Observer

Release Notes 7.2 QB1

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Contents

1 INTRODUCTION

1.1 Purpose

This document covers new features for release 7.2 in general and fixes for bugs in release 7.1 QB3 in particular.

1.2 Definitions and acronyms

The following table defines the terms and acronyms used in this document:

Service	A/V program content with the associated metadata
ARL	As Run Logs use customer extracted program schedules
CC	Closed Captioning
CS	Central Server
TS	Transport Stream, a standard broadcast systems protocol for transmission and storage of audio, video and metadata.
MH	Media-hub module also referred to as the Observer TS module
PLR	Program Loudness Report - loudness values recorded over time
DPI	Digital Program Insertion SCTE 35
Encoder	Observer module that receives and processes media signals
IE	Internet Explorer such as IE9, IE10 and IE11
RPM	Remote program monitor
DVB	Digital Video Broadcasting

1.3 General

This is a major release with new features including

- 64 bit player interface
- Multi-view mode
- Multicast mode

These features are described in more detail further in this document.

1.4 Hardware considerations

A system running Observer version 6.2 or higher can be upgraded to version 7.2. However for earlier versions (such as 6.1, 6.0, 5.6), please consult our Support department.

1.5 Version interoperability

Due to a new protocol in 7.2 QB1, the central server, probes and player software need to have the same release version and build numbers.

1.6 Operating Systems

1.6.1 CS installations

- Windows 2003
- Windows 2008 x64 and x32
- Windows 7 x64
- Windows 2012

1.6.2 Probe installations

- Windows 2003
- Windows 2008 x64
- Windows 7 x64

1.6.3 PC Client installations

- Windows 7
- Windows XP (for basic monitoring)

1.7 Multiple Browsers

The following user interface browsers are supported:

- Internet Explorer
- Chrome
- Firefox
- Safari

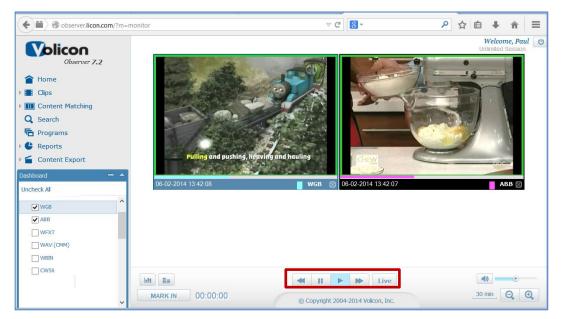### 1.7.1 Internet Explorer

The following 32 and 64 bit browsers are

- IE9
- IE10
- IE11 (in Compatibility mode)

2 FEATURE ENHANCEMENT

2.1 Clientless user interface

Simplified control bar is compensated for by the keyboard shortcuts (Appendix).

Figure: Clientless user interface

Prior to using the clientless interface, recorded older media on probe servers need to be converted to H264 video and AAC audio formats. The Silverlight plugin used with this interface is usually installed automatically on the client PC, otherwise install it manually.

2.2 Color coded frame

The encoder and stream faults are conveyed to users through color coded player frame surrounding player displays. It reflects the live, real-time alert status of the encoders even during playback of stored media.

Color coded frame for encoders is enabled in the Preferences (Web) page.

2.2.1 Red: Video alert

Video alert displayed with precedence over other (lower priority such as audio) media alerts when detected simultaneously - displayed as red frame around its channel display.

2.2.2 Yellow: Audio alert

Audio alert displayed with precedence over lower, such as dial or script error alerts when detected simultaneously - displayed as yellow frame around its channel display.

2.2.3 Blue: Other alerts

Low priority such as dial or script error alerts - displayed as blue frame around its channel display.

2.3 Input switching

Efficient sharing of encoders was developed through input switching in addition to automated program monitoring (RPM). Additional inputs are utilized for applications such as manual review of channels. In general, inputs are assigned as:

- First input for automated monitoring
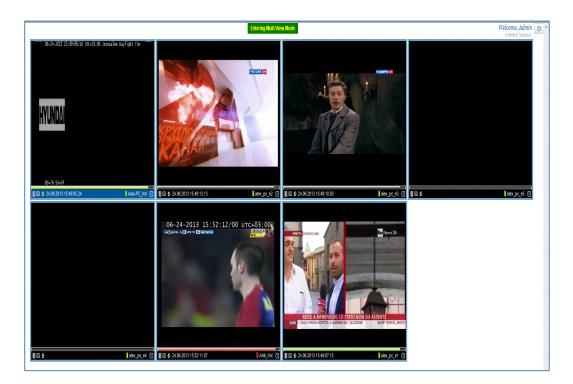- Remaining inputs for manual review

2.4 Multi-view mode

The Multi-view mode supports multiple simultaneous players while using system resources efficiently.

It can be used to watch multiple programs on a wall of monitors, for example while in parallel using the desktop interface to target and troubleshoot a suspect stream.

This mode is enabled automatically on the Observer after a user opens more than six players simultaneously. It supports up to twelve players at the same time. These defaults can be readjusted by Volicon Support if required.

In this version:

- Performance is enhanced through the 64 bit IE browser
- Channel alerts are displayed with color coded frames

This mode has the following limitation:

- Player control-bar is not displayed

However "Keyboard shortcuts" can be used instead to control these players (see the Appendix).

3 ENHANCEMENTS AND LIMITATIONS

3.1 Enhancements and bug fixes

Enhancements and bug fixes in this release from the previous version:

Description
Encoder names extended to over twenty characters
Lip sync issue resolved
DVB subtitle sync improvements
TS service stability issues resolved
Email alert template issue resolved

3.2 IE player advantages

IE player has the following advantages over the clientless interface:

Description
Media export
Frame by frame display
Clips preview (Bookmarks and Fault clip thumbnails)
Split screen and Picture-In-Picture display modes
Display of all metadata

3.3   Limitations

Limitations with the following workarounds are listed below:

Description
If the clientless interface flickers after restart – use the "Live" button to recover
IE11 needs "Compatibility view" mode (specifying the Observer web address)
If "Delete all results" fails for huge number of programs, use "Delete selected"
For Windows 2008 64 bit , manual installation of 32 bit Silverlight is needed
Multi-view with 64 bit interface enhances long term, multi-player monitoring

4 APPENDIX

4.1 Keyboard shortcuts

In addition to enhancing player control in general, the keyboard shortcuts complement the Multi-view monitoring and clientless player functions in particular.

Key	Function
L	Live
P	Picture in picture
S	Split screen
F	Full screen
M	Mute/unmute
D	Switch between main and expanded display
Z	Fast reverse
X	Normal reverse
C	Slow reverse
<Spacebar>	Pause/play
V	Slow forward
B	Normal forward
N	Fast forward
I	Image snapshot
<Cursor up/down>	Volume up/down
Mouse scroll <up/down>	Single frame forward/backward
<'>	Cut clip <Mark in/Mark out>

4.2   Configuration notes

4.2.1   Internet Explorer 64 bit mode

To configure IE10, IE11 for 64 bit mode, run an executable file called SetIE64.exe.

4.3   Revision history

4.3.1   Document revision change history

Date	Description
6/12/14	7.2 QB1 initial release notes
7/07/14	7.2 QB1 release notes update