

MGW 2400 1.0 - Release Notes

1. Documentation Update

- 1.1. **Page 18.** To connect digital video sources, a Low Loss Digital Video Belden 1694A cable is required instead of the Video BNC cable (BZA3636) stated in the User's Manual. Optibase will supply the required cable under catalog number WCA5971.
 - 1.2. **Page 23.** By default, DHCP is disabled for NIC B. If you connect two DHCP enabled network segments to NIC A and B, TCP/IP settings are automatically set for NIC A only. Use the Configuration Utility to manually configure NIC B as explained on page 34.
 - 1.3. **Page 41.** It is possible to transmit content to a SCSI disk connected to MGW 2400, although we recommend transmitting content to shared network drives instead. For additional information and instructions, refer to page 90.
- MGW 2400 is not able to play pre-recorded streams, although this option appears in the documentation.
- 1.4. **Page 68 and Help file.** MGW 2400 does not support the Luma/Chroma filter, although this option appears in the documentation.
 - 1.5. **Page 109 - Optimizing Performance.** If not otherwise noted, all supported video/audio bit-rate combinations perform smoothly for up to six channels serving the desired number of multicast and unicast targets.

- **32 kHz Stereo, 64000 - 64024 bps.** Up to six channels can transmit each to up to three unicast targets.
- **32 kHz Stereo, 48008 - 22008 bps.** Up to five channels can transmit each to up to three unicast targets.
- **44.1 kHz Stereo.** Each channel may serve up to three unicast targets. In most cases, up to six channels can transmit at a time.

Only up to five channels can transmit at video bit-rates of 1750000 and 2000000 bps if the audio bit-rates are set to 48016, 128040 or 160032 bps.

2. Open Issues

2.1. Hardware

- 2.1.1. **Mechanical Problem.** It may be difficult to insert 6 encoding modules with brackets into the MGW 2400 chassis. Install the encoding modules from the bottom upwards or vice versa.
- 2.1.2. **Initializing encoding modules.** If the encoding module cannot be initialized while booting, the associated Channel LED continues blinking red and MGW 2400 operates as if this module does not exist. In this case, switch MGW 2400 off and re-install the relevant module. If this error persists, replace the relevant module.
- 2.1.3. If you connect unstable sources, the channel may fail. To overcome this problem, connect stable sources and restart the channel.

2.2. Configuration Utility

- 2.2.1. If you synchronize MGW 2400 to network time, it will be set to Greenwich Mean Time (GMT \pm 0:00) and not to your local time. If you are in a different time zone, set the time manually as explained in MGW 2400's User's Manual.
- 2.2.2. Disconnecting and reconnecting a network cable causes the Network Mode of Operation to switch to Half Duplex.

2.3. Network and Logging On

- 2.3.1. If MGW 2400 stops responding or has been switched off, you may not be able to properly exit MGW 2400 EMS. Use the Task Manager to close MGW 2400 EMS.
- 2.3.2. Certain networks may cause very long response times, especially if you use an external WMS server. We strongly recommend waiting until the issued command has been executed.
- 2.3.3. To write ASF and NSC files to network drives, which belong to a PC with Windows 2000 or XP installed, you have to enable **Guest**. Refer to the relevant Windows documentation for instructions.
- 2.3.4. Do not use the MGW 2400 EMS Platform page to change MGW 2400's hostname.

2.4. MGW 2400 EMS

2.4.1. Installation

- The Installation wizard may respond slowly. Do not terminate the installation if you think that the wizard has stopped responding.
If you terminated the installation wizard, go to **\Program Files\Optibase** and delete the MGW2400EMS folder before installing MGW 2400 EMS again.

2.4.2. Saved Configurations

- 2.4.2.1. MGW 2400's current version may not load all channels saved in a certain configuration and does not support **Auto Start**.
- 2.4.2.2. In some cases, MGW 2400 may not restore targets (output components) when loading a configuration. Go to the Configuration Manager and delete the relevant configuration.

2.4.3. Interface Issues

- 2.4.3.1. If you use **Re-Login** or MGW 2400 EMS changes from **Offline** to **Online**, displayed parameters may not be updated on the Channels and Modules pages. In this case, you need to toggle between EMS windows for the correct parameters to appear.
- 2.4.3.2. If MGW 2400 stops responding and MGW 2400 EMS still appears to be online, any attempt to view or edit channels or parameters will cause MGW 2400 EMS to fail. In this case, use the Task Manager to close MGW 2400 EMS.
- 2.4.3.3. If you try to repetitively start/stop a channel without waiting for response, the channel will fail. If this happens, remove this channel and add a new one.
- 2.4.3.4. In some rare cases, channels may become corrupt and appear several times in the Channels list. If this happens, restart MGW 2400.

2.4.4. External WMS

- If a WMS is shut down or disconnected from the network while receiving a stream, it can take up to four minutes until the channel stops.

2.4.5. Video and Audio

- 2.4.5.1. Digital video sources do not support Sharpness, Saturation and Hue.
- 2.4.5.2. If MGW 2400 restarts while transmitting to a multicast target, the associated NSC file will remain and must be deleted manually if desired.
- 2.4.5.3. Windows Media Player may cause staggering while playing back from unstable audio sources.
- 2.4.5.4. Windows Media Player 7.1 stops playing after 24 hours. If you wish to receive and play content for longer than 24 hours, you should install Windows Media Player 9.0 or higher.
- 2.4.5.5. MGW 2400's current version lets you encode or drop up to every 15 frames.
- 2.4.5.6. Do not change the Video Buffer Window value. Values above 4000 may cause MGW 2400 to fail. If this is the case, remove the respective channel; MGW 2400 may restart.

2.5. Windows Media Player 6.4 Limitations

- 2.5.1. If you do not connect audio sources, the stream staggers.
- 2.5.2. If you connect digital audio sources, the display quality declines.
- 2.5.3. If receiving clients do not close Windows Media Player before the channel is stopped, the NSC file will not be released and cannot be deleted. In order to play this channel again, you must add a new NSC file.

3. Updates

- Updates on open issues can be found on Optibase's website at http://www.optibase.com/html/support/doc_files.html.