



TIGHTROPE™
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Cablecast 5.0
Upgrade Install Guide

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Printed November 3, 2011

1 Cablecast 5.0 Upgrade Installation

Thanks for updating your Cablecast software from Tightrope Media Systems. This guide covers how update the FrontDoor, Cablecast, and Carousel software that is installed on your equipment. Make sure you have enough time to perform the update. The automation of Cablecast will stop during the update. Please read the entire set of instructions before beginning the update. If you are unsure about how to perform any of the steps, please contact Tightrope Support for clarification before beginning any part of the update process. The next section will start walking you through the update process. There are several tasks that need to be completed, and each task has a series of steps. In order to protect your data, please follow all instructions carefully.

A quick breakdown of the steps we'll be taking:

- Carefully looking over the prerequisites to ensure your current video files and hardware are compatible with the upgrade.
- Downloading the updated software with the key you were issued by Tightrope Media Systems.
- If you have an SX server, running the SX File Checker to check for video file compatibility with Cablecast 5.0.
- Backing up your current databases and settings.
- Run a utility to preserve IO configuration.
- Installing new SX security and driver software.
- Uninstalling the old software.
- Installing the new Cablecast and remaining Tightrope software.

1.1 Prerequisites

Please read over this section carefully to ensure that you meet all requirements for the Cablecast 5.0 upgrade. If you have any questions, please don't hesitate to contact support.

- Cablecast 5.0 is designed to work with FrontDoor 5.3.5 (or higher) and Carousel 6.0 (or higher). If you use Carousel, you must make sure that your hardware meets the requirements for Carousel 6.0 (or higher) before installing the software. To check your hardware, look for the "Build Code" number. This number can be found on a sticker on the back of your Tightrope server. Carousel 6.0 supports build codes **1008** or higher. If your build code is 1007 or lower, you can still install Carousel, but it won't run with full features. You'll have to do without fancy transitions or crawls.



If you do not meet the hardware requirements for Carousel, it is highly recommended that you **not** perform this upgrade. Contact your dealer for information about upgrading to new Carousel compatible hardware.

- You must be upgrading from Cablecast 4.6 higher. If you aren't currently running Cablecast 4.6, you will need to upgrade to this version before running the Cablecast 5.0 installer. Please contact support to schedule assistance with this upgrade.
- Cablecast 5.0 requires SQL Server Express Edition 2005 to be installed on your main database server. This is generally a Cablecast Pro, ProVOD or SX machine.
- To secure our software, Cablecast 5.0 requires a USB security key to be connected to a USB port on each SX server. You should have one security key for each SX server you'll be upgrading to Cablecast 5.0.
- Due to technical limitations of some legacy equipment, Cablecast 5.0 has removed the Control Module's for the devices below. Please ensure you're not running any equipment controlled by these Control Modules, as they will not function after the 5.0 upgrade.
 - AdtecEdgeCM
 - BurstVM2CM
 - Corio2CM
 - InFocusCLICM
 - XantechRS232CM
 - VC4ReelProCM
- Slight changes have occurred in the support of certain video types for SX servers. These changes are listed below.
 - MPEG-2 files now support 44.1kHz along with 48kHz audio.
 - .DV files can no longer be played back.
 - h.264 videos require AAC audio.
 - .WMV files can no longer be played back.
- Digital Files will need to be indexed before they can be played back. Please allow plenty of time for the indexing process. On average a file takes 5 seconds to index.



Allow enough time for Digital File Indexing to finish. You will not be able to play a file until Indexing has completed.



Please ensure that you've fully read and understand the above prerequisites. Failure to do so could cause Cablecast not to function after the upgrade. If you have any questions, please don't hesitate to contact support.

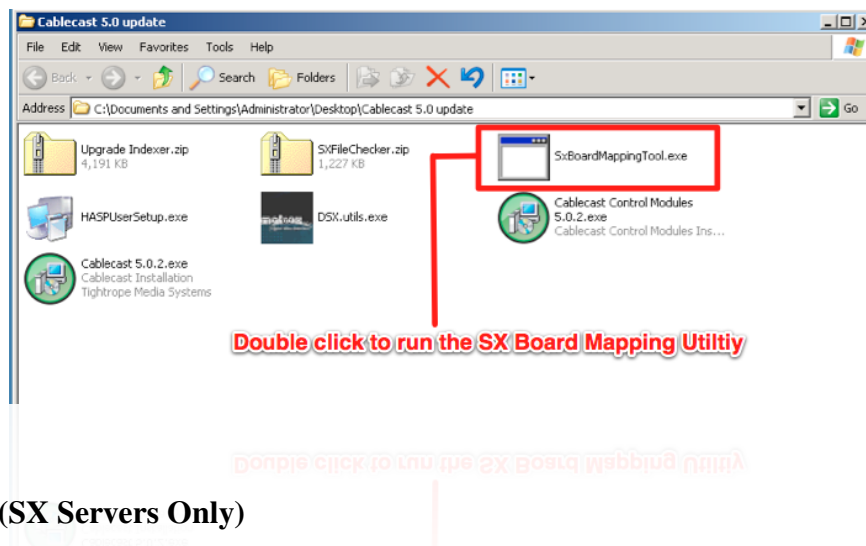
1.2 Download Updated Software

Download the updated software with the key provided by Tightrope Media Systems.

1.3 Run Sx Board Mapping Utility (SX Servers Only)

The SX Board Mapping Utility is run by double clicking the SxBoardMapping-Tool.exe downloaded with your updates. It will briefly show a black command prompt and then close. The SX Board Mapping Utility ensures SX Servers with multiple IO cards maintain there IO configuration after driver updates.

FIGURE 1.1: Running the Sx Board Mapping Utility



1.4 Run SX File Checker (SX Servers Only)

If you have an SX server run the SX File Checker to determine if your files are valid with new version of Cablecast. Keep in mind the report generated by the SX File Checker is not 100% accurate. Some files that are marked as invalid might be valid and vice versa. If a large number of your files are marked as invalid contact support@trms.com to have a technician take a closer look.

First Right Click the SXFileChecker.zip and click Extract All and click through all the default options to extract the files.

Then Double Click the SXFileChecker.exe to launch the SX File Checker.

To use the SX File Checker,

1. Use the **Add and Remove** buttons to select your content drive(s). (figure 1.4 on page 5)
2. Click **Go**. (figure 1.4 on page 5)
3. When the program finishes click **Open Report** to view the invalid files report. A sample report is shown in figure 1.5 on page 5



Not all files compatible with earlier versions of Cablecast will be valid in Cablecast 5.0. Incompatible files will not be played back after updating. Review the SX Server compatibility chart in figure 1.6 on page 6 to see the current list of compatible formats. Contact support@trms.com with any questions you may have on file formats and playback.

FIGURE 1.2: Extract the SX File Checker

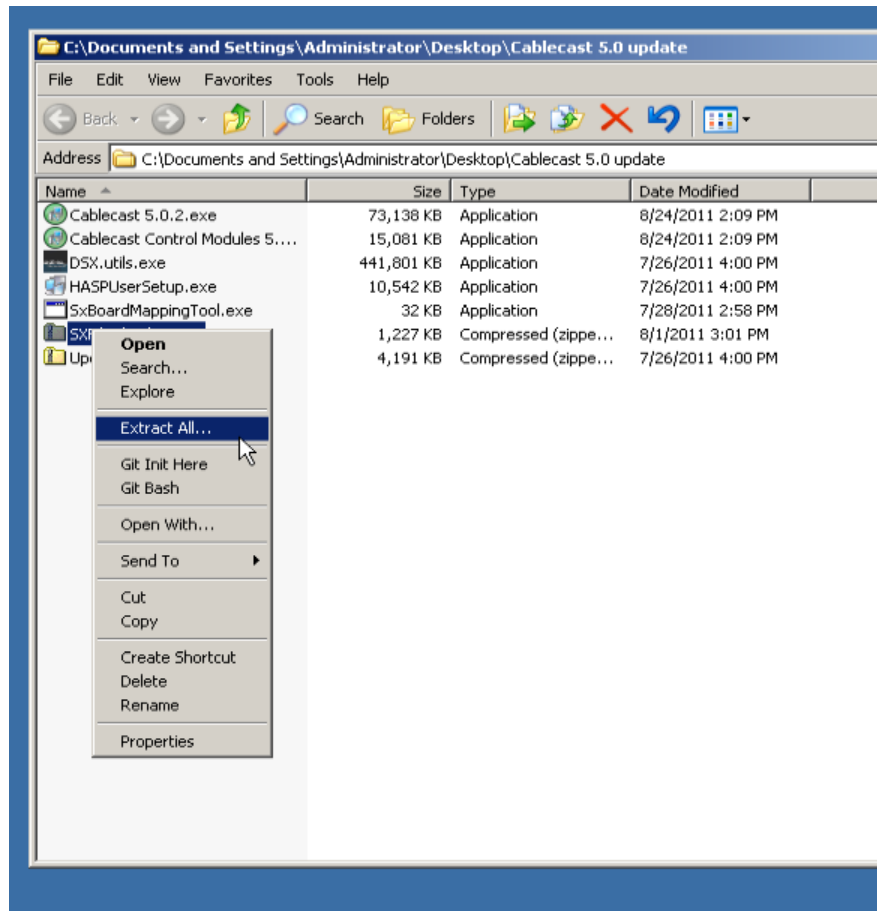


FIGURE 1.3: Double click SX-FileChecker.exe to run

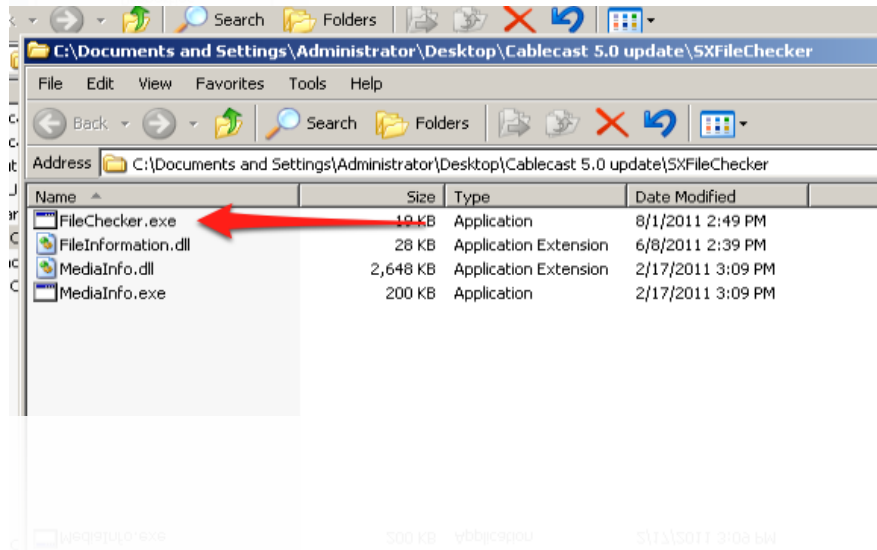


FIGURE 1.4: Running the SX File Checker

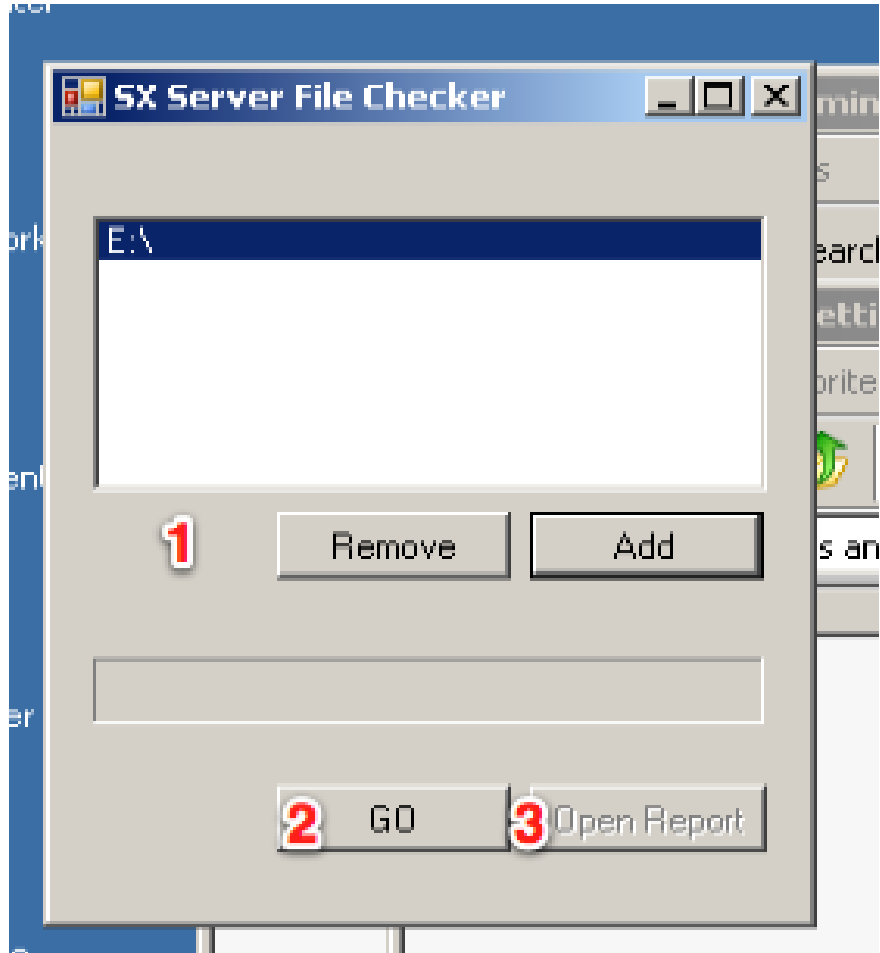
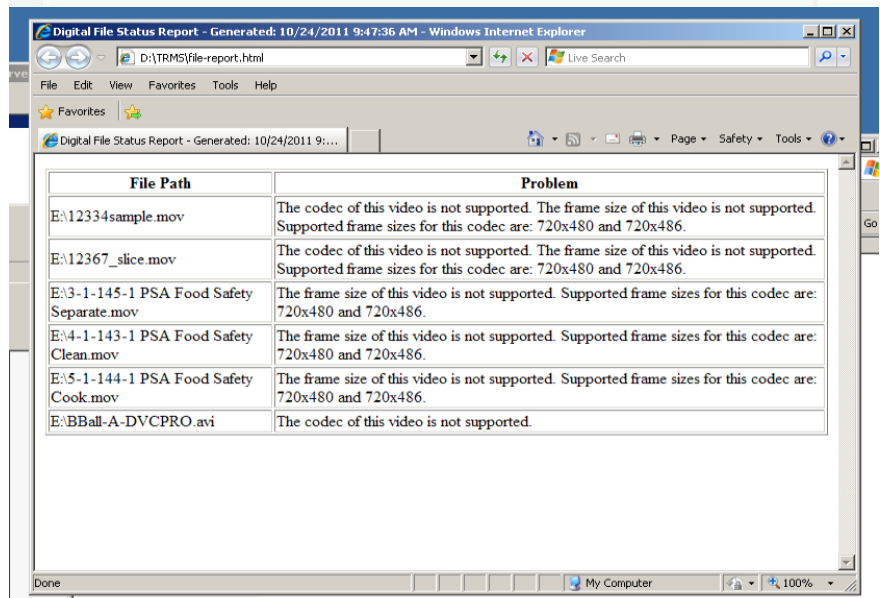


FIGURE 1.5: A sample SX File Checker report



HD SX VIDEO SERVER FORMATS

cablecast
Codecs and format support is subject to change. Please check to make sure you have the latest version of this document: trms.com/support/documentation

SD SERVERS - SXLE, SX2, SX4

Supported Codecs	File Extension	Profile	Level	Frame Size (w x h)	Frame Rate (frames per second)	Audio Codec	PCM Audio Bits Per Sample	Audio Sample Rate
MPEG2	.mpg .mpeg	Main (420), 422	Main	720x480	29.97	MP2 (Mpeg 1 Layer 2), PCM	16, 24, 32	44.1Khz, 48Khz
DvCam	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
DVCPro	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
Dv50	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
H.264	.mov .mp4	Main		720x480	29.97	AAC-LC		48Khz
XDCAM SD	.mov			720x480	29.97	PCM	16, 24, 32	48Khz
IMX	.avi .mov			720x480	29.97	PCM	16, 24, 32	48Khz

SX2HD-OUTPUT 480i / 1080i

Supported Codecs	File Extension	Profile	Level	Frame Size (w x h)	Frame Rate (frames per second)	Audio Codec	PCM Audio Bits Per Sample	Audio Sample Rate
MPEG2	.mpg .mpeg	Main (420), 422	Main, High-1440, High	720x480 1440x1080	29.97	MP2 (Mpeg 1 Layer 2), PCM	16, 24, 32	44.1Khz, 48Khz
DvCam	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
DVCPro	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
DVCProHD	.avi .mov .mp4			1280x1080	29.97	PCM	16, 24, 32	48Khz
Dv50	.avi .mov .mp4			720x480	29.97	PCM	16, 24, 32	48Khz
H.264	.mov .mp4	Main, High, High 10, High 422		720x480 1920x1080	29.97	AAC-LC		48Khz
XDCAM SD	.mov			720x480	29.97	PCM	16, 24, 32	48Khz
XDCAM HD	.mov	Main (420)	High-1440, High	1440x1080 1920x1080	29.97	PCM	16, 24, 32	48Khz
XDCAM HD 422	.mov	422	High	1920x1080	29.97	PCM	16, 24, 32	48Khz
XDCAM EX	.mov .mp4	422	High	1920x1080	29.97	PCM	16, 24, 32	48Khz
IMX	.avi .mov			720x480	29.97	PCM	16, 24, 32	48Khz
Apple ProRes	.mov	422, 422HQ, 422LT, 422Proxy		720x480 1920x1080	29.97	PCM	16, 24, 32	48Khz

SX2HD-OUTPUT 720p

Supported Codecs	File Extension	Profile	Level	Frame Size (w x h)	Frame Rate (frames per second)	Audio Codec	PCM Audio Bits Per Sample	Audio Sample Rate
MPEG2	.mpg .mpeg	Main, 422	High	1280x720	59.94	MP2 (Mpeg 1 Layer 2), PCM	16, 24, 32	44.1Khz, 48Khz
DVCProHD	.avi .mov .mp4			960x720	59.94	PCM	16, 24, 32	48Khz
H.264	.mov .mp4	Main, High, High 10, High 422		1280x720	59.94	AAC-LC		48Khz
XDCAM HD 422	.mov	422	High	1280x720	59.94	PCM	16, 24, 32	48Khz
XDCAM EX	.mov .mp4	422	High	1280x720	59.94	PCM	16, 24, 32	48Khz
Apple ProRes	.mov	422, 422HQ, 422LT, 422Proxy		1280x720	59.94	PCM	16, 24, 32	48Khz

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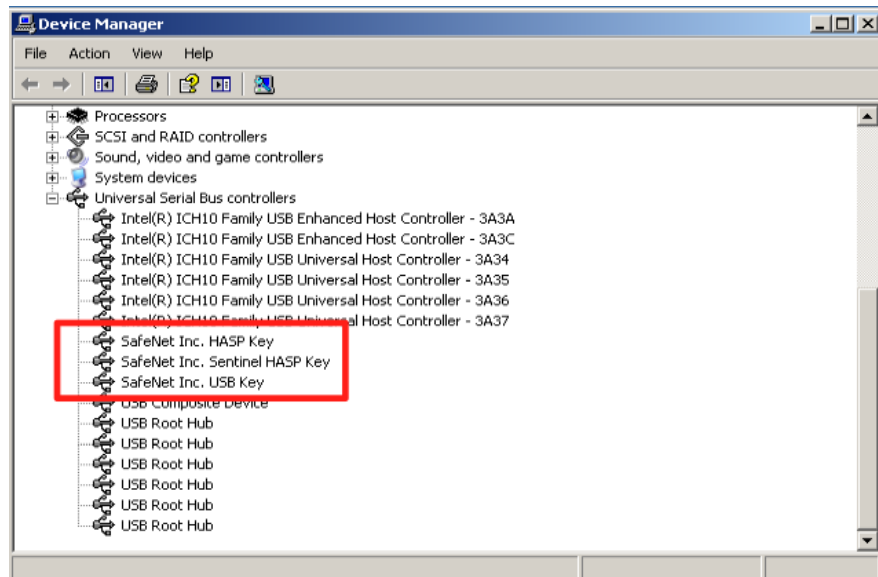
FIGURE 1.6: Supported video formats

1.5 Install HASP Key Software (SX Server Only)

SX Servers require a HASP to protect against software piracy. SX Servers shipped after March of 2011 already have a HASP key installed. To check if your SX Server has a HASP key navigate to your server's **Device Manager** by right clicking on **My Computer** and choosing **Properties**. Click the **Hardware** tab and click **Device Manager**.

Towards the bottom of the **Device Manager** expand the **Universal Serial Bus controllers** section and locate **SafeNet Inc. HASP Key**. If **SafeNet Inc. HASP Key** is present your HASP key is already installed and you can precede to section 1.9 on page 11.

FIGURE 1.7: Check for Installed HASP Key



If you do not have a hasp key installed one will be provided to you from Tightrope Media Systems for no additional charge if your SX Server is covered under a current Software Assurance Contract or your SX Server is under factory warranty. Contact your dealer for more info.

To install the HASP key follow the instructions detailed in this video:

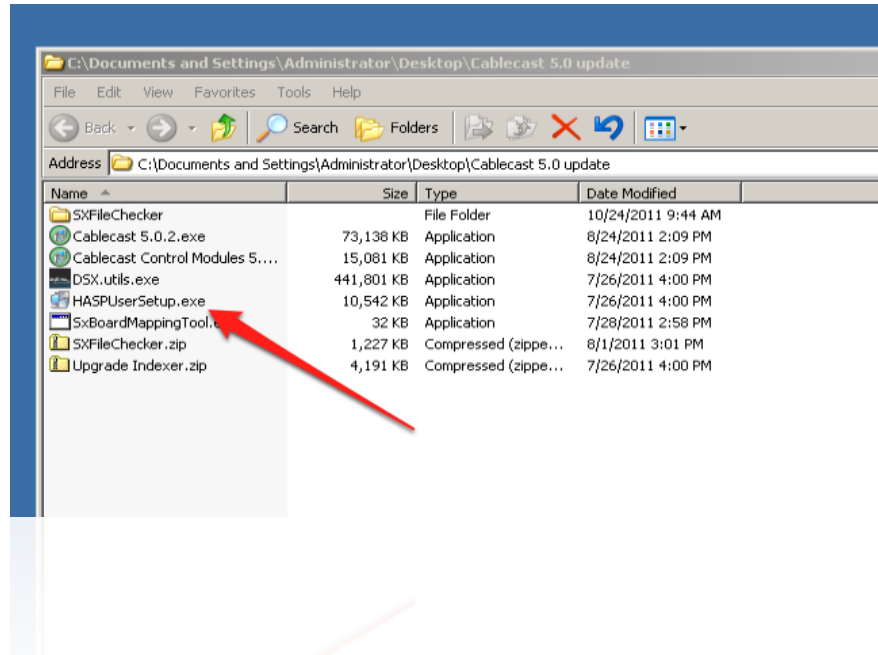
<http://www.youtube.com/watch?v=236a3ij6hQk>

After the HASP key is installed install the HASP key drivers by double clicking the **HaspUserSetup.exe** as shown in figure 1.8 on the next page



If your SX Server does not have a HASP key installed, do not continue. Upgrading to Cablecast 5.0 without a HASP key will render your SX server unusable.

FIGURE 1.8: Installing HASP Key Software



1.6 Backup your data

Before attempting any software install, you must back up your databases. The easiest way to do this is to run the TRMS Database Manager tool, shown in figure 1.9 on the following page and located on your Tightrope server in the D:\TRMS\Tools\directory.

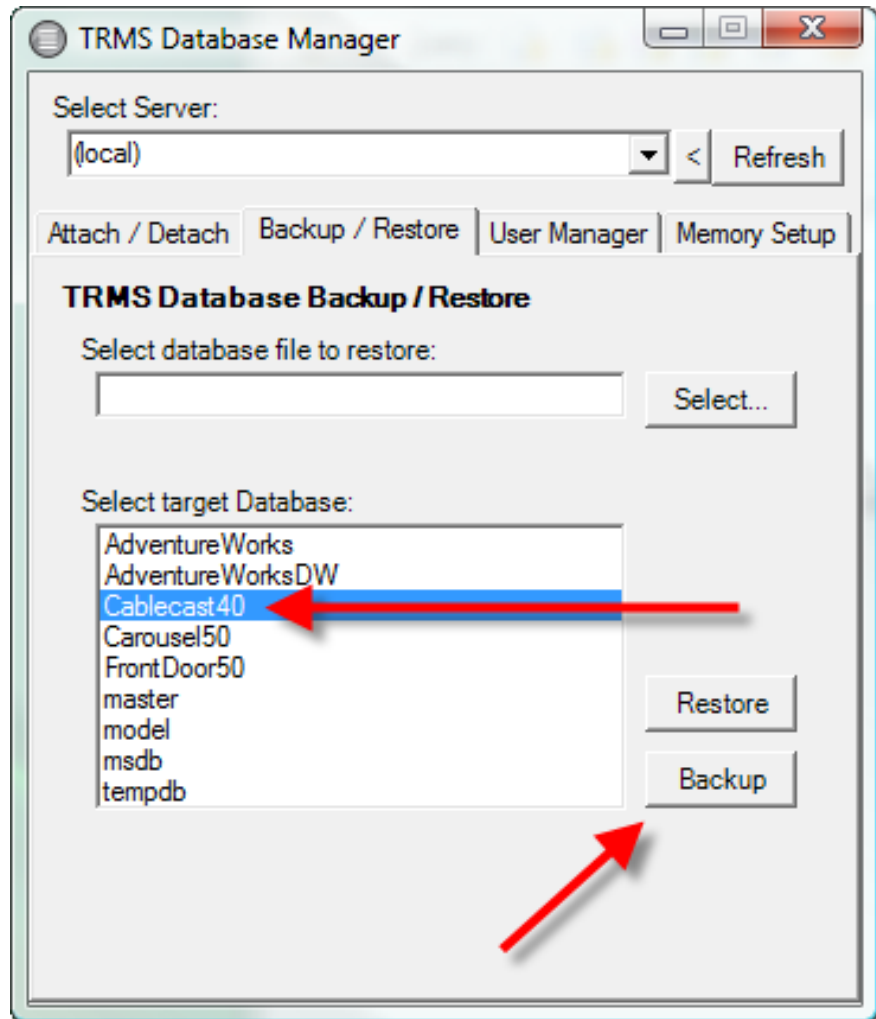
To back up a database,

1. Select the **Backup / Restore** tab.
2. In the **Select target Database** field, select the database you want to backup.
3. Click the **Backup** button.
4. In the **Save As** window that appears, select a spot to save the backup file.
5. Click **Save**.

Run the above steps for the **FrontDoor50**, **Cablecast40**, and **Carousel50** databases.

It is also a good idea to backup your Carousel media at this time. Do do this, simply make a copy of the Media folder in the D:\TRMS\Web\Carousel\directory located on your Tightrope server. You can zip this if you'd like to save some space.

FIGURE 1.9: Backing up a database



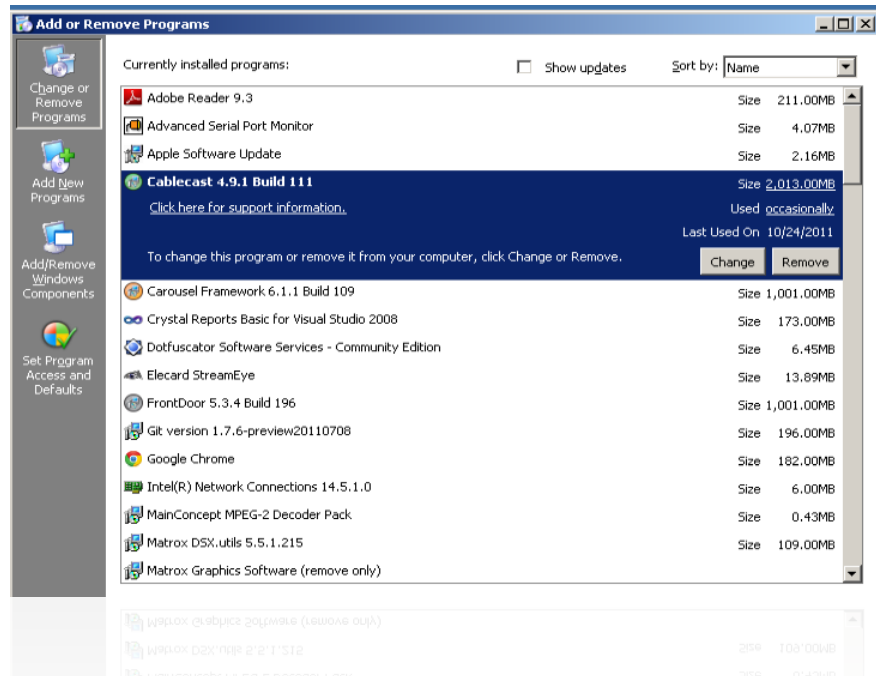
1.7 Uninstall Software

Previous versions of Cablecast and Cablecast Control Modules must be uninstalled on every computer they are installed on. To uninstall Cablecast and Cablecast Control Modules navigate to the Control Panel on each system by clicking the **Start** button on the computers taskbar and choosing **Settings** and then **Control Panel**.

From the Control Panel double click **Add or Remove Programs**. Find all instances of Cablecast and Cablecast Control Modules and uninstall them as shown in figure 1.10 on the next page.

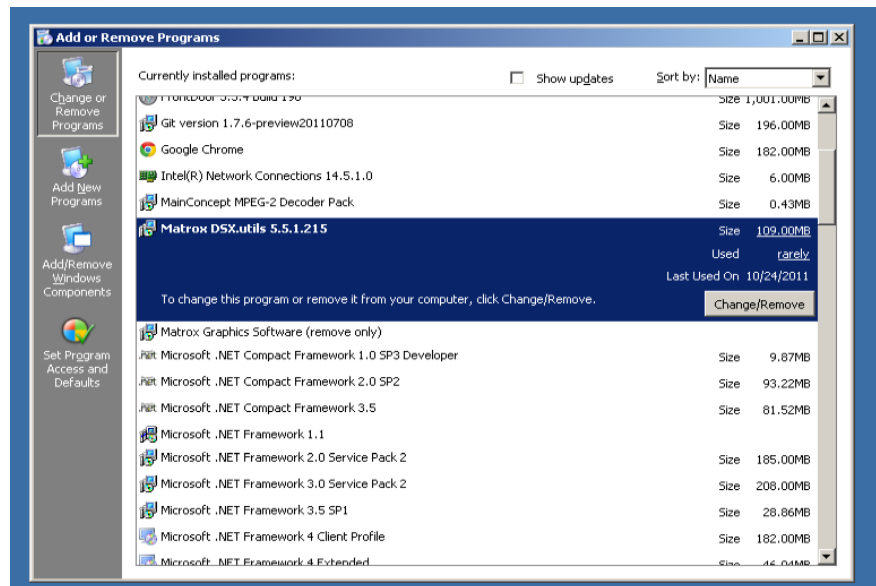
On SX Servers the Matrox Drivers will also need to be uninstalled in preparation for the driver update. To uninstall the Matrox drivers navigate to **Add or Remove Programs** as described above and uninstall the **Matrox DSX.Utils** as shown in figure 1.11 on the following page. The SX Server must be restarted after the driver uninstall.

FIGURE 1.10: Uninstalling Cablecast



Before continuing it is important to restart the SX Server after the Matrox drivers have finished uninstalling.

FIGURE 1.11: Uninstalling Matrox Drivers

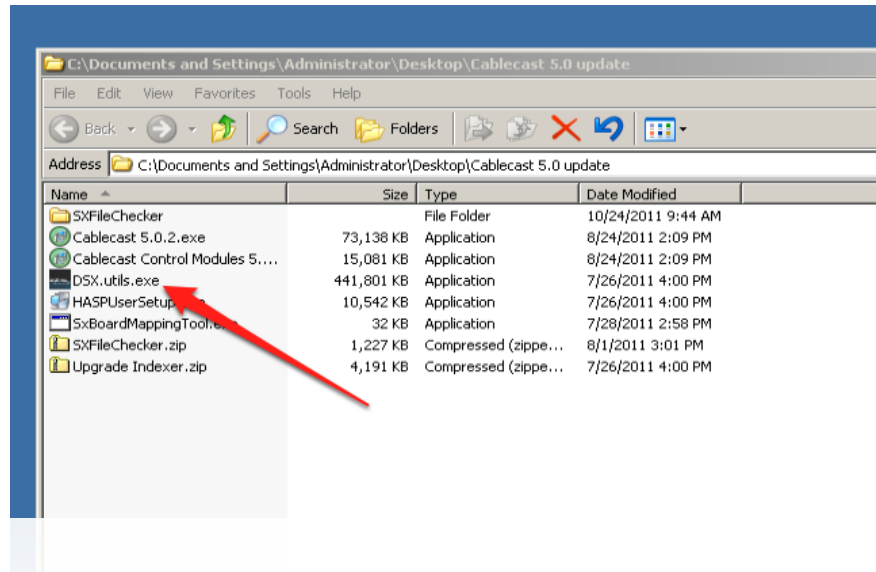


1.8 Install Matrox 7.5.450 Driver (SX Server Only)

All SX Servers require Matrox DSX.Utills 7.5.450 to run Cablecast 5.0. It is important to have uninstalled all Tightrope software and previous versions of Matrox DSX.Utills as described in section 1.7 on the previous page.

To install the new Matrox Drivers double click **DSX.Util.exe** as shown in figure 1.12. Click **Next** for all options in the Matrox installer. Several restarts will be required to completely install the drivers. Do not attempt proceeding until all steps of the Matrox driver installation have completed.

FIGURE 1.12: Installing Matrox Drivers



Installing the Matrox drivers will require several restarts of the SX Server. Do not proceed until the system reboots and no Matrox Installation windows appear. When it doubt restart the SX server one more time to be on the safe side.

1.9 Install Cablecast Software

The final step in the Cablecast 5.0 upgrade is to install **Cablecast** and **Cablecast Control Modules** on the appropriate machines. Proceed in the following order:

1. **Cablecast Control Modules** are installed on all machines except the machine that hosts **FrontDoor**.
- ! → 2. **Cablecast** is installed **ONLY** on the computer **FrontDoor** is installed on.

To install click on the appropriate installer as shown in figure 1.13 on the next page. Click **Next** for all options except **Cablecast Device Control Service**. When prompted for login credentials choose **Windows Account** and type in the Windows username and password for the server as shown in figure 1.14 on the following page.

The default username and password is:

username: **Administrator**

password: **trms**



While its not totally necessary to run the Cablecast Services as Administrator its a good idea. The Cablecast Services need to be able to start and stop other services to run properly as well as have access to all the places playback files are located. Running the Services as the Administrator makes these things less complicated.

FIGURE 1.13: Installing Cablecast

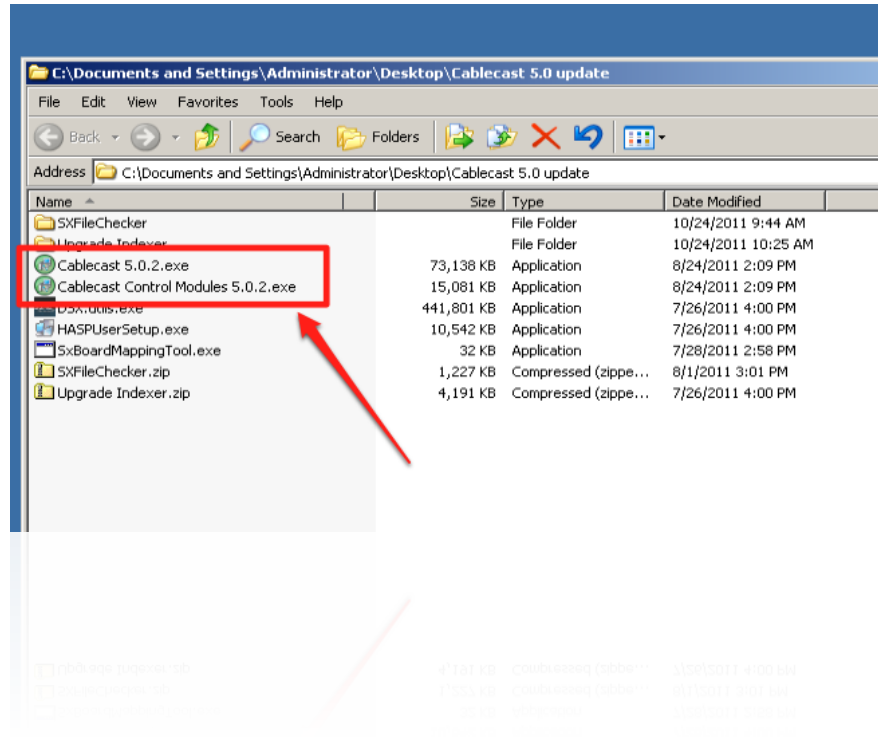
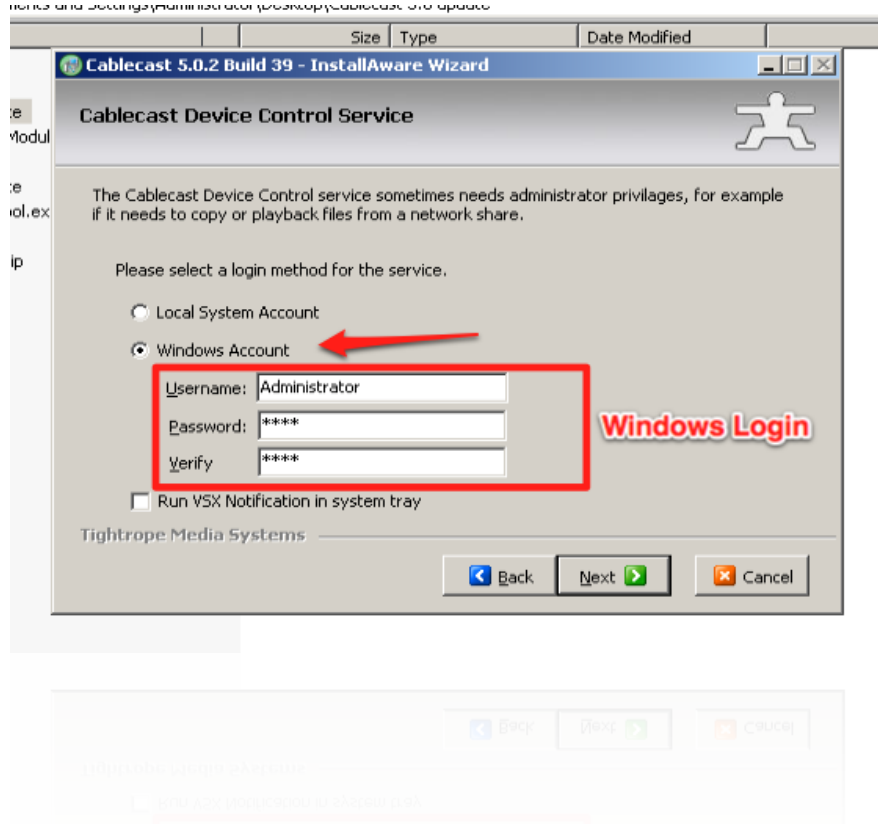


FIGURE 1.14: Authenticate using Administrator Account



1.10 Log in and validate the installation

To ensure that the software is successfully installed, check the version number in the **About** screen of FrontDoor, Carousel, and Cablecast.

Log in to each application, and click the **About** link on the top right part of the screen. FrontDoor should be at version 5.3.5 or higher, Carousel should be at version 6.0.0 or higher, and Cablecast should be at version 5.0.

At this point, your installation will be complete. The digital files located on your server will start indexing immediately, however depending on the amount of files it may take some time before indexing is complete. Most files average 5 seconds to index. **Autopilot** will need to be sent for normal automation to resume.



Remember you need to send autopilot after installation for Automation to resume.