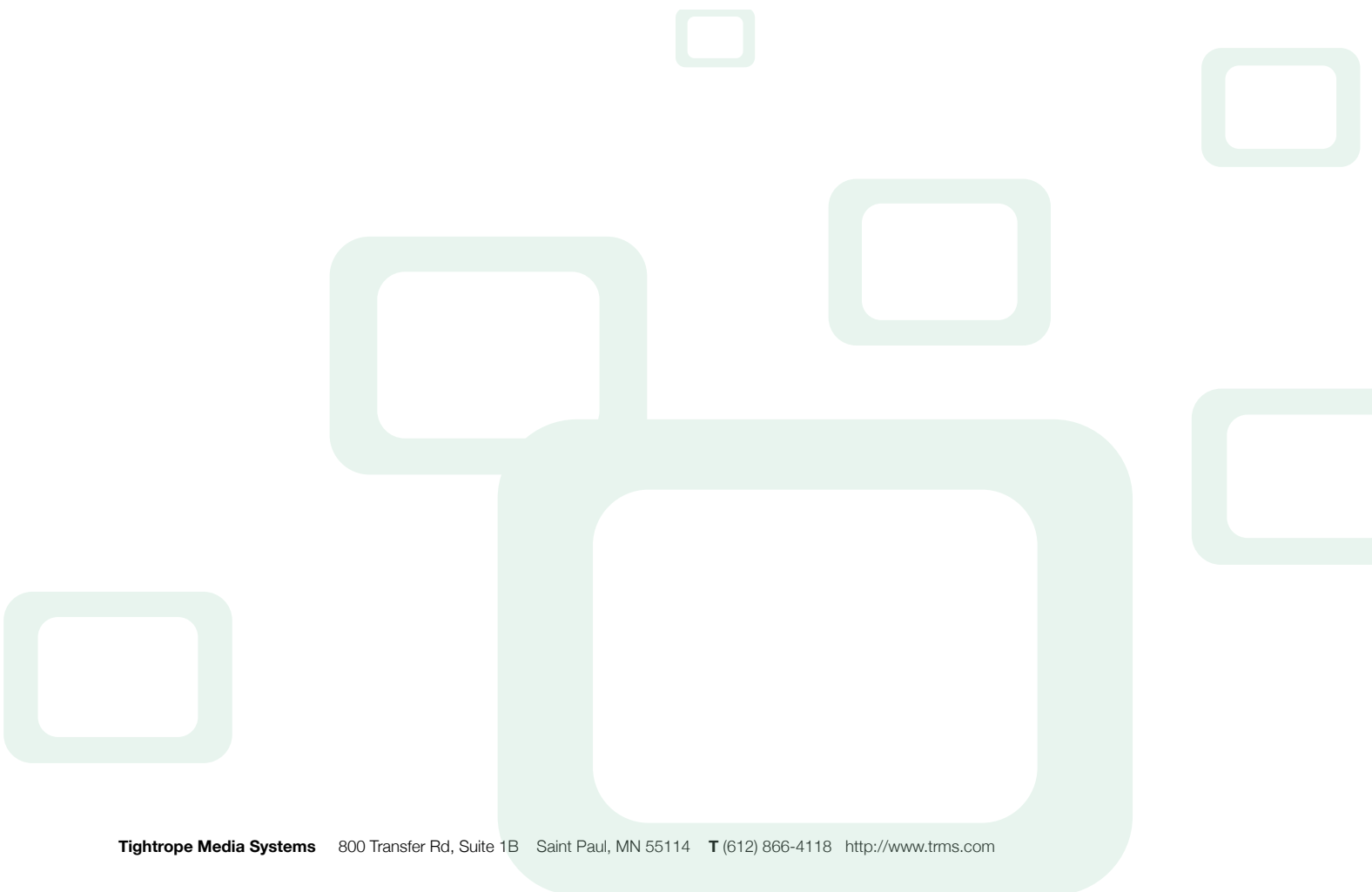




Cablecast Software Update Guide



Cablecast Software Update

Thanks for updating your Cablecast software from Tightrope Media Systems. We are constantly improving and refining Cablecast. 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 walk you through the update process. There are several tasks that need to be completed, and each task has a series of steps.

Basically we will be doing the following:

- Downloading the updated software
- Backing up the databases and settings
- Uninstalling the old software
- Installing the new software
- Verifying that the system works

Update Instructions

For each task, please complete the listed steps.

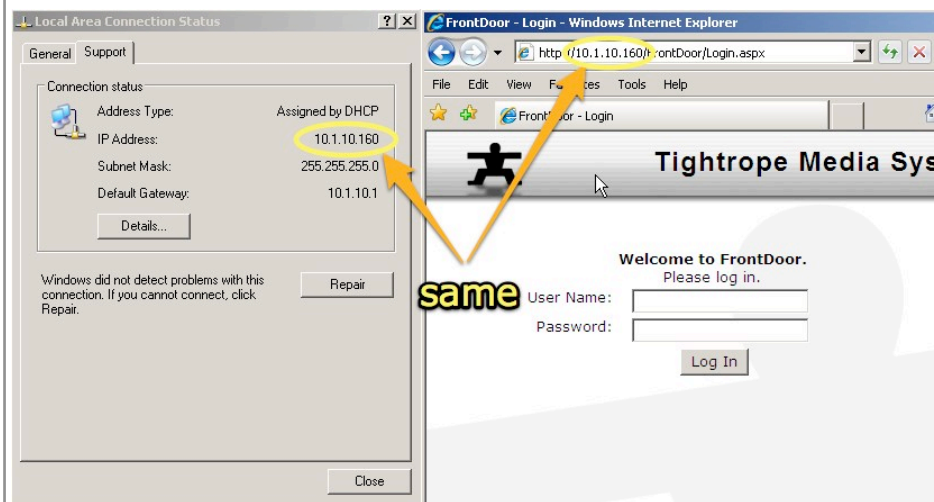
Task	Steps
Request an update key	<p>We send out update keys by email for software updates. These emails contain a link and a code that allows you to download the software.</p> <ul style="list-style-type: none">• To get an update key email, send a request to support@trms.com. Please include:<ul style="list-style-type: none">- Your name- Your organization name- Serial number of your Cablecast or SX server <div data-bbox="509 1121 1151 1661"><p>Your Software Upgrade Key from Tightrope Media Systems</p><p>Inbox X</p><p>support@trms.com to [redacted] show details 5:46 AM (19 minutes ago) Reply</p><p>Dear ,</p><p>Thank you for requesting a software upgrade from Tightrope Media Systems. To obtain your upgrade, please visit the "Updates" page of your FrontDoor server (in the Server Settings menu) and enter the following download key. Alternatively, you may visit http://updates.trms.com/ to enter your download key.</p><p>***IMPORTANT NOTE: Please read all accompanying documentation before attempting an upgrade.</p><p>Download Key: vxqxnqlyx8 Generated on: 12/3/2008 5:46:14 AM Generated by: jj Given to: [redacted] Key Expires on: 12/13/2008 5:46:14 AM Maximum Uses: 6</p><p>If you have any questions, please contact our tech support department at 1-866-866-4118 ex 250</p><p>Thank you! Tightrope Media Systems http://www.trms.com/</p><p>Reply Forward</p></div> <p>Example updates email</p> <ul style="list-style-type: none">• The keys expire after 10 days.• The keys allow you to download each piece of software 6 times.

Task	Steps
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Determine which server is the “Cablecast Master” server

We need to determine what equipment you have, and which Tightrope server in your configuration is the Cablecast Master server.


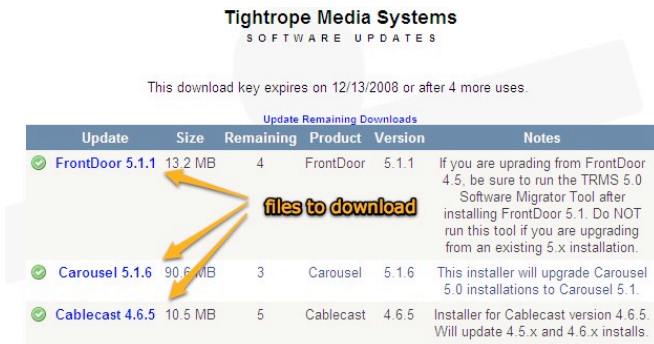
- The Cablecast Master is the sever whose IP address you put into your web browser to get to FrontDoor.



The Cablecast master will be one of these machines:

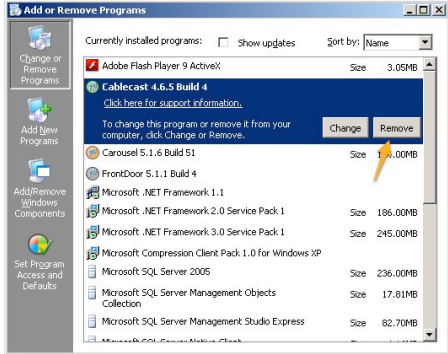
- Cablecast Pro
- Cablecast Bundle
- Cablecast SX

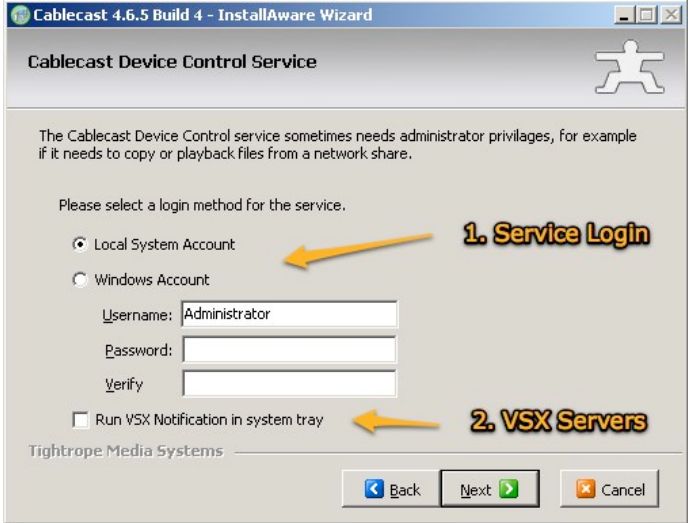
Task	Steps
Cablecast Software Configuration Reference	<p data-bbox="483 478 1292 506">This is a list of what software should be installed on your Cablecast equipment:</p> <ul style="list-style-type: none"> <li data-bbox="483 537 1062 678">• Cablecast SX server running as the Cablecast Master: FrontDoor Carousel Framework Cablecast <li data-bbox="483 716 724 856">• Cablecast Pro: FrontDoor Carousel Framework Cablecast <li data-bbox="483 894 699 1035">• Cablecast Bundle: FrontDoor Carousel Cablecast <li data-bbox="483 1073 1248 1131">• Cablecast SX server controlled by a Cablecast Pro or Cablecast Bundle: Cablecast Control Modules <li data-bbox="483 1169 946 1228">• Cablecast SX VOD/Cablecast Stream Live: Cablecast Control Modules <li data-bbox="483 1266 867 1325">• Cablecast CG250/Carousel Player: Carousel Player <p data-bbox="483 1367 1398 1430"><i>Note: The order of installation does matter. When installing the software, do it in the order listed above.</i></p> <p data-bbox="483 1467 1398 1566"><i>Note: The Cablecast installer INCLUDES the Control Modules. Do not install both Cablecast and Cablecast Control Modules onto the same machine. Doing so will result in problems with future updates of the software.</i></p> <p data-bbox="483 1604 1390 1703"><i>Note: The Carousel installer INCLUDES the Carousel Player. Do not install both Carousel and Carousel Player onto the same machine. Doing so will result in problems with future updates of the software.</i></p>

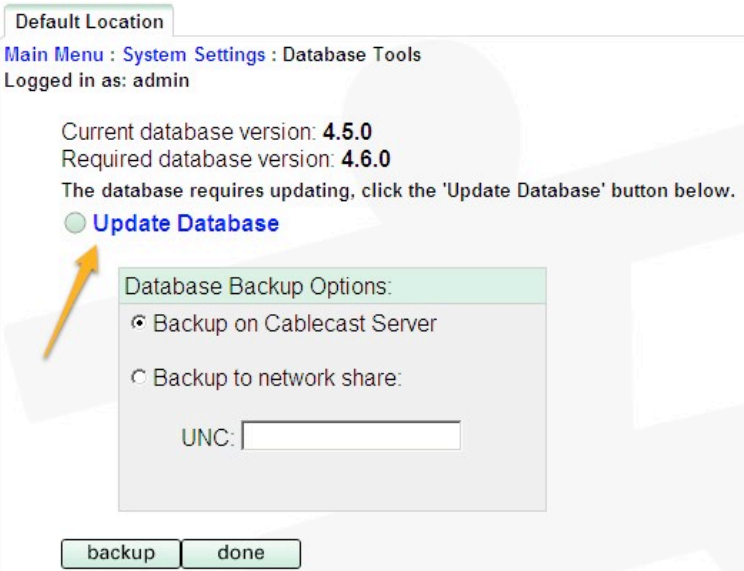
Task	Steps
<p>Download the new software</p>	<p>Before we uninstall any software, let's make sure we can download new software.</p> <ul style="list-style-type: none"> • Open http://updates.trms.com from the web browser on the machine you are updating. • Enter in your update key from the email you received above.  <ul style="list-style-type: none"> • Download the software to the desktop OR a shared installation folder on your file server.  <ul style="list-style-type: none"> • <i>Note: You may not need all the software that was sent to you. Refer to the "Cablecast Software Configuration Reference" list on the previous page to determine what software should be installed on each server.</i>
<p>Update all your equipment</p>	<p>You will need to update the software on ALL of your Tightrope equipment. This includes the Cablecast Pro, SX Server(s), Cablecast Bundle, VOD, Live Stream, and CG250/Carousel Player machines.</p> <p>Once you have completed the software installation on your Cablecast Master server, repeat steps 2 through 6 on all of your other machines.</p>

Task	Steps
1) Database Backup	<p>Before attempting any software update, it is always a good idea to make a backup of your databases.</p> <ul style="list-style-type: none"> • Log into FrontDoor as the “admin” account on the Cablecast Master server. • Click “Server Setup”. • Click “Database Tools”. • Select all of your databases. • Select “The backup directory on this server”. • Click “Backup”. <div data-bbox="506 919 1089 1339" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Backup the following databases:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> FrontDoor <input checked="" type="checkbox"/> Cablecast <input checked="" type="checkbox"/> Carousel <p>Save backup data to:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The backup directory on this server <input type="checkbox"/> Email Address: <input type="text"/> <input type="checkbox"/> Local Path: <input type="text"/> <p style="text-align: center;"> <input type="button" value="Backup"/> <input type="button" value="Cancel"/> </p> </div> <ul style="list-style-type: none"> • You should receive a “Database Saved” message for each database that you selected. • You can now close your web browser. • <i>Note: If you do not have Carousel, Tightrope’s on air CG, you will not see the Carousel option.</i>

Task	Steps
2) Backup .config file	<p data-bbox="483 478 1369 541">If you are upgrading from Cablecast version 4.0 through 4.7.4 AND you have modified your .config file, then you will need to back up the .config file.</p> <p data-bbox="483 579 1214 604">You may have a custom .config file if you have the following equipment:</p> <ul data-bbox="483 642 1198 1037" style="list-style-type: none"><li data-bbox="483 642 1003 667">• VS4 and have a custom adjusted output volume<li data-bbox="483 701 1003 726">• VSS and have a custom adjusted output volume<li data-bbox="483 760 703 785">• Integra DVD Player<li data-bbox="483 819 1198 844">• Pesa routing switcher with more or less than 3 levels and 8 outputs<li data-bbox="483 877 824 903">• Utah Scientific routing switcher<li data-bbox="483 936 727 961">• Sierra routing stitcher<li data-bbox="483 995 802 1020">• Tightrope Stream Live server <p data-bbox="483 1071 760 1096">The .config file is stored at:</p> <p data-bbox="516 1108 1320 1134">D:\TRMS\Control Modules\TRMS.Services.CablecastDeviceControl.exe.config</p> <p data-bbox="483 1146 1052 1171">Make copy of this file in the D:\TRMS\Control Modules\</p>

Task	Steps
3) Uninstall Old Software	<p>Now we will uninstall the old software. Uninstalling will not remove any of your Carousel or Cablecast data, it just removes the application binaries.</p> <ul style="list-style-type: none"> • Click on the “Start” menu. • Click on “Settings,” then “Control Panel.” • Open the “Add or Remove Programs” Control Panel. • There will be one or more of the following software packages installed <ul style="list-style-type: none"> - Cablecast x.x.x Build y - Cablecast Control Modules x.x.x Build y - Carousel x.x.x Build y - Carousel Player x.x.x Build y - FrontDoor x.x.x Build y • Click on each of the above software packages in the list of currently installed programs, select it, and click the “Remove” button.  <ul style="list-style-type: none"> • Make a note of what software you uninstalled, this will aid you in the reinstallation of the software. You can also refer to the “Cablecast Software Quick Reference” on page 4 to determine which software gets reinstalled. • <i>Note: If both Cablecast and Cablecast Control Modules are installed onto a machine then a previous update was not done properly, remove both.</i> • <i>Note: There may be several versions of the same product in the list. Please remove all of them.</i> • You can now close the Add or Remove Programs window.

Task	Steps
4) Install the new software	<ul style="list-style-type: none"> • Locate the installation files you downloaded. • Run the installer applications for each package according to the “Cablecast Software Configuration Reference” list OR from your previous notes of what you just uninstalled. • <i>Note: Read step 5 if you are installing Cablecast or Cablecast Control Modules.</i> • Follow the instructions in the installer screens to complete the installation. Use all of the default choices in the installation wizard. • <i>Note: When you complete the installation of all the software, please reboot your server.</i>
5) Special notes about the Cablecast and Control Modules installer	<p>The Cablecast and Cablecast Control Modules installers have a special screen for further configuration.</p> <ul style="list-style-type: none"> • 1) You will need to select “Windows Account” and fill in the “UserName” and “Password” fields if: <ul style="list-style-type: none"> - You have a VOD server - You are using the ‘Copy after Record’ feature of Cablecast - You play files off the network AND require authentication • 2) You will need to check “Run VSX Notification in system tray” if you are installing the software onto a VSX server. 

Task	Steps
6.) Restore your .config file	<p>If you needed to back up your .config file, then you will need to restore it after the update.</p> <p>Replace the file: D:\TRMS\Control Modules\TRMS.Services.CablecastDeviceControl.exe.config With the copy you made in step 2.</p>
Update all your equipment	<p>You will need to update the software on ALL of your Tighrope equipment. This includes the Cablecast Pro, SX Server(s), Cablecast Bundle, VOD, Live Stream, and CG250/Carousel Player machines.</p> <p>Once you have completed the software installation on your Cablecast Master server, repeat steps 2 through 6 on all of your other machines.</p>
Updating the Cablecast Database	<p>When you log back into your system, Cablecast may ask you to update the database. If it does, click the "Update Database" button.</p> 

Task	Steps
Verify your installation	<p data-bbox="483 478 1414 541">Once you have updated all the software and restarted your machines you should verify that the system is back up and running properly.</p> <ul data-bbox="483 579 1414 846" style="list-style-type: none"><li data-bbox="483 579 1414 611">• Make sure you can log into both Carousel and Cablecast.<li data-bbox="483 642 1414 674">• Resend autopilot in Cablecast.<li data-bbox="483 705 1414 737">• Test the force menu in Cablecast.<li data-bbox="483 768 1414 800">• Double-check your schedule is correct in Cablecast.<li data-bbox="483 831 1414 863">• Make sure your CG250/Carousel Player is not in “red bar” mode.

Thank You!

At this point, your update should be complete. If you have any questions, please feel free to contact our Technical Support department.

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