Kayenne/Karrera/Korona K-Frame

K-Frame X, XP, Standard & Compact

Commissioning Check List

Customer: _____

Order No.: _____

Serial No.: _____

Service Engineer: _____

1. Visual Inspection

1.1 Control Panel

1.1.1 Check for viewable damage.

1.1.2 Check Menu Panel for damage to the touch screen.

1.1.3 Check that all Modules are seated correctly.

1.1.4 Check that all button caps remain when pressed and released.

1.1.5 Verify boards, CF Card, and Power Supplies firmly seated in PCU or panel.

1.1.6 Verify battery insulator is removed and Switch is set to ON in PCU or panel.

1.2 Mainframe

1.2.1 Check for viewable damage.

1.2.2 Verify ALL rear connectors are not damaged.

1.2.3 Verify all boards are firmly seated in frame.

1.2.4 Verify CF Card and DIMMS are firmly seated in Sockets.

1.2.5 Verify battery insulator is removed and Switch is set to ON.

2 Initial power up

2.1 Power

2.1.1 Check power connection between Panel Controller Unit and Panel.

2.1.2 Check that all fans on the Mainframe are running and secure.

2.1.3 Check that LEDs on the Mainframe Controller are properly illuminated.

2.1.4 Verify Stripe cabling and Stripe assignment (Kayenne).

2.2 Network and control.

2.2.1 Verify that the IP addresses for the Mainframe and Panel are unique in the network.

2.2.2 Verify proper network functionality between panels and frames. (Note: network cabling is the responsibility of the end user).

2.2.3 Check all cables.

2.2.4 If the delivered LAN-cable is not used: verify that a switch is used for the LAN connection (not delivered; is the responsibility of the end user).

2.2.5 Verify that the LAN cable does not exceed 100m.

2.2.6 Note IP addresses:

Frame IP

Image Store IP

Panel IP

Menu IP

Other equipment IP – Clip Store
Menu
Second PC Menu

3 Verify and / or load latest software.

3.1 Current Version:

3.2 Date Installed:

4. License Key.

4.1 **System ID:**

4.2 **Permanent License:**

4.3 Verify that ordered options are available for the customer.

5. Operation

5.1 Functionality

5.1.1 Check calibration of fader, joystick and touch screen.

5.1.2 Verification of inputs and outputs via customer's specified configuration.

5.1.3 Test all major functions (mixes, wipes, keyer functions, etc.)

5.1.4 Test of E-MEM functions. Basic learns, recall and sequences.

5.1.5 Verify all Keyers work on all ME's

5.1.6 Test of Macro functions. Basic learns, recall and edits.

5.1.7 Store Config and power down.

5.1.8 Power up and verify all devices come up and communicate correctly.

5.2 Additional Features

5.2.1 Test all installed Optional Features.

5.2.1.a Chroma Keys.

5.2.1.b Transform Engines (iDPM), Transforms, Defocus, Recursive and lighting features.

5.2.1.c ImageStore. Verify Record and Play on all channels for stills and Movies (if licensed)

5.2.1.d YUV Color corrector. Input and Output. (RGB if licensed)

5.2.1.e eDPM option all channels A,B,C and D as per iDPM

5.2.1.f ClipStore: verify license and software compatibility.

Video and Key - Record & Playback all cabled channels.

Ability to load and read ClipStore Configurations from Menu.

Ability to transfer clips to and from the Menu.

5.2.1.g Verify ClipStore Backup and Restore Operation (Acronis).

5.2.1.h 2D-DPMs on all Keyers (in K-frame)

5.2.1.i 2 Key Stores per Keyer on all Keyers (in K-frame)

5.2.1.j Multiviewer on Controller

5.2.2 Save customer's configuration on a removable storage device, label, and provide to customer.

5.2.3 Capture Software Diagnostic Data, Log Timestamp, forward zipped files to:

ftp://ftp.grassvalley.com/incoming/Logs/

6. NMOS Configuration & Troubleshooting

6.1 Is the enable button in the Menu green?

6.2 Is the Media network capable and configured for mDNS?

6.3 Is the Node Registry connected to the media (in-band) network?

6.4 Some preliminary things:

- 6.4.1 The board logs for the IO boards contain the information needed for detailed analysis and troubleshooting. Probably easiest to troubleshoot one board at a time.
- 6.4.2 To verify that the board has properly started NMOS related SW look for the following message sequence in the log for that board:
  - 6.4.2.1 INFO 27 Mar 2013 20:03:30 IPController: enableNmos: Enabling NMOS
  - 6.4.2.2 INFO 27 Mar 2013 20:03:30 IPController: reseConnectNmos: /usr/local/jv/nmos.is04-server.jar PID = 2045
  - 6.4.2.3 INFO 27 Mar 2013 20:03:30 IPController: reseConnectNmos: RESE Connected to NMOS JAR Server
  - 6.4.2.4 These get generated at a power cycle, frame reset, board reset, or NMOS enable/disable from the Menu.

6.5 NMOS IS-04 Discovery troubleshooting

- 6.5.1 When a board finds a registry it will print specific messages about that registry. The absence of these messages implies that there is possibly a problem with mDNS. Standard networking troubleshooting procedures are needed if that occurs.
  - 6.5.1.1 INFO 27 Mar 2013 20:03:30 IPController: registryThreadWork: NMOS Registry Thread started. IPNMOS status = 31
  - 6.5.1.2 INFO 27 Mar 2013 20:03:30 IPController: registryThreadWork: NMOS RESE initial status: 'Not connected to Registry.'
  - 6.5.2 INFO 27 Mar 2013 20:03:30 IPController: registryThreadWork: Running loop to check health
  - 6.5.2.1 INFO 27 Mar 2013 20:03:55 IPController: registryThreadWork: IPNMOS status = 63, new NMOS RESE status='Connected Registry Status:
    - 6.5.2.1.1 api_version: "V_1_2"
    - 6.5.2.1.2 name: "gvc-100"
    - 6.5.2.1.3 url: "http://10.16.19.15:4041"
    - 6.5.2.1.4 ip: "10.16.19.15“
    - 6.5.2.1.5 These get generated at a power cycle, frame reset, board reset, or NMOS enable/disable from the Menu.

6.6 NMOS IS-05 “Take” troubleshooting:

- 6.6.1 The board will log each take request it receives whether it is valid or not. This should help identify if the board actually received a message. The log messages are shown below. If the log messages are absent when the Control Application sends a “Take” then the board hasn’t received the message and standard networking troubleshooting should be performed.

6.7 Elevation to TAC

- 6.7.1 The following will be needed by TAC and Engineering to help a customer:
  - 6.7.1.1 Network configuration and model info.
  - 6.7.1.2 Registry – Type and version compatibility and current version setting if available.
  - 6.7.1.3 SW Diags – The logs have the information required for troubleshooting. For best results perform a frame power cycle and start capturing diags at about 5 minutes after the boot.

7. Technical Overview Training.

Note: this is not intended to replace formal training.
Direct the customer to the GVG website where they can learn about the training classes that are offered. This is intended for maintenance and support personnel and includes:

7.1 Overview of manual and service information.

7.2 Basic troubleshooting procedures if problems arise in the future.

7.3 Understanding of diagnostics procedures of the product.

7.4 Familiarization with the signal and functional flow of the product.

7.5 Familiarization with setup and configuration procedures typical of a maintenance person.
(Review of setup performed in checkout)

8. Operational Overview Training.

Note: this is not intended to replace formal training. Direct the customer to the GVG website where they can learn about the training classes that are offered. This is intended for support personnel to allow basic understanding of the system's video flow. While not specifically focused to operators, this overview will assist an operator to understand the basic video concepts of the Kayenne switcher.

8.1 Familiarization with the basic panel layout.

8.2 Provide basics of the Keyer and wipe.

8.3 Provide basics of E-MEM and Macro.

8.4 Overview of the touch screen display system.

8.5 Overview of the Aux Bus and Output routing within the system