GV grass valley

Encore
CONTROL SYSTEM

Release Notes Addendum

SOFTWARE VERSION 1.7.0

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Software Downloads — Software updates, drivers, and patches can be downloaded.

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Issues Corrected in Release 1.7.0

Area	Problem	ID
7500 Matrix Web Page.	Matrix Device name is not retained when user deletes the existing name from the 7500 Matrix Web page.	47252
7500 NB Matrix	7500 NB matrix will not switch cross-point if AES ref is not connected.	18682
Audio Matrix	Intermittent "NO XPT" status for Audio Matrix even though the crosspoint switched.	49174
Class A Network	Use of class 'A' networks requires the loading of additional routes using the routeNetAdd command.	46111
Concerto	Concerto Expanded Audio Monitoring problem with output monitoring on 256x256 matrix that is half analog and half AES	48478
Concerto Power Supply	Concerto Frame Power Supply 1 and 2 indication does not match between Manual or Frame Silk Print and SNMP trap info.	59198
Concerto/SNMP	The Concerto reboots continuously if the SNMP Manager (ex. NetCentral) is running when Concerto is booting up.	57833
Control Panel Server	On XY and PMB panels' Destination Exclusion Set screens, when selecting a destination and then selecting "Add All" or "Remove All," the screen may fail to refresh properly, especially when there are more than 15-20 entries. Clicking in the display area will force a refresh.	37414
Encore SNMP	Encore SNMP agent returns an incorrect value for Sys OID.	49080
Monitor Output	Monitor outputs can not be taken for outputs of second controller in cross-point group.	49997
NP Matrix	UNC continues to suffer SCB lock-up when using NP-Matrix Driver with RCE and CPS on same SCB.	59088
QD Response	Client getting NAK in the middle of a response to a QD.	60974
Router Control	Can't Do 128 simultaneous takes in the same frame.	51259
Salvos	The Router Proxy reloads all the Salvos from the Sharer even if just one salvo has changed.	54347
Salvos	Previous on Salvos does not operate the same on an XY panel as it does on a PMB Panel.	55679
SCB Power Supply	The SCB firmware/hardware does not reliably detect the status of Power supplies.	50256
TDM Analog Audio	Changing analog audio attributes on TDM expansion frames is reported to occur on the OUI, the actual audio doesn't change without multiple Modify and Resync commands.	49173
Tie Line	Tie lined takes using a fixed tie line results in destination being parked.	46097
Tie Line	When Same source is taken on to two different destinations Two different Tie Lines are used.	60020
VITC Timestamp	RCE/Route Libs seems to be missing RCL timestamped takes sent immediately after the VITC roll over	60147
XY Panel	On XY panel with alpha sort = on, keypad search filter = off, using the previous/next button to scroll through sources makes the panel freeze.	55282

Issues Corrected in Release 1.6.5.4

Area	Problem	ID
Control Panel Server	Provides enhanced debugging capability of Control Panel Server's device tables for online panels.	54330
NetConfig	Provide easy migration of control panel conversions from Encore to Prelude.	53022
RCL/NP	Provides Take Monitor function for Automation interfaces.	53515
SNMP	Encore SNMP agent sends spurious fan error trap messages.	49176
SNMP	Memory leaks in Encore SCB if SNMP agent is enabled.	40811, 54083

Issues Corrected in Release 1.6.5.3

Area	Problem	ID
Concerto	Concerto audio attributes (AES/AA) cannot be set on the matrices.	49269
Concerto TDM	Concerto TDM Expansion frame sometimes reports 'No XPT' incorrectly.	47501
Control Panel Server	SCB Panel Server locks up while using control panel 'Prev' button to scroll through names if all names are excluded or a Router Engine is not running in the search area.	48767
RCL	RCL SCB console messages appear when logging is of for RCL time-stamped takes or loading of the salvo database.	51380
RCL	RCL crashes the SCB while processing a GT (Get VITC Time) Automation Command.	51410
RCL/M2100	RCL connection with M2100 does not connect to Encore if a non-default Refresh rate is chosen on the M2100.	50197
Router Control	Encore SCB crashes after specific time (49 days) due to VxWorks Operating System bug.	51071
SNMP	SNMP agent in SCB sends trap notification for Supervisor/Subordinate state changes continually. I.E. "relay status change" is reported from NetCentral monitoring.	47915
SNMP	SNMP Matrix MIB contains a Typo.	51575
SNMP	SNMP Matrix agents are unable to send traps to multiple managers.	51957
SNMP	SNMP Matrix Agents return the wrong value for 'Get Next Available Index' (used for registering SNMP Managers into the trap table target).	52005:
Trinix	Trinix/BoradLinx card cannot always be discovered by NetConfig.	50036

Issues Corrected in Release 1.6.5.2

Area	Problem	ID
7500 WB	Intermittent "No Xpt" messages when switching on 7500WB. The Take happens. However, the Panels Tally 'No Xpt' for a moment and go back to the taken source on the level controlled by 7500WB matrix.	47650
Control Panel Server	Some times the Control Panel Server locks up when scrolling for next destination in multiple area configuration from panels.	44358
Control Panel Server	Some times, the Control Panel Server crashes when an RCL client disconnects after subscribing for one or more events.	47944
Data Level Takes	Incorrect Data level disconnection from Encore Control of the Router Engine. When a source with a data level is taken on to a destination, the source has to be disconnected from the previous destination on the data level (as a data level signal can only be connected to zero or one destination at any time). However, during a take, a source with a data level is disconnected from the previous destination even if the new destination is not defined on the data level at all.	47971
Destination Exclusion Set	In the destination exclusion set configuration screen of the Control Panel Server OUI, destinations listed in the available and the inhibited lists are not alpha sorted. Hence, locating a destination in a big list is time consuming.	47001

Area	Problem	ID
Encore SCB	The Encore SCB crashes once in a while. Has to be rebooted to make it work again.	47578
HD Output Monitoring	Output monitoring could not be done on HD video level using Concerto Matrix.	47946
Router Control	Enabling the 'Level Change Lock' should allow users to still see current level buttons tally rather than extinguishing all level select buttons.	48586
Router Control	Cannot do 20 takes in one frame from a serial automation client. Using baud rate of 115200 and TI command, as many as 20 takes can be sent to Control Panel Server in one frame. However, not all of them are executed.	48672
System Controller	The Encore SCB loses Network connectivity after 49 days of operation.	48267

Issues Corrected in Release 1.6.5.1

Area	Problem	ID
Concerto	Loss of output signal, loss of system control, and loss of slot configuration settings. Simple reboot of SCBs will NOT restore system operation. This problem has been reported with port (data) routers but may also apply to time code and other matrix types. (Fixed in version 1.6.5.1.)	47163

Issues Corrected in Release 1.6.5

Area	Problem	ID
Control Panel Server	If redundant Control Panel Servers are configured, do not use the Template to Panel or Template to Panels options as this will cause known redundancy synchronization issues as well as have a negative effect on panel grouping. For redundancy, the panel servers will not synchronize correctly if this option is used. For panel grouping, users may inadvertently remove a master panel of a panel group or create inappropriate panel group links.(Fixed in version 1.6.5.)	36910
Control Panel Server	Applying the Template to Panel or Template to Panels option may inadvertently remove a control panel from a control panel group causing problems. This feature should not be used with Panel Grouping until this is resolved. (Fixed in version 1.6.5.)	36911
Control Panel Server	The Control Panel Server now switches to Local when the Sharer is closed.	38675
Control Panel Server	Autocomplete has been removed from the Control Panel Server as it more often than not produces confusing results with complex namesets.	40788
Control Panel Server	The Mirror CP Server allowed the user to modify the configuration. With the 1.6.5 release: 1. The mirror's "Modify" button is disabled. 2. After a "Modify" is executed on the Master, the user is prompted to update the mirror configuration (the same as already done in the Router Control application). 3. If the user answers Yes, the system performs a "copy master to mirror" operation.	42375
RCL	With 1.6.5, startup salvos can be executed succesfully using the RCL TakeSalvo command.	43668
RCL	System Controller crashed after 12 hours with RCL Ethernet connection and 1 take/sec (or connect and disconnect after about 24 hours). (Fixed in version 1.6.5.)	35160/ 41824
Router Control	Clicking on a source in the drop-down list will select the source above the mouse cursor. Unselecting alpha sort and re-selecting the source will rectify this.(Fixed in version 1.6.5.)	30498
Router Control	If there is a leading zero in a source or destination number (e.g., "CAM-01") the number will not increment when the Copy and Increment function is used.	42138
VITC	When using a Horita VG-50 VITC generator any settings other than: LINE SELECT: odd, [8/10] [9/11] MODE: generate ...will cause the Encore controller to display a message that indicates it has an abnormal frame count. (Fixed in version 1.6.5.)	42941

Known Product Issues.

Area	Problem	ID
7500NB Matrix	A 75000NB matrix running SMS7000 v8.1 software issues bad CPL version messages that will shut down an Encore system running on the same network. Installing SMS7000 v8.3 or later software corrects the problem.	27661
Areas	The area of the Router Controller application can only be changed from the application. Changing the area of the engine on which the router controller is running or changing the area of this application from the System Manager does not get reflected on the Router Controller Application even if System Manager, sharer or the SCB (engine on which the router controller is running) is rebooted.	29473
Areas	Although the system allows more than one Router Control Engine per area, only one should be assigned (except for redundant SCBs.)	41273

Boot up speed	With a large database it may take extra time for the system to boot up and synchronize.
	  Example 1: PsAppTar with 1280KB:
	    Master, Mirror and Sharer is Online: 128 - 130 secs
	    Master & Mirror is Online and sharer is Offline: 128 - 130 secs
	    Master & sharer is Online with Mirror Offline: 105-110 secs
	    Mirror and Sharer is Online with Master Offline: 98- 100 secs
	  Example 2: PsAppTar with 70 KB:
	    Master, Mirror and Sharer is Online: 3 to 5 secs
	    Master & Mirror is Online and sharer is Offline: 3 to 5 secs
	    Master & sharer is Online with Mirror Offline: 3 to 5 secs
	    Mirror and Sharer is Online with Master Offline: 3 to 5 secs
		30345

Concerto	When replacing or just re-seating Matrix Controller in an active Concerto frame when there is no redundant MC, it will apply the crosspoint status from the MC memory for some levels unless it is plugged in with the Clear Mem button held down.	28909
Concerto	The SNMP agent (used with NetCentral) supplied with this release are supported only by the CRS-2001 Fast Controller (671-6434-xx) and CRS-MC-C2 Controller (671-6495-xx). The original CRS-2001 Controller (671-6381-xx) ("slow controller") does not support this agent. The slow controller can be identified by the presence of eight LEDs along the front edge of the board; the newer controllers both have only seven LEDs along the edge	43452, 45646
Control Panel Server	Global change of a keypad prefix or suffix set is not available within the system.	21562
Control Panel Server	Control panels will reset after an OUI edit change, even if no configuration changes were performed.	35005
Control Panel Server	1. GPI Out Relay 4 NC (pin 14) (supervisor mode alarm) always closes when the SCB is inserted into the frame. 2. Standalone Panel Server never reports supervisor state. 3. Switchover using reset button on Master supervisor reports two supervisors immediately after the reset. Not until the Master comes back online does it correct this condition.	44175
Control Panel Server	Renaming the Master panel of a panel group using NetConfig will lead to inconsistent behavior of the panel in the Control Panel Server.	46205
Copy Template to Grouped Panels	Success of the Copy Template to Panels operation depends on the order of panel names selected. In 48B Panel grouping, Copy template to panels allows copying if slave is selected first, which should not be permitted. Select the master of grouped panels first.	60440
GSC Panels	OUI configuration of GSC panels after a rename before the panel is online causes panel servers to not synchronize.	62028
Local Router Panel	The LRP Global X destination button, which provides rapid destination selection, will not appear until enabled. This is accomplished by selecting Options > Config Mode , then selecting the button beneath the Global X button, then selecting Enable. The Global X button will now remain visible when Config Mode is off. To assign the button to a destination, select the Global X button and then the destination.	30495
Logical matrix menu	If a router is set up with three levels such as serial digital, analog audio, and AES audio, the logical matrix "permitted inter-level routing" flag is selectable even though these hardware levels are incompatible.	24522
Network	If the gateway of the Matrix Controller is set to 0.0.0.0, its symbol in Net Config turns Red and it will no longer be possible to access its web page. The gateway of the matrix controller has to be set to the E2 ip address of the Encore Controller in order for the web page to be functional.	47648
Network	Specifying the EN1's IP address to be the gateway for the same network can make the SCB lockup.	47897
NP Vritual Matrix	An NP Virtual Matrix used with an SMS7000 will not allow configuration of sources/destinations that are defined as "remote source/destinations" if the number of remote items exceed the size of the physical SMS7000 matrix. These items will be listed as "invalid". A workaround is to configure enought inputs/outputs in the segment (and physical matrix) to include the number of sources/destinations in the remote router. Then the number of physical items will not be exceeded.	58755
OUI	When an error box pops up and closes before you can read it the error message is saved in a log accessed by clicking on the OUI title bar, and then clicking on Title in the OUI Station Status window.	29599

Area	Problem	ID
Redundancy	In cases where redundant network paths were connected using a hub and Spanning-Tree protocol was not used, any broadcast message entering the network caused an immediate packet storm, causing the system to malfunction. Spanning-Tree protocol shuts down one redundant path until the other path fails, thus avoiding a feedback loop. Changing the MAC address of a device connected to a switch port caused the switch to flush its ARP Cache and rebuild the Cache. This apparently was a problem with early switches, over 5 years old, built by Bay Switch. GV has since solved the problem with Encore and Kalypso by storing the MAC address in the frame so that the address does not change when swapping MCPU boards in a control frame. This problem has not been observed with Cisco and HP switches; however, whether Spanning Tree is running or not, a short term network traffic increase or data loss to a device will be apparent if the MAC address of a device changes or it is moved to a different switch port. The problem will clear when the switch sees an ARP message from the device.	30083
Redundancy	On performing a "Copy Mirror to Master" operation, the redundancy status on the Master PS toggles from "No Sync" to "In Sync" 2-3 times before stabilizing.	34110
Redundancy	Control Panel Server redundancy does not synchronize if there are no control panel clients connected to the system.	37590
Redundancy	Redundant CP servers will not synchronize if there is no router in their network.	42445
Redundancy	If redundant Control Panel Servers are not in sync the supervisory panel server does not allow edits on control panels. Work around: 1. Put the Mirror Panel Server Offline to override the synchronization mechanisms which prevent this operation. 2. From the Master Panel Server edit the control panel and select Modify. 3. Go to the Mirror Panel Server and select the 'Offline' button to put it back online. To help avoid this situation when running redundant SCBs in multiple areas, the user should create a default panel configuration that will automatically assign any new control panel added to the system to have a default destination in an area that has a router engine running. The factory default configuration starts all panels in the default area (area 1). If the panel does not find a router in its assigned area the above mentioned steps must be followed in order to configure the control panel.	46050
Redundancy	If VITC is not supplied to the SCB when redundant Encore controllers are used the signal switches will not execute at the correct time. Switch execution will be random within 16 fields for versions prior to V1.6.5. For Encore versions V1.6.5 and after switching will be unpredictable because the switch window increases from 16 fields to 255 fields. Since the time count can be reset more often than 255 fields it's possible that a signal switch would not occur at all.	39954/ 39370
Router Control	Source Configure Type and Destination Configure Type settings use either General, System TieLine, or Local TieLine. The remaining types are used for backward compatibility with other products.	29977
Router Control	The Router Controller application turns the Modify button red whenever there is unsaved data. The exception to this is the CPL matrix configuration parameters (controller attributes and I/O attributes).	30676
Router Control	The Router Controller application allows more than one CPL channel to be configured. Such duplicate configuration should be avoided. If not, the error message "Cannot initialize channel on port (-1)" appears for the CPL channel when resync comms is selected.	42570
Router Control	Upon reboot or startup of a Router Controller Engine, if the first configured destination does not reflect correct status press the 'Resync Router' button on the RCE OUI CONFIG screen. This forces a read and refresh of the correct status for this destination.	44116
Router Control	"ls-l" command while serially connected to the SCB crashes the controller.	60356
Salvo names	If a salvo is deleted and then an attempt is made to recreate it using the same name the system will not allow it untill the System Manager trash can is emptied.	35901
Salvos	Control Panel Server does not always pick up new salvos added to the system unless it is rebooted – this seems to happen mostly when a salvo is added to a system that did previously have any salvos stored.	61051
Soft Panels	The system allows an existing template or panel name to be entered as the name of a soft panel, using either the Soft panel application or Netconfig. This duplication should be avoided.	32440
Soft Panels	Using factory default settings, normal button color ("backlighting") is indistinguishable from "low tally" color; therefore status cannot be determined. For proper operation, users should adjust button color using the Options menu.	42993
Special Application selection	If the user enters alphanumeric characters in the machine IP address field, and the Enter button is pressed, the Encore OUI will close.	40099
Tie Line	For every destination level involved, if there is not a corresponding source level, the Take will fail and none of the levels will switch. A Tie Line cannot switch an unspecified level.	50830
Tie Line Manager	On the Tie-line Manager "Tie Config" screen the "Ref. Name" field displays the reference name as set by the Router Controllers and is not selectable.	30521
Tie Line Manager	When Take is performed on Master TLM an error message "The Mirror TLM cannot find the command to route Src X to Dst Y on its Pending list." is displayed. Work around is to double the default Tie Line timeouts. Launch Tie LIne Manager/ System/Set Timeout and double the three values available.	60022
Tieline	Multiple Level Tieline will not work if the first available Level does not have a path.	43669

Area	Problem	ID
Time/Date	If the VITC signal changes, the SCB must be rebooted before its clock will reflect the new time. System time is synced with VITC time at startup only.	56073
Venus	When Encore is used to control a Venus router via Jupiter VM-3000/ESswitch protocol: the Encore Physical Matrix menu Controller Address field must contain the appropriate Jupiter logical level number for the Cross Point Group. For example, if the Venus video level is shown in the first row of the Jupiter Switcher Description table, (which for the purpose of this discussion is Row Zero), then the Controller Address field must have a "0" entry for the corresponding Encore Cross Point Group. Note: the VM will lock up if the Encore panel buttons are pressed too rapidly.	33853