



# iSQ Version 2.3 Release Notes, New Features, Installation Notes



June 2012

## Section 1. Introduction

iSQ Version 2.3 incorporates new functionality and bug fixes to the 2.2 release. This document reviews the most important changes. Included are prominent new features, enhancements, bug fixes, and installation/upgrade information.

As before, iSQ consists of two components, the **iSQ Viewer** and the **iSQ Service**. The iSQ Service runs on each playback machine and interfaces with Lyric software to monitor operation and control playback. The iSQ Viewer runs on a separate user-supplied PC, which can remotely control as many as four (4) remote playback machines.

## Section 2. Compatibility Notes

iSQ Version 2.3 requires CAMIO 3.0 or higher as well as Lyric 8 or higher and XClips 2.6.0.10 or higher. This release of iSQ is **not to be used with other versions of the software products listed above**, due to dependencies on features not present in older releases. **Configurations other than those specified may behave unpredictably.**

### 2.1. iSQ Service

- This application only runs on Chyron systems such as HyperX or LEX using the Windows XP operating system and running Lyric.
- iSQ Service must be installed and run in a Windows User Account with System Administrator privileges.

### 2.2. iSQ Viewer

- This application runs on 32-bit Windows XP systems and 64-bit Windows 7 systems. On Windows XP and Windows7 systems, a Windows User Account with System Administrator privileges is required for both installation and operation of the application.
- The current version of iSQ Viewer, when running on 64-bit Windows 7 systems, is compatible only with the Contec DIO-1616T-PE GPI board. Note that the GPI board's drivers must be up to date.

## Section 3. New Features

### 3.1. iSQ Service Health Monitor

This application monitors iSQ Service processes to discern that the Service is running. The Health Monitor offers a readily viewable log of events, without the necessity of opening iTech Logging files.

**Refer to Section 6.1 for a more detailed discussion of this feature.**

### 3.2. iSQ Viewer Refresh button

The iSQ Viewer's new Refresh button provides a quick means of restoring a current view of the Details columns (Playlist Position, Thumbnail, Story ID, etc.) in the event of a problem with this portion of the Playlist Viewer Interface. **Refer to Section 6.2 for a more detailed discussion of this feature.**

## Section 4. Bug Fixes

- The number of tabs that may be active in the Playlist Viewer is now limited to **4**.
- Attempting to open a playlist that is already open no longer creates an error in the Playlist Viewer.
- In previous releases of iSQ, the **sort order** of Playlists showing in the Playlist Viewer did not match the order selected in the Service Viewer. This has been corrected.
- In previous releases of iSQ, GPI commands meant to be issued on a single channel of the Playlist Viewer were issued on all channels. This has been corrected.
- In previous versions of iSQ Playlist Viewer, GPI Enabled/Disabled status indicated GPIs Enabled in a new session if they had been enabled in the previous Viewer session. However, in the new session, GPI functions were not initialized. This has been corrected.
- In iSQ Service, previous problems with Crash Recovery functionality have been remedied.
- In previous versions of iSQ Service, duplicate status messages sometimes appeared in Lyric Plugin logs. This has been corrected.
- In interim builds of the iSQ Service, problems with the Lyric Output plugin interfered with the Stop function. This has been corrected.
- In previous releases, iSQ Viewer did not register Lyric crashes because the iSQ Service was held open by a message dialog box. This has been corrected.
- Performance logging has been added for both the iSQ Viewer and iSQ Service applications.

## Section 5. Installation Procedures

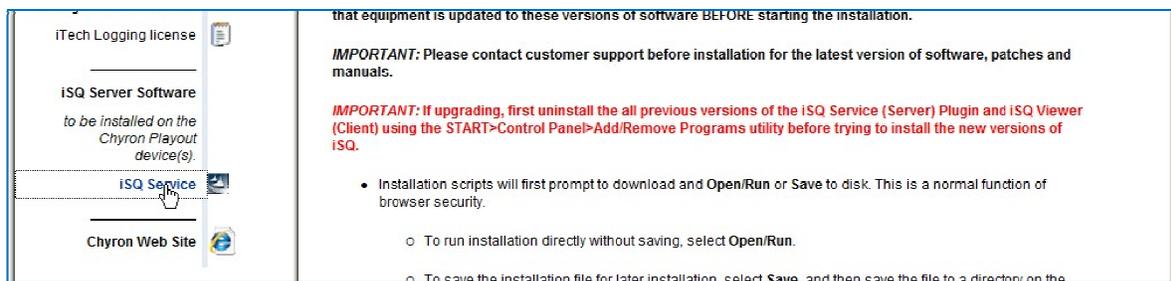
### 5.1. iSQ Service installation

#### Notes

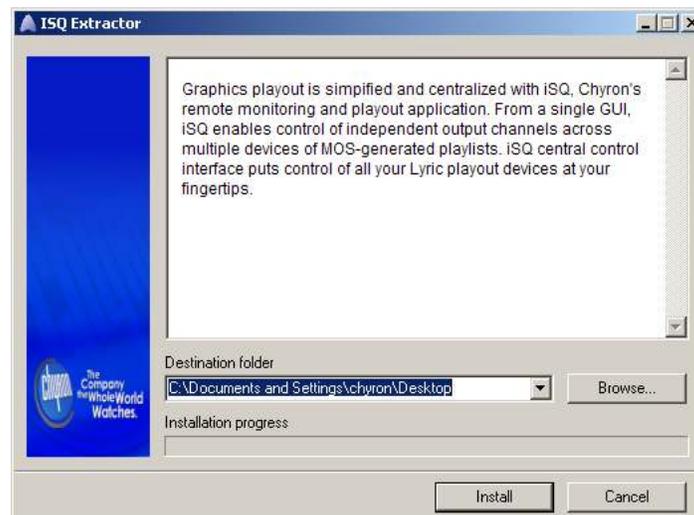
- Installation and operation require System Administrator privileges on both Windows XP and Windows 7 systems.
- Before installation of iSQ 2.3 Service, uninstall any previous versions of the iSQ Service application.
- Do **NOT** uninstall iTech Logging. This installation procedure assumes that you are upgrading iSQ on a system where it has previously been operating. Therefore, the new iSQ Service installer will note the presence of iTech Logging on your system and **not** offer to install it.

If you are installing iSQ Service on a new system, or if iTech Logging has been uninstalled, the installation process will offer the option of installing iTech Logging.

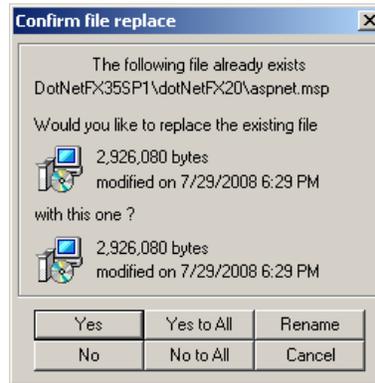
1. Launch the iSQ Service Installer from the supplied disk. Click the item iSQ Service, located in the navigation pane on the left side of the webpage, to launch the self-extracting archive.



2. The iSQ Extractor will appear and prompt for a location to save the files to be installed. Accept the default location or click the Browse button to select a location on the local computer, with adequate space available for the files. The installation files may be relocated or deleted after installation is concluded. Click the **Install** button on the iSQ Extractor window to continue with the installation.

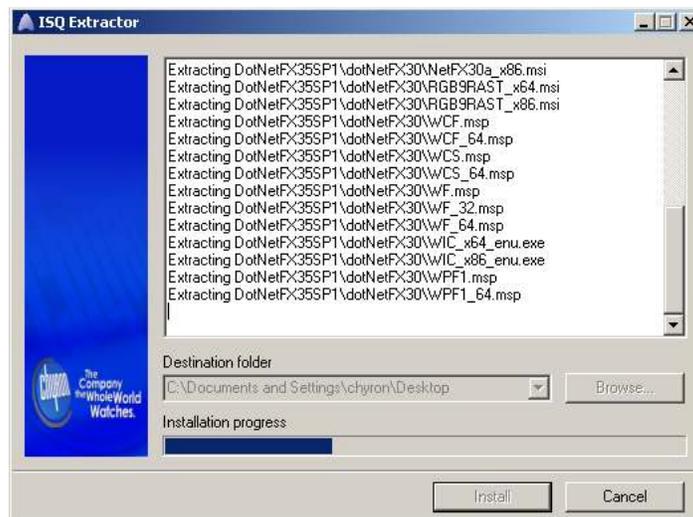


3. If your system has an up to date installation of .NET Framework 3.5 or later, this dialog will appear:



You may click **No to All**, and the **iSQ Service Setup Wizard (Step 4)** will appear.

If you choose to reinstall .NET Framework, the installer will begin the extraction of .NET Framework-related files required, as seen below.



If you choose to reinstall .NET Framework, the installer will begin the extraction of .NET Framework-related files required.

Also, if your system is not outfitted with the version of iTech Logging required, the iSQ Service installer will offer to install iTech Logging, prior to installation of iSQ Viewer itself.

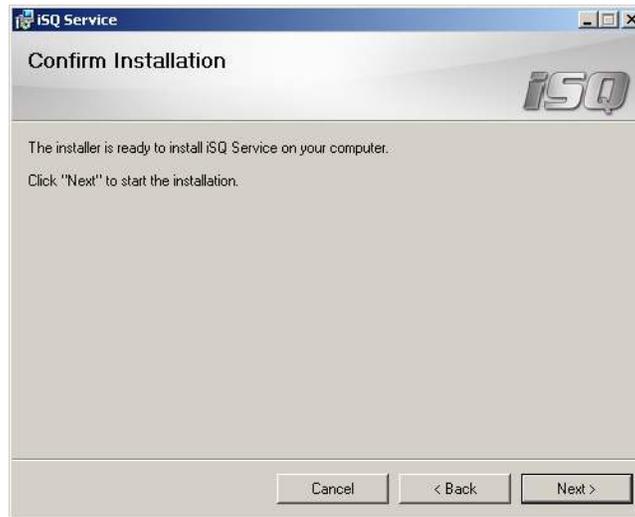
4. The iSQ Service Setup Wizard will appear. Click the **Next** button to continue.



5. You will next be required to accept the Chyron Software License Agreement. Select the **I Agree** radio button and click **Next**.
6. The Select Installation Folder dialog will next appear, prompting for a location where the iSQ Service application should be installed. It is suggested that you accept the default. It is recommended that you select **Everyone** as users who may operate iSQ Service. Click **Next**.



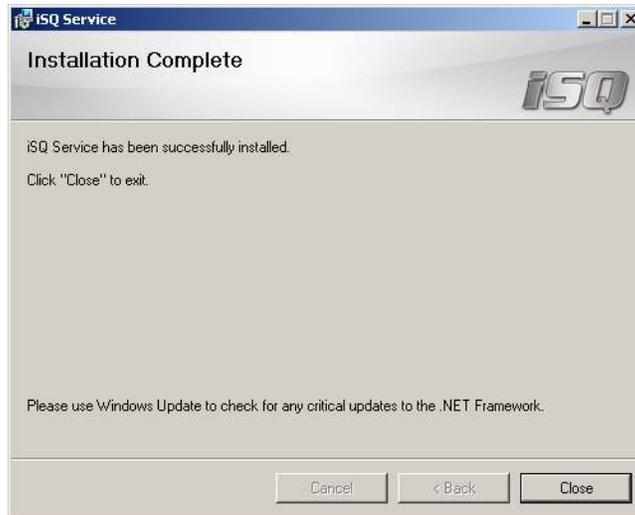
7. Confirm Installation by clicking the **Next** button.



8. An installation progress display will appear. When it completes, click **Next**.



9. The Installation Complete dialog appears. Click **Close**.



To start the iSQ Service, click the shortcut that the installation has placed on your desktop: 

Most configuration will be carried out by right-clicking the system tray icon: 

Refer to the **iSQ Configuration and Operation Manual** for more details on using the iSQ Service.

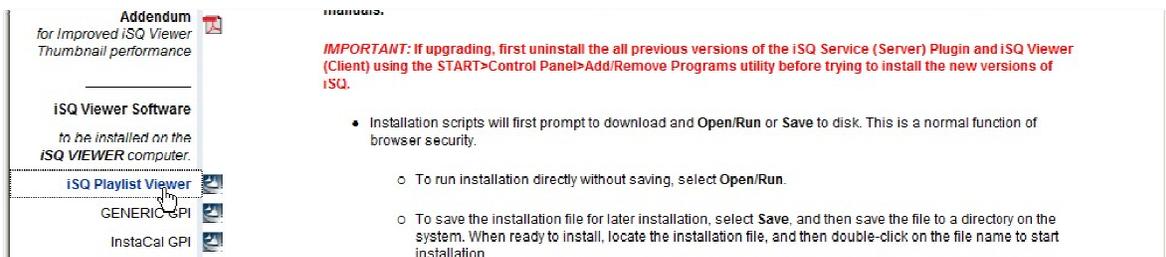
## 5.2. iSQ Viewer installation

### Notes

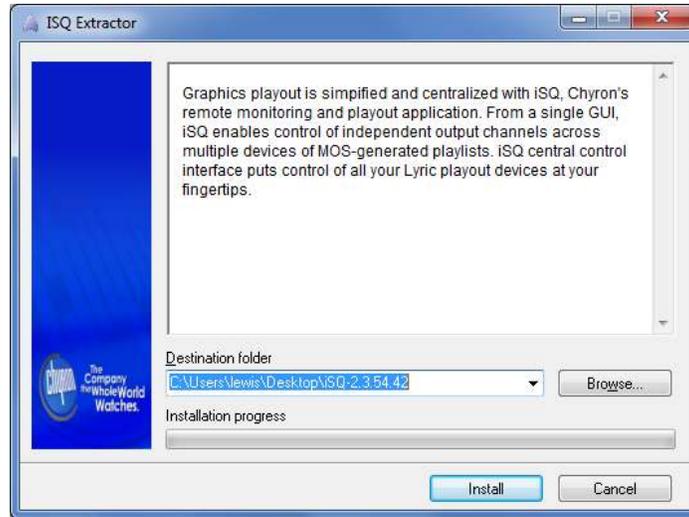
- Installation requires System Administrator privileges.
- Before installation of iSQ 2.3 Viewer, uninstall any previous versions of the iSQ Viewer application.
- Do **NOT** uninstall iTech Logging. This installation procedure assumes that you are upgrading iSQ on a system where it has previously been operating. Therefore, the new iSQ Service installer will note the presence of iTech Logging on your system and not offer to install it.

If you are installing iSQ Service on a new system, or if iTech Logging has been uninstalled, the installation process will offer the option of installing iTech Logging.

1. Launch the iSQ Service Installer from the supplied disk. Click the item iSQ Service, located in the navigation pane on the left side of the webpage, to launch the self-extracting archive.



2. The iSQ Extractor will appear and prompt for a location to save the files to be installed. Accept the default location or click the Browse button to select a location on the local computer, with adequate space available for the files. The installation files may be relocated or deleted after installation is concluded. Click the **Install** button on the iSQ Extractor window to continue with the installation.



3. If your system has an up to date installation of .NET Framework 3.5 or later, this dialog will appear:



You may click **No to All**, and the **iSQ Viewer Setup Wizard (Step 0)** will appear.

If you choose to reinstall .NET Framework, the installer will begin the extraction of .NET Framework-related files required.

Also, if your system is not outfitted with the version of iTech Logging required, the iSQ Viewer installer will offer to install iTech Logging, prior to installation of iSQ Viewer itself.

4. The iSQ Viewer Setup Wizard will appear. Click the **Next** button to continue.



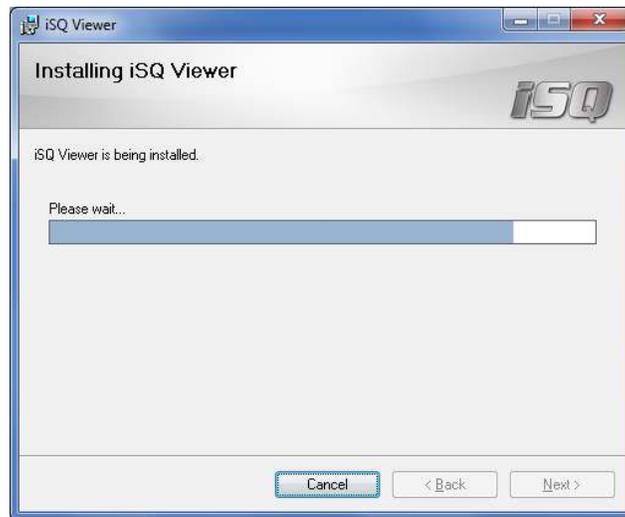
5. You will next be required to accept the Chyron Software License Agreement. Select the **I Agree** radio button and click **Next**.
6. The Select Installation Folder dialog will next appear, prompting for a location where the iSQ Viewer application should be installed. Pictured below is installation on a 64-bit Windows 7 system. It is suggested that you accept the default. It is recommended that you select Everyone as users who may operate iSQ Service. Click **Next**.



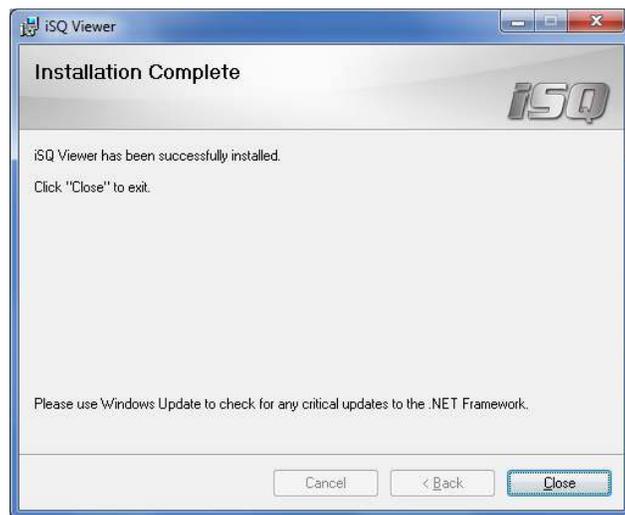
7. Confirm Installation by clicking the **Next** button.



8. An installation progress display will appear. When it completes, click **Next**.



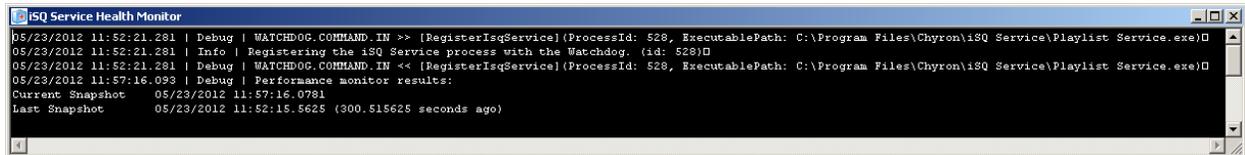
9. The Installation Complete dialog appears. Click **Close**.



## Section 6. New Features In Depth

### 6.1. iSQ Service Health Monitor

The Health Monitor launches when the iSQ Service is started. Unlike other iSQ Service features, the Health Monitor is not accessed via the iSQ Service icon in the payout machine's system tray. Rather, it appears as a minimized window in the machine's task bar whenever iSQ Service is running. Its display of key events in the recent history of iSQ Viewer operation may be viewed by maximizing the window from its place in the task bar.

A screenshot of the iSQ Service Health Monitor window. The window title is "iSQ Service Health Monitor". The content shows a log of events: "05/23/2012 11:52:21.281 | Debug | WATCHDOG.COMMAND.IN >> [RegisterIsqService](ProcessId: 528, ExecutablePath: C:\Program Files\Chyron\iSQ Service\Playlist Service.exe)D", "05/23/2012 11:52:21.281 | Info | Registering the iSQ Service process with the Watchdog. (id: 528)D", "05/23/2012 11:52:21.281 | Debug | WATCHDOG.COMMAND.IN << [RegisterIsqService](ProcessId: 528, ExecutablePath: C:\Program Files\Chyron\iSQ Service\Playlist Service.exe)D", and "05/23/2012 11:57:16.093 | Debug | Performance monitor results:". Below the log, it shows "Current Snapshot 05/23/2012 11:57:16.0781" and "Last Snapshot 05/23/2012 11:52:15.5625 (300.515625 seconds ago)".

```
iSQ Service Health Monitor
05/23/2012 11:52:21.281 | Debug | WATCHDOG.COMMAND.IN >> [RegisterIsqService](ProcessId: 528, ExecutablePath: C:\Program Files\Chyron\iSQ Service\Playlist Service.exe)D
05/23/2012 11:52:21.281 | Info | Registering the iSQ Service process with the Watchdog. (id: 528)D
05/23/2012 11:52:21.281 | Debug | WATCHDOG.COMMAND.IN << [RegisterIsqService](ProcessId: 528, ExecutablePath: C:\Program Files\Chyron\iSQ Service\Playlist Service.exe)D
05/23/2012 11:57:16.093 | Debug | Performance monitor results:
Current Snapshot 05/23/2012 11:57:16.0781
Last Snapshot 05/23/2012 11:52:15.5625 (300.515625 seconds ago)
```

The content of the window above describes the events during normal iSQ Service startup.

**Prior to** the addition of this feature, the Lyric Output Plugin's Crash Recovery function would terminate iSQ Service in the event of an application crash, and attempt to restart the Service. The application crash would cause the system to issue a "Fatal Exception Has Occurred" dialog. Unless this dialog was manually closed, iSQ would not shut down.

With the advent of the new feature, the Service sends notice of an application crash to iSQ Service Health Monitor. In turn, the Health Monitor closes the iSQ Service and Lyric, and begins attempting to restart the iSQ Service. Successful launch of the iSQ Service starts Lyric as always.

Putting iSQ Service Health Monitor in context may be aided by referring to the "**Lyric Output plugin: CRASH RECOVERY**" section of the iSQ Configuration and Operation Manual.

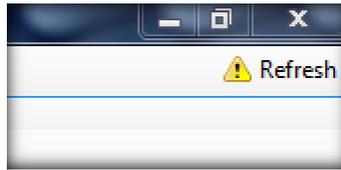
A portion of the data normally recorded in iTech Logging logs is reflected in iSQ Service Health Monitor.

At 5-minute intervals, memory usage information (including memory leaks, etc.) and other system statistics are appended to the information in the Health Monitor window. iTech Logging functions completely separately, even though Health Monitor displays a portion of the system information recorded by Logger.

iSQ Service Health Monitor may not be used to open iTech logs. These must be viewed through the iTech Logger application.

## 6.2. iSQ Viewer Refresh Button

The new Refresh button appears at upper right on the iSQ Viewer interface, beneath the Windows Minimize, Maximize and Close buttons:



Clicking the Refresh button closes the Playlist Viewer window and reopens it with refreshed, updated views of the Rundowns and Playlists that were previously open in the Playlist Viewer. This updated information includes refreshed Thumbnails.

When the Playlist Viewer window reopens, Thumbnails should appear refreshed, along with updated information in the Playlist Position, Asset Status, Take Stage, Story ID and other story information columns.

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