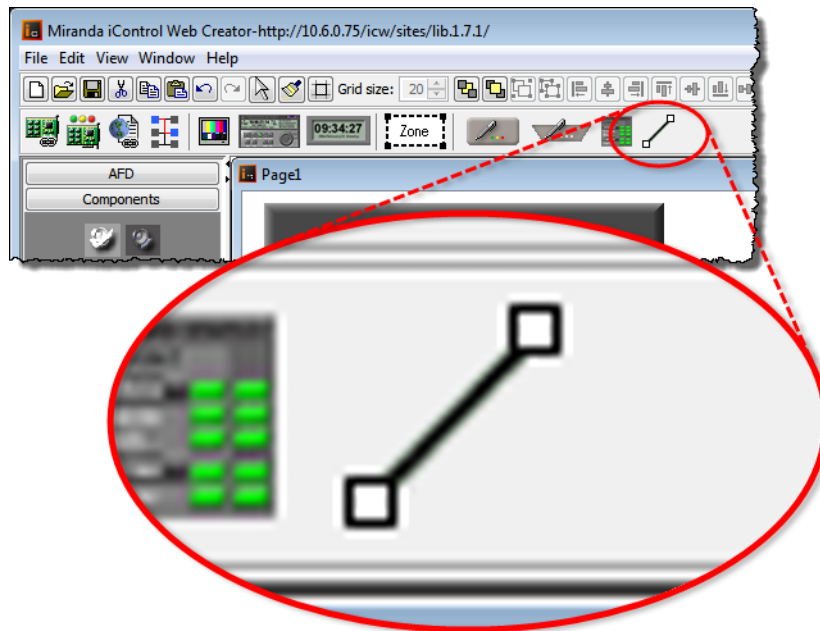


Figure 2-4: Line tool icon

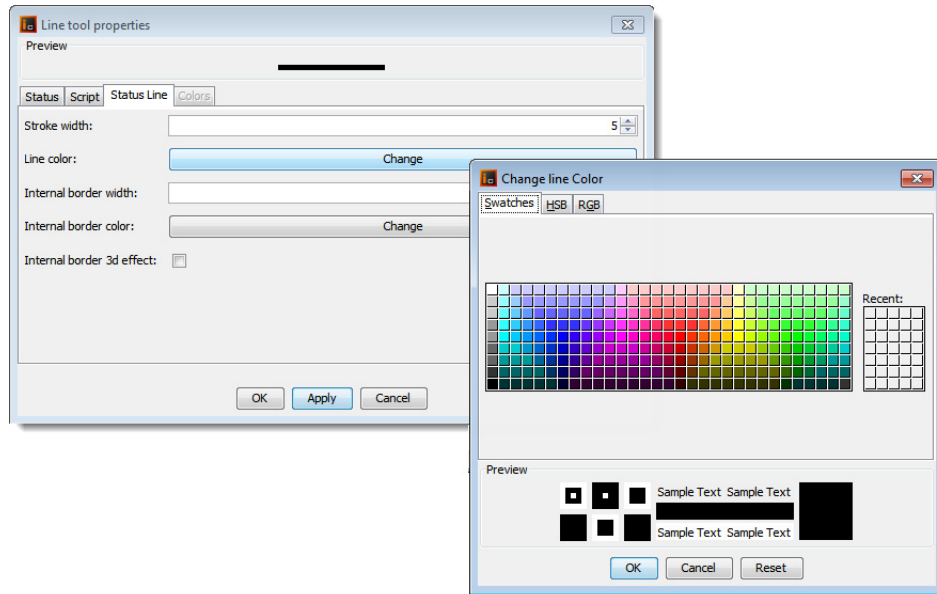


Figure 2-5: Line tool properties window

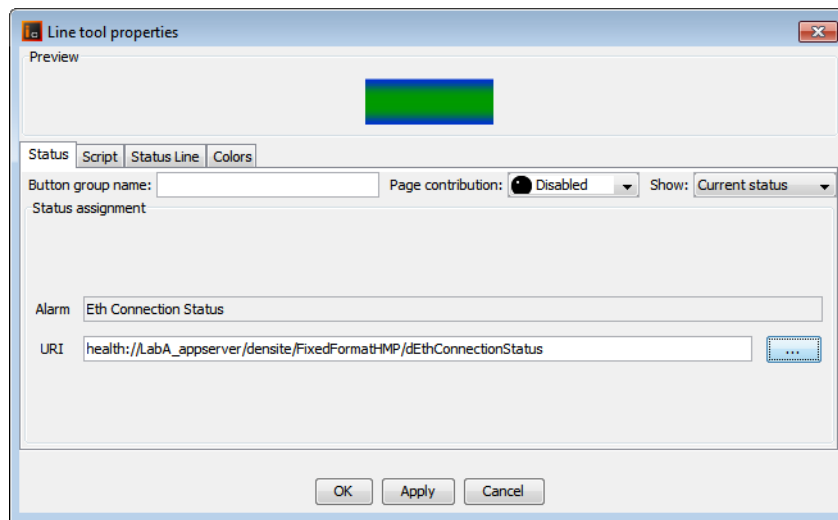


Figure 2-6: Line tool properties window, showing associated alarm URI

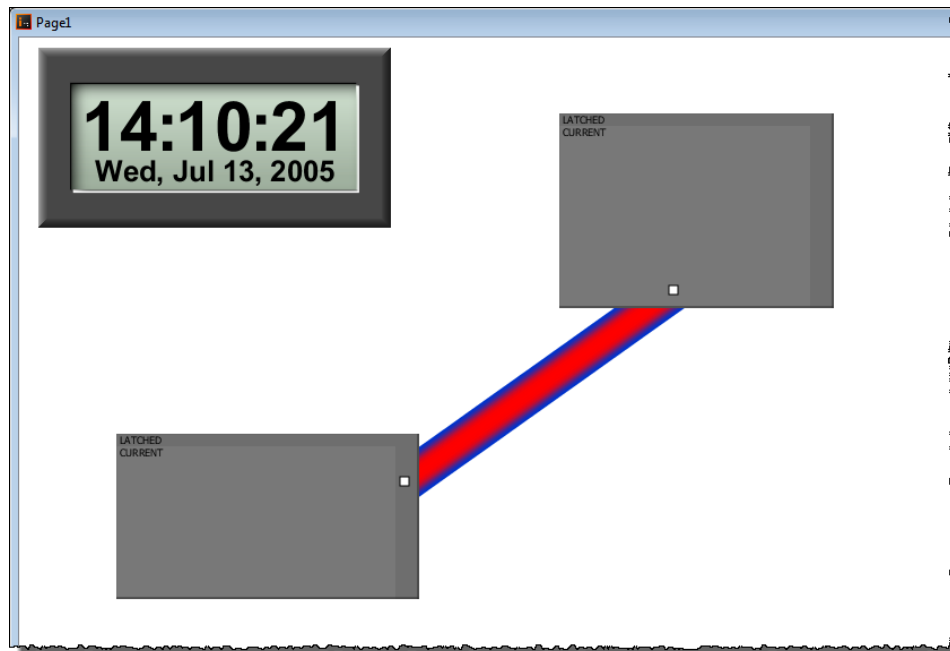


Figure 2-7: Line color indicating an alarmed status

- [Ref. #ICONTROL-16214] Several important enhancements have been made concerning iC Creator's alarm panel. They are summarized as follows:
 - The severities of alarms can be displayed dynamically in alarm panels.
 - Enabled the triggering of script execution through mouse-clicking (click handler), as well as handlers for mouse-overs, mouse-outs, and state changes.
 - Alarms can be grouped by severity on alarm panels.
 - Each alarm can be configured to have a tool tip.
 - On alarm panels, *next* and *previous* buttons take on the color of the worst alarm state not visible on the alarm panel (in the navigation direction indicated by the button).
 - The color of an alarm panel itself, as well as its text, may be configured.
 - The colors of folders within an alarm panel can be configured.
 - Alarm chiclets within the alarm panel will dynamically change in size proportionately to the font size of the text associated with it.
 - Right-clicking on an alarm panel enables users to reset all latches in one action.
 - Panel dimensions no longer constrain the number of alarms visible on a panel; *Next* and *previous* buttons allow users to toggle through panel screens.
 - Alarm panels now have configurable panel refresh time intervals.
 - Column width for alarm display names can now be configured to have a maximum width.

Installation and Deployment

- [Ref. #ICONTROL-17144] iControl version 6.00 introduces an overall new look and a new way to launch iControl components, called **iControl Launch Pad**. Now, users need only browse to an Application Server's Web Startup page and download the launch pad, one time only.

After this, you will have a shortcut to the launch pad from your desktop. All iControl component applications (e.g. iC Navigator, iC Web, iC Creator) are available from the launch pad.



See also

For more information about downloading and starting **iControl Launch Pad**, see the “Starting the iControl Launch Pad” section in the “Common Tasks” chapter of the *iControl User Guide*.

License Management

- [Ref. #ICONTROL-17595] Starting in iControl version 6.00, all separately licensed features (including SNMP options) are initialized for immediate use on a 30-day trial basis.

Note: If you are upgrading your Application Server to version 6.00 but had some licensable features still in trial mode prior to the software upgrade, then after the upgrade you will have the sum of the remaining time on the original trial and a new 30-day trial. In this case, the countdown timer will run down the remaining clock of the original trial before beginning the new 30-day trial.

Remote Storage

- [Ref. #ICONTROL-17567] iControl enhances its support for remote storage by making available user name and password input when mounting remote storage and when the CIFS protocol is chosen. This allows users to mount remote storage folders even when they are protected.

See also

For more information, see the “Mounting a Remote Shared Drive in your Application Server” section in the “Logs” chapter of the *iControl User Guide*.

New and Enhanced in Version 5.00

Densité Upgrade Manager

- As of version 5.00 of iControl, remotely upgrading firmware and software on your Densité cards involves using **Densité Upgrade Manager**, which is a new component of iControl Navigator. Densité Upgrade Manager replaces the functionality of **Grass Valley Interface Updater**, which is now deprecated, and adds important new functionality and ease of use. Densité Upgrade Manager introduces the notion of upgrade packages, which are Densité card software and firmware bundled together. Packages, themselves, have version numbers.

There are several advantages when using Densité Upgrade Manager, including—but not limited to—the following:

- **No Application Server upgrade:** Ability to support new Densité cards without having to upgrade the entire iControl software
- **Batch mode:** Ability to upgrade any Densité cards subset, including all cards in the system at once
- **No Densité frame downtime:** While a Densité card is upgraded, you will not lose connectivity to the Densité frame nor the other cards in the frame
- **Test upgrade:** Ability to upgrade a specific Densité card, test it and, only after, deploy the new firmware on the entire system
- **Centralized interface:** Ability to see all card firmware versions running on each card of the entire system from a centralized interface

See also

For more information about *Densité Upgrade Manager*, see the “Densité Upgrade Manager” section in the “Configuring Devices & Services” chapter of the *iControl User Guide (M226-9900-282)*.

New and Enhanced in Version 4.44

Densité Services

- [Ref. #ICONTROL-17046] **RFS-0886:** iControl version 4.44 introduces support for the RFS-0886 router card which is a Frame Sync card behaving as a virtual Densité card and recognized as a Densité service..

New and Enhanced in Version 4.43

Densité Services

- [Ref. #ICONTROL-12081] **IRG-3401:** iControl version 4.43 introduces support for the IRG-3401 (version 100) Densité card. The IRG-3401 is a very dense versatile ASI-to-IP/IP-to-ASI gateway, perfect for signal aggregation with high channel count. Any of its 12 DVB-ASI ports are configurable as inputs or outputs. The IRG-3401 card

simultaneously can accommodate a customizable number of ASI-to-IP and IP-to-ASI gateways fitting any application requirements.

- [Ref. #ICONTROL-16518] **SME-1901**: iControl version 4.43 introduces support for the SME-1901 (version 100) Densité card. The *SME-1901 Streaming Media Encoder* is an SDI (SD, HD, 3Gbps) 1×4 DA with H.264 streaming encoding. It also offers a wealth of advanced probing options like loudness monitoring, metadata status, and content monitoring such as video loss, black, freeze or audio loss.

Grass Valley Interface Updater

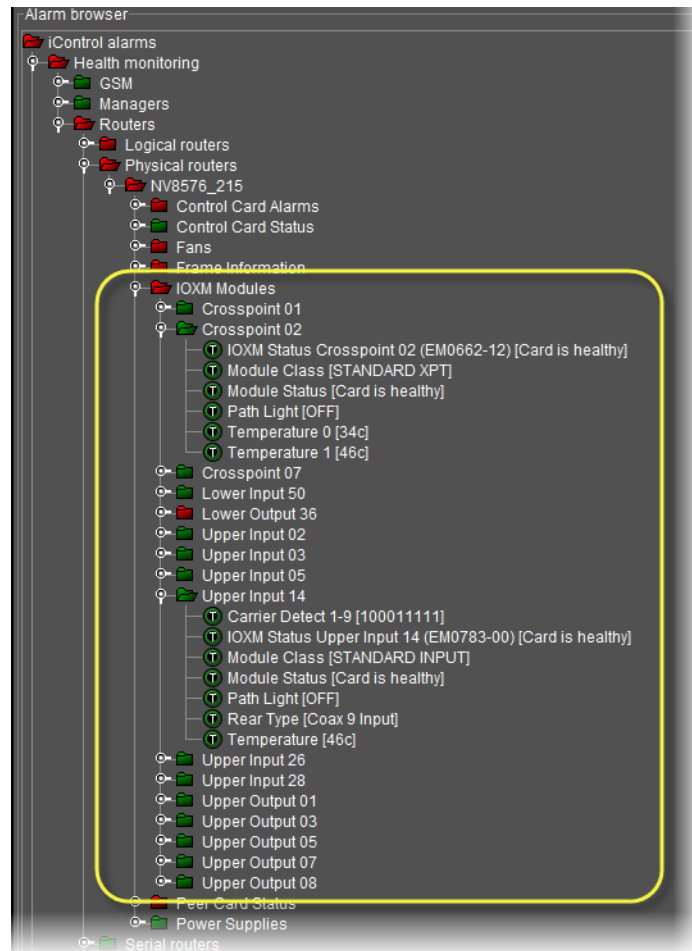
- [Ref. #ICONTROL-15924] In response to the requirement of the KMX-39xx card for a dedicated active raw pipe connection at all times, the *Grass Valley Interface Updater* in iControl version 4.43 supports simultaneous raw pipes. This allows other cards (in the same frame as a KMX card) to be updated by the MIU without having to pull the KMX card.

Resource Management

- [Ref. #ICONTROL-16183] iControl version 4.43 (coupled with a component upgrade), introduces a built-in resource management system (RMS) connector. The RMS Connector Service is an iControl service that provides a generic interface for a third-party resource management system to exchange resource management data with iControl. Such data currently includes reservations and devices. The RMS sends reservation requests to iControl, which then performs the provisioning as specified in that reservation. iControl also sends updates to the RMS about the current statuses of reservations and devices.

Router Control

- [Ref. #ICONTROL-16783] iControl version 4.43 improves upon its health monitoring capability of its router clients with support for IOXM2 (input/output expansion module—verbose status reporting) for the **NV8500**-series of routers. The enhancement involves individual input, output, crosspoint, control card, and monitor cards and gives them the ability to report varying status information to listening devices over the *NP0016 Ethernet* protocol. If the listening device is iControl, the reported statuses are in the `IOXM Modules` folder in the GSM Alarm Browser. The new alarms are mainly text alarms.



Supported Devices

See also

For more information about requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, see the “License Management” chapter of the *iControl version 4.43 User Guide (M226-9900-281)*.

iControl introduces support for the following device:

- [Ref. #ICONTROL-16571] **Evertz 7721DE4HD+GPI** Embedder module and **Evertz 7721DD4HD+GPI** De-embedder module.

New and Enhanced in Version 4.42

Application Server Performance

- [Ref. #ICONTROL-12839] iControl version 4.42 enhances the performance of GSM, Densité, and Router Services hosted on the Application Server by calculating and assigning the memory of each service as a function of the available physical memory of the server. Prior

to this software release, the assigned memory for each of the above-mentioned services was hard-coded as a static value. This enhancement makes the default memory assignment commensurate to the amount of physical memory available in the system.

Supported Router Protocols

- Ref. #ICONTROL-16323 iControl version 4.42 now supports the *Grass Valley NVISION Serial Router Control Protocol*. An important use for this is that if your NVision NV9000 or Network infrastructure goes offline, you will be able to control the NVISION router directly via a serial interface.

See also

For more information, see "[Routers](#)" on page 88.

- Ref. #ICONTROL-16234 iControl version 4.42 now supports the *Grass Valley Group ES-Switch protocol (serial)*. The serial ES-Switch protocol is used for control of a routing switcher by a third-party computer.

See also

For more information, see "[Routers](#)" on page 88.

Supported Devices

See also

For more information about:

- Requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, see the "License Management" chapter of the *iControl version 4.42 User Guide (M226-9900-280)*.
- Any of the below-mentioned devices, see the *iControl Supported Device Reference Guide (M226-9900-109)*.

iControl introduces support for the following devices:

- [Ref. #ICONTROL-16457] **Snell Sirius 800-series** Advanced Hybrid routers.

Note: Support for this device in this release of iControl consists of health monitoring of this hardware only.

- [Ref. #ICONTROL-16174] **Oracle Sun SPARC T5120** enterprise server.
- [Ref. #ICONTROL-16103] **Trilogy Mentor XL Master Reference Generator/Sync Pulse Generator**.
- [Ref. #ICONTROL-16101] **Harman Studer Route 6000** audio router and audio signal processing system.
- [Ref. #ICONTROL-16099] **SeaChange MSV 1200** broadcast-quality video server
- [Ref. #ICONTROL-16097] **QLogic SAN Fibre Channel Switches** are network switches compatible with the *Fibre Channel (FC)* protocol.
- [Ref. #ICONTROL-16094] **Intel SR-Series Server Systems**.

- [Ref. #ICONTROL-16093] **Infotrend SAN Storage** arrays for both *Fibre Channel* and *iSCSI* SAN environments.
- [Ref. #ICONTROL-16090] **HP P2000** SAN Storage Arrays.
- [Ref. #ICONTROL-12907] **Harmonic Electra-series** encoders that use the *DIVICOM-EUROPA-MIB* SNMP file.

iControl Web

- [Ref. #ICONTROL-14065] iControl introduces the ability to script the creation and modification of zones and buttons in an iControl Web page. Among other possible scenarios, this enhancement enables you to *script once...implement to many instances* (for example, you may wish to create 200 buttons; You need only script once instead of individually dragging and dropping 200 times).

New in Version 4.41

iControl Hardware

- [Ref. #ICONTROL-16225] iControl Version 4.41 introduces support for the *Dell PowerEdge R320* server in the role of Application Server.

Note: Grass Valley continues to support older hardware models.

See also

For more information about supported server models and overall hardware requirements, see "[Hardware Requirements](#)", on page 1.

New and Enhanced in Version 4.40

Context-Sensitive Event Log Viewer of iC Web

- [Ref. #ICONTROL-15850] In version 4.40 of iControl, opening the context-sensitive (device-specific) Event Log Viewer in both iControl Navigator and iC Web now opens the full Log Viewer window rather than the more limited version of it used in the past. By taking advantage of the search filter features of the standard Log Viewer window, you can use any parameter of any listed log entry as either a solitary search criterion or else to be added to the existing search criteria of the current filter simply by right-clicking any cell of any log listing.

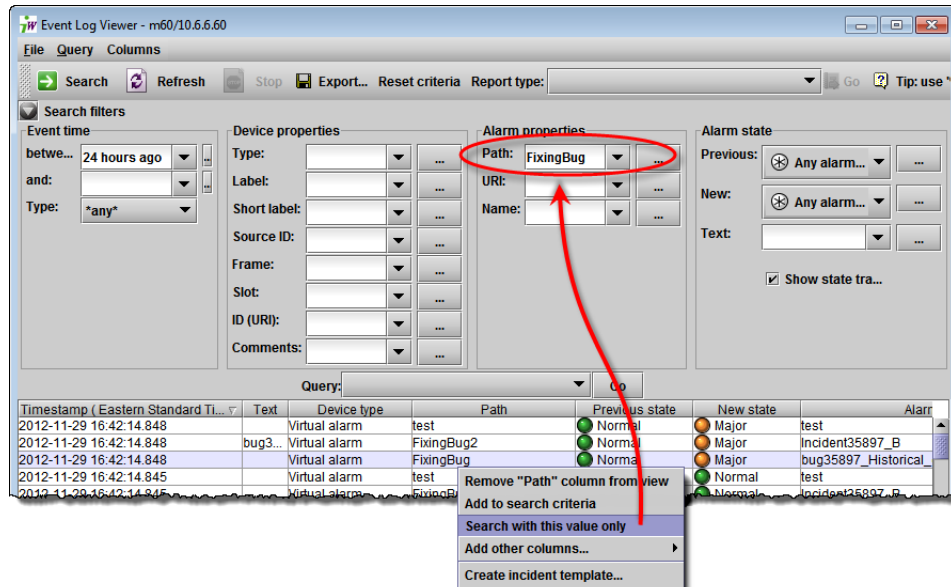


Figure 2-8 Using the **Search with this value only** feature in the context-sensitive Log Viewer

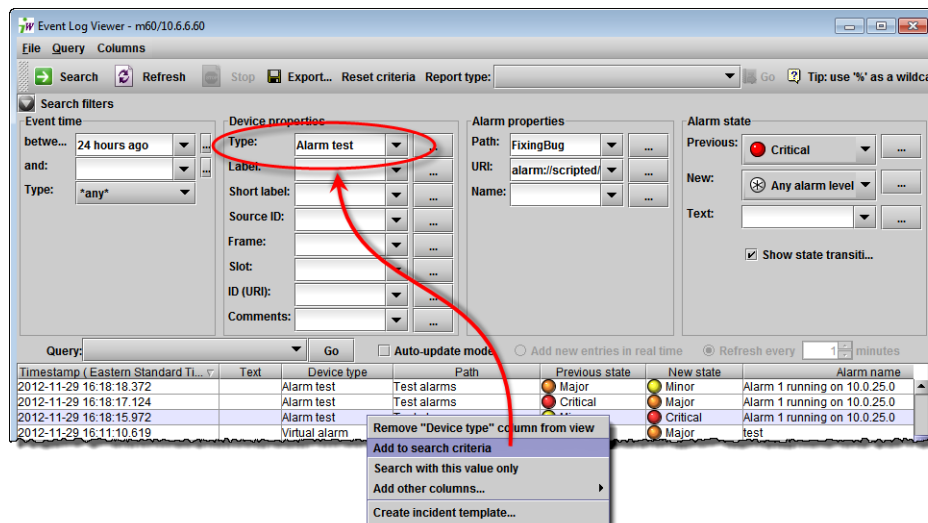


Figure 2-9 Using the **Add to search criterion** feature in the context-sensitive Log Viewer

Note: If the context of a context-sensitive Event Log Viewer is a *virtual* alarm, the **URI** field — under **Alarm properties** in the **Search filters** area — is automatically populated with the URI of that virtual alarm.

See also

For more information, see the “Device-Specific Event Log Viewer” section in the “Logs” chapter of the *iControl* version 4.40 User Guide (M226-9900-279).

Densité Services

- [Ref. #ICONTROL-12646/16154] **FIO-901**: iControl version 4.40 introduces the FIO-901 controller card for a LUMO fiber converter frame.
- [Ref. #ICONTROL-16057/16154] **XVP-3901**: Together with firmware version 3.2.0 of this Densité card, iControl version 4.40 enhances its XVP-3901 offering by supporting loudness logging.

Supported Devices

See also

For more information about:

- Requesting licenses and activating support (in the case of iControl options) for any below-mentioned devices, see the “License Management” chapter of the *iControl version 4.40 User Guide (M226-9900-279)*.
- Any of the below-mentioned devices, see the *iControl Supported Device Reference Guide (M226-9900-108)*.

- iControl supports the following devices:
 - [Ref. #ICONTROL-12821] **Cisco D9036 Modular Encoding Platform** device
 - [Ref. #ICONTROL-12844] **Ross Video Production Technology OpenGear** frame and modules
 - [Ref. #ICONTROL-12858] **EVS XT/XS-series** video production servers
 - [Ref. #ICONTROL-12874] **Rohde & Schwarz Exciter** when operating in ATSC mode
 - [Ref. #ICONTROL-12908] **Rohde & Schwarz AEM100** emission multiplexer
 - [Ref. #ICONTROL-12909] **Grass Valley Vertigo XG** advanced HD/SD graphics processor
 - [Ref. #ICONTROL-15822] **Ineoquest IVMS** intelligent video management system
 - [Ref. #ICONTROL-15843] **Motorola DSR 4550** integrated receiver/decoder
 - [Ref. #ICONTROL-15885] **T-VIPS TVG-series** gateways/**CP-series** processors
 - [Ref. #ICONTROL-15902] **Arris EGT dual-pass encoder** family of devices
 - [Ref. #ICONTROL-15903] **Arris EGT HEMI** multi-channel encoder
 - [Ref. #ICONTROL-15904] **RGB MMC** modular media converter
 - [Ref. #ICONTROL-15905] **RGB BNP** broadcast network processor family of video processing devices
- [Ref. #ICONTROL-15846] iControl version 4.40 enhances its support of the **Motorola DSR 4460** integrated receiver/decoder with the addition of the **Video Lock** and **Video PID** alarms.

New and Enhanced in Version 4.30

Automated System Snapshot

- [Ref. #36696] iControl introduces the automated system snapshot feature in version 4.30. In the event that you find yourself troubleshooting an issue, Grass Valley Technical Support may likely ask for a system snapshot of your Application Server to better understand your particular situation and more rapidly deploy a solution.

See also

For more information about the iControl System Snapshot feature, see the “Creating a System Snapshot” section of the “Common Tasks” chapter of the *iControl User Guide (M226-9900-278)*.

Event Log Viewer

- [Ref. #33425] In iControl version 4.30, in the Event Log Viewer, you can now choose to display only those logged events with alarm states that have changed by selecting the check box, **Show state transition only**. This option is enabled by default.

iC Router Control

- [Ref. #33736] iC Router Control introduces a JavaScript API enhancement that allows you to switch back to the last (previous) source of a destination.

See also

For more information, see your next level of support.

- [Ref. #23857] iC Router Control now supports importing NVISION configuration data into Router Manager Configurator.

See also

For more information, see the “Importing an NVISION Physical Router Configuration” section in the *iControl Router Manager Quick Start Guide (M446-2800-100)*.

iControl Integration with ScheduALL

- iControl version 4.30 introduces the ScheduALL connector GSM plug-in, in support of an integration with the ScheduALL® Enterprise Resource Management (ERM) system software. The plug-in acts as a liaison handling all communications between iControl and ScheduALL. Using the plug-in, iControl can now access ScheduALL’s database of tasks (known as bookings) and resources (devices), and users can schedule device actions in iControl according to that schedule. All ScheduALL alarm providers can be found in the GSM Alarm Browser at the following location:

iControl alarms | Health monitoring | ScheduALL

The following graphics show the ScheduALL plug-in as seen in the GSM Alarm Browser (see [Figure 2-10](#), see [Figure 2-11](#), and see [Figure 2-12](#)) as well as the ScheduALL Plug-in Configuration window (see [Figure 2-13](#) and see [Figure 2-14](#)), and tables listing bookings data and device data (see [Figure 2-15](#) and see [Figure 2-16](#)).

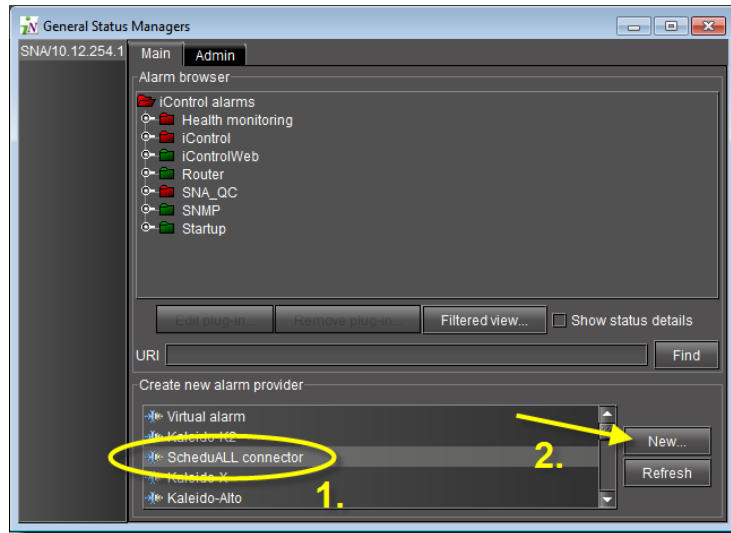


Figure 2-10 Creating a ScheduALL® alarm provider plug-in in the GSM Alarm Browser

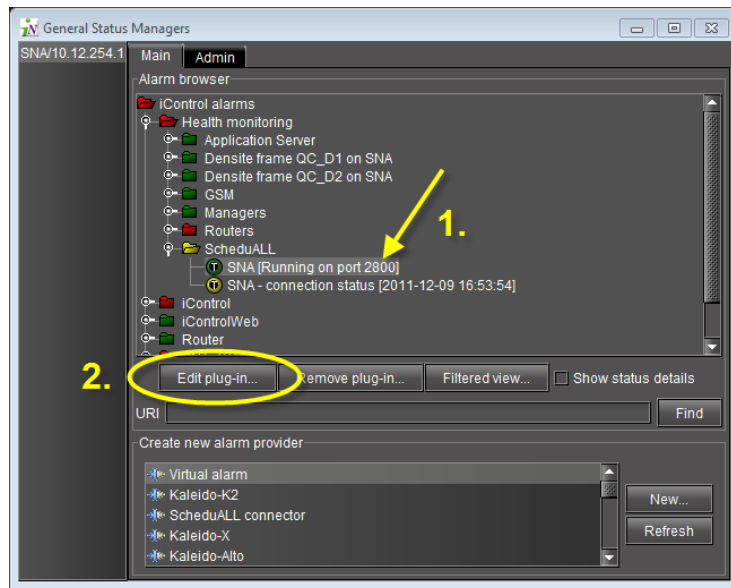


Figure 2-11 Editing the ScheduALL connector plug-in (Main tab)

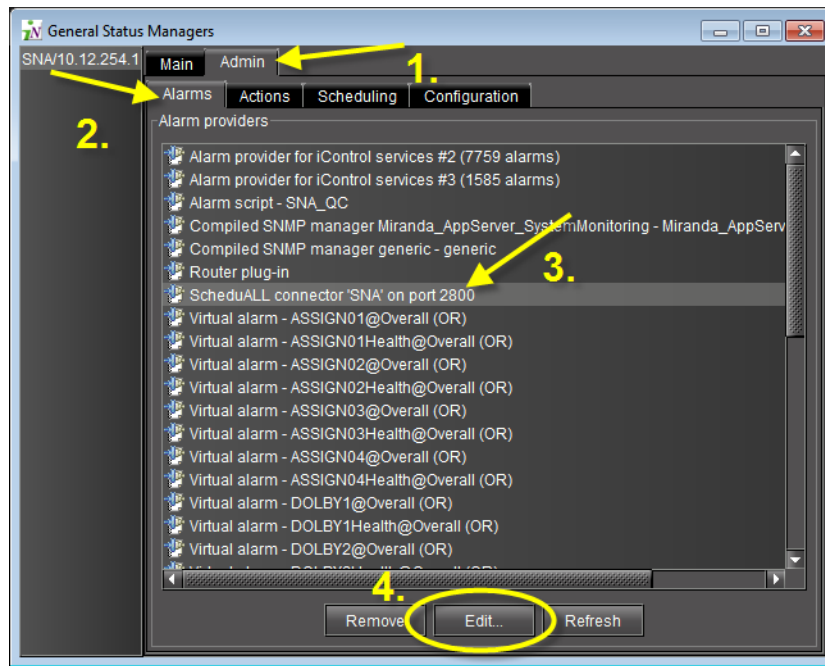


Figure 2-12 Editing the ScheduALL connector plug-in from the Admin | Alarms tab

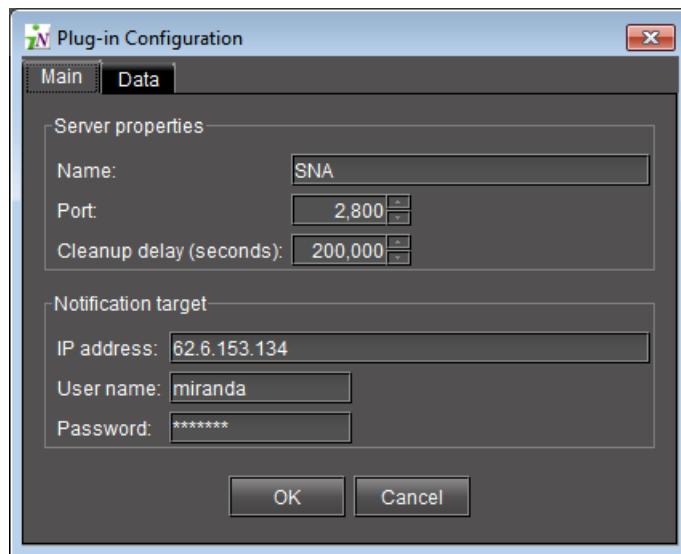


Figure 2-13 Main tab of ScheduALL Plug-in Configuration window

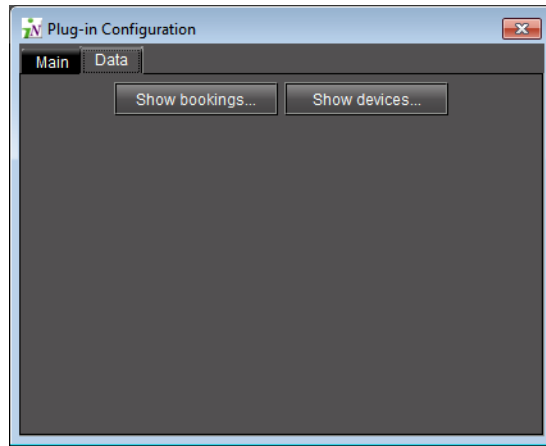


Figure 2-14 Data tab of ScheduALL Plug-in Configuration window

Circuit	Status	Co.	Sstbl	Stati	Lead	Start	End	Se	Se	Ser	Job	Client	Wor	Usa	Path	Timestamp	St	S	Ar	B	C	C	P	Pr	R	S	
262	300	300	Com.	2011/09/06 11:35:00	2011/09/06 11:35:00	2011/09/06 11:55:00						TEST Client 4	130	130		2011/09/06 11:35:00	0	0									
266	300	300	Com.	2011/09/06 13:15:00	2011/09/06 13:15:00	2011/09/06 13:20:00						TEST Client 2	137	137		2011/09/06 13:15:00	0	0									
270	300	300	Com.	2011/09/06 13:20:00	2011/09/06 13:20:00	2011/09/06 13:25:00						TEST Client 4	140	140		2011/09/06 13:20:00	0	0									
272	300	300	Com.	2011/09/06 13:20:00	2011/09/06 13:20:00	2011/09/06 13:40:00						TEST Client 1	141	141		2011/09/06 13:20:00	0	0									
274	300	300	Com.	2011/09/08 17:05:00	2011/09/08 17:05:00	2011/09/08 17:15:00						TEST Client 3	142	142		2011/09/08 17:05:00	0	0									
254	300	300	Com.	2011/09/09 15:00:00	2011/09/09 15:00:00	2011/09/09 16:00:00						TEST Client 3	131	131		2011/09/09 15:00:00	0	0									
280	300	300	Com.	2011/09/09 17:35:00	2011/09/09 17:35:00	2011/09/09 18:25:00						TEST Client 1	134	134		2011/09/09 17:35:00	0	0									
286	300	300	Com.	2011/09/11 11:35:00	2011/09/11 11:35:00	2011/09/11 11:45:00						TEST Client 3	149	149		2011/09/11 11:35:00	0	0									
291	300	300	Com.	2011/09/11 12:44:00	2011/09/11 12:44:00	2011/09/11 13:00:00						TEST Client 4	151	151		2011/09/11 12:44:00	0	0									
293	300	300	Com.	2011/09/11 15:11:00	2011/09/11 15:11:00	2011/09/11 15:30:00						TEST Client 2	152	152		2011/09/11 15:11:00	0	0									
297	300	300	Com.	2011/09/11 15:15:00	2011/09/11 15:15:00	2011/09/11 15:20:00						TEST Client 3	153	153		2011/09/11 15:15:00	0	0									
299	300	300	Com.	2011/09/11 17:10:00	2011/09/11 17:10:00	2011/09/11 17:20:00						TEST Client 4	154	154		2011/09/11 17:10:00	0	0									
302	300	300	Com.	2011/09/11 17:40:00	2011/09/11 17:40:00	2011/09/11 17:50:00						TEST Client 3	156	156		2011/09/11 17:40:00	0	0									
305	300	300	Com.	2011/09/11 17:50:00	2011/09/11 17:50:00	2011/09/11 17:55:00						TEST Client 4	158	158		2011/09/11 17:50:00	0	0									
307	300	300	Com.	2011/09/11 18:15:00	2011/09/11 18:15:00	2011/09/11 18:20:00						TEST Client 3	159	159		2011/09/11 18:15:00	0	0									
309	300	300	Com.	2011/09/11 18:25:00	2011/09/11 18:25:00	2011/09/11 18:30:00						TEST Client 2	160	160		2011/09/11 18:25:00	0	0									
311	300	300	Com.	2011/09/11 18:40:00	2011/09/11 18:40:00	2011/09/11 18:45:00						TEST Client 3	161	161		2011/09/11 18:40:00	0	0									
313	300	300	Com.	2011/09/12 11:00:00	2011/09/12 11:00:00	2011/09/12 11:10:00						TEST Client 4	162	162		2011/09/12 11:00:00	0	0									
315	300	300	Com.	2011/09/12 11:00:00	2011/09/12 11:00:00	2011/09/12 11:10:00						TEST Client 4	163	163		2011/09/12 11:00:00	0	0									
317	300	300	Com.	2011/09/12 11:00:00	2011/09/12 11:00:00	2011/09/12 11:10:00						TEST Client 4	164	164		2011/09/12 11:00:00	0	0									
319	300	300	Com.	2011/09/12 11:00:00	2011/09/12 11:00:00	2011/09/12 11:10:00						TEST Client 4	165	165		2011/09/12 11:00:00	0	0									
321	300	300	Com.	2011/09/12 17:05:00	2011/09/12 17:05:00	2011/09/12 17:15:00						TEST Client 4	166	166		2011/09/12 17:05:00	0	0									
331	300	300	Com.	2011/09/14 16:20:00	2011/09/14 16:20:00	2011/09/14 16:30:00						TEST Client 2	171	171		2011/09/14 16:20:00	0	0									
333	300	300	Com.	2011/09/15 13:50:00	2011/09/15 13:50:00	2011/09/15 14:00:00						TEST Client 4	172	172		2011/09/15 13:50:00	0	0	0	0					3		
336	300	300	Com.	2011/09/15 17:35:00	2011/09/15 17:35:00	2011/09/15 17:50:00						TEST Client 3	173	173		2011/09/15 17:35:00	0	0	0	0					3		

Figure 2-15 ScheduALL Circuit (Bookings) Data table

Device ID	Status Cod.	Status Cod.	Status Notes	Duration
ASSIGN01	600	600	Health in E...	300
DOLBY2	600	600	Health in E...	300
DOLBY1	600	600	Health in E...	300
ASSIGN02	600	600	Health in E...	300
STCONV_1	600	600	Health in E...	300
ASSIGN04	600	600	Health in E...	300
STCONV_2	600	600	Health in E...	300
ASSIGN03	600	600	Health in E...	300
STCONV_3	600	600	Health in E...	300
STCONV_4	600	600	Health in E...	300
VED1_MIX	600	600	Health in E...	300
VED2_MIX	600	600	Health in E...	300
VED3_MIX	600	600	Health in E...	300

Figure 2-16 ScheduALL Device Data table

Logging and Analyzing Loudness Data

- Certain devices like the Kaleido-Solo are capable of monitoring the loudness of audio streams. The data generated from monitoring may be streamed to an Application Server

where iControl's *Loudness Logger* can record and archive this stream of loudness data to a dedicated, external drive.

After (or even during) the logging of loudness data, iControl's *Loudness Analyzer* can plot a log file's loudness, making visible the data in units of LUFS (EBU) or LKFS (A85) over the time period covered by the file. Loudness Analyzer allows you to zoom into the data plot as well, effectively taking a subset of the time frame analyzed while increasing data granularity in the chart.

See also

For more information, see:

- the "Loudness Logging and Analyzing" section of the "Logs" chapter of the *iControl User Guide (M226-9900-278)*.
- the "Loudness Logger" section of the "Logs" chapter of the *iControl User Guide*.
- the "Loudness Analyzer" section of the "Logs" chapter of the *iControl User Guide*.
- the "Working with Loudness Logger and Loudness Analyzer" section of the "Logs" chapter of the *iControl User Guide*.

Revamped License Management Toolset/Workflow

- [Ref. #26149] iControl version 4.30 greatly enhances the workflow for requesting and managing your optional feature licenses for single Application Servers as well as for a network of Application Servers. With the introduction of the License Management page in iControl, you can now pick and choose the features you would like with greater ease, and then monitor the status of their respective licenses.

See also

For more information about the License Management feature, see the "License Management" chapter of the *iControl User Guide (M226-9900-278)*.

Support for SNMP version 3

- [Ref. #34226] iControl version 4.30 introduces support for SNMP version 3. SNMPv3 has as a primary purpose the task of providing a secure environment for managing devices, systems, and networks. Version 3 specifically protects against the following:
 - *Modification of information*: Countering the in-transit altering of SNMP messages by unauthorized SNMP entities.
 - *Masquerade*: Blocking attempts to perform management operations by an unauthorized party assuming the identity of an authorized party.
 - *Message stream modification*: Preventing the malicious reordering, delay, or replay of messages for the purposes of effecting unauthorized management operations.
 - *Disclosure*: Protecting against eavesdropping on exchanges between SNMP engines.

In order to effect these security enhancements, when an Application Server is configured in the role of SNMP agent, user profiles must be configured reflecting the three security levels native to SNMPv3:

- No Authentication and No Privacy (noAuthNoPriv)
- Authentication but no Privacy (authNoPriv)
- Authentication and Privacy (authPriv)

These security levels, when pegged to specific user profiles with user IDs and passwords, serve as a security filter for SNMP exchanges. User profiles are defined on the SNMP agents.

See also

For more information about:

- SNMPv3 for an Application Server configured in the role of SNMP manager, see the "Adding Alarm Providers" section in the "Alarms in iControl" chapter of the *iControl User Guide (M226-9900-278)*.
- SNMPv3 for an Application Server configured in the role of SNMP agent, see the "Preparing an Application Server (as SNMP Agent) to use SNMPv3" section in the "iControl and SNMP" chapter of the *iControl User Guide*.

Supported Devices

- iControl now supports the Motorola DSR-6100 Integrated Receiver/Transcoder device.

See also

For more information, see the *iControl Supported Device Reference Guide (M226-0900-104)*.

- **Mixed Signals Medius device driver:** iControl version 4.30 updates the Medius SNMP plugin.
- **Mixed Signals Sentry device driver:** iControl version 4.30 introduces support for the Mixed Signals Sentry device.

Re-designed Interface for Viewing and Editing Lookup Tables

- [Ref. #31901] As in the past, iControl's method of making network services and devices aware of one another's presence is through the use of lookup tables. You can view and edit lookup tables directly in iControl's Lookup locations page.

In version 4.30, iControl's Lookup locations page has a changed look and significantly different behavior, making planning and configuration easier and more intuitive.

See also

For more information about:

- the new user interface on the iControl Lookup locations page, see the "Lookup Services" section of the "Getting Started" chapter of the *iControl User Guide (M226-9900-278)*.
- examples of inputting service and alarm discovery lookup locations, see the "Examples: Service and Alarm Discovery Scenarios" section of the "Getting Started" chapter of the *iControl User Guide*.

See also

For more information about:

- examples of inputting alarm publication lookup locations, see the “Examples: Alarm Publication Lookup Scenarios” section of the “Getting Started” chapter of the *iControl User Guide*.

New in Version 4.14

Densité Services

- [Ref. #35393/34484] **DSP-710 (expansion module)**: In iControl version 4.14, the control panels of several Densité cards have changed to accommodate the introduction of the DSP-710 Dolby Module (on Densité cards) as the next DSP-based expansion module. The DSP-710 module replaces the functionality of existing Dolby modules. The following Densité cards can support this new module:
 - AMX-3981
 - ADX-3981
 - EAP-3901
 - EAP-3101
 - DAP-1781
 - XVP-3901

Supported Devices

See also

For more information about any of the below-mentioned newly supported devices, see the *iControl Supported Device Reference Guide (M226-0900-107)*.

- [Ref. #35401] iControl supports the APC Smart UPS 2200 VA network power protection device.
- [Ref. #35398] iControl supports the Harris NetPlus M400 Integrated Receiver/Decoder.
- [Ref. #34315/34920] iControl supports the Axon frames RRS08 (version 34) and RRS18 (version 34) as well as the following Axon modular interfacing and conversion cards.
 - 2HX10 (version 21)
 - CDV29 (version 03)
 - DLA41 (version 06)
 - DLA42 (version 05)
 - DLA43 (version 06)
 - GDR26 (version 07)
 - HDR07 (version 04)
 - HEP10 (version 100)
 - HPD13 (version 100)
 - HRB99 (version 080)
 - HXT10 (versions 300, 330, 390)

- PBS03 (version 06)
- SDN09 (version 07)
- SDN08 (version 07)
- [Ref. #35544] iControl supports the Motorola DSR 4460 Commercial Satellite Receiver.
- [Ref. #35113] iControl supports the Harris IconStation Advanced Channel Branding System.
- [Ref. #35476] iControl supports the Barco OL-series of LED video walls.
- [Ref. #35543] iControl supports the Ericsson RX8200-Series Advanced Modular Receiver.

New in Version 4.13

Alarms

- [Ref. #30953] iControl introduces the GSM *Remote Connector* plug-in. This plug-in connects iControl's GSM to any device that support the Connector protocol in a language-independent way (using XML), and in a way in which a third party can initiate a connection and subsequent requests.

See also

For more information, see the "Remote Connector Alarm Providers" section in the "Alarms" chapter of the *iControl Version 4.13 User Guide*.

Cycling

- [Ref. #30163] In iControl version 4.13, you can now choose to *Stop* alarm monitoring by the cycling engine rather than *Pause* alarm monitoring. The *Stop* option allows you to change the channel manually on a cycling set-top box or even shut it down completely without causing a mismatch later between a probe's alarms and the cycling engine's alarms.

Densité Services

REF-1801/SGP-1801

- [Ref. #34721] The REF-1801 and SGP-1801 Densité modules now report timecode data to iControl's GSM.

Support for Remote Desktop in iC Web

- [Ref. #21515] iControl Web introduces support for a Remote Desktop session in a zone as an alternative to embedding a VNC client session in a zone. Using Stoneware's® WebRDP client as an RDP (Remote Desktop Protocol) applet, this alternative offers enhanced performance and stability in addition to utilizing a tested industry standard (ITU T.120), widely deployed in many customer domains.

Note: This is a non-standard option available upon request and installed by a Grass Valley Support technician. For contact information, see "[Contact Us](#)", on page 95.

See also

For more information about Stoneware's webRDP software, see their user manual at the following link:

<http://www.webrdp.com/site/products/webRDP/webRDPGuide.pdf>

SNMP

- [Ref. #33940] iControl introduces support for PC basic health monitoring via SNMP.
- [Ref. #30270] iControl introduces a newly reworked *SNMP agent* plugin, meant to enhance and replace the older SNMP agent plugin. You can now create multiple instances of the new plugin simultaneously. Additionally, you can configure the GSM to act as an SNMP agent for individual alarms as well as for all alarms.

Note: The *SNMP Agent* plug-in is an orderable option that does not come standard with iControl version 4.13. For details on ordering and installing the SNMP Agent plug-in, contact Grass Valley Technical Support (see "[Contact Us](#)", on page 95).

See also

For more information about configuring the new SNMP agent plug-in, see the "Configuring the GSM as an SNMP Agent" section in the iControl and SNMP" chapter of the *iControl Version 4.13 User Guide*.

- [Ref. #33596] iControl now supports the Envivio 4Caster C4 multi-screen video encoder.

Supported Devices

- [Ref. #33939] iControl now supports the Statmon AXESS application.
- [Ref. #33938] iControl now supports the AKCess Pro AKCP Sensor Probe 8 device.
- [Ref. #33937] iControl now supports the Evertz MSC5600 ACO2 device.
- [Ref. #33936] iControl now supports the Evertz MSC5600 device.
- [Ref. #33695] iControl now supports the Motorola CAP-1000 CherryPicker Application Platform. The CAP-1000 device is a multiplexer and encoder used to multiplex several SD/HD services encoded in MPEG-2 and MPEG-4 formats.

See also

For more information, see the "Motorola" section of the *iControl Supported Devices Reference Guide*.

New in Version 4.12

SNMP Drivers

- [Ref. #32596] iControl now supports the Motorola DSR-6100 Integrated Receiver/Transcoder device.

See also

For more information, see the *iControl Supported Device Reference Guide (M226-0900-104)*.

- [Ref. #32921] **Mixed Signals Medius device driver:** iControl version 4.12 updates the Medius SNMP plugin.
- [Ref. #32922] **Mixed Signals Sentry device driver:** iControl version 4.12 introduces support for the Mixed Signals Sentry device.

New in Version 4.11

Access Control - Support for Adding, Deleting, and Modifying Roles

- [Ref. #31310] iControl now allows users to add and delete privilege roles in the Privilege Management feature. Before assigning a role to a user or resources to a role, it may be necessary to modify permissions of an existing role or add a new role to the list of available roles. Additionally, you may also delete a role if desired.

See also

For more information, see the "Access Control" chapter of the *iControl Version 4.11 User Guide*.

Access Control - Card-Level Access Control for the RCP-200

- [Ref. #31310] iControl version 4.11 introduces access control for the RCP-200.

See also

For more information, see the *RCP-200 Advanced Remote Control Panel Guide to Installation and Operation (M876-9900-102)*

Application Server Health Monitoring

- [Ref. #32469 / 31806] iControl version 4.11 improves upon the health monitoring capability of iControl with the addition of several Application Server, hardware-related alarms informed by hardware sensors. The alarms provide sensor information in the categories of temperature, current, voltage, fans, and chassis.

IMPORTANT: Sensor-derived alarms vary with different model servers

The sensor-derived individual alarms do vary from one model of Application Server to another. The figures shown below are taken from the GSM Alarm Browser of a Dell PowerEdge R310 Application Server.

IMPORTANT: Sensor-derived Health Monitoring | Application Server alarms are only supported on the Dell PowerEdge R200, R210, R310, and R320 Application Servers.

IMPORTANT: The Dell PowerEdge R200 Application Server does not support any Health Monitoring | Application Server alarms in the *Current - Power* category.

The following alarms are new to the Health Monitoring | Application Server alarm folder in the GSM Alarm Browser for a Dell PowerEdge R310 Application Server:

Table 2-3: Sensor-derived Health Monitoring | Application Server alarms for an R310

Alarm category	Alarm
Chassis	Chassis cooling fan fault [<true, false>]
	Chassis drive fault [<true, false>]
	Chassis intrusion [<active, inactive>]
	Chassis main power fault [<true, false>]
	Chassis power control fault [<true, false>]
	Chassis power overload [<true, false>]
Current - Power	Power supply 1 current [<i>Amperes</i>]
	Power supply 2 current
	System level power [<i>Watts</i>]
Fan	Fan 1A speed [<i>RPM</i>]
	Fan 1B speed
	Fan 2A speed
	Fan 2B speed
	Fan 3A speed
	Fan 3B speed
	Fan 4A speed
	Fan 4B speed
	Fan 5A speed
	Fan 5B speed
	Fan redundancy
Temperature	Ambient temperature [<i>degrees Celsius</i>]
	CPU temperature [<i>degrees Celsius</i> ; actual, range to critical threshold]
	Memory module temperature [<i>degrees Celsius</i> ; actual]
	Planar temperature
	Power supply 1 ambient temperature
	Power supply 1 temperature
	Power supply 2 ambient temperature
Power supply 2 temperature	

Table 2-3: Sensor-derived Health Monitoring | Application Server alarms for an R310

Alarm category	Alarm
Voltage	1.2V AUX FAIL
	1.2V LOM FAIL
	1.05V AUX PG
	1.8V AUX PG
	CPU1 MEM FAIL
	CPU1 VTT FAIL
	Power supply 1 voltage [volts]
	Power supply 2 voltage
	PS PG
	VCORE

See also

For more information about alarms for the health monitoring of Application Servers, see the “Alarms in iControl” chapter of the *iControl Version 4.11 User Guide*.

iC Router Control

- [Ref. #32092 / 28098] Evertz Quartz Type 1 ASCII Protocol: Support for viewing router error conditions on iC Web clients.

iC Web

- [Ref. #31998] iControl Web now allows you to specify the dimensions of your desired *Total Fullscreen* size (**Ctrl + F11**). For example, if your setup has four monitors but you would like the *Total Fullscreen* size to include only two of the monitors, you can do so by editing the page properties in iC Creator.

See also

For more information, see the “Customizing the Dimensions of the Total FullScreen Mode” section in the “Creating iControl Web Sites and Pages” chapter of the *iControl Version 4.11 User Guide*.

Redundancy / Failover

- [Ref. #22047] The Automatic Failover feature now includes alarming to indicate Application Servers’ takeover states. The relevant alarms are in the Health Monitoring folder of the GSM Alarm Browser.

SNMP Drivers

- [Ref. #25459] iControl now supports the Motorola SE-6000-series encoders.

Densité Services

- [Ref. #29942] **HMP-1801**: iControl now allows you to select a serial protocol (either Oxtel or VDCP) on the control panel of firmware version 5.1.0 or later of the HMP-1801 Densité card.

IMPORTANT: If your HMP-1801 card is not running firmware version 5.1.0 or later, the **Protocol** tab will not be available.

See also

For more information, see the *HMP-1801 High Definition Media Player Guide to Installation and Operation (M864-9900-108)*.

- [Ref. #32344] **HDA-193N-D-3SRP-F**: iControl introduces the new REAR module HDA-193N-D-3SRP-F in support of the HDA-1931 and HDA-1911 Densité cards.

New in Version 4.10

Densité Services

- [Ref. #31399] **HDA-1851**: Support for the new HDA-1851 Densité card. The HDA-1851 card is an HD/SD/ASI distribution amplifier with up to nine outputs and automatic equalization for up to 140 meters. It also offers signal presence detection and remote reporting. The card's multiformat features make it ideal for applications where HD and SD signals may co-exist. iControl version 4.10 introduces firmware version 1.0.0 of the HDA-1851 Densité card.
- [Ref. #31399] **HDA-1861**: Support for the new HDA-1861 Densité card. The HDA-1861 card is a relocked HD/SD/ASI distribution amplifier with up to nine outputs and automatic equalization for up to 140 meters. Relocking of the video signals provides an additional level of signal integrity in long cable length applications. The HDA-1861 DA supports both HD-SDI (*SMPTE-292M*) and SDI (*SMPTE-259M-C*) and also offers signal presence detection and remote reporting. iControl version 4.10 introduces firmware version 1.0.0 of the HDA-1861 Densité card.
- [Ref. #29511] **HLP-1801**: Support for firmware version 2.0.0. In addition to the LOCAL lipsync probing mode, this firmware version allows you to use the remote fingerprint analyzer offered with iControl version 4.10. The HLP-1801 Densité card, using firmware version 2.0.0, can send the audio and video fingerprint for lipsync analysis at the iControl level.

iC Web

- [Ref. #29980/31332] iControl Web now allows you to prioritize channels in a cycling engine scheduler. You may manually change channel priority and polling time through scripting. This allows you to publish an alarm for each virtual device, indicating the last time it was tuned.
- [Ref. #2683] iControl Web now supports JavaScript version 1.7.
- [Ref. #10735] iControl now allows you to customize the A/V synch delay parameter for the player in iC Web.

Grass Valley Media Player

- [Ref. #25259] The Grass Valley Media Player now supports the MPEG transport stream over UDP (using RTP as an Application Layer protocol).

SNMP Drivers

- [Ref. #31432] iControl now supports the Motorola NE2000 Network Encryptor, used for MediaCipher encryption of MPEG-2 MPTS or SPTS.

See also

For more information, see the *iControl Supported Device Reference Guide*.

- [Ref. #29191] iControl now supports the Hygain DCU1 Pathfinder digital control unit and the HAM-V antenna rotator system.

See also

For more information, see the *iControl Supported Device Reference Guide*.

Bugs Fixed in iControl

Fixed in Version 6.20

GSM

- ★ [Ref. #ICONTROL-18956] In versions 6.04 and above of iControl, after setting up Kaleido routers in iC Router Manager (using the Compact Router protocol), your GSM may begin to log and publish health alarms for the Kaleido and then stop. Also, you may suffer a significant slow-down on your iControl Web pages.

Workaround:

1. In a secure shell (SSH), log on to your Application Server.
2. Open, with a text editor, the `java.router.properties` file at the following location:

```
/usr/local/iControl/bin/conf
```

3. Edit the following property to appear as it is shown, here:

```
com.miranda.icontrol.routers.np0016.enableIOX=false
```

4. Restart the *Router Manager* service.

Web System Administration

- ★ [Ref. #ICONTROL-18851] When upgrading iControl from version 4.x to version 6.x, the installation script does not automatically display upgrade logs, nor does it reboot the system.

The absence of an automatic reboot prevents the new software version from coming online (without a manual Application Server restart), and the lack of a visible log leaves the user not knowing the upgrade status.

Fixed in Version 6.03

Security Infrastructure

- [Ref. #ICONTROL-18771] iControl version 6.03 upgrades the Application Server's Bash shell on the following hardware platforms:
 - Dell PowerEdge 200
 - Dell PowerEdge 210
 - Dell PowerEdge 310
 - Dell PowerEdge 320

Application Server Platform Support

- [Ref. #ICONTROL-18380] The status of the primitive alarm at the following path becomes critical and remains so after just one packet is in error. The threshold is set, by default, at 0% of packets in error, such that anything more than 0% of packets in error triggers a critical status. Additionally—once triggered—this critical status persists despite any threshold reconfiguration.

iControl alarms | Health monitoring | Application Server | <Application Server> | Network | eth0 | Discards packets in (%)

Audio Loudness Infrastructure

- [Ref. #ICONTROL-18525] When the NAS goes offline or if there is some other kind of communication failure with the NAS, once the NAS is online again, the Loudness Logger service in iControl remains alarmed with logging disabled. The Loudness Logger service in this situation remains disabled until it is restarted.

Cycler Engine

- [Ref. #ICONTROL-18616] When left for an extended period of time (typically days), cyclers may no longer cycle channels in the same order. Furthermore, they may no longer be synchronized to the same starting time.

Workaround: This issue has been fixed in iControl version 6.03 through the introduction of the `cyclerGroupId` property in JavaScript, that can be set for a cycler. All cyclers of the same group, having the same timing values, will tune virtual devices based on the same starting time. This ensures that if all cyclers in a group having the same timing values will always cycle channels at the same time.

GSM

- [Ref. #ICONTROL-18522] In systems with DCMs connected to iControl via SNMP, DCM-generated alarms may have paths with an empty folder in their respective hierarchies. In such cases, the host server of the GSM may experience high-CPU usage whenever such alarms are either acknowledged or have their latches reset.

iC Creator

- [Ref. #ICONTROL-18287] Two-point lines drawn in iC Creator appear rotated in a clockwise fashion after saving and then reloading.

iC Web

- [Ref. #ICONTROL-18607] Attempts to open a panel or script an action for a service involving any of the ADX-3981, AMX-3981, EAP-3×01, or FRS-3901 Densité cards through an iC Web client may fail.

Note: The fix for this bug is in the v3.1.1 Densité upgrade packages for each of the aforementioned cards. These upgrade packages fix this bug when installed in iControl versions 5.00, 6.00 and 6.01. iControl versions 6.02 and 6.03 already have these Densité upgrade packages bundled within them and so do not require Densité card upgrades.

Supported Devices

- [Ref. #DRIVER-206] On the Ericsson RX8200-Series Advanced Modular Receiver, presets may sometimes not automatically update.

Fixed in Version 6.02

Application Server Failover

- [Ref. #ICONTROL18167] When a *Backup* Application Server loses connectivity to its configured *Main* Application Server, an Autofailover to the *Backup* may result without any further attempt by the *Backup* to establish contact with the *Main*.

Workaround: Although this issue has been resolved with a mechanism to perform three attempts to re-establish connectivity, Grass Valley recommends disabling the *Autofailover* function while upgrading your Application Server.

iC Creator

- [Ref. #ICONTROL-18188] In iC Creator, the **Move Figure Edit** menu option may not always work correctly for the line tool. For a straight line this option occasionally a pixel to the stroke width. When trying to change the size of the line, the line may rotate from its center counterclockwise while increasing the length of the line. When trying to move the line, the line might not move to the exact location, but may instead be a few pixels off and no longer straight. If the line has more than two points, the *Move Figure* function may be unresponsive.

Fixed in Version 6.01

Support for APCII Controller and RFS-0886 Cards

- [Ref. #ICONTROL-18299] After adding a frame containing RFS-0886 cards, iControl is able to see the frame but not the frame's cards.

Fixed in Version 6.00

License Management

- [Ref. #ICONTROL-17591] When using a browser other than Internet Explorer version 8.0, the countdown timers visible on the *iControl—License Management* page may not display remaining times correctly.

Fingerprint Analysis

- [Ref. #ICONTROL-16582] When all audio signals—whose fingerprints are being analyzed—are silent, then Fingerprint Analyzer should interpret the signals as having the same content, and thus display a green status. Currently, in this scenario, the status returned is grey. This is also the case with video fingerprint comparisons among video signals that are all black.

Fixed in Version 4.40

Fingerprint Analysis

- [Ref. #ICONTROL-12852] The formatting of fingerprint analysis alarm URIs is inconsistent across the different card types.

iControl Creator

- [Ref. #ICONTROL-16019] When you create a Web page in iControl Creator with a player originating from a device that **does not** support RALM (e.g. an IRD card, an EdgeVision device), the checkbox for RALM in the audio pane remains selected and your system may stop functioning after an indeterminate amount of time.

Fixed in Version 4.30

Incident Logs

- [Ref. #20904] In iControl Navigator's **Incident Template** window, when an alarm status changes, the selection data contained within the table may be lost.

With the introduction of a new **Show live statuses** check box on the **Incident Templates** and the **Incident Template Configuration** windows, you can choose to disable live updating of sub-alarm statuses, thus allowing you to process the selections of the table at your leisure. To disable live updating, clear this check box.

Densité Services

- [Ref. #19004] When you open a service's control panel by using the Show Info control panel command (right-click a device in the Navigator view, and then click **Show info control panel** on the shortcut menu) it sometimes happens that the Info tab does not receive the focus.

Platform and Support

- [Ref. #26218] If you are running iControl version 4.14 or earlier on a Dell PowerEdge-series Application Server, Imaging Connection Manager services may not stop and start as directed from the Grass Valley Monitoring page of iControl.

This is rectified in iControl version 4.30.

iC Router Control

- [Ref. #32450] When your Application Server reboots, you may lose connectivity to your Neviion VikinX Compact router.

Fixed in Version 4.14

Access Control

- [Ref. #35242] If an Application Server is configured to use the eth1 port instead of eth0, security features may be disabled.

Densité Services

- [Ref. #35693] When an XVP-3901 control panel is repeatedly opened and closed, iControl may freeze.

ImageStore

- [Ref. #16966] Clicking the **Emergency** button in the iControl service panel for the Imagestore IS300 has no effect.

Fixed in Version 4.12

Densité Services

- [Ref. #31082] **3DX-3901**: In the 3DX-3901 Control Panel, the *Critical Health Failure* alarm is not visible in the **Alarm Configuration** panel.
- [Ref. #33089] **FIO-1901**: In the FIO-1901 Control Panel, when attempting to copy a FIO-1901 card's alarm profile to other cards, the other cards are not visible in the **Copy to other cards** menu.

Fixed in Version 4.11

Densité Services

- [Ref. #31472] **HMP-1801**: When selecting a Preload, a different clip than the one you chose may cue and play.
- [Ref. #23734] Audio-streaming may intermittently cut off due to audio loss packets. This may result in an audible tick or pop.

General Status Manager

- [Ref. #30603] Some GSM scripts do not load because functions within them are too long.

- [Ref. #25866] When you select **Offline** as an operational mode for a disabled alarm in the GSM Alarm Browser and then deselect **Offline**, the prefix iOMZ@ appears before the alarm text.

iC Router Control

- [Ref. #29634] Grass Valley's implementation of the PESA USP router protocol does not support multiple physical levels.

Redundancy / Failover

- [Ref. #31460] After an Application Server failover, the **Current IP** attribute on the new *Main* Application Server is not updated. Instead, the new *Main's* **Current IP** remains **Unknown**.

IMPORTANT: The software resolution to this bug necessitates that in order for redundancy to be fully functional, **ONE** of the following conditions must be true:

- **ALL** the Application Servers within the Redundancy Group have iControl version 4.10 or **later** installed.
- **ALL** the Application Servers within the Redundancy Group have versions of software **earlier** (and not including) iControl version 4.10 installed.

One implication of this is that when upgrading an Application Server to version 4.10 or higher, you must similarly upgrade **ALL** Application Servers within the Redundancy Group in order for redundancy to be functional.

Security Infrastructure

- [Ref. #32065] The GSM service may fail to start after restoring iControl version 4.10 to an Application Server that has been recently ghosted.

Fixed in Version 4.10

General Status Manager

- [Ref. #15887/30843] On systems with multiple GSMs and deep hierarchies of virtual alarms, acknowledging virtual alarms may cause latency or unresponsiveness of one or more GSMs.

Grass Valley Media Player

- [Ref. #29552] Loading a Web page with many players having audio level meters and video, and then right-clicking a player to display the context menu may raise CPU usage to 100%.

SNMP Driver Creator / MIB Browser

- [Ref. #29409] When building drivers for MIBs, the MIB dependencies are not always propagated to the Application Server when uploading the MIBs at publish time.

Known Issues and Limitations

The following is a list of known issues and limitations associated with iControl version 3.0 and later. The star (★) symbol indicates a new issue in iControl version 6.04.

Access Control

- [Ref. #16903] When configuring Access Control, the use of special characters (e.g. #@+; "\, <>/) in the **User ID** and Phone number boxes causes errors.
- [Ref. #12422] In certain circumstances, having invalid Lookup Services (LUS) registered on an Application Server may prevent users from logging in to some iControl applications. Specifically, if 10 or more invalid LUS addresses are specified (refer to *Specifying JINI Lookup Locations* in the *iControl User's Guide*), with security enabled, the message "Cannot communicate with LDAP server. This application will be closed." may appear.

Workaround: Temporarily remove the unreachable servers' IP addresses from the set of lookup locations.

Alarm Management

- [Ref. #ICONTROL-17705] **KX Router alarms:** If your system is connected to a KX device, you may see KX Router health monitoring alarms published to the iControl GSM. These alarms are not relevant and should be ignored.

Application Server Backup and Restore

- [Ref. #ICONTROL-18531] If using Microsoft Internet Explorer 10, when you restore from a backup, you may see an error message that indicates the restore operation has failed.

Note: This behavior has not been observed to occur when using iControl on a virtual machine.

Workaround: Remove the ReceiveTimeout DWORD from your PC's registry key at the following path in the Windows Registry Editor:

\\HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings

- [Ref. #ICONTROL-16687] In certain cases, when you back up configuration data from an Application Server, after you subsequently attempt a restore operation, LDAP configuration data does not survive. The success of the backup/restore operation of LDAP data depends upon both the hardware model of Application Servers and their respective versions of iControl software, and is summarized as follows:

Table 2-4: LDAP restore behaviors based on tested hardware and software combinations

iControl version of machine generating a backup	iControl version of machine that data is restored to	Behavior	Recommended remedial action
--- Dell PowerEdge R320 generates a backup and then restores to an R310 ---			
4.42	4.42	LDAP data is restored.	
--- Dell PowerEdge R320 generates a backup and then restores to itself or another R320 ---			
4.41	4.41	LDAP data is restored.	
4.41	4.42	LDAP data is restored.	
4.42	4.42	LDAP data is restored.	
--- Dell PowerEdge R310 generates a backup and then restores to an R320 ---			
4.40 or earlier	4.41	LDAP data is not restored.	Upgrade the machine generating a backup to iControl version 4.42.
4.40 or earlier	4.42	LDAP data is restored.	
4.42	4.42	LDAP data is restored.	

Data Management

- [Ref. #21507] Attempting to export a spreadsheet from the Data Management tool to an iControl Application Server while a spreadsheet with the same name is already open on the server will result in the Data Management tool displaying an error message, followed with other messages stating that the export was completed with success.

Workaround: Ignore the false success reports and export the spreadsheet again, after making sure that the corresponding spreadsheet is not open on the server.

Densité Services

- ★ [Ref. #ICONTROL-19114] In setups where the version of iControl on your Application Server (or virtual machine) is version 6.20 or more recent and your client PC's Java Runtime Environment is *NOT* version 8, the *Media Manager* from the iControl HMP-1801 control panel may not always start successfully.

Workaround:

 1. On your client PC, install Java 8.
 2. Add the HMP-1801 IP address to the list of trusted sites in your PC's Java configuration.
 3. Restart the HMP control panel and its *Media Manager*.
- [Ref. #ICONTROL-18127] If you are upgrading your Application Server from iControl version 5.00 to version 6.00 or later, and your Application Server monitors any of the following cards, then, after the upgrade, you may find firmware upgrades for those cards

(through **Densité Upgrade Manager**) may produce a Software Installation Error message. The aforementioned Densité cards are as follows:

- FRS-3901
- HLP-1801
- AMX-3981
- EAP-3101
- EAP-3901
- ADX-3981

Workaround:

1. Perform the Application Server installation of iControl version 6.04.
 2. Upgrade all cards listed above (*except* the HLP-1801 Densité card) to Upgrade Package 3.0.1-RC1 or later.
 3. Upgrade the HLP-1801 Densité card to Upgrade Package 2.0.1-RC1 or later.
- [Ref. #ICONTROL-16307] **Axino:** The Axino Densité service in iControl version 6.04 does not support versions of Axino below version 2.00.
 - [Ref. #ICONTROL-16226] If a system contains Application Servers running a combination of iControl 4.xx and iControl 5.00, opening any iControl application (e.g. Navigator, iC Web, iC Creator) may result in a subsequent inability to open service panels. Specifically, if the Application Server hosting the iControl application you are running is version 5.00 and the Application Server hosting the Densité Manager is version 4.xx, you may be unable to open the desired Densité card service panel. The same behavior has also been observed in the reverse situation, where the server hosting the application is version 4.xx and the server hosting the Densité Manager is version 5.00.

Workaround: In systems which mix Application Servers running the aforementioned version sets, make sure you open iControl applications from the Application Server hosting the Densité Manager for the desired Densité card.

Note: Grass Valley recommends upgrading all servers in a system to the same version.

- [Ref. #ICONTROL-16189] **Densité 3 Frame:** In iControl version 4.00 and later, in iC Navigator, a *Densité 3+* frame appears, in the **Physical View**, to have 21 slots. This is incorrect because the *Densité 3+* frame supports only four (4) cards. **This does not impact performance in any way.**
- [Ref. #ICONTROL-16023] **XVP-3901:** If the XVP-3901 card is logging loudness data and you enable then disable loudness monitoring, the loudness logging activity may be interrupted, that is, the log file will close while a new one is created. The overall effect is a loss of logged loudness data.
- [Ref. #ICONTROL-12902] **Axino, Kaleido Solo-900/910:** When attempting to rename either an Axino service or Kaleido Solo-900/910 service in iControl Navigator, these services may disappear from iC Navigator's view.

Workaround: Restart iControl Navigator.

- [Ref. #ICONTROL-12901] **Lumo Controller Service:** When attempting to rename the Lumo controller service in iControl Navigator, the controller may disappear from iC Navigator's view.
Workaround: Restart iControl Navigator.
- [Ref. #ICONTROL-12724] **HCO-3901:** When the refresh rate of an HCO-3901 card is set to 10 seconds, after you power up the card, thumbnails do not display on the thumbnail panel.
Workaround: Toggle the refresh rate to FAST and then back to 10 seconds.
- [Ref. #29836] **IRD-3811:** If your video output is SD and your reference is HD, the audio may not process correctly when either of the following conditions are true:
 - You have analog audio synchronized on an SDI output.
 - Your audio is de-embedded by a de-embedder with the same reference as the IRD card
- [Ref. #29503] If your Densité cards have firmware enabling support for fingerprint configuration, the control panels for these cards within iControl will show fingerprint controls, even if the version of iControl you are using does not support it. In this case, even if there are incoming lipsync and reference signals, iControl is unable to detect, compare, nor analyze them.
- [Ref. #25584] **HMP-1801:** Profiles are not implemented yet on this control panel.
- [Ref. # 23578] In iControl Navigator, after you disable audio in the player and then re-enable it, or when you change the size parameter, the card no longer produces sound.
Workaround: Close then reopen the card's control panel.
- [Ref. #23034/24793] Streaming from Densité cards may stop if more than one iControl Application Server (or a pre-version 3.41 iControl Solo client) are connected to the same Densité frame.
- [Ref. #17030] RALM (Remote Audio Level Meter) streams on Densité cards are sometimes lost if the Application Server's host name is modified.
- [Ref. #5327/5324] It could happen that a Densité frame assigned to more than one Densité Manager remains assigned to both Densité Managers even after the Densité frame is removed from one of the Densité Managers. To correct this problem, from iControl Webmin, stop and then restart the Densité Manager service.

Device Profile Manager

- [Ref. #21245] In the Device Profile Manager's Import tab, if you choose to import card profiles from a file, the **Physical** view remains empty.
Workaround: Use the Logical view or the Flat view to select the source devices whose profile you wish to import.

Event/Incident Log

- [Ref. #ICONTROL-18051] After upgrading to iControl version 6.04, an error message may appear when opening the **Event Log Viewer** or **Incident Log Viewer** of a KX logging into the Application Server.

Workaround: Remove and re-add the *Log* plug-in, or else reboot the KX.

- [Ref. #ICONTROL-15922] If you have a network of Application Servers arranged as a Redundancy Group in which the configured *Main* server runs on CentOS while the *Backup(s)* run on RedHat 9, takeovers may not properly or completely transfer licensing schemes over to a *Backup*.

Workaround: Contact Grass Valley Technical Support to manage the manual transfer of licenses from *Main* to *Backup* in networks using more than one operating system (see "[Contact Us](#)", on page 95).

- [Ref. #28658] In both the Event Log Viewer and Incident Log Viewer, after you select **Auto-update mode**, subsequent changes to search criteria are not always propagated to auto-updated log results.
- After upgrading from iControl Version 3.2x (or earlier) to version 3.30 or later, it will not be possible to view the existing log database content by using the Log Viewer. If you wish to be able to access these past records, use the Log Viewer's export feature to export the data to a CSV file before upgrading your system.
- [Ref. #28189] In the Incident Log Viewer, if you populate the **Duration of at least** field in the **History** area with an existing result's duration (using the **Add to search criteria** option in the results table's shortcut menu), the subsequent search may convert the duration criterion into seconds and yield no result.

Workaround: Take note of the duration from the result table row you would like to add to the search criteria, manually input this value into the **Duration of at least** field, select the desired unit of time in the drop-down list, and then click **Search**.

- [Ref. #22187] When the Event Log Viewer should display the full 10,000 events at a time, it may display only several hundred.

Workaround: Close the Event Log Viewer, point iControl Navigator to a specific location, then re-open the Event Log Viewer for the single GSM.

- [Ref. #21735] When the **Create an incident for each alarm automatically** option is not enabled, and the **Resolved** filter is set to **No**, the Incident Log Viewer may still show resolved incidents.

Workaround: Assuming the **Clear** filter is also set to **No**, manually clear the unwanted incidents.

- [Ref. #21720] Some router drivers (e.g. Emulator, SW-P-02, ETL, HRS-1801, VikinX Modular, NV9000, Pesa, Pesa USP, RC2000) publish crosspoint status updates to the Event Log even when there is no change on the matrix.
- [Ref. #21255] When you perform a filtered search while the Log Viewer's auto-update mode is active, rows that do not match the specified criteria may eventually appear among the filtered search results.

Workaround: Disable the auto-update mode, or click the **Search** button to remove unwanted results from the view.

- [Ref. #21197] When you perform a filtered search based on a duration, rows that do not match the specified duration may appear among the search results.
- [Ref. #18445] After a GSM restart, it could happen that the **Event and Incident Log Configuration** window does not open when you click **Log properties** on the Incident Viewer's **File** menu.

Workaround: Close and reopen the Incident Viewer.

- [Ref. #17340] If the system clock on the client PC with iC Navigator is behind compared to the Application Server's, incidents shorter than the difference between the two clocks will appear with a duration of zero in the Incident Viewer. Likewise, an incident duration may briefly stall at zero before starting to increment, depending on the time difference between client and server.
- [Ref. #17032] Log entries are timestamped using the client PC's internal clock rather than the Application Server's. This can cause some correlation issues when viewing log entries, including acknowledgements being ignored on some client PCs.

Fingerprint Analysis

- [Ref. #iCONTROL-16048] When selecting *Video* as a Fingerprint Analysis Mode, there should not be audio channel selectors visible (or selectable) since the only thing being analyzed is video. Currently, the audio channel selectors are visible and selectable.
- [Ref. #29630] In iControl installations, the following parameters and limitations currently apply:
 - If you have a Dell PowerEdge R200 Application Server, iControl supports a maximum of 40 audio fingerprint comparisons
 - If you have a Dell PowerEdge R210 Application Server, iControl supports a maximum of 60 audio fingerprint comparisons
 - If you have a Dell PowerEdge R310 Application Server, iControl supports a maximum of 120 audio fingerprint comparisons.
 - If you have a Dell PowerEdge R320 Application Server, iControl supports a maximum of 120 audio fingerprint comparisons.
 - A group is composed of a reference source and 1 or more probe sources. For the purposes of counting comparisons, the reference source is not counted.
 - Application Servers used for comparison should be dedicated (i.e. they should not run other resource-intensive services).

General Status Manager

- [Ref. #26605] When you rename a virtual alarm after configuring one or more of its plugins (for example e-mail or scripted actions), the plugin information may not survive.

- [Ref. #26143] If you try to add the same alarm more than once as a sub-alarm to a virtual alarm, only one of them is retained. This behavior persists when creating a virtual alarm via the graphical user interface, scripts or by virtual alarm template.
- [Ref. #25112] If you downgrade an Application Server from one version of iControl to an older version during a scheduled event (that is, after the event has begun and before it ends), the event may continue beyond its scheduled duration.
- iControl version 3.30 offers a more robust GSM configuration database. However, if the database became corrupted in version 3.2x or earlier, upgrading to version 3.30 or later could result in the loss of some configuration data. Make sure to perform a backup of your iControl system configuration (by using Webmin's iControl Maintenance Form) before upgrading.
- [Ref. #22348] The following SNMP alarms from a Kaleido-X system are not yet supported in the GSM:
 - WST-Teletext
 - DTVCC
 - AFD/WSS Loss
 - Dolby E Loss
 - Dolby AC-3 Loss

- [Ref. #ICONTROL-18569] If you set up an SNMP agent on a GSM and perform an SNMP request across a firewall, you will not get a response if the server port is not the same for both the transmit and receive of the SNMP command.

Workaround: Override the response port by performing the following steps:

1. Modify the following file on the Application Server where the GSM is running:

```
/usr/local/iControl/bin/conf/java_gsm.properties
```

2. Add the following property:

```
icontrol.snmpagent.responsePortOverride=6565
```

3. Restart the GSM.
4. Perform an `snmp-get` operation.
5. Make sure the response is sent using port 6565 (the overriding port).

- [Ref. #9012] The RMON driver is not backward compatible between versions 3.00 (and later) and 2.7. In version 2.7, an alarm URI might look similar to this:

```
alarm://snmp:RMON/10.4.0.2/ifOperStatus101
```

In version 3.00 (and later), this URI would take the form:

```
snmp://RMON:10.4.0.2/ifOperStatus101
```

iC Web sites using these alarms may need to be updated accordingly.

- [Ref. #5721/2411] When exporting log files to CSV and opening them in Excel, the timestamp column data is displayed incorrectly. For example, "2006-02-01 16:20:35.938" would be displayed as "20:35.9". The problem is that Excel is attempting to guess the data type and fails.

Workaround: Specify a format explicitly by selecting the column, then **Format > Cells** (or **Ctrl+1**), and specify a custom format like "yyyy-mm-dd hh:mm:ss.000" (to obtain the same result as described above).

- [Ref. #2712] The GSM plug-ins for SNMP devices do not prevent duplicate instances for the same device. Be careful not to create multiple instances of the same device and IP address, since this could result in conflicting statuses. In the case of a duplicate plug-in, remove the plug-in and then open the Alarm Browser again to see if a duplicate plug-in appears. You can find and delete duplicate instances from the Alarm Browser's **Admin** tab.

iC Admin

- [Ref. #ICONTROL-18613] *iControl Admin* user-modified passwords are lost after upgrading from iControl version 6.01 to version 6.02.

iC Core

- [Ref. #29858] The Kaleido-K2 is unable to fetch router labels from Application Servers running iControl version 4.00 and later.

iC Creator

- [Ref. #32081] When using scripting to modify the logical path of a card service, the *Logical path* attribute data may not be successfully re-imported.
Workaround: Manually change the Logical path attribute to include the prefix `Logical view!@#$,` followed by the logical path (replacing any slashes with `!@#$,`), followed by `!@#$.` For example, if the logical path is `test/data,` then you should change the string to `Logical view!@#$test!@#$data!@#$.`
- [Ref. #28297] In iC Creator, a dynamic player assignment with a video label may not succeed if the player has no default video label.
Workaround: Specify a default label (even a space character will work).
- [Ref. #2616] In Windows, it is not possible to create new folders directly in the My Documents directory, directly from the **Open** and **Save** windows.
Workaround: Create the folders using Windows Explorer and then open them in iC Creator.
- [Ref. # 24292] In iC Creator, if you create a page where the page name contains the word "Widgets" (exact case, plural), the page will not load properly.
Workaround: Rename the page.
- [Ref. #18864] Local changes done to composite widgets nested inside other composite widgets cannot be saved successfully.
- [Ref. #16000] It is not possible to save grouped components (e.g. video player + alarm panel) to a library.

iC Navigator

- [Ref. # 22767] Intermittently, the overall status of one or more cards below a selected row in the list is not updated. Clicking on a card to select it updates its status. This behavior occurs in both **Logical** and **Physical** views and on all types of cards.

Note: This behavior does not occur in the GSM Alarm Browser.

- [Ref. # DA 2009-00152/22480] If more than one person is working in iC Navigator's **Logical** view on the same Application Server and one is editing device names when another causes the list to re-sort, the first person will be editing a different device's name. If you do not notice it happening, you may change the wrong device's name.

Note: This problem does not happen in **Physical** view.

- [Ref. #14090] Changing the Application Server's internal clock may have an impact on some scripted tasks (e.g. polling an alarm status). If you must change the internal clock, you should restart iControl.

Note: This does not apply to changes in time displayed on web pages, such as those that occur when switching between Daylight Savings Time and Standard Time.

- [Ref. #12605] Up to 50 Composite Service Panels (created in Virtual Service Manager) are supported per Application Server.
- [Ref. #4231/11234] Empty folders in iC Navigator are automatically removed. A folder must contain at least one card to remain in iC Navigator.
- It could take up to one minute for iC Navigator to know that services are no longer available.

iC Web

- ★ [Ref. #ICONTROL-18883] In iC Web—starting from version 6.04—an NV9647R panel embedded in a zone does not function properly.

Note: The NV9647R panel on an RCP-200 continues to function as designed in all versions.

- [Ref. #ICONTROL-13742] On client systems, you may not be able to load a Web browser in an iC Web zone.

Workaround: Disable the *User Access Control (UAC)* in Windows.

- Some icons appearing in sites created by earlier versions of iC Creator will not be properly sized or scaled when used with iControl version 3.00 (and later). To properly size and scale all icons, simply use iC Creator to open and re-save each page.
- iC Web sites that were created with iC Creator versions 2.0 or 2.2 can only be used with version 3.00 (and later) if each individual page is opened and re-saved with iC Creator.

- [Ref. #4871] It is not possible to replace the current home page with a new home page that differs only in character case (say, `http://host/mysite/aPage.mpf` and `http://host/mysite/apage.mpf`). Workarounds include clearing the home page before setting the new one, or setting an intermediate home page before setting the new one.
- [Ref. #2588] It is not possible to embed multiple iC Navigator instances in an iC Web page.

iControl Web Interface

- [Ref. #iCONTROL-17872] After a brand new installation of an iControl Application Server running iControl version 6.04, when you navigate to the *iControl—System statistics* page, you might not see the expected hour, day, week, and month tabs.

This behavior will rectify itself (tabs will become visible, one-by-one) when the scheduled statistics are eventually received and can populate the respective graphs.

Imagestore

- [Ref. #35435] On the control panel for an ImageStore device, when you click one of the Video GPI or Audio GPI buttons on the **Control** tab, the system activates a different virtual GPI than was indicated.

Workaround: Map the Video GPI and Audio GPI buttons of the ImageStore control panel to the corresponding activated GPI using the following matrix:

Table 2-5:

GPI buttons on control panel	Mapped Virtual GPI
--- Video ---	
1	2
2	3
3	4
4	5
--- Audio ---	
1	10
2	11
3	12
4	13

- [Ref. #17022] The **Bypass** button in the iControl service panel for an Imagestore only allows you to enable a bypass, not to remove it.

Imaging Series

- Using a Quartet 1 frame to house AAP-711, ADL-701, AAP-712 and AAP-702 cards could cause iControl to mismatch slot numbers. If a card in the reference configuration is removed, another type of card inserted and removed in the slot, and then the first card is put back, it can re-appear in slot 2. The same cards could also cause iControl to misbehave. Sometimes, two of the cards can disappear from iC Navigator and return after a while. These cards consume a lot of power and the Quartet frame could encounter some problems from time to time; it is recommended to use a Symphonie frame with this set of cards.
- It can take up to 45 seconds to discover a Quartet 1 frame. Discovery of the Quartet 2 frame is much faster.
- [Ref. #10199] It can happen that an Imaging communicator fails on startup when trying to initialize its serial com port.

Workaround: Try restarting the Imaging Connection Manager for that port using Webmin's iControl services monitoring and configuration tool (refer to *Starting & Stopping iControl Services* and *Working with Imaging Communicators*, in the *iControl User's Guide*), or wait for the problem to correct itself (an auto-restart task ensures that any process that has failed is restarted; the auto-restart task runs every 60 seconds).

Installation and Deployment

- ★ [Ref. #ICONTROL-18759] If you are running an iControl client from an Application Server with software older than version 6.20, any attempt by that client to launch a service from a *different* Application Server that is running version 6.20 of iControl will result in an error.

Workaround: Update all Application Servers in your network to version 6.20 of iControl.

- [Ref. #ICONTROL-17527] If your client PC's browser is Microsoft Internet Explorer, iControl may not display properly.

Workaround:

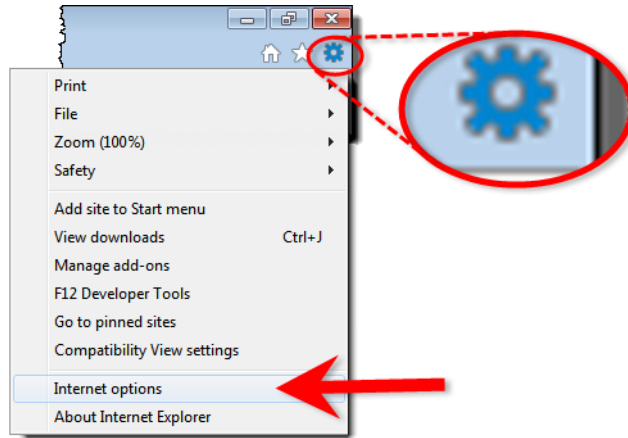
1. Open Internet Explorer.
2. Press **F12**.
3. Change the **Document mode** from **Quirks** to the latest Internet Explorer standard.

- [Ref. #ICONTROL-18003] When attempting to open **iControl Launch Pad** from the *iControl—Startup* page using Microsoft Internet Explorer 10 as a browser, on rare occasions, **iControl Launch Pad** may fail to open. Similarly, if you attempt to download this executable file to your PC using Internet Explorer 10, you may find that the download operation fails.

When Internet Explorer 10 attempts to launch or download a file with periods (.) in the file name, it substitutes underscores in the place of periods. Perform the following steps as a workaround procedure:

Workaround:

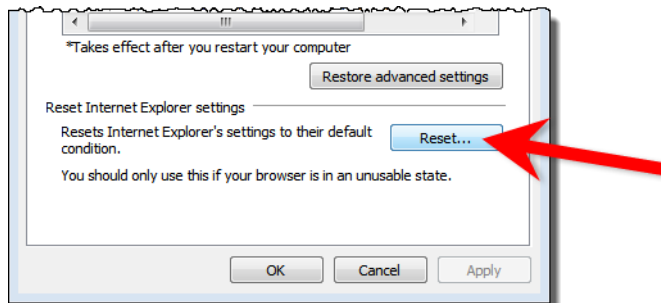
1. In Internet Explorer 10, click the cog icon in the upper, right corner, and then click **Internet options**.



2. Click on the **Advanced** tab.



3. Click **Reset**.



4. Reboot your system.
5. When opening Internet Explorer for the first time, select the recommended security settings.

Loudness Logger/Analyzer

- [Ref. #ICONTROL-18764] After powering down the NAS and waiting several minutes for the *Loudness Logger* interface to enter disabled mode, restarting the NAS and the *Loudness Logger* interface may not successfully restart the log streams from one or more source cards. The cards that fail to send loudness data will display `waiting for data` or `No data` messages.

Workaround: Cards that fail to send loudness data in this situation must be restarted manually in order to restart loudness data streaming.

- [Ref. #ICONTROL-16025] If you have an active loudness data source and you attempt to remove the Kaleido-Solo in the Densité Manager, you may receive an error message indicating the device is unavailable.

Workaround:

1. Remove the Kaleido-Solo from the Densité Manager while the source is still active.

In Loudness Logger, the Kaleido-Solo should still be visible but will display as unavailable.

2. In the Loudness Logger list, right-click the Kaleido-Solo and stop the service.

Although an error message appears, the service will stop.

- [Ref. #ICONTROL-15959] If you have an XVP-3901 card whose *Loudness* option is not enabled, and you attempt to start logging from and then subsequently enable the card's *Loudness* option, the **Loudness Logger** status for that card remains <card> waiting for data.

Workaround: In **Loudness Logger**, once the option is enabled, right-click the service, toggle the log to **OFF**, and then toggle the log back to **ON**.

- [Ref. #37262] If the Loudness Logger is active while you switch inputs to the Kaleido-Solo (KS910), the Logger may not recover (restart logging) automatically. In such a case, on the Loudness Logger configuration page, the corresponding KS910 would display NO DATA.

Workaround:

To recover logging capability:

1. Open the Densité Manager.
2. Select the problematic Kaleido Solo.
3. Put the Kaleido Solo in *Standby* mode.
4. Put the Kaleido Solo in *Online* mode.

- [Ref. #36220] Loudness Analyzer does not display TIMECODE metadata.

Miranda Interface Updater

- [Ref. #21974/25234] A Densité card upgrade may fail when another application—in addition to the MIU—is already connected to the CPU-ETH 2 controller of this card's frame.

As of iControl version 3.40, the MIU displays a message listing all applications or services already connected to the same Densité frame. Such connections can come from the iControl Densité Manager, but also from other Application Servers, from computers running iControl Solo, or from iControl Router Manager (if the Densité frame contains cards with router capabilities, such as the HRS-1801, HCO-18x1, DCO-17x1, MSB-1121).

Note: The message lists the IP addresses associated with connections made to the Densité controller. From the IP addresses, your system administrator will be able to identify the associated application or service.

See also

For more information about how to upgrade firmware on a Densité card, see the “Upgrading Firmware on a Densité card” section in the “Configuring Devices & Services” chapter of the *iControl User Guide*.

Miranda Media Player

- [Ref. #28668] On an iC Web page that has several players, when you switch from NTSC to PAL format, one or more players may no longer function properly.

Workaround: Make sure you select the appropriate video format check box (525 or 625) in the device’s control panel.

Platform and Support

- [Ref. #ICONTROL-18774] When a configured Redundancy Group of Application Servers mixes virtual machines and physical Application Servers—such that virtual machines are in the role of *Backup* for a physical machine or vice versa—the *Backup* server may continue to restart, in a loop, following a failover scenario.

Additionally, when a configured Redundancy Group involves only virtual machines in **BOTH** the roles of *Main* and *Backup*, the same restart-loop behavior seen in the scenario above occurs if the *Main* and *Backup* are not both running underlying Linux platforms at the same bit-processing level (i.e. either **BOTH** 32-bit CentOS or **BOTH** 64-bit CentOS).

Workaround: When configuring the Redundancy Group and the overall redundancy topology, make sure virtual machines are not mixed with physical machines. Furthermore, if both *Main* and *Backup* devices are virtual machines, ensure they are running operating systems at the same bit-processing level.

- [Ref. #ICONTROL-15831] Application Servers of the Dell R200 model use a Linux kernel that does not support 4GB of RAM. This decreases the amount of usable memory in such systems to 3.3GB.
- [Ref. #ICONTROL-12784] When upgrading iControl, the log window does not auto-scroll to the most recent logged upgrade event. Consequently, after an upgrade is complete, the instruction in the log window to reboot is not immediately visible.

Workaround: Manually scroll to the bottom of the log window to check if the upgrade is complete.

- [Ref. #30978] iControl’s *Edit Service Location* Web page may not function properly when using Mozilla Firefox version 4.x.

Workaround: Use Mozilla Firefox version 3.6.

- [Ref. #21437] When a system takeover is performed, the redundant unit will be missing the Data Management Tool tables, if any, from the main system. The DMT tables are also missing when a system is restored from backup.

Workaround: If you have exported data from DMT, you can restore the DMT tables by importing the data into DMT once the system takeover or restore is complete.

- [Ref. #20914] Mixing application servers that have different iControl versions in the same cluster is not supported. Although it is possible to configure an application server with iControl Version 3.20 to replicate a server that has Version 3.30 (using the Profile Replication Management Tool), any attempt to have the Version 3.20 system take over will fail.
- [Ref. #18748] An unexpected power disruption, such as might occur during a power failure, can damage the file system on an iControl Application Server. It is strongly recommended that all Application Servers be connected to a standby power source, such as a UPS (Uninterruptible Power Supply), as a preventive measure.
- [Ref. #9059] It is impossible to tell whether a TSL controller is actually connected to the Application Server over RS-422, so the service may reflect a normal status even though the device has been disconnected.
- [Ref. #3496] After the system is configured, changing the Application Server host name will require that all devices be renamed in iC Navigator, and all assignments be re-done in iC Web after the change. Changing IP addresses has a much smaller impact limited to re-assigning streams in iC Web. Also, "Reference Configuration" must be removed after changing the Application Server name. Otherwise, devices will still keep attributes based on previous host name. Contact Grass Valley Technical Support if this is required (see "[Contact Us](#)", on page 95). There is a way to recover the user settings after a system rename.
- In versions of iControl prior to 3.11, it was possible for multiple Application Server Health Monitoring driver instances to have the same overall URI. When upgrading to iControl Version 3.11 from previous versions, these URIs will change, so that you will need to update any iControl Web pages that refer to them.
- If the Application Server swaps heavily, the iControl home page may not respond due to a known problem with the third-party Web server (Tomcat) which may be indicating that more memory is required. Check the Historic System Resources in Webmin to verify available memory and whether memory swapping is occurring. Restart Tomcat on the Application Server or simply reboot to remedy this problem. A memory upgrade may be required if the problem persists.
- If a software upgrade of iControl fails during the first attempt, additional attempts to upgrade the software can result in loss of data. Recovery may consist of removing the folders `/usr/local/iControl` and `/usr/local/iControl-Old` from the Application Server and reinstalling the new build. Make sure a backup of the Application Server is performed from Webmin before doing this so that the configuration can be restored after a clean install.
- Ensure that the port settings on switches are set correctly for optimal performance. The Application Server Ethernet ports **eth0** and **eth1** are both configured to auto-negotiate.
- When upgrading to 3.00 (and later) from a pre-3.00 release, the MySQL service is uninstalled as it is being replaced by PostgreSQL. Contact Grass Valley Technical Support for instructions if you need to keep your MySQL installation (see "[Contact Us](#)", on page 95).
- To administer security for a given domain, it is important to launch the administration application from an Application Server in that domain.

- You should not use the superuser account to perform day-to-day operations as it may not work for all operations. The superuser account exists primarily to allow configuring access control for all other accounts. For all other operations, use a real account with administrator or operator privileges.
- iControl primarily supports English language characters. In some cases, the use of non-standard characters may not be recognized when used in labeling devices, channels and parameters in iC Navigator, iC Web and iControl Router.

Redundancy / Failover

- [Ref. #ICONTROL-18763] On the *iControl—Upgrade/Downgrade and Backup* page, if the **Enable Automatic Backups** function is enabled, an Application Server failover does not replicate the automatic backup setting to the Backup server.
Workaround: After an Application Server failover, manually configure the Backup (now the new Main) with the desired automatic backup setting.
- [Ref. #ICONTROL-18717] Application Server failovers do not successfully transfer date and time information from the *Main* to the *Backup*.
Workaround: Manually reconfigure date and time settings in the new *Main* (the server that was formally the *Backup*) after the failover has occurred.
- [Ref. #ICONTROL-17465] If running iControl version 6.04, the *iControl—Redundancy Configuration* page does not auto-refresh, even when the **Refresh the Auto-failover page** checkbox is selected.
- [Ref. #ICONTROL-17138] After a failover or takeover operation, some iControl services may not restart on their own.
Workaround: Restart the GSM if you discover, after a failover or manual takeover, that some services remain *blue* in iC Navigator.
- [Ref. #27148] If a failover occurs and a scheduled action is already in progress, the scheduled action continues indefinitely regardless of the configured duration period.
Workaround: After a failover occurs, verify the configured time frames of scheduled events to ensure the command to end an action was not scheduled to happen while the Application Server was offline.
- [Ref. #27156] When performing a reverse takeover, the Webmin services of the Main Application Server may fail to start.
Workaround: Before configuring redundancy groups, disable the **eth1** port.
- [Ref. #25510] After performing the following steps, the Main IP address may be unknown according to the Redundancy page of the Backup Application Server, and the Reverse button may not be present:
Steps:
 1. Perform a takeover of a Main Application Server running CentOS by the Backup Application Server.
 2. Reverse the takeover.

3. Perform a takeover of another Main running Red Hat Linux 9 by the Backup Application Server.

Recommendation: It is strongly suggested to use the same operating system version on all platforms within the same cluster (that is, Option 1 is to use the Dell PowerEdge R200 and R210 together, Option 2 is to use the Dell PowerEdge 750, 850, and 860 together).

Workaround:

1. Access the Application Server that has Red Hat Linux 9 by using PuTTY (available from the **Useful downloads** link on iControl's Startup page).
2. Create a temporary directory (for example, /root/tmp)
3. Copy these files from the *CentOS* host machine to the tmp directory of the Red Hat Linux 9 host machine using SCP (also available from the **Useful downloads** link on iControl's Startup page):

```
/etc/ssh/ssh_host_rsa_key
/etc/ssh/ssh_host_rsa_key.pub
/root/.ssh/id_rsa
/root/.ssh/id_rsa.pub
```

4. Remove the `cluster.conf` files from all hosts.
5. Remove these files from all hosts:

```
/root/.ssh/known_hosts
/root/.ssh/authorized_keys
```

6. On the Red Hat Linux 9 host, copy the files by typing the following commands:

```
cp ssh_host_rsa_key ssh_host_rsa_key.pub /etc/ssh
cp id_rsa id_rsa.pub /root/.ssh
```

7. Restart `sshd` by typing the following commands:

```
service sshd restart
```

8. Reconfigure the Redundancy Groups.

- [Ref. #26389] If the `eth0` and `eth1` Ethernet ports of your Main Application Server are connected to the same switch (with no VLAN to separate them) and then this Application Server fails over, the IP address of the new Main may begin switching back and forth between its own IP address and the IP address configured as the **Free IP** on the **Redundancy Configuration Form**.

Workaround: Pro-actively prevent this situation from happening by connecting your `eth0` and `eth1` ports to different (i.e. mutually exclusive) switches.

- [Ref. #24597] If an Application Server (whose iControl services are initially online) is added to an existing redundancy group in the role of *Backup*, the iControl services of this new Backup Application Server continue to run after the server has been added to the group.

Workaround: Before adding an Application Server to a redundancy group as a Backup, make sure you stop iControl services first.

- [Ref. #24199] Connection to a Backup Application Server may be lost if either of the following is true:
 - The configured IP address, in the Redundancy Configuration Form's **Extra IP** field, is outside the group's subnet.

OR,

 - There is no configured IP address in the Redundancy Configuration Form's **Extra IP** field, and the factory default IP address is outside the group's subnet.

Workaround: Disconnect and then reconnect the Backup from the network.
- [Ref. #23834] When a user connects a device to the network with the same IP address as one of the Main Application Servers in Auto-failover mode, the Main could become Yellow/Unknown and a failover could be triggered.
- [Ref. #23639] Backup Application Server keeps Main's host name after a reverse takeover if not taking Main's IP address.

Workaround: Change host name on Backup Application Server back to Backup host name.
- [Ref. #23624] Cluster synchronization problem when replacing a Main Application Server after a failover without taking the Main's IP address.

Workaround: The documented procedure (*Replacing an Application Server in a Redundancy Group*) in the iControl User's Guide outlines the appropriate steps you should take depending on whether you have chosen to have the Backup take the Main's IP address or not.
- [Ref. #23470] After a failover, the backup files listed on the iControl Backup page of the Application Server that is now online are the backup files of the configured Backup and not the configured Main. The backup files on the newly online Application Server should be from the configured Main.

Workaround: Perform a *Reverse Takeover*. After a Reverse Takeover, the *Main's* backup files are available on the *Main* Application Server and the *Backup* Application Server's backup files are on the *Backup* Application Server.
- [Ref. #23402] After a takeover, the cluster goes into Manual mode and does not automatically re-enable the Autofailover function after a reverse takeover is performed.

Workaround: Log on to the configured Backup Application Server's Webmin, navigate to the **Redundancy Configuration Form**, manually re-enable the Autofailover function for all Main Application Servers, and then click **Apply**.
- [Ref. #23109] After downgrading from iControl version 3.50 to an earlier version, if you attempt to upgrade back to iControl version 3.50, the upgrade may not work.

Workaround: Contact Grass Valley Technical Support (see "[Contact Us](#)", on page 95).
- [Ref. #22986] When a *Backup* Application Server takes over a *Main*, permissions on the Web Pages will no longer work if both of the following conditions are true:
 - the LDAP server is enabled on the Main
 - the Autofailover function is **NOT** configured to take over the Main IP address

Note: If the Backup is configured to reuse the Main's IP address, this issue does not occur.

Workaround: Reset the permissions on the Web Pages of the Backup Application Server. You can change the permissions in iC Creator. Also, you must reconfigure the LDAP referrals if they exist on the Webmin Security page (see *Configuring LDAP on an Application Server* in the *Access Control* chapter of the *iControl User's Guide*).

- [Ref. #22984] In situations where you are running a version of iControl earlier than 3.40 and are upgrading to a later version, replication data **will not** survive the upgrade.

After an upgrade from a version prior to Version 3.40 to a later version, you must re-enter replication data including the addition of Application Servers in the Redundancy Groups, the desired replication frequencies, and the desired Extra IP.

Router Control

- [Ref. #CONTROL-15929] If your router is an NV9000 running software version 5.2.4 or earlier, your controller and overall router control may stop functioning.

Workaround:

1. Log into the Application Server via secure shell (SSH).
2. In a text editor, open the `rtr_serv` file, found at the following location:

```
/usr/local/iControl/bin/rtr_serv
```
3. Edit the line `DEF_OPTIONS=${DEF_OPTIONS}` by adding the following to the end of this line:

```
-Dcom.miranda.icontrol.routers.common.device.thread.sleep.enabled=false  
-Dcom.miranda.icontrol.routers.nv9000.max_alias_set=0 -  
Dcom.miranda.icontrol.routers.nv9000.max_number_categories=0"
```

Note: This is a single line of code.

4. Restart the router service.

- [Ref. #28342] When there are multiple routers on a network with the same router name, Matrix and Single Bus views in iC Router Control may open with disabled Level buttons, a lack of status, and, in the case of the Matrix view, a 16 × 16 matrix size not matching the actual device's configuration.

Workaround: Make sure you choose unique router names.

- [Ref. #24675] When configuring a logical router in Router Manager Configurator, the **Auto update labels** check box on both the **Source mapping** and **Destination mapping** tabs may not be visible. This happens if you leave the Router Manager Configurator window in its default size, and there is no indication that part of the user interface is hidden beyond view.

Workaround: Resize the window until it is wide enough to show the check box.

- [Ref. #23585] When an NV9000 system controller is controlling a multi-viewer's KX router logical router and the multi-viewer is controlling the NV9000, the NV9000 may indicate that the multi-viewer is offline.

Workaround: Change the timeout period on the NV9000 system controller. The recommended timeout value is 2000 milliseconds.

- [Ref. #22107] If a third-party router controller sends a command (using the VikinX Modular protocol) to Level 1 of a router connected to an iControl Application server, the command is sent to Level 0 instead. This is due to the particular way in which the VikinX Modular protocol is handled by the NDC component of iControl.

Workaround: On the third-party router controller, increment the target Level (or Frame ID) by one. For example, to change a crosspoint on Level 1, send the instruction to Level 2.

- [Ref. #21721] Physical labels from an SW-P-08 router are not visible in the associated Logical redundancy router.
- [Ref. #20029] After a router configuration change is made in Router Manager Configurator, current Matrix views will be reloaded, but may not reflect the actual level selection state.

Workaround: Restart the Matrix application, or press the level buttons to refresh the view.

- [Ref. #18955] As of version 3.30, router configuration changes made in Router Manager Configurator are not compatible with earlier versions of the software. Downgrading is supported but any change to the router configuration made in version 3.30 or later will be lost during the downgrade. After downgrading, any router configuration will have reverted to what it was before the last upgrade.
- [Ref. #5762] Direct router panel access from iC Navigator does not work if there is an underscore character (`_`) in the Application Server host name (e.g. `qc_appserver`). To access the Router Manager Configurator, the actual router manager name must be specified in the URL address.
- [Ref. #76/1495] If multiple Router Manager services must run on multiple Application Servers within the same subnet, make sure all Router Manager service names are different. To change a Router Manager service name, open the associated control panel from iControl Navigator.

Note: This and other issues can be avoided by observing proper syntax when creating host names. Please refer to *Restrictions on valid host names* at <http://en.wikipedia.org/wiki/Hostname>.

SNMP Drivers

- [Ref. #31469] When iControl is connected to a large Kaleido system, using the Kaleido-X SNMP plug-in to retrieve alarms may cause system performance issues as well as an *Out of Memory* error.

Workaround: When attempting to retrieve multiviewer alarms, you should use the remote multiviewer GSM logging functionality on the Kaleido-X.

SNMP Driver Creator

- [Ref. #29447] In a system involving traps but no polling, the Device communication alarm status may persist in a *Pending* state.

Streaming Infrastructure

- [Ref. #24503] It is possible to lose a stream (audio or video, ALMS or thumbnail from any card that can stream) if a frame is moved from one Densité Manager to another on the same Application Server.

Workaround: Restart the Darwin Streaming Server.

Third Party Devices

- [Ref. #26991] The values of the two text alarms related to the ETL 2745 LNB power supply (*Firmware Revision, Polling Interval*) are not properly updated.

Workaround: Change these text alarms' GSM contribution from *Disabled* to *Passthrough*.

- [Ref. #25278] When connecting an Application Server to more than one ETL 2745 LNB power supply, the first ETL 2745 device you connect to is accepted, but subsequent ETL devices are refused. The error message is as follows:

The service on <IP address of the Application Server> is already running.

Workaround: Connect no more than one ETL 2745 power supply to any one Application Server. For example, if you require three ETL 2745 devices, connect each of them to their own, separate Application Server.

- [Ref. #21877] iControl supports the Tektronix MTM400 firmware version 3.0 and earlier. It is *NOT* compatible with firmware version 3.1.
- [Ref. #13242] If one transport stream frequency is wrong, the MTM400 service panel shows no data on any transport stream.
- [Ref. #12976] Support for the various input formats (QAM, QPSK, GigE) of the Tektronix MTM400 is strongly tied to the Tektronix firmware version. For example, support for QPSK input in iControl version 3.10 and later requires firmware version 2.6 on the MTM400. Please contact Grass Valley Technical Support for more information (see "[Contact Us](#)", on page 95).
- [Ref. #18784] When upgrading from iControl version 3.20 (and later) to a newer version, the existing WidgetLibrary is renamed WidgetLibraryOld, and a new, upgraded WidgetLibrary is installed. Custom widgets that had been saved in the old WidgetLibrary become unavailable in iC Creator.

Workaround: Import custom widgets from WidgetLibraryOld, and save them in a location other than the new WidgetLibrary.

- [Ref. #17698] Upgrading from iControl version 2.XX to version 3.XX deletes all Webmin users except root and miranda.

Cards and Devices Supported in this Release

Densité Series Cards

iControl version 6.04 is compatible with both Densité Ethernet Controllers (CPU-ETH and CPU-ETH2). In the case of CPU-ETH, it is strongly recommended to upgrade to the latest Densité Ethernet Controller version (3.00 or later). Use the Densité Update Manager in conjunction with the latest CPU-ETH2 version (2.0.4) to upgrade the Densité Ethernet Controller.

For each Densité Series card supported in this release, the following table provides the card model and ID, the package version of the card that is shipped with iControl 6.04, and the iControl version number that first supported this model of card.

The star (★) symbol indicates a new card, or new version of a card, that is supported in this release.

Table 2-6: Latest Densité card package versions supported by iControl version 6.04

Card Model	Package Version	Introduced in iControl
3DX-3901	1.2.0-RC-6	3.70
AAP-1741	1.0.0-RC-6	3.20 or earlier
ACP-1721	3.2.0-RC-6	3.20 or earlier
ADA-1001	1.0.0-RC-6	3.20 or earlier
ADA-1021	1.0.0-RC-6	3.20 or earlier
ADA-1023	2.0.0-RC-6	3.20 or earlier
ADA-1031	1.0.0-RC-6	3.20 or earlier
ADA-1033	4.0.0-RC-6	3.20 or earlier
ADC-1101	1.1.0-RC-6	3.20 or earlier
ADC-1721	2.0.0-RC-6	3.20 or earlier
ADC-1722	2.0.0-RC-6	3.22
ADX-1121	1.0.0-RC-6	3.20 or earlier
ADX-1141	1.0.0-RC-6	3.20 or earlier
ADX-1841	3.0.0-RC-6	3.20 or earlier
ADX-1842	3.0.0-RC-6	3.20 or earlier
ADX-1851	1.0.0-RC-6	3.20 or earlier
ADX-1852	3.0.0-RC-6	3.20 or earlier
ADX-1881	1.2.0-RC-6	3.20 or earlier

Table 2-6: Latest Densité card package versions supported by iControl version 6.04

Card Model	Package Version	Introduced in iControl
ADX-3981	3.1.0-RC-3	3.60
AMX-1121	1.0.0-RC-6	3.20 or earlier
AMX-1141	1.0.0-RC-6	3.20 or earlier
AMX-1841	1.0.0-RC-6	3.20 or earlier
AMX-1842	2.0.0-RC-6	3.20 or earlier
AMX-1881	2.1.1-RC-1	3.20 or earlier
AMX-1901 ★	1.0.0-RC-8	6.20
AMX-3981	3.1.0-RC-2	3.60
DAC-1721	2.0.0-RC-6	3.20 or earlier
DAP-1781	3.3.0-RC-6	3.22
DCO-1741	1.0.0-RC-6	3.30
DCO-1781	1.0.1-RC-3	3.30
DCP-1721	2.1.0-RC-6	3.20 or earlier
DDA-1111	1.0.0-RC-6	3.20 or earlier
DDA-1112	2.0.0-RC-6	3.20 or earlier
DDA-1113	1.0.0-RC-6	3.70
DDA-1131	1.0.0-RC-6	3.20 or earlier
DDA-1132	2.0.0-RC-6	3.20 or earlier
DDA-1133	1.0.0-RC-6	3.70
DEC-1001	2.0.0-RC-6	3.20 or earlier
DEC-1002	2.0.0-RC-6	3.20 or earlier
DEC-1003	1.0.0-RC-6	3.20 or earlier
DEC-1021	2.0.0-RC-6	3.20 or earlier
DEC-1023	1.0.0-RC-6	3.20 or earlier
DSK-3901	1.0.0-RC-6	3.41
EAP-1101	2.9.0-RC-6	3.22
EAP-1103	1.2.0-RC-6	3.22
EAP-3101	3.1.0-RC-3	3.70
EAP-3901	3.1.0-RC-3	3.70
ENC-1101	2.0.0-RC-6	3.20 or earlier
ENC-1103	2.0.0-RC-6	3.20 or earlier
FIO-901	1.1.0-RC-1	4.40

Table 2-6: Latest Densité card package versions supported by iControl version 6.04

Card Model	Package Version	Introduced in iControl
FIO-911-4R	1.0.0-RC-3	6.02
FIO-911-4T	1.0.0-RC-3	6.02
FIO-1811	4.0.0-RC-6	3.20 or earlier
FIO-1821	1.0.0-RC-6	3.20 or earlier
FIO-1831	4.0.0-RC-6	3.20 or earlier
FIO-1841	4.0.0-RC-6	3.20 or earlier
FIO-1901-RR	1.0.0-RC-6	3.70
FIO-1901-TT	1.0.0-RC-6	3.70
FIO-1901-RT	1.0.0-RC-6	3.70
FIO-1901-R	1.0.0-RC-6	3.70
FIO-1901-T	1.0.0-RC-6	3.70
FIO-1851	1.0.0-RC-6	3.20 or earlier
FLO-1601	1.0.0-RC-6	3.20 or earlier
FOL-1601	1.0.0-RC-6	3.20 or earlier
FRS-1101	2.9.0-RC-6	3.22
FRS-1103	1.2.0-RC-6	3.22
FRS-1801	2.0.0-RC-6	3.22
FRS-3901	3.1.0-RC-4	6.00
FXE-1501	1.0.0-RC-6	3.60
GPI-1501	1.0.0-RC-6	3.31
HCO-1821	1.4.0-RC-6	3.20 or earlier
HCO-1822	1.0.0-RC-6	4.0.2
HCO-1831	2.0.0-RC-6	3.20 or earlier
HCP-1801	2.1.1-RC-4	3.20 or earlier
HDA-1801	1.0.0-RC-6	3.20 or earlier
HDA-1802	1.0.0-RC-6	3.20 or earlier
HDA-1811	1.0.0-RC-6	3.20 or earlier
HDA-1812	1.0.0-RC-6	3.20 or earlier
HDA-1822	1.0.0-RC-6	3.20 or earlier
HDA-1832	1.0.0-RC-6	3.20 or earlier
HDA-1841	1.0.0-RC-6	3.20 or earlier
HDA-1911	1.0.0-RC-6	3.22

Table 2-6: Latest Densité card package versions supported by iControl version 6.04

Card Model	Package Version	Introduced in iControl
HDA-1931	1.0.0-RC-6	3.22
HDC-1801	1.1.0-RC-6	3.20 or earlier
HDC-1861	1.1.0-RC-6	3.20 or earlier
HLP-1801	2.0.1-RC-1	3.50
HMP-1801	5.1.1-RC-1	3.21
HRS-1801-IN	1.0.1	3.22
HRS-1801-OUT	1.1.6	3.22
IRD-3101	4.0.0-RC-2	4.00
IRD-3111	3.2.4	4.00
IRD-3801 ★	4.0.2-RC-1	3.21
IRD-3802 ★	4.0.2-RC-1	3.20 or earlier
IRD-3811 ★	4.0.2-RC-1	3.22
IRG-3401	1.0.0	4.43
KMV-3901	1.0.0	3.60
KMX-3901-IN	1.0.1-RC-1	6.00
KMX-3901-OUT	1.0.2-RC-1	6.0.2
LGK-3901	1.0.0-RC-6	3.41
LNS-3901 ★	1.2.1-RC-1	6.03
MMX-1881	1.2.0-RC-6	3.20 or earlier
MSB-1121	1.1.0-RC-6	3.20 or earlier
REF-1701	2.0.0-RC-6	3.20 or earlier
REF-1801	1.1.1-RC-1	3.20 or earlier
SCO-1421	3.2.0-RC-2	3.70
SCP-1121	2.0.0-RC-6	3.20 or earlier
SDA-1101	1.0.0-RC-6	3.20 or earlier
SDA-1102	1.0.0-RC-6	3.20 or earlier
SDA-1111	1.0.0-RC-6	3.20 or earlier
SDA-1112	1.0.0-RC-6	3.20 or earlier
SDA-1141	1.0.0-RC-6	3.20 or earlier
SDA-1142	1.0.0-RC-6	3.20 or earlier
SDA-1161	1.0.0-RC-6	3.20 or earlier
SDA-1162	1.0.0-RC-6	3.20 or earlier

Table 2-6: Latest Densité card package versions supported by iControl version 6.04

Card Model	Package Version	Introduced in iControl
SDA-1401	1.0.0-RC-6	3.31
SDA-1402	1.0.0-RC-6	4.03
SDM-1151	1.0.0-RC-6	3.20 or earlier
SME-1901	1.0.1-RC-3	4.43
SME-3101	1.0.1-RC-1	3.50
SPG-1801	1.1.0-RC-6	3.20 or earlier
UAP-1781	3.1.0-RC-6	3.20 or earlier
UAP-1783	1.0.0-RC-6	3.20 or earlier
VCP-1021	3.0.0-RC-6	3.20 or earlier
VDA-1001	1.0.0-RC-6	3.20 or earlier
VDA-1002	1.1.0-RC-6	3.20 or earlier
VEA-1001	1.0.0-RC-6	3.20 or earlier
VEA-1002	3.0.0-RC-6	3.21
VEA-1021	1.0.0-RC-6	3.20 or earlier
VEA-1023	1.1.0-RC-6	3.20 or earlier
WDA-1001	1.0.0-RC-6	3.70
XVP-1801	1.4.1-RC-1	3.20 or earlier
XVP-3901	3.3.1-RC-1	3.21

Routers

The following table lists the router protocols supported by iControl Router Manager. The individual drivers are available as options. Contact your sales representative for details.

Table 2-7: Router protocols supported by iControl Router Manager

Company	Protocol	Typically used with
Datek	D-2815 Control Module Protocol	
Digipath	Digipath series communications protocol	Sahara
ETL	ETL Matrix	ETL Matrix
Evertz	Quartz Type 1 ASCII Protocol	EQX
Harris (Leitch)	Harris XY Passthrough Protocol	Platinum, Xplus, Integrator, Via-32, Panacea, Xpress
Lantronix	(Lightwave) Matrix-Hub Protocol	Matrix-Hub 1000

Table 2-7: Router protocols supported by iControl Router Manager (Continued)

Company	Protocol	Typically used with
Nevion (Network Electronics)	Network Compact (serial)	VikinX Compact
	Network Modular (Ethernet)	VikinX Modular
Grass Valley	Densité	HRS-1801
	Densité	HCO-1801
Grass Valley (NVISION)	NVISION Ethernet protocol - Enterprise router	NV9000 system controllers
	NVISION Ethernet protocol - Compact router	Compact router series
	NVISION Serial Router Control protocol	NVISION routers
PESA	CPU Link Protocol No.1 (serial)	Cheetah, Tiger TDM3000, Jaguar, Cougar, Ocelot, Bobcat, PERC2000 system controller
	USP (Unsolicited Status Protocol)	
Quintech	XRM/SRM/MRF/MRM Series Protocol (serial)	SRM 2150 Matrix Switching Systems
Snell (Pro-Bel)	General Switcher Protocol (SW-P-02)	
	General Remote Protocol (SW-P-08)	Halo, Aurora and Sirius Controller (serial control)
Sony	GVG-NP Emulation	Sony routers (requires HKSPC card); GVG routers (Ethernet)
Thomson/Grass Valley	GVG 7000 Native Protocol (serial)	Concerto-series routers, Encore-series control panels
Thomson/Grass Valley (Philips)	Jupiter VM-3000 ASCII Protocol	Venus-series and Trinx-series routers
	ES-Switch Protocol (serial)	Jupiter VM 3000 and CM 4000 system controllers
Utah Scientific	PL-160/PL-320	AVS-1B
	RCP-1	SC-1, SC-2, SC-3 series
	RCP-3	SC-4 (Ethernet only)

SNMP Devices

The following table lists the SNMP devices supported in iControl. SNMP drivers are available for each device. Contact your Grass Valley sales representative for details.

Table 2-8: Devices supported by iControl through SNMP (Continued)

Manufacturer	Device
Alpermann + Velte	Rubidium Universal Video Data Processor
APC	AP7900 Switched 19-inch Rack-mountable Power Distribution Unit
Bridge Technologies	VB-Series
	VBC VideoBRIDGE Controller

Table 2-8: Devices supported by iControl through SNMP (Continued) (Continued)

Manufacturer	Device
Cisco (Scientific Atlanta)	9660 (serial control)
	D9228 Multiple Decryption Receiver (IC-SNMP-032)
	D9828 Multiple Decryption Receiver
	D9850 Program Receiver (IC-SNMP-024)
	D9900 Digital Content Manager MPEG Processor
	PowerVu Network Center
	D9140 Multiplexer
	D9190 PCAM
Communications & Power Industries	TL22CI TWT Compact High Power Amplifier
CrystalVision	CrystalVision 2000 (IC-SNMP-021)
Davicom	Mac Plus (IC-SNMP-001)
Ensemble Designs	Avenue
Evertz	500FC
	3000 MVP
	7700 Series Modular Video and Audio Interfaces (IC-SNMP- 002)
	7867VIPA-DUO
	3405 Card
Grass Valley (Thomson)	Jupiter VM-3000
	SMS-7000
	Granite Sentinel Remote MPEG-2 QoS Monitor
	Triton
Harmonic	MaxLINK HOA 8030 (IC-SNMP-029)
	NMX
	Proview 7000
IETF	HOST-RESOURCES MIB
	Internet Control Message Protocol (ICMP)
	MIB-II (RFC 1213)
	RMON (RFC 2819)
ILC (Datapath)	MaxView
Ineoquest	Singulus G1-T
JDSU	VSA API v2
Lawo	Nova 73 HD

Table 2-8: Devices supported by iControl through SNMP (Continued) (*Continued*)

Manufacturer	Device
Logic Innovations	RS-1100
	IPE-4000-5
Manzanita	LAdI (Local Add Inserter)
Microsoft	Microsoft IPG (IC-SNMP-106)
	Windows® SNMP Agent
Grass Valley	Kaleido-Alto/Quad/Quad-Dual
	Kaleido-K2
	Kaleido-X
	NVISION N9000 system controllers
Miteq	NSU1 Switchover
	U9853-6-1K Modulator
Modulus	ME1000 (refer to Motorola SE-4000)
	ME6000 (refer to Motorola SE-5000)
Motorola	DM-6400 CherryPicker (Terayon)
	DSR-4410, DSR-4500X (IC-SNMP-022), DSR-4520X (IC-SNMP-017/IC-SNMP-041)
	DSR-4440
	HDD-1100
	Lifenet C6BD (IC-SNMP-025)
	Lifenet C8M
	MBT5000 (IC-SNMP-008)
	OM-1000 (IC-SNMP-103/IC-SNMP-043)
	SE-2000 (IC-SNMP-006)
	SE-4000/4010
	SE-1010/2000/2000IP
	SE-5000/5010
	SE-6000
	SmartStream Encryptor/Modulator SEM (IC-SNMP-009)
SmartStream Transport Multiplexer TMX 2010 (IC-SNMP-007)	
NVISION	<i>See Grass Valley</i>
Omneon	Omneon Server (IC-SNMP-026)
PBT	PBT ContactAgent 1
PESA Switching Systems (QuStream Group)	SNM 35V3 (Cheetah, Tiger, Jaguar, Cougar, Ocelot, Bobcat, and TDM3000)

Table 2-8: Devices supported by iControl through SNMP (Continued) (Continued)

Manufacturer	Device
Pinnacle	DS130(IC-SNMP-003)
Pro-Bel	<i>See Snell</i>
Pro Broadband, Inc.	DCH4000P Receiver
Quartz (Evertz Microsystems Ltd.)	Xenon
Quest Controls Inc.	TELSEC 2000A Controller (IC-SNMP-104)
Radyne	DM240XR
Research Concepts	RC2000A
RGB Networks	SEP 48
Riedel	Artist
RMON	RMON (IC-SNMP-002)
Scopus Video Networks	CODICO CID 3100 (IC-SNMP-105)
	IRD-2900 Series
SeaChange	SeaChange (IC-SNMP-011.1/IC-SNMP-012.2)
	SeaChange Broadcast MediaLibrary
	SeaChange MediaClient
Sencore	MRD 3187A
SkyStream (Tandberg)	iPlex
	Mediaplex-20
Snell (Pro-Bel)	see Routers (IC-SNMP-027)
Snell (Snell & Wilcox)	IQ and RollCall (IC-SNMP-028)
Softel	Vflex
SpectraLogic	BOA T380 Tape Library
Sumavision	EMR D8020
Tandberg	nCompass
	RX1290
	TT1260/1280 (IC-SNMP-005)
	TT4130
Tektronix	MTM-400
	WVR 611A
	WVR7100

Table 2-8: Devices supported by iControl through SNMP (Continued) (Continued)

Manufacturer	Device
Terayon (Motorola)	CP 7585 Dual 8VSB to ASI Demodulator
	CP 7600 Multichannel Integrated Decoder (MID) (IC-SNMP-102/IC-SNMP-036)
	DM6400 (CherryPicker)
TSL (Television Systems Ltd.)	Mains Distribution Unit (MDU)
	SC-11 Under Monitor Display System Controller
VideoFrame	VF0037 GPI VNODE (IC-GPI-001)

Non-SNMP Devices

The following table contains a list of non-SNMP devices for which iControl drivers are available. Contact your Grass Valley sales representative for details.

Table 2-9: Devices supported by iControl through means other than SNMP

Manufacturer	Device Name
Global Caché	GC-100
Met One Instruments	50.5 Wind Sensor (serial control)
Motorola	HDD-1100 (serial control)
	Lifenet C6BD
Sencore	IRD 3384 (serial control)
Sony	9-pin VTR Control (serial control)
Tandberg	Alteia
Terayon	CP7585 (serial control)
Thales/Thomson	Granite Sentinel
TSL	SC -11 (serial control)
Wegener	Unity 4422 Broadcast Receiver (serial control)
	DTV720 Transport Stream Multiplexer
	Unity 4600 Professional Media Receiver (serial control)



Grass Valley Technical Support

For technical assistance, contact our international support center, at 1-800-547-8949 (US and Canada) or +1 530 478 4148.

To obtain a local phone number for the support center nearest you, please consult the *Contact Us* section of Grass Valley's web site (www.grassvalley.com).

An online form for e-mail contact is also available from the web site.

Corporate Head Office

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