Ross Video Limited

DashBoard

Software

User Manual

ROSS

Live Production Technology™

openGear

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Issue: 02

DashBoard User Manual

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This symbol on the equipment refers you to important operating and maintenance (servicing) instructions within the Product Manual Documentation. Failure to heed this information may present a major risk of damage or injury to persons or equipment.

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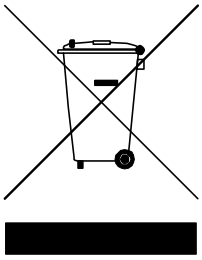
This symbol is used to alert you that an electrical, or electronic device, or assembly is susceptible to damage from an Electrostatic Discharge event.

Environmental Information

The equipment that you purchased required the extraction and use of natural resources for its production. It may contain hazardous substances that could impact health and the environment.

To avoid the potential release of those substances into the environment and to diminish the need for the extraction of natural resources, Ross Video encourages you to use the appropriate take-back systems. These systems will reuse or recycle most of the materials from your end-of-life equipment in an environmentally friendly and health conscious manner.

The crossed-out wheeled bin symbol invites you to use these systems.



If you need more information on the collection, reuse, and recycling systems, please contact your local or regional waste administration.

You can also contact Ross Video for more information on the environmental performances of our products.

openGear Contents

Introduction

In This Chapter

This chapter contains the following sections:

A Word of Thanks

Congratulations on choosing the **DashBoard Control System**. DashBoard is part of a full line of Digital Products within the openGear Terminal Equipment family of products, backed by Ross Video's experience in engineering and design expertise since 1974.

You will be pleased at how DashBoard fits into your overall working environment. Equally pleasing is the product quality, reliability and functionality. Thank you for joining the group of worldwide satisfied Ross Video customers!

Should you have a question pertaining to the installation or operation of DashBoard, please contact us at the numbers listed on the back cover of this manual. Our technical support staff is always available for consultation, training, or service.

Overview

The DFR-8300 series frames offers remote control and monitoring with the combination of the openGear Network Interface card and the DashBoard Control System. This allows users to remotely monitor and control parameters on openGear devices that support remote control.

The DashBoard Control System is built on Ethernet and TCP/IP technology, which allows remote access across both LAN and WAN architectures. DashBoard is unique, as it operates under a well-defined protocol, which is available to all openGear partners.

Monitoring

A network of openGear frames and cards can be monitored, allowing users to quickly isolate and correct potential problems from a central monitoring station.

Control

DashBoard offers real-time control of openGear card parameters. Parameter types vary depending on card functionality.

Software Upgrades

Most openGear cards can be upgraded, both software and firmware, in the field using DashBoard. The upgrade utility verifies firmware and software upgrades against card hardware in the frame and prevents accidental loading of incorrect files to the wrong hardware.

Features

The following features make the DashBoard Control System a unique system for your openGear requirements:

- DashBoard is available for download from the Ross Video website
- Customizable views with the installation of the Advanced Tree View licensed feature
- Java based for installation in Microsoft Windows®
- Multiple openGear frames can be connected to multiple DashBoard stations
- Auto discovery of openGear frames and openGear cards on the same subnet
- Software and firmware upgrades via ethernet

Documentation Terms and Conventions

The following terms and conventions are used throughout this manual:

- "**Frame**" refers to any openGear frame within your video system.
- All references to the **DFR-8310** also include the **DFR-8310-C** versions with the cooling fan option. See the respective User Manuals for details.
- "**Operator**" and "**User**" refer to the person who uses DashBoard.
- "**Board**", and "**Card**" refer to openGear terminal devices within openGear frames, including all components and switches.
- "**System**" and "**Video system**" refer to the mix of interconnected production and terminal equipment in your environment.
- "**Device**" refers to an openGear frame or card listed in the DashBoard Control System interface.
- "**Tree View**" refers to both the Basic Tree and Advanced Tree Views unless otherwise noted.
- Navigation procedures in this manual state the menu items you are to select followed by the "⇨" symbol.
- The "**Operating Tips**" and "**Note**" boxes are used throughout this manual to provide additional user information.

Installing DashBoard

In This Chapter

This chapter provides instructions for installing the DashBoard Control System software.

The following topics are discussed:

- Installing DashBoard Control System Software
- Activating DashBoard Licensed Features

Installing DashBoard Control System Software

This section includes instructions on installing the DashBoard software to your computer.

Important

If you are upgrading your DashBoard Control System to software version 2.0, or higher, the Install Wizard automatically uninstalls any previous software versions before proceeding. Ensure that you have created a backup of your setup before installing a new version of DashBoard.

Before Installation

Before installing any software for your DashBoard Control System, ensure that you have exited all other programs currently running on the computer you are installing DashBoard on.

Installing DashBoard Control System Software

Use the following procedure to install your DashBoard Control System software:

1. Load the DashBoard software CD into the DVD/CD ROM tray of your computer.

Operating Tip

The DashBoard Control System Software and User Manual can also be downloaded from the Ross Video website.

2. If you are using a computer running Windows®, the **Installation Wizard** automatically runs. You can also install the DashBoard program as follows:
    - Navigate to your DVD/CD ROM drive in the **Navigation Pane**, so that the CD contents are displayed in the **Main Window** of Windows Explorer.
    - Select ***DashBoard2_setup.exe*** to begin installing the DashBoard program onto your computer.
    - Follow the prompts to complete the install DashBoard onto your system.

This completes the procedure for installing your DashBoard Control System software.

Note

You can uninstall the DashBoard Control System using the **Uninstall** option in the DashBoard folder. Once the Uninstall Wizard has completed, you must manually delete the Workspace folder from the **C:\Programs Files\DashBoard** directory.

Activating DashBoard Licensed Features

This section outlines how to install software keys to access DashBoard features such as the Advanced Tree View. The required DashBoard software licenses must be purchased from your Ross Video sales representative before activating DashBoard licensed features.

Activating DashBoard Licensed Features

This section outlines how to activate the DashBoard software licenses that you have purchased.

Use the following procedure to install a software license for a DashBoard feature:

1. Launch the DashBoard software by selecting the DashBoard icon on your desktop.
2. Select the feature you want to install a software license for as follows:
    - From the main DashBoard toolbar, select **Window ⇨ Preferences...**
    - From the **Preferences** dialog box, select **Licensed Features**.

      A list of available licenses is displayed in the **Licensed Features** dialog box and is organized into subfolders. The **Active** subfolder includes those features currently installed on your computer. The **Available** subfolder lists the new features you can install on your computer.
    - From the **Available** subfolder, click the feature to install. The general and license details of the selected feature is displayed in the **Licensed Features** dialog box.
3. From the **Licensed Features** dialog box, click **Install/Update License** to open the **Enter License Key** dialog box.

   The **Enter License Key** dialog box includes your **Request Code**, **Hardware ID**, and **Feature ID** details. You need this information when contacting Ross Video Technical Support. You can also print the information in the dialog box by pressing **Print**.
4. Contact Ross Video Technical Support using the information found in the "**Contact Us**" section of this manual. Ensure that you have the following information from the **Enter License Key** dialog box:
    - **Request Code**
    - **Hardware ID**
    - **Feature ID**
5. When you speak to our Technical Support representative, tell them your name, your facility name, and the **Request Code** as listed on the **Enter License Key** dialog box.
6. You will be given a **License Key** that must be entered in the **License Key** field of the **Enter License Key** dialog box.
7. Enter the **License Key** in the **License Key** field.
8. Press **Install** to begin installing the key for the DashBoard software license.

   When the installation is complete, the **License Installed** dialog box opens.
9. Press **OK**.

This completes the procedure for installing a software license for a DashBoard feature. For information on updating installed licensed features, refer to the section "**Updating DashBoard Licensed Features**" of this manual.

Managing openGear Frames in DashBoard

In This Chapter

This chapter provides instructions for controlling openGear frames in the DashBoard Control System. DashBoard connects to an openGear frame using a TCP/IP LAN connection. Refer to the user manual for your openGear frame, or your facility manager, for details on setting up your frame.

The following topics are discussed:

- Managing openGear Frames in DashBoard
- Configuring openGear Frames
- Troubleshooting

Managing openGear Frames in DashBoard

This section includes information for enabling DashBoard to auto-connect to openGear frames, manually adding and re-naming frames to the Tree View, and removing frames from the Tree View. When DashBoard is launched, frames are automatically detected and listed in the Tree Views. Refer to the section "**DashBoard Basic Tree View**" for information on navigating the Basic Tree View. For information on using the Advanced Tree View, refer to the section "**Using Custom Folders in the Advanced Tree View**".

Adding openGear Frames to DashBoard

The DashBoard Control System auto-detects any openGear frame on the same IP subnet, and queries the network for new frames every 10 seconds if the **AutoConnect** button is turned on from the toolbar. Each openGear frame lists all devices within the frame, and provides status information in the **Tree View**. You can also remove and disconnect an openGear frame from DashBoard.

Adding openGear Frames to DashBoard

You will need to manually add openGear frames to the **Tree View** when the frame is on a different subnet from DashBoard or if the frame is offline.

Use the following procedure to manually add an openGear frame to a DashBoard Tree View:

1. Click  on the **Tree View** toolbar to open the **New TCP/IP openGear Frame Connection** dialog box.

Operating Tip

You can also select **File ⇨ New** from the main DashBoard toolbar.

2. From the **New Connection** dialog box, select **TCP/IP openGear Frame**.
3. Select **Next >** to open the **New openGear Frame Connection** dialog box.

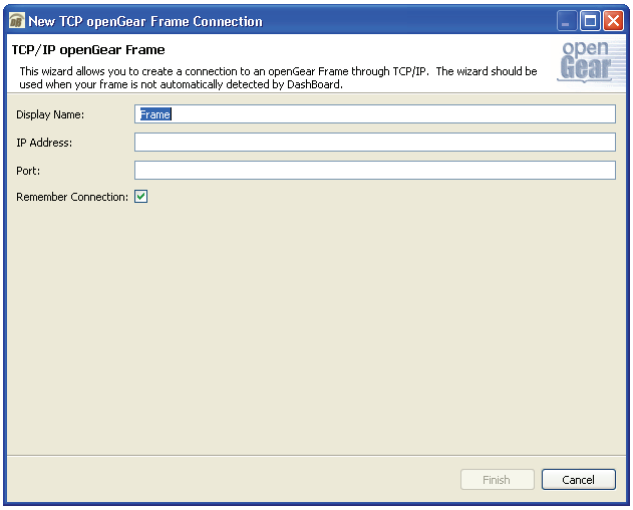


Figure 1. New TCP openGear Frame Connection Dialog Box

4. In the text fields provided, enter the name, IP address, and port of the openGear frame you wish to add.

5. Click **Finish** to display the openGear Frame in the **Tree View**. Frames added to the Tree View are also displayed in the Advanced Tree View

This completes the procedure to manually add an openGear frame to the **Tree View**. Repeat the procedure for each openGear frame that you wish to add to the **Tree View**.

Renaming an openGear Frame in the Tree View

You can rename any manually added openGear frames in the **Tree View**.

Use the following procedure to rename a manually added openGear frame in the **Tree View**:

1. Right-click the frame you wish to rename.
2. Select  .

   The **Rename Frame** dialog box opens.
3. Enter the new name for the frame in the text field provided.
4. Click **OK**.

This completes the procedure to rename a manually added openGear frame in the **Tree View**.

Removing openGear Frames from a Tree View

This section outlines how to remove an openGear frame from a Tree View in DashBoard. Once a frame is removed, DashBoard no longer reports the status in the Tree View and you are no longer able to monitor or control the affected devices. If communication with a frame is disconnected via the Disconnect option, the status indicator remains gray until the frame is re-connected.

If the frame you are removing is in a Custom Folder, you must first delete the frame from the Custom Folder before it can be removed from the Tree View.

Note

Auto-detected openGear frames cannot be removed from DashBoard unless the frames are offline.

Use the following procedure to remove or disconnect an openGear frame from the **Tree View**:

1. To remove a manually added openGear frame from the Tree View:
   - Right-click the openGear frame you wish to remove.
   - Select  .

     The selected openGear frame is removed from the **Tree View**.
2. To disconnect communications to an openGear frame from DashBoard:
   - Toggle  to off.
   - Right-click the openGear frame you wish to disconnect.
   - Select  .
   - The frame status indicator is grayed out in the **Tree View**.

Operating Tip

To re-connect to an openGear frame, right-click the frame status indicator, then select  .

This completes the procedure to remove or disconnect an openGear frame from the **Tree View**.

Configuring openGear Frames

This section outlines how to access the Frame Configuration Page to configure the network and Simple Network Management Protocol (SNMP) settings, and upload firmware for an openGear Frame.

Frame Configuration Page Overview

The **Frame Configuration Page** includes options for network configuration, uploading firmware and configuring SNMP. **Figure 2** displays an example of a **Frame Configuration Page**.

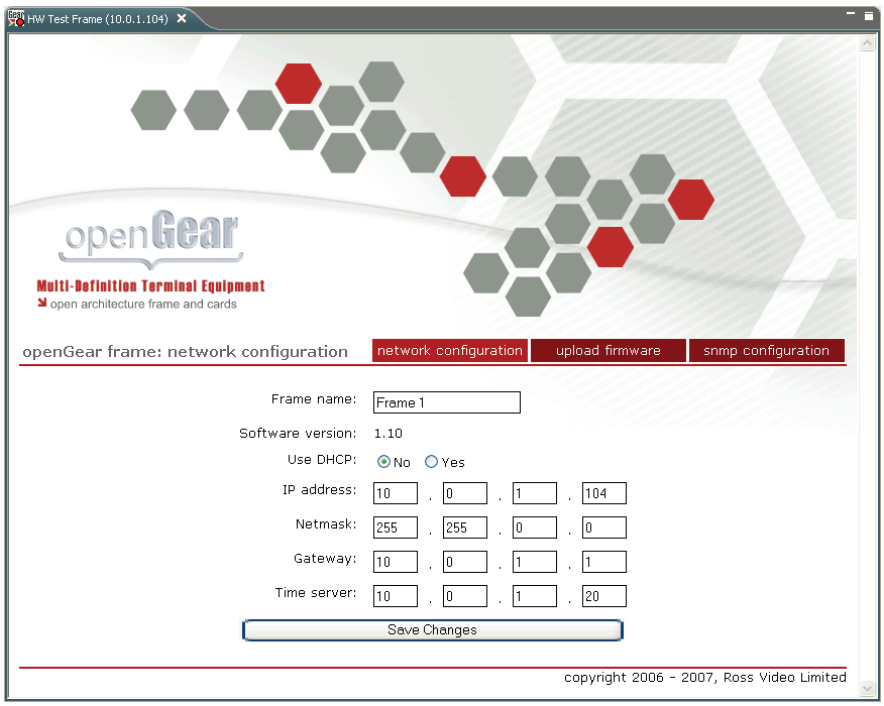


Figure 2. Frame Configuration Page — Network Configuration Tab

Refer to your DFR-8300 series frame ***user manual*** for information on how to configure specific settings for your openGear frame.

Important

> Changing TCP/IP information may lead to a loss of communication if the settings are incorrect, DashBoard may not be able to establish communications until the settings are corrected.

Use one of the following methods to navigate to the **Frame Configuration Page** for your openGear frame:

- Use any web browser to connect directly to the IP address for the openGear frame.
- Open the view for the frame as outlined in the section "**Navigating the Frame Configuration Page**".

Navigating the Frame Configuration Page

Use the following procedure to navigate the **Frame Configuration Page**:

1. Display the **Frame Configuration Page** for an openGear frame as follows:
   - From the **Tree View**, right-click the openGear frame you wish to open.
   - Select  to open the **Frame Configuration Page** in the **Device View Area**.

Operating Tip

> You can also select  on the **Tree View** toolbar or select the frame icon from the **Tree View**.

2. To update the network configuration of the selected openGear frame:
   - From the **Frame Configuration Page**, click **network configuration**.
   - Configure the settings as required by the frame ***user manual*** and facility network.
   - Click **Save Changes** to save the new configuration.
3. To upload new firmware for the selected openGear frame:
   - From the **Frame Configuration Page**, click **upload firmware**.
   - Follow the instructions in the section "**Uploading Firmware to an openGear Frame**".
4. To update the SNMP configuration for the selected openGear frame:
   - From the **Frame Configuration Page**, click **snmp configuration**.
   - Ensure the SNMP License Key is installed for the selected openGear frame. Refer to the openGear frame ***user manual*** for installation and configuration details.
   - Configure the SNMP settings as required.
   - Click **Submit**.

This completes the procedure for navigating the **Frame Configuration Page**.

Uploading Firmware to an openGear Frame

Use the following procedure to upload new network control firmware to an openGear frame:

1. From the **Tree View**, right-click the openGear frame you wish to open.
2. Select  .

   The **Frame Configuration Page** opens in the **Device View Area**.
3. Select the **Upload Firmware** tab.
4. Enter the filename, or click **Browse…** to select a file.
5. Click **Upload Firmware** to open the **Upgrading** dialog box.
6. Once the upload is complete, click **Reboot** to restart the openGear frame.

Note

> The openGear frame is offline for approximately 30 seconds after re-booting.

This completes the procedure to upload new network control firmware to an openGear frame.

Troubleshooting

This section includes information for troubleshooting connection errors from DashBoard.

Operating Tip

If you are connecting directly to an openGear frame via the DashBoard computer, ensure that you are using a network crossover cable.

Auto-Detected openGear Frames

If DashBoard cannot open a connection to an openGear frame which should be auto-detected, the cause may be one of the following:

- The openGear frame is turned off.
- The openGear frame is not located on the same subnet as DashBoard within the network.

Manually Added openGear Frames

If DashBoard cannot open a connection to your openGear frame after adding it to the **Tree View**, the cause may be one of the following:

- The openGear frame is powered off.
- The openGear frame properties entered in DashBoard are incorrect.
- The openGear frame may be located behind a firewall on the network.

Using the DashBoard Interface

In This Chapter

This chapter introduces you to the DashBoard interface, and how to navigate in each area.

The following topics are discussed:

- DashBoard Interface Overview
- DashBoard Basic Tree View
- Using Custom Folders in the Advanced Tree View
- The Device View Area
- Using Layouts

DashBoard Interface Overview

This section includes a brief summary of the DashBoard Control System interface and its components.

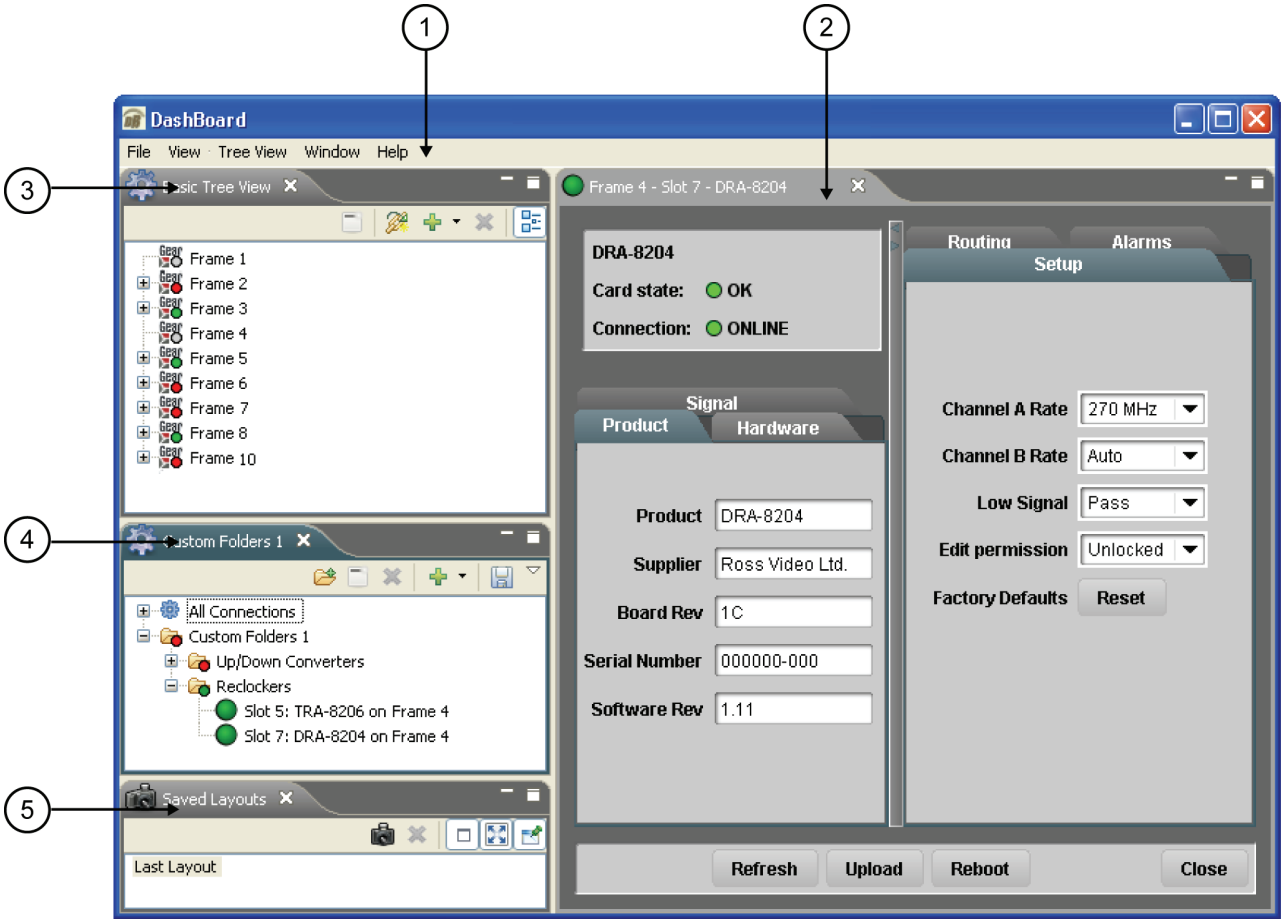


Figure 3. DashBoard Interface Overview

1. Main DashBoard Toolbar

This area provides access to basic tasks in DashBoard, such as saving layouts, setting preferences, and updating Dashboard software.

2. Device View

This area includes tabs for each device when you double-click a device from the Tree View. The Device View includes product and configuration details for each card including the card and connection status. From this view you can verify the card and connection status, update card parameters, and view read-only information. Buttons are provided for refreshing the Device View, uploading software or firmware, and re-booting the device. Refer to the section "**Device View**" for more information.

3. Basic Tree View

This area lists the openGear frames and the cards installed in each frame. From this tab you can open Device Editors, enable auto connections to frames, add new connections, and delete devices from the view. Refer to the section "**DashBoard Basic Tree View**" for more information.

4. Custom Folders (Advanced Tree View)

The Custom Folders (Advanced Tree View) licensed feature enables you to create a customized layout of folders and subfolders in a single tab. You can re-organize your devices to suit your workflow by dragging and dropping devices from the Basic Tree View to any Custom Folder tab. Refer to the section "**Using Custom Folders in DashBoard**" for more information on using this licensed feature.

5. Saved Layouts View

This area enables you to customize and save a series of Device View tabs and the DashBoard window size and position as a Layout. If you have the Advanced Tree View feature installed, saving a layout also saves any open custom folders. Layouts can be recalled using the options in the main DashBoard toolbar or from the Saved Layouts tab. Refer to the section "**Using Layouts**" for more information.

Status Indicators

The color of the status indicator beside each openGear frame name, device, custom folders and subfolders indicates the status as follows:

- **Green** — This color indicates that the device is running correctly and communicating with the frame.
- **Yellow** — This color indicates a minor problem with the device.
- **Red** — This color indicates that the device is offline or has a significant error condition. For example, there is no input or reference signal from the card.
- **Gray —** This color indicates an offline frame in the **Tree View**. If the Advanced Tree View feature is enabled, a gray status beside a device in a custom folder indicates that a different device is now installed in the slot. The offline status is also reflected in the **Device Tab** of any open devices for that frame.

Note

The **Frame Status Indicator**, the Custom folders and subfolders reflect the most negative status of any detected devices.

DashBoard Basic Tree View

This section outlines the Basic Tree View of the DashBoard Control System. If you have installed the Advanced Tree View feature, refer to the section "**Using Custom Folders in DashBoard**" for details on using this interface.

Overview

The Basic Tree View displays openGear frames in a tree structure. When you launch DashBoard, all openGear frames within the same subnet are auto-detected. Refer to the section "**Managing openGear Frames in DashBoard**" for information on adding frames to the Basic Tree View. For information on connecting your openGear frame using a TCP/IP connection, refer to your frame user manual or your facility IT personnel.

The Basic Tree View also displays the cards and status information of each card, installed in each detected openGear frame. This allows you to monitor the status and control the card parameters from a single computer. **Figure 2** provides an example of a **Basic Tree View**.

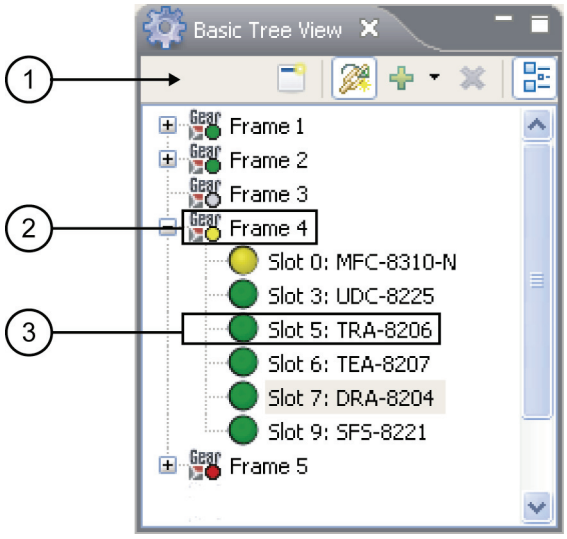


Figure 4. Example of a Basic Tree View

1. Basic Tree View Toolbar

This area provides access to the following basic tasks:

- **Device Editor Button** — Selecting this button enables you to edit parameters for a selected openGear frame or device. If you select an openGear frame to edit, toggling this button opens the **Frame Configuration Page** in the **Device View**. If you are editing a device, selecting this button displays a new tab in the **Device View**.
- **Auto-Connect Devices Button** — Toggling this button enables DashBoard to automatically connect to devices and display information in the **Basic Tree View**. You must toggle this button off before deleting any manually added devices from the Basic Tree View. The default setting is enabled (auto-connect).
- **Add New Connection Button** — Selecting this button opens the **New** dialog box and enables you to manually add an openGear frame to the Basic Tree View. Use this button to add a frame that cannot auto-connect but can be found via the network.

- **Delete Button** — Selecting this button enables you to delete a selected offline or manually added frame, or device, from the Basic Tree View.
- **Group Similar Devices Button** — Selecting this button enables you to group product types together, such as openGear frames, in the Tree View. When disabled, the devices are listed alphabetically.

2. Frame Status Indicator

A status indicator is displayed for each openGear frame detected by DashBoard. The status indicator represents the current status of the detected devices in the openGear frame. For example, Frame 4 in **Figure 2** indicates a yellow status because the MFC-8310-N card is at a yellow status. A plus sign next to a frame status indicator signifies that the list can be expanded to display a list of devices installed in that frame.

3. Device Status Indicator

A status indicator is listed for each openGear device (card) in a frame. This icon includes the card status, the slot in which it is installed in that frame, and the card product name. This information is detected automatically. To view a card in the **Device View**, double-click the card status indicator.

Navigating the Basic Tree View

Use the following procedure to navigate the Basic Tree View features:

1. To enable DashBoard to automatically connect to the listed openGear frames in the Basic Tree View, toggle on the Basic Tree View toolbar.
2. To edit an openGear frame:
   - Select the openGear frame to edit.
   - Click on the Basic Tree View toolbar.
   - Configure the frame parameters as outlined in the section "**Configuring openGear Frames in DashBoard**".
3. To add a new connection to the Basic Tree View:
   - Click on the Basic Tree View toolbar.
   - Add a connection by following the instructions of the New Connection Wizard and the procedure in the section "**Adding openGear Frames in DashBoard**".
4. To delete an offline openGear frame from the Basic Tree View:
   - Select the openGear frame to delete from the Basic Tree View.
   - Click on the Basic Tree View toolbar.
5. To close a Basic Tree View tab:
   - Right-click the **Basic Tree View** tab.
   - Select **Close**.

Note

> Open a Basic Tree View Tab by selecting **Window ⇨ Show View ⇨ Basic Tree View**.

This completes the procedure for navigating the Basic Tree View features.

Using Custom Folders in the Advanced Tree View

The Advanced Tree View licensed feature enables you to create a customized layout of folders, each displaying the status of select devices. Custom Folders contain a selection of openGear frames and installed devices. This feature allows you to drag and drop devices into subfolders, enabling you to quickly customize folders as required. All device information is automatically updated whenever parameters or status changes occur.

Overview

This section summarizes the Advanced Tree View tabs, Custom Folders and subfolders, and the available menu options.

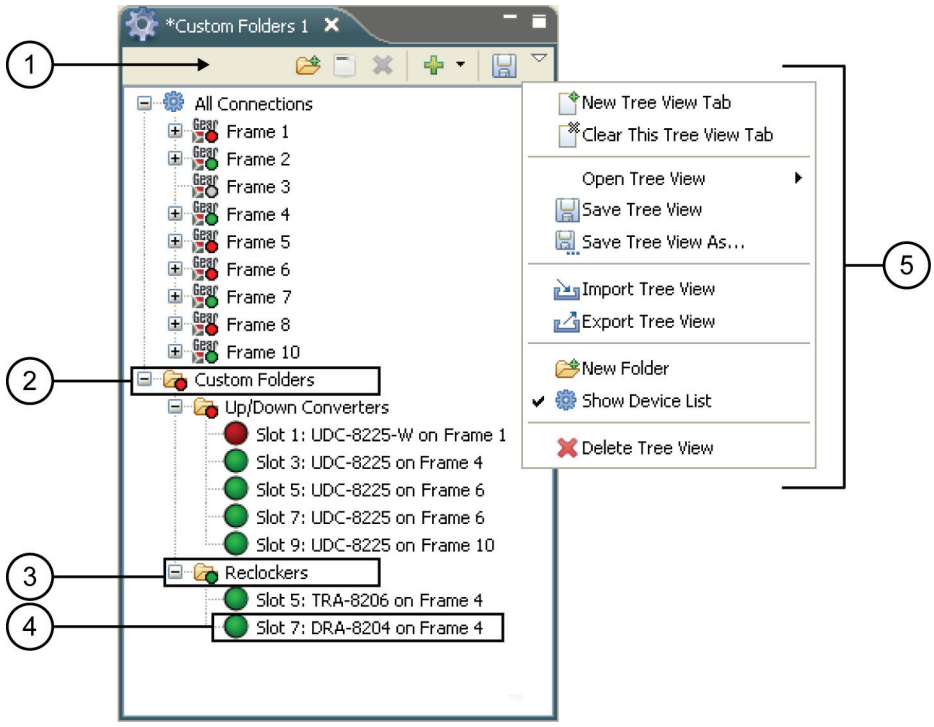


Figure 5. Advanced Tree View

1. Custom Folder Toolbar

Like the Basic Tree View, the Custom Folder toolbar includes the Editor, Delete and Add New Connection buttons. In addition, there are now buttons for creating new sub-folders, saving the current tree view and accessing the extra menu options of the Custom Folders tab.

2. Custom Folders Main Directory

Each Advanced Tree View tab includes a Custom Folders directory. In this directory, you can create and re-name subfolders to organize devices for customized views. The status indicator represents the current status of the detected devices in the custom subfolder. If a device in the subfolder needs attention, the status indicator shows the most critical warning level. For example, the Custom Folders icon in **Figure 5** indicates a red status because the UDC-8225-W on Frame 1 is at a red status.

Right-clicking a custom folder displays a dialog that includes options for creating a new subfolder, connecting or disconnecting devices, renaming devices and removing devices from the selected custom folder. To add devices to a Custom Folder, simply drag a device or frame from the All Connections directory to the desired Custom Folder.

3. Custom Subfolders

A custom subfolder displays any number of devices from any openGear frame connected to DashBoard. If a device in the subfolder needs attention, the status indicator shows the most critical warning level. For example, the Up/Down Converters subfolder in **Figure 5** indicates a red status because the UDC-8225-W on Frame 1 is at a red status.

Right-clicking a subfolder displays a dialog that includes options for creating a new sub-subfolder, connecting or disconnecting devices, renaming devices, and removing devices from the selected subfolder.

4. Device Status Indicator

A status indicator is listed for each openGear card in a subfolder. This icon includes the card status, the slot and frame in which it is installed, and the card product name. This information is detected automatically, but you can also re-name the device as required. To view a card in the **Device View**, double-click the card name.

5. Custom Folders Extra Options

Selecting the last button on the Custom Folder toolbar opens the Extra Options for the Custom Folder.

- **New Tree View Tab** — This option opens a new Tree View tab in DashBoard.
- **Clear This Tree View Tab** — This option closes the current Tree View and opens a new Tree View in its place. If you have made any changes to the current Tree View, you will be prompted to save your work.
- **Open Tree View** — This option enables you to select a previously saved Tree View to open in the current session of DashBoard.
- **Save Tree View** — This option saves the selected Tree View. If you have re-named the main Custom Folder directory, the new name is now displayed. An asterisk displays next to the Custom Folder tab name when there are unsaved changes for that tab.
- **Save Tree View As…** — This option saves the selected Tree View under a new filename.
- **Import Tree View** — This option enables you to import a Tree View from another location or DashBoard computer.
- **Export Tree View** — This option enables you to export a Tree View to another location or DashBoard computer.
- **New Folder** — This option enables you to create a new subfolder in the Tree View tab.
- **Show Device List** — Selecting this option displays or hides the list of connected frames and devices in the Tree View tab.
- **Delete Tree View** — This option deletes the current custom folder directory from DashBoard.

Navigating the Advanced Tree View

Use the following procedure to navigate the Advanced Tree View features:

1. Ensure the Advanced Tree View software license is installed. Refer to the section "**Installing Licensed DashBoard Features**" of this manual for installation details.
2. To open a new Advanced Tree View tab in DashBoard, select  on the toolbar.

Operating Tip

> You can also open a new Advanced Tree View tab by selecting **Tree View ⇨ New Tree View Tab**.

3. To add a new subfolder to the Custom Folders directory of a Tree View Tab, use one of the following methods:
   - Right-click the Custom Folder icon, and then select  . You are prompted to enter a name for the new subfolder.
   - On the Custom Folder toolbar, click , then select  . You are prompted to enter a name for the new subfolder.
4. To add devices to a subfolder:
   - Select the device indicator from the **All Connections** directory.
   - Drag and drop the device status indicator to the desired subfolder.

Operating Tip

> You can re-organize devices in a subfolder using the drag and drop method.

   - Re-name the device if required.
   - Click **OK**.
5. To re-name a subfolder:
   - Right-click the subfolder icon.
   - Select **Rename**.
   - Enter the new name in the box.
   - Click **OK**.
6. To clear the Tree View tab:
   - On the Custom Folder toolbar, click .
   - Select  .

This completes the procedure for navigating the Advanced Tree View features.

The Device View Area

This section includes a summary of the Device View Area and includes general instructions for managing devices in DashBoard.

Overview

The **Device View Area** includes tabs of devices selected from the Basic Tree View. Devices are added, as tabs, to the Device View Area by double-clicking the slot number in the Basic Tree View. Selecting a **Device Tab** enables you to view the information on that device. You can organize tabs in the **Device View** by dragging and dropping the tabs.

Each **Device Tab** is labeled with the status indicator, the name of the openGear frame, the slot number that the device is installed in, and the device type. **Figure 6** provides an example of a **Device Tab**.

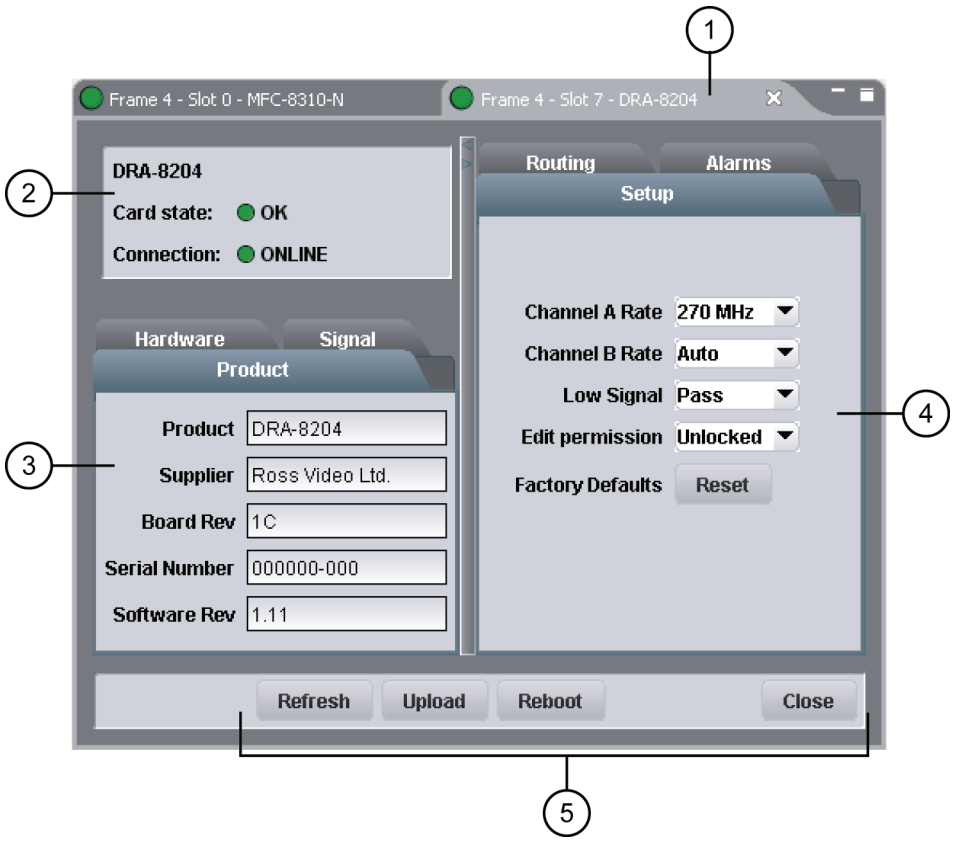


Figure 6. Device Tab in Device View Area

1. Device Tab Title

This area displays the card status, openGear frame, the slot that the card is installed in, and the product name. This information is reported automatically.

2. Hardware Status

This area displays the card status as reported by the device, and details about the connection status.

3. Read-Only Information

This area includes read-only information such as the status parameters as reported by the device. The parameters and options in this area are dependant on the device selected, but can include the product details such as software and firmware versions, hardware information and signal status. In **Figure 6**, the tabs are named **Product**, **Hardware** and **Signal**, and include read-only information.

4. Settings and Parameters Area

The parameters, options and tabs in this area are dependant on the device selected. Configurable parameters depend on the device, but can include source selection, video format and timing settings, and audio parameters.

Note

All changes to device parameters are immediate.

5. Button Area

The following buttons are available in each **Device Tab**:

- **Refresh** — Use this button to request the latest information from the device.
- **Upload** — Use this button to upload new software to the device.
- **Reboot** — Use this button to instruct the device to reboot.
- **Close** — Use this button to close the **Device Tab**.

Navigating the Device View

Use the following procedure to navigate the **Device View Area**:

1. To display a Device Tab, double-click a device in the **Basic Tree View**.

Operating Tip

You can also right-click the device and select **Open**, or drag and drop the device from the **Tree View** to the **Device View**.

2. Configure settings and control parameters using the remaining tabs in the **Device View**. The available tabs depends on the device and some parameters may not be configurable from DashBoard.
3. To refresh the parameters of a device, click **Refresh** on the **Device Tab**.
4. To update the software for the device, click **Upload** and follow the instructions in the section "**Uploading Software to a Device**".
5. To organize the tabs in the Device View:
    - Dock or undock the **Tree View** and **Layout List** from the DashBoard window by dragging it outside the DashBoard window.
    - Drag and drop the **Device Tabs** to organize a layout as required. For information on saving and recalling layouts, refer to the section "**Using Layouts**".
6. Close a **Device Tab** as follows:
    - Right-click the **Device Tab** you wish to close.
    - Select one of the following options:
        - **Close** — Closes the selected **Device Tab**.

- **Close Others** — Closes all other **Device Tabs** in the **Tab Group** but the highlighted tab.
- **Close All** — Closes all **Device Tabs** in that **Tab Group**.

This completes the procedure to close a **Device Tab** in the **Device View Area**.

Using Layouts

This section summarizes the Layout feature of the DashBoard interface. Information on creating, saving, and managing layouts in the Device View is also included.

Overview

Layouts are used to save window configurations in your DashBoard interface. For example, you can save a layout which shows a certain set of devices open in the **Device View Area**. You can also determine how these **Device Tabs** are displayed (tabbed or tiled, or in **Tab Groups**), and if any Custom Folder tabs were included.

Layouts can also save how each component of DashBoard is displayed. For example, you can save a layout which maximizes the DashBoard window, or displays the **Basic Tree View** and **Layout List** undocked from the **Device View Area**.

Each layout saves the window state, size, and position. When restoring layouts from the **Layout List**, you can toggle whether to use the stored layout, or the current layout, of the open window with the three right-hand buttons on the toolbar.

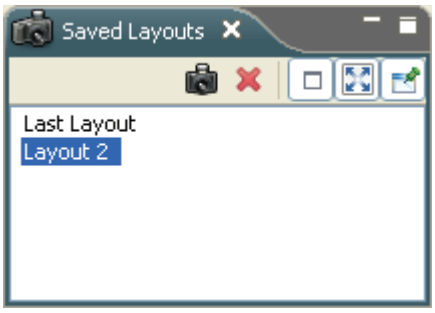


Figure 7. Layout List

The following buttons are available in the toolbar of the **Layout List**, from left to right:

- **Save Layout** — Use this button to open the **Save Current Layout** dialog box.
- **Delete the Selected Layout** — Use this button to delete the currently selected layout in the **Layout List**.
- **Maintain Window State** — Toggle this button to keep the DashBoard window at its current state when restoring a layout (maximized or sized).
- **Maintain Window Size** — Toggle this button to keep the DashBoard window at its current size when restoring a layout, when not maximized.
- **Maintain Window Position** — Toggle this button to keep the DashBoard window at its position on the desktop when restoring a layout.

Managing Your Layouts

Once your DashBoard window and **Device Tabs** are organized the way you wish, you can save this configuration as a new **Layout**.

Use the following procedure to manage your layouts in the **Layout List**:

1. If the **Saved Layouts** tab is not displayed in DashBoard:
    - From the DashBoard toolbar, select **Window ⇨ Show View ⇨ Saved Layouts**.
2. To organize Device Tabs in the Device View:
    - Click the tab you wish to move in the Device View.
    - Drag and drop the tab in the Device View to the new location within the DashBoard window.
3. To move a Tree View tab in the DashBoard interface:
    - Click the tab you wish to move.
    - Drag and drop the tab to the new location within the DashBoard window. Black positioning arrows display to indicate the new location.
    - Undock the tab from the DashBoard window by dragging it outside the DashBoard window. Black positioning arrows display to indicate the new location.
4. To restore a layout from the **Layout List**, double-click the name of the layout in the **Layout List**.
5. To save the current layout:
    - Click  in the **Layout List** to open the **Save Current Layout** dialog box.
    - Enter a name for the new layout in the text field provided.
    - Click **OK**.
6. To rename a layout in the **Layout List**:
    - Right-click the layout in the **Layout List**.
    - Select **Rename** to open the **Rename Layout** dialog box.
    - Enter a new name for the layout in the text field provided.
    - Click **OK**. The new name for the layout displays in the **Layout List**.

This completes the procedure to save a new layout to the **Layout List**.

Deleting a Layout

Use the following procedure to delete a layout from the **Layout List**:

1. In the **Layout List**, select the layout you wish to delete.
2. Click  .

    The **Confirm Layout Delete** dialog box opens.
3. Click **OK**.

    The layout is deleted from the **Layout List**.

This completes the procedure to delete a layout from the **Layout List**.

Configuring Devices

In This Chapter

This chapter provides information on configuring devices in DashBoard.

The following topics are discussed:

- Configuring Devices in DashBoard
- Uploading Software to a Device

Configuring Devices in DashBoard

DashBoard enables you to configure devices in real-time. Each device has specific configuration parameters, depending on the device you have selected in the **Tree View**.

For example, you may wish to change a specific parameter on a device while it is online in your openGear frame, re-configure a device, or upload new software to a device when it becomes available.

Caution

Using the **Reboot** button takes the card off air during the reboot cycle.

Configuring Devices in DashBoard

Use the following procedure to configure and verify device information in DashBoard:

1. From the **Tree View**, double-click a device to display its **Device Tab** in the **Device View Area**.

   In **Figure 8**, the **Device View Area** displays settings for the SFS-8221 located in Slot 9 of Frame 4.

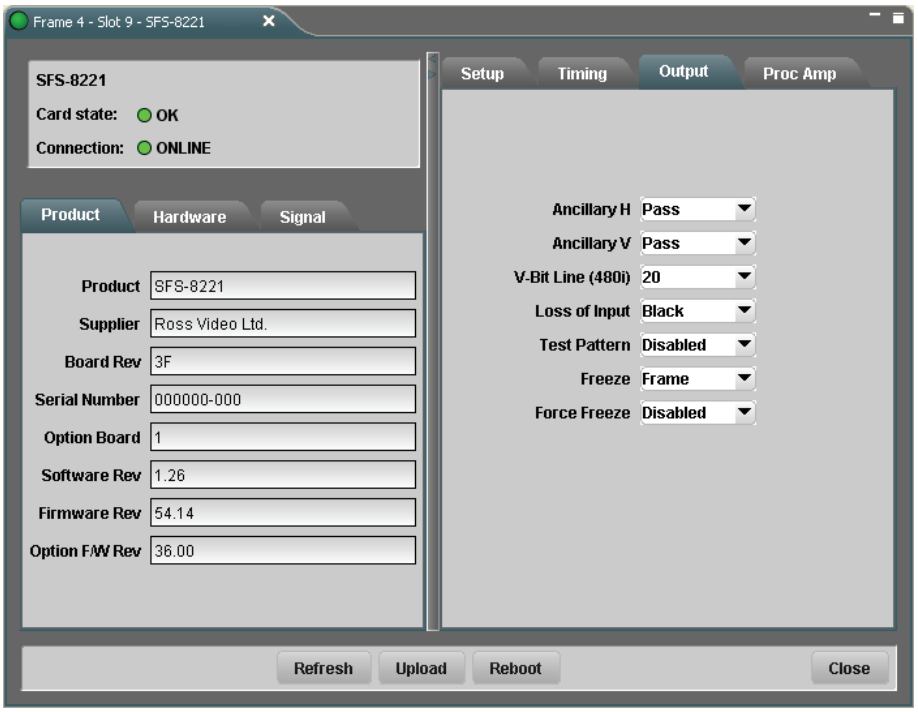


Figure 8. Device Tab Example

2. Configure the required parameters using the controls provided in the **Settings Area**. Refer to your manual for your device for information on available parameters and menus.

Note

For each button press, a **Confirm** dialog box opens. Click **Yes** to confirm changes, or **No** to abandon changes.

This completes the procedure for configuring and verifying device information in DashBoard.

Troubleshooting

If you are unable to make changes to the parameters of a device, or the **Upload** or **Reboot** buttons are disabled, verify that any edit permissions for the device are disabled in the **Device Tab**. Note that not all openGear devices support the edit permissions feature and it is recommended that you refer to the ***user manual*** for your device for details. This control typically appears on the **Setup** page of the **Device View**.

Removing Offline Devices

An offline device is still listed in the Tree View, with a grayed out status indicator, however DashBoard no longer communicates with the device. You can remove all offline devices within an openGear frame from the **Tree View** using the following procedure.

Use the following procedure to remove all offline devices in an openGear frame:

1. In the **Tree View**, right-click the frame which has the offline device.
2. Select **Remove offline devices**.

   The offline device is removed from the **Tree View**.

Operating Tip

> You can also select the device and click  to remove it from the **Tree View**.

This completes the procedure to remove all offline devices in an openGear frame.

Uploading Software to a Device

DashBoard enables you to upload software updates to devices listed for each openGear frame in the **Tree View**. Refer to the ***user manual*** for your openGear device for details on uploading software to your specific device.

Uploading Software to a Device

Use the following procedure to upload software to a device:

1. Select the **Device Tab** for the device you wish to update.
2. In the **Device Tab**, select **Upload** to open the **Select File for upload** dialog box.
3. Navigate to the directory where the upload file is stored, and select the file to upload.

   DashBoard automatically selects the last directory that you loaded from.
4. Select **Open**.

   DashBoard reads the file and opens a **Confirmation** dialog box. This dialog box displays the selected upload file name, type, size, and the file creation date.
5. From the **Confirmation** dialog box, select one of the following:
   - **Cancel** — Select this option to cancel the upload of the file and return to the **Device View**.
   - **Continue**— Select this option to upload the file. While uploading, an **Uploading Progress** dialog box opens.

Important

Pressing the **Cancel** button while uploading will leave the card in an invalid state. Do not click **Cancel** unless the uploading progress has stopped completely for 60 seconds or more.

This completes the procedure to upload software to a device.

Troubleshooting the Software Upload Process

Use the following information if the software upload process has failed:

- If the "**Selected file does not exist**" or "**Selected file is not a valid upload file**" error conditions are displayed in the **Upload Failed** dialog box, select **OK** from the dialog box and re-start the upload process and select the correct file.
- If a "**No response from device**" condition is encountered, the upload failed while in progress due to loss of power or communications. Verify that the card is powered up and that you have communication to the openGear frame. You must then restart the upload process.

DashBoard Software Updates

In This Chapter

In order to maintain your installation of DashBoard, you will be periodically required to perform Software Updates. These updates can be scheduled automatically, or performed as needed.

DashBoard software version and feature information details are displayed in the **About DashBoard** dialog box. From the **About DashBoard** dialog box, you can access feature, plug-in, and configuration details, as well as view version and platform information. You can access the **About DashBoard** dialog box from the **Help** menu.

The following topics are discussed:

- Enabling Automatic DashBoard Updates
- Updating DashBoard Features
- Managing the DashBoard Configuration

Enabling Automatic DashBoard Updates

You can configure DashBoard to perform automatic updates at regular intervals, and inform you of new features or updates to software that can be downloaded and installed on your computer.

Use the following procedure to enable automatic DashBoard software updates:

1. From the main DashBoard toolbar, select **Window ⇨ Preferences…**

   The **Preferences** dialog box opens.

2. Expand the **Install/Update** node.

3. Select **Automatic Updates**.

   The **Automatic Updates** dialog box opens.

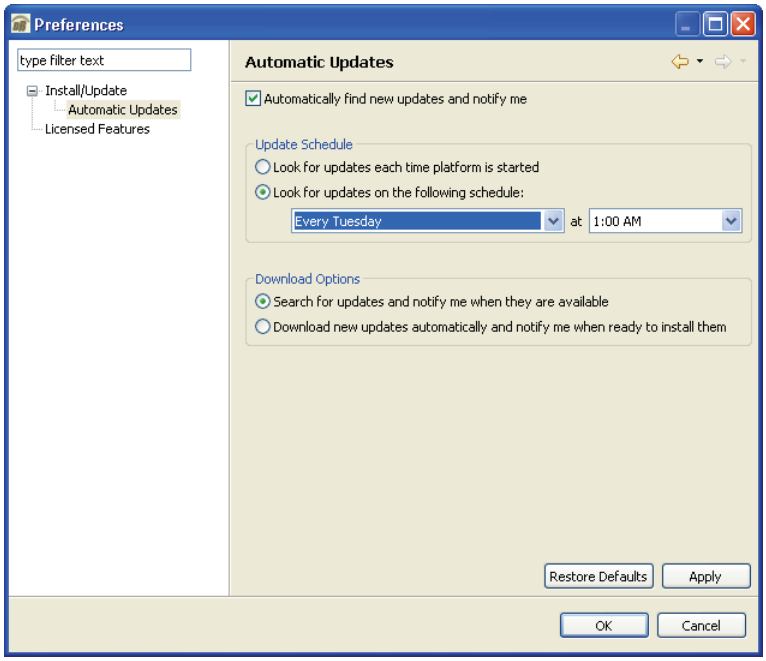


Figure 9. Automatic Updates Dialog Box

4. Select the **Automatically find new updates and notify me** check box.

5. In the **Update Schedule** section, select a schedule that best fits your production environment, using the fields provided. For example, you can choose to look for updates every Tuesday at 1:00 AM.

6. In the **Download Options** section, select a method for downloading and installing new features or updates.

7. Click **Apply**.

Operating Tip

> Clicking **Restore Defaults** disables Automatic Updates.

8. Click **OK**.

This completes the procedure to enable automatic updates.

Updating DashBoard Features

The following sections provide instructions for updating DashBoard software and installing new features when they become available.

Software Updates can be manually performed from the **Help** menu. The following options are available:

-  **Find and Install** — This option enables you to find and install new features and updates using the Install/Update Wizard.
-  **Manage Configuration —** This option provides an interface to view installation and feature history, show activities in the current configuration, and add extension locations. For information on this option, refer to the section "**Managing Your Configuration**" of this manual.

Updating Installed Features with the Install/Update Wizard

Use the following procedure to update your DashBoard software using the Install/Update Wizard:

1. From the **Help** menu, select **Software Updates ⇨ Find and Install**.

   The **Install/Update** dialog box opens.

2. Select **Search for updates of the currently installed features**.
3. Click **Finish**.

   The **Update Manager** progress bar opens. If there are no updates to install, a dialog box opens prompting you to click **OK**.

4. In the **Updates** dialog box, select the software updates you wish to install.
5. Click **Next >**.
6. In the **Install** dialog box, read the provided end-user license agreement.
7. Click **Next >**.
8. In the list provided, ensure that the selected components will be installed in the correct location. If you need to change the directory, click **Change location** and enter a new path for the files.
9. Click **Finish**.

   The **Update Manager** progress bar opens.

10. In the **Verification** dialog box, click **Install**, or **Install All** to begin installing the software updates.
11. Click **Yes** to re-start DashBoard once installation is complete.

This completes the procedure to update your DashBoard software using the Install/Update Wizard.

Finding and Installing New DashBoard Features

This section outlines how to use DashBoard to find and install new features without using the Install/Update Wizard.

Use the following procedure to find and install new DashBoard features:

1. From the **Help** menu, select **Software Updates ⇨ Find and Install**.

   The **Install/Update** dialog box opens.

2. Select **Search for new features to install**.
3. Click **Next >**.
4. If required, configure new update sites for DashBoard to search by following the procedure "**Selecting Sites for DashBoard Updates**".
5. Click **Finish**.
6. In the **Updates** dialog box, select the software updates you wish to install.
7. Click **Next >**.
8. In the **Install** dialog box, read the provided end-user license agreement.
9. Click **Next >**.
10. Ensure that the selected components will be installed in the correct directory. If you need to change the directory, click **Change location** and enter a new path for the files.
11. Click **Finish**.

    The **Update Manager** progress bar opens.

12. In the **Verification** dialog box, click **Install**, or **Install All** to begin installing the software updates.
13. Click **Yes** to re-start DashBoard once installation is complete.

This completes the procedure to find and install new DashBoard features.

Selecting Sites for DashBoard Updates

DashBoard can be configured to search specific remote, local, and archived sites for feature updates. This enables a user to specify locations, such as folders on the facility network or new websites, to search for software updates or new features. The flexibility to import and export sites from other computers on the subnet enables users to share update locations between computers.

Use the following procedure to select sites for DashBoard updates:

1. From the **Help** menu, select **Software Updates ⇨ Find and Install**.

   The **Install/Update** dialog box opens.

2. Select **Search for new features to install**.
3. Click **Next >**.

4. Select the site to include in the search for new features, or add a new site as follows:

    - **New Remote Site…** — Select this option to add a new website address, other than the default, for DashBoard to search for new features and updates. Follow the instructions in the **New Update Site** dialog box.
    - **New Local Site…** — Select this option to enable DashBoard to search a folder on your computer for new features and updates. Follow the instructions in the **Browse for New Folder** dialog box.
    - **New Archived Site…** — Select this option to enable DashBoard to search a local archive folder located on your computer. This archive folder includes any previously installed updates. Follow the instructions in the **Select Local Site Archive** dialog box.
    - **Import sites…** — Select this option to enable DashBoard to import update sites from another DashBoard computer. Importing sites from another computer allows a user to quickly access a list of update sites located on another computer. Follow the instructions in the **Import Sites Bookmarks** dialog box.
    - **Export sites…** — Select this option to enable DashBoard to send a list of update sites to another DashBoard computer. Follow the instructions in the **Export Sites Bookmarks** dialog box.

5. Click **OK**.

This completes the procedure for selecting sites for DashBoard updates.

Managing the DashBoard Configuration

Caution

> Use caution when enabling or disabling software features and updates, as some components may prevent DashBoard from functioning properly. Contact Ross Video Technical Support if you are unsure about a specific feature or update.

Each component of DashBoard can also be managed from the **Product Configuration Tool**. Select a component in the left-hand window to view properties of a component, and tasks you can perform, such as enabling or disabling features. For example, you can select C:\Program Files\DashBoard, and then select **Show Properties** to display information about your DashBoard installation.

Navigating the Product Configuration Tool

You can install updates, view your installation history, show activities in DashBoard, and add extension locations to DashBoard using the Product Configuration Tool.

Use the following procedure to navigate the Product Configuration Tool:

1. From the toolbar, select **Help ⇨ Software Updates ⇨ Manage Configuration**.

   The **Product Configuration Tool** opens.

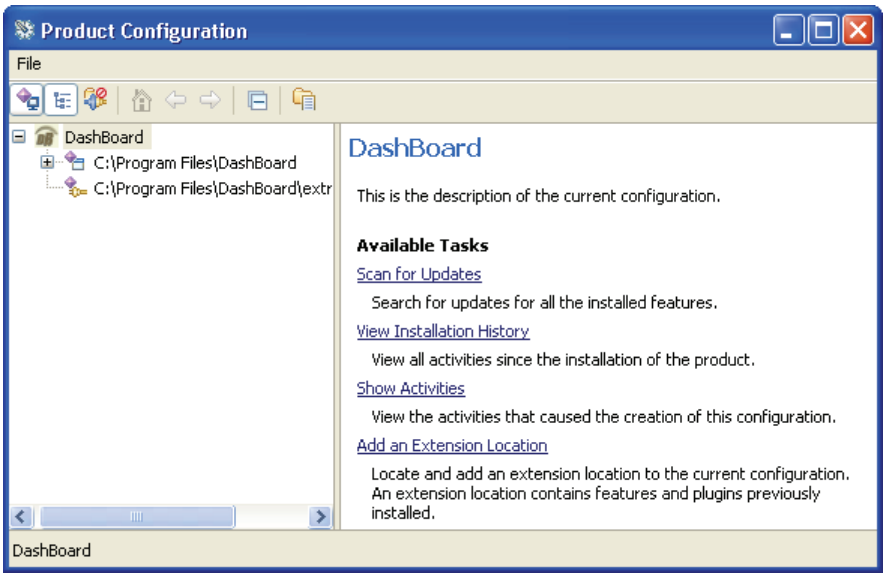


Figure 10. Product Configuration Tool — DashBoard Configuration View

2. In the **Product Configuration Window**, select the DashBoard configuration to open the **DashBoard Configuration** view. Refer to **Figure 10** for an example.

3. Select a task as follows:

   - **Scan for Updates** — Select this option to search for feature updates. When updates are found, the **Install/Update Wizard** launches. Refer to the procedure "**Updating Software with the Install/Update Wizard**" for more information.
   - **View Installation History** — Select this option to review all software update and feature installations. Should DashBoard not function properly after a software update has been performed, refer to this information for troubleshooting. A web browser window opens which lists the installation history of your DashBoard install in ascending order.
   - **Show Activities** — Select this option to view the installation activities for your DashBoard computer. This information is read-only and there are no configurable options available.
   - **Add an Extension Location** — Select this option to find a new extension location. ***Select this option only if advised by Ross Video Technical Support.***

4. In the **Product Configuration Window**, select **an Install Location** to open the Install Location view. Refer to **Figure 11** for an example.

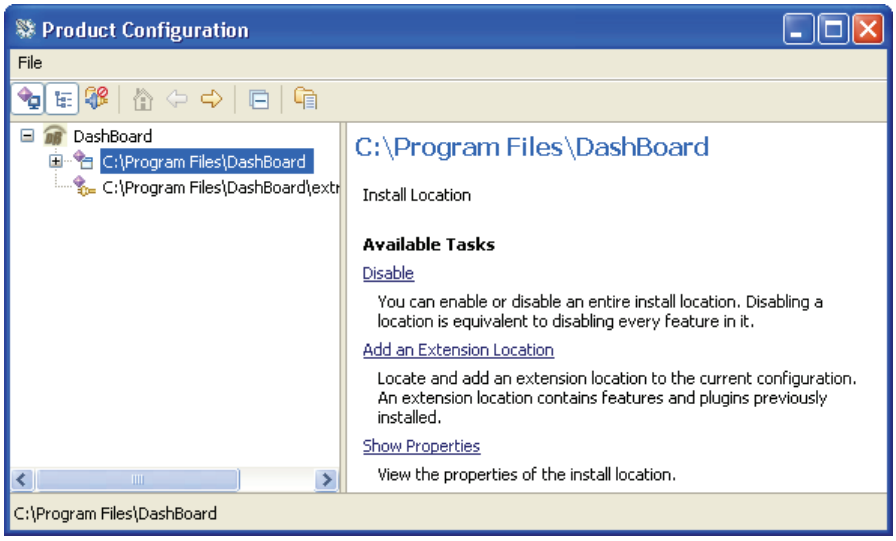


Figure 11. Product Configuration Tool — Install Location View

5. Select a task as follows:

   - **Disable** — Select this option to enable or disable a DashBoard installation. ***Select this option only if advised by Ross Video Technical Support.***
   - **Add an Extension Location** — Select this option to find a new extension location. ***Select this option only if advised by Ross Video Technical Support.***
   - **Show Properties** — Select this option to display a summary of the installation details for the selected DashBoard installation. This information is read-only.

This completes the procedure for navigating the **Product Configuration Tool**.

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