GV grass valley

Encore
CONTROL SYSTEM

Release Notes Addendum

SOFTWARE VERSION 1.7.4

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JANUARY 2009

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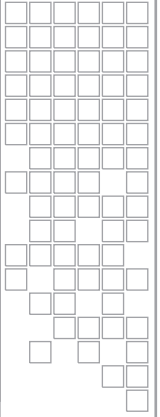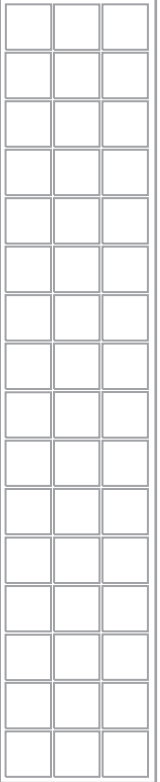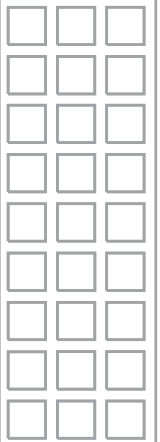
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Grass Valley Web Site

The www.thomsongrassvalley.com web site offers the following:

Online User Documentation — Current versions of product catalogs, brochures, data sheets, ordering guides, planning guides, manuals, and release notes in .pdf format can be downloaded.

FAQ Database — Solutions to problems and troubleshooting efforts can be found by searching our Frequently Asked Questions (FAQ) database.

Software Downloads — Download software updates, drivers, and patches.

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This document provides information about issues corrected in the current and recent versions of Encore software. In addition, issues known to exist in the current version are documented.

Issues Corrected in Release 1.7.4

Area	Problem	ID
Control Panel	Undo button needs to extinguish when destination gang is formed on the panel.	59953
Exclusion Sets	RCL or NP client's Dst, Area, and Level exclusion sets can get reassigned inappropriately when performing actions on Panel Server OUI.	99329
File Loading	Loading large files (more than 100 KB) on SCB from Sharer causes Ethernet Interface shutdown.	100447
GSC Panels	GSC Panels on the Mirror are dropped when the ShowOnlinePanels() command is executed on the Master console. This happens only if there are more than 50 panels.	100358
NetConfig	NetConfig software load screen for all router products needs to list matrix software directly under the folder structure of the routing control system the matrices are to function with.	99013
Panel Server	Logging onto the Mirror CPServer SCB causes GSC panels to go offline then online.	99706
Panel Server	The timing information shown in the pop-up "Reasons for No Sync" for the Panel Server's OUI main screen shows inaccurate times and should be removed.	100749
RCE	Some RCE OUI logging messages have been suppressed to prevent system loading that can lead to connection timeouts and disconnects.	100449
SCB	A listening socket that is bound to port 0 (zero) on UDP that gets created on the SCB can cause SCB network buffer servicing failure.	98142
SCB	The EN1 interface of the master SCB goes unresponsive sometimes with the following symptoms: EN1 of the master SCB appears to be inoperative. The serial console interface however is accessible. Pinging to the EN1 interface and pinging a panel from the SCB console fails. Both the redundant controllers were observed to be in the supervisor mode when this issue is seen.	99831
RCE	SCB becomes unresponsive when the RCE redundancy mode is changed from the OUI.	100856
SCB Console	A 'processSendEvent:: eid = 2154, dev = -788529152' message scrolling on the SCB console when both Encore and Prelude running on the same network.	90516
RCE	Too many takes fired while mirror RCE loads the DB, can bring down the Mirror SCB.	100857
TLM	A TLM Take request fails if it is executed from a device that is protecting the same Destination being Taken to and the device's name is 8 characters in length.	94839
Virtual Routes	Virtual routes executed via salvos were experiencing a 5-7 second latency.	90835

Issues Corrected in Release 1.7.3.2

Area	Problem	ID
Automation	RCL Server rejected Probel Automation client (serial) due to false alarm of huge memory consumption.	90042
GSC Panel	GSC UMD-3 panel type displays do not function properly.	93056
GSC Panel	GSC Panels went off line with console error message regarding memory allocation.	93171
NetConfig	NetConfig fails to discover all devices on network containing 450+ devices.	89620
NetConfig	NetConfig shows PMB panels as 'other' device type in IP Set and Inventory views.	95017
RCE	RCE causes a 'No Matrix' error when modifying an RCE configuration.	90890
RCL Server	RCL Server causes page fault on SCB when a Ross automation serial interface connection was made. VxWorks Operating System patch was required to resolve.	91294
Tie Line Manager	TLM 'Enable Assignments' changes need to be reflected in the Mirror TLM.	90043

Issues Corrected in Release 1.7.3.1

Area	Problem	ID
Panel Server OUI	Panel Server OUI Page Set List does not display more than 32 entries.	87448
RCE	If a customer is using a default OMN or an OMN with levels that have never been edited in the RCE/LEVEL table, the Native Protocol automation client will not be able to switch the first 9 levels properly due to an added trailing space on the first 9 levels.	86305
RCE	RCE memory leak when performing copy and increment while creating new system destinations.	87710
RCL Server	The Encore RCL Server failed to drop automation Ethernet client applied protects if the Ethernet connection between client and server was lost while the RCL Server Refresh Rate parameter was set to zero. The Refresh Rate, when set to a non-zero value, is available to force the dropping of protects when communication is lost. With 1.7.3.1 software, even if Refresh Rate is set to zero, protects will be dropped after about ten seconds if the Ethernet connection between client and server is lost (no Ping).	86084
RCL Server	RCL Server should warn and disconnect any automation client that exerts excessive load on the server.	87236
RCL Server	RCL Server inappropriately rejects automation client take requests if the same level is not defined on the source and destination even though there is an inter-area tieline being used.	87316
Redundancy	RCE and CPS will lose redundancy IP address if upgraded without Sharer and if SEEPROM was cleared earlier. Workaround had been to upgrade only when the Sharer was online. In Encore 1.7.3.1 the SEEPROM are checked, and, if the content is zero, ignores the contents.	86805
Salvos	Deleting large numbers of Salvos (~300) from the system can starve the Panel Server application and make panels fail to operate.	87075
SCB	Power supply surge current on SCB can cause fuses to blow and frame to shut down. Fuse replacements available via FMN 075080400.	25639
TLM	Mirror TLM crash occurs where the TLM processes a route request using less than the maximum permitted hop count.	86374
TLM	Backing down from Encore 1.7.3.0 software to 1.7.2.2 or earlier without restoring an OMN directory backed up with that earlier software causes TLM configuration file corruption that can adversely affect TLM operation. Encore 1.7.3.1 software can be backed down without TLM file corruption.	86375
TLM	TLM looses redundancy configuration and comes up in disabled mode after upgrading from 1.7.2.x to 1.7.3.	86804

Issues Corrected in Release 1.7.3

Area	Problem	ID
Concerto	Concerto matrix controller relay chatter when both power supplies sit inside controller frame.	67282
Concerto	Sometimes Concerto64 frame can't be controlled from MCPU.	71206
Concerto	Audio generating CRC errors.	72434
Control Panel	PMB/EDP/MB8 Level Page mode information gets erased on Commit Changes or Resync Comms from an RCE	65660
Control Panel	Long delay when using destination exclusion sets for multiple areas.	74798
Horizon Interface	Encore fails to control Horizon serially.	72579
Horizon Interface	Encore fails to switch outputs greater than 99 on Horizon.	80977
Installation	Install process fails to stop when cancel is selected.	71075
NP Matrix	If remote (SMS7000) sources and destinations are re-ordered, the configured sources and destinations in the NP matrix driver (by name) change.	63296
Panel Server	Panels servers are in local mode when users logs into them.	63023
Panel Server	Cannot load customer panel server database after upgrade from 1.6.5.3 to 1.7.2.2.	79574
Panel Server OUI	OUI reduced file size causing timeout value when loading on busy networks.	35279
Panel Server OUI	OUI source select pop-up menu delays up to 15 seconds in large systems.	62472
Panel Server OUI	OUI has a slow (20-25 sec) response issue with listing all of the systems available srcs/dsts to assign to a button.	67195
Panel Server OUI	Use area exclusion set to qualify available sources (ESPN Issue).	70084
Panel Server OUI	Dst Exclusion Set and Dst Page Set "drop-down list" does not allow the destination selection of VTR's 10 - 26.	75685
Panel Server OUI	Modify and Save operations fail on Panel Server and hence it is always in Local filing mode.	82231
RCE	RCE OUI src screen to narrow to accommodate src numbers up to the 16x maximum.	61042
RCE	SCBs locked up after Sharer is rebooted and RCE config changes attempted while in local mode.	68445
RCE	Apex reports No_Xpt on output 512 due to monitor output conflict.	68505
RCE	When a source is routed to destination PD1VR10, the same status appears in the Panel for destination PD1VR9.	70438
RCE	Some switches from automation (Harris) not happening. Problem caused by Harris driver not able to drive terminated serial ports.	74312
RCE	Router won't sync with TDM frame.	74616
RCE	RCE crashes when trying to serially control Leitch/Harris router.	75167
RCE	SWP-08 Driver from Omnibus not incorporated.	77010
RCE	No global matrix attribute available for CPL matrices to always do immediate takes.	77181
RCE	Doesn't control APEX on bootup w/o sharer.	77311
RCE	No Router Engine Detection for offline/online.	78319
RCE	CSV file import error on RCE when the configuration has ganged outputs.	79600
RCE	Cannot properly configure an APEX mono router.	80121
RCE	RCE import fails if CSV file is opened in MS Excel and saved.	84339
RCL Server	RCL Server should unprotect the dsts protected by serial NP client if it fails to refresh within the specified period.	74856
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

Area	Problem	ID
Redundancy	Keypad local enabled and presetting a src in PMB panel causes the CPS pair to go out of sync.	71622
Redundancy	Redundancy mode is frame slot dependant.	74539
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.	39370 39954/
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
Salvo	Salvo Editor fails to read all of the salvos displayed in the patch_route and LRP.	69664
Salvo	Salvo load times excessive during reboot (new timestamp comparison corrects this).	77002
SCB	GSC Panels went off line. Primary SCB could not allocate Memory.	72107
SCB	Changing IP addresses on control panels kills the SCB's (master-mirror redundancy mode).	74218
SCB	Cannot set the Encore date from PC running NetConfig unless the PC set for English (US).	75735
SCB	Slow Panels go to "No Comm" state after restoring factory defaults from the web page.	81700
TLM	Assignments are still retained by the CPServer even after the TLM is rebooted.	75308
TLM	TLM fails to share tie lines on multi-hop paths.	78912

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
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	Field/Frame Synchronous switching on Trinix and Concerto show matrices are not switching on the same frame or same line (10.5 & 17.5).	38431
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
Concerto	REF-2 does not work with either the Jupiter combo controller card or the Fast (Encore) controller card.	93547
Control Panel	EDP knob scrolling is too sensitive.	98949
Control Panel	BPS+48B panel group src select button does not tally correctly immediately following multiple changes of currently controlled dst.	100574
Control Panel Server	Control panels will reset after an OUI edit change, even if no configuration changes were performed.	35005

Area	Problem	ID
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
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
Installation	During an install the mibinfo.cmf may get deleted during an update, re-installing will resolve if the file gets deleted.	96877
Interop Kayak Switcher	Concerto Port router doesn't work with Kayak.	44082
Logical matrix menu	If a router is setup 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 Virtual 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 enough 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
NPMatrix	Can't switch local and remote levels on Concerto Port Router.	62207
OUI	An error box can pop up and close before it can be read. However, the error message is saved in a log that can be accessed by clicking on the OUI title bar, and then clicking on Title in the OUI Station Status window.	29599
OUI	OUI exits with error message after disconnecting application.	62473
OUI	OUI fails to launch on PC due to hanging kill.exe process. Workaround is to use CTRL+ALT+DEL and Windows Task manager to stop the kill.exe process.	100618
QT Command	QT command is not correctly implemented in V1.7.3 release and should return VITC time if present, and if not it should return uptime.	87059
RCE	ReSync Comms doesn't report failure when Concerto is not connected at startup.	30611
RCE	RCE blank short name and filled in alias name for a dst can cause Panel Server OUI dst page set creation with over 12 pages to be offset for the assigned destinations in the page.	71454
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	Redundant CP servers will not synchronize if there is no router in their network.	42445

Area	Problem	ID
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	When filing mode is local, cannot take redundant panel server online or offline.	61899
Rooms	Adding a single dst to a new room fails and then adds an arbitrary dst in an area not specified.	84870
Rooms	Room names greater than 8 characters can cause failure to retain room configuration during upgrade of TLM. Eight characters is the specified name length to use.	89779
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	"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 until 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 not previously have any salvos stored.	61051
SCB	Encore Version 1.6.5.1 changed DTR & RTS on port open and to clear them on port close. This update is causing problems at Omnibus sites.	47912
Sharer	Sharer filing connection limits reached in large systems and application logs show failure to get a filing connection.	93320
SNMP	7500WB gives false PS SNMP errors.	73977
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 alphanumerical characters in the machine IP address field, and the Enter button is pressed, the Encore OUI will close.	40099
Tie Line	Multiple Level Tieline will not work if the first available Level does not have a path.	43669
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	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
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
TLM	A tieline error message is displayed even though the RCE's are running in the same area and no TLM is running or required. Work Around: Fully define the source with black/silence on the levels that don't exist.	65965

Area	Problem	ID
Trinix	Encore does not handle output monitoring correctly on a 2048x1024 Trinix system.	98522
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