optibase

June 2003

MGW 2000/MGW 2000e 2.9 - Release Notes

1. Naming Convention for MGW 2000/MGW 2000e

New MGW 2000 units. New units ship with enhanced hardware capabilities, significantly improving their performance. These units are referred to as **MGW 2000e**.

Software upgrade. A software upgrade is available for MGW 2000's previous version. Software-upgraded units are still referred to as **MGW 2000**. For information on upgrading MGW 2000, refer to the user manual.

Generic naming. Unless otherwise noted, the documents address both the new MGW 2000e and the software-upgraded MGW 2000 and are therefore still referring to **MGW 2000** as a generic name.

2. New Features

2.1. Traffic shaping to avoid burstiness.

2.2. Encoding at reduced latencies at MP@ML and SP@ML.

2.3. Improving throughput for MGW 2000e by increasing the available bandwidth.

2.4. Enabling the vertical 720 resolution for MGE 200 & MGE 200D encoding modules.

2.5. Supporting QuickTime, RealOne Player and Cisco IP/TV.

2.6. Exporting SDP.

3. Documentation Update

3.1. Although still stated, MGE-200/200D HD1 encoding modules are not available anymore.

3.2. Although stated differently, MGW 2000 currently requires the following players for previewing content from within MGW 2000 Director:

- **MPEG-1 UDP**. Optibase's MPEG ComMotion Receiver, available at the MGW 2000 CD.
  Previewing MPEG-2 UDP streams also require Optibase's VideoPlex XPress decoding board be installed in the relevant PC.
- **MPEG-1 RTP**. RealOne Player, available from RealNetworks' website at **http://www.real.com/realoneplayer.html?src=R1Guide**.
  MPEG-2 RTP streams cannot be previewed at present.

3.3. **Help File - Configuring Live Channels**. MGW 2000 restarts once it reaches 90% CPU utilization for more than 20 seconds, **AutoStart** is deactivated for all channels enabling you to choose a more suitable configuration.

3.4. **Help File - Expected CPU Utilization**. To find out the range for the expected CPU utilization for a given configuration, use the relevant CPU Utilization spreadsheet. These spreadsheets do not calculate exact values.

3.5. **Help File - Configuring Recaster Channels**. System headers and PAT/PMT packets cannot be set for recaster and file channels.

3.6. **Developer's Guide for the MGW 2000 Developer Tools**. Certain functionalities are stated as available for MGW 2.7 or MGW 2000 2.7 only. These functionalities are available for MGW 2000 2.7 and higher.

4. Open Issues

4.1. Hardware

4.1.1. It may be difficult to insert 6 encoding modules with brackets into the MGW 2000 chassis. Install the encoding modules from the bottom upwards or vice versa.

4.2. Configuration Utility

4.2.1. If you synchronize MGW 2000 to network time, it will be set to Greenwich Mean Time (GMT ± 0:00) and not to your local time. If you are in a different time zone, set the time manually as explained in the user manual.

4.2.2. Disconnecting and reconnecting a network cable causes the Network Mode of Operation to switch to **Half Duplex**. This applies also if you previously set the network Mode of Operations to **Auto**. If MGW 2000 has been disconnected, go to the Network Mode Settings menu and restore the desired setting as explained in the user manual.

4.2.3 SCSI disks with only one partition cannot be reformatted by using the configuration utility, you have to reformat it like a new SCSI disk.

4.3. MGW 2000 Director

4.3.1. Some error messages may not display the error description.

4.3.2. When configuring audio parameters, specify the audio encoding mode first and then the remaining audio parameters. If you specify the audio encoding mode later, the audio parameters will reset to the previous settings once you change the audio encoding mode.

4.3.3. When using frame sampling at bit-rates lower than 0.5 Mbps, the receiver becomes unstable. You may encounter changes in the video and audio speed during play back.

4.3.4. If you try to transmit an invalid file, MGW 2000 will not transmit the file and will also not return an error message.

4.3.5. If a file channel does not run in Loop mode and is not stopped manually, you will notice the end of the file only after refreshing the MGW 2000 Director page. MGW 2000 Director pages automatically refresh every five minutes.

4.3.6. If the Internet browser's security level is set to **high**, you cannot log on to MGW 2000 Director.

4.3.7. You may fail to transmit to an SDP file. In this case, remove and reconfigure the relevant target.

4.3.8. Video and Audio IDs are automatically assigned and cannot be changed at present.

4.3.9. Preview fails when trying to open a stream unsupported by MPEG ComMotion Receiver or RealOne respectively.

4.3.10. When writing a stream to the disk, the end of the file may be corrupted. If playing the relevant file in Loop mode, artifacts may appear and video and audio may not be synchronized.

4.3.11. When writing multiple streams to the disk (i.e. creating multiple file targets), the results may be unpredictable. For a software update, refer to Knowledge Base entry **752**.

4.4. nCube Server Upload

4.4.1. If the nCube server fails while uploading, turn MGW 2000 off and then on again. Make sure that the nCube server is running and properly connected to the network before you start uploading.

4.4.2. MGW 2000 Director refreshes each page in different intervals. If you check Loop and upload a stream to an nCube server, the stream will only stop uploading at the first refresh after the set film length.

4.4.3. MGW 2000 does not refresh the Preview page. A stream does not stop uploading, if you checked **Loop** and opened the Preview page. Make sure not to open the Preview page while uploading to an nCube server.

4.4.4. To make sure that a stream stops uploading at the end of the clip, schedule the upload for the duration of the set film length. For instructions on scheduling a stream, refer to the user manual.

4.5. RTP Streams

4.5.1. MGW 2000 only supports transmitting live-encoded RTP streams. Trying to transmit pre-recorded or recaster streams to RTP targets will cause MGW 2000 to fail.

4.5.2. If adding an RTP target to a channel with UDP targets, the Stream format of all UDP targets resets to **System**.

4.6. Players

4.6.1. Content encoded at low latencies cannot be viewed with MPEG ComMotion Receiver.

4.6.2. If using the QuickTime Player, video and audio may not be synchronized. In this case, restart QuickTime Player.

4.6.3. When stopping a channel, a SAP announcement for a specific channel continues to be displayed in Cisco's IP/TV player. If you start the channel again, it will appear a second time. To obtain a correct display, restart the IP/TV Player.

4.6.4. When playing a file in Loop mode using Optibase's VideoPlex XPress decoder, you may experience staggering at the end of the stream.

5. Technical Support

Optibase's Extended Warranty program is a support package for Optibase products and provides one to four years of warranty starting with the day of purchase. For more details and first-line support, contact the reseller or distributor who sold you your Optibase product.

The Optibase Knowledge Base offers technical tips and information about Optibase products. The Knowledge Base is available at **http://helpdesk.optibase.com/syshelp/logon.htm**.

If you purchased your Optibase product directly from Optibase Inc., contact Optibase's technical support directly as follows:

5.1. Optibase Inc.

Tel: (800) 451 5101

Fax: (650) 691 9998