

# Software update procedure

## General information

Cases when it is recommended to update the software:

- Something is not working properly, and [new version](#) has fixed the problem.
- You need functionality that has appeared in the new [slnéo\\_2.1](#) versions.
- You need to install a debug version to diagnose the problem (as agreed with the developers).

You can get an update if you have:

- The warranty period is valid. One year from the date of purchase, but no later than the Upgrade expires date specified in the license. [More information about Upgrade expires](#)
- Purchased [post-warranty support](#) package.

Updates are sent upon request to [info@skylark.ru](mailto:info@skylark.ru) with your company details.

## Distribution

The SL Neo Media Platform software package is supplied as a distribution containing all server and client components, so all parts of the software will be updated during installation.

Before version [2.1.23](#) the SL Neo distribution came with an exe installer. Since version [2.1.24](#) SL Neo is distributed as an MSI package.



Before the first installation of the MSI package you are required to manually uninstall previous versions of the SL Neo software through "Control Panel→Programs and Components". Subsequent installations of the MSI package will update automatically.

## Distribution Version

Software versions are divided into several types:

- **Running** - used to install on new servers and for scheduled upgrades,
- **Debug** - usually marked with an additional prefix -dbg at the end, e.g. 2.5.29-dbg,
- **Test** - usually marked with an additional block of numbers at the end, for example: 2.7.15.100 or 2.7.90.999,
- **Special** - usually marked with an additional prefix, characterizing differences from the standard ruler, for example: 2.5.80-tm or 2.5.138-dsx98.

When using special versions, be sure to get advice from support.



If you use a test or special version of the software and activate features/modules specific to those versions that are not available in the main line, you may experience unexpected termination of components and the neovid.exe application when you return to the main line. Be sure to disable all new features before upgrading to a working version.

## Check license

Start the upgrade by checking all licenses on the server and client workstations. Make sure that the licenses are active and allow the upgrade (check the date [Upgrade expires](#) against the release date of the software you are upgrading to).

## Check for version specifics

Each new line of software includes all changes made in previous versions of the software. If you upgrade across multiple product lines then you need to familiarize yourself with the features of each line starting with the one you have installed.

Important features are marked on version pages in Changelog as follows:



. The format of the media base has been changed in this version so media bases created or changed in 2.8 cannot be loaded in 2.7 or earlier versions of the software. Create a backup copy of the media\_db/db folder before upgrading.

## Backup server software

- For servers. Save the C:\Program files (x86)\SL NEO Media Platform\run folder. It is required to take into account that sometimes parts of the server software function on the client stations, for example, the HotKeys module. Perform this item for such a client station.
- For servers with I/O cards. Check the appropriate driver version in [compatibility table](#) and [software changelog](#) that you need for the updated version of the Skylark software you are installing. If you need to perform a driver update, have the new and installed versions ready. The installed version may be required to “roll back” after the upgrade.

- For servers with a media base. Save the db folder from the mediabase directory (you can see the path to the mediabase in the Storage service settings). Since [1.9.93](#) the format of the media database has been changed, which makes it impossible to return to the previous version in the absence of a backup. The file storage structure is not changed in this case. In version [2.0.188](#), a trigger mechanism has been added. When upgrading existing installations, please note that the database format remains the same if no triggers are created. If triggers are created, then previous versions of the software cannot load databases with triggers (before returning to the previous version all triggers should be removed manually).



. Saving the db folder is required in any case of migration to another software line (2nd digit in the version number), because backward compatibility of new database versions with old software versions is possible only when new features (e.g. triggers) are not used.

## Backup client software

For servers and clients. Save the configuration of client programs if your current software version is less than 2.0.10. Since [2.0.10](#) all client programs save their configuration to the user branch.

- Exports the location of AirManager/MediaConnect/NewsCut windows to the \*.awp file: [Application→Menu Window→Save Windows.
- Export AirManager/MediaConnect configuration to file \*.amc: Application→Menu File→Configure...→Save to file
- Exporting the NewsCut configuration to a \*.amc file: NewsCut→Menu Edit→Configure...→Save to file
- Export Multiscreen configuration to a \*.xml file: Multiscreen→Menu File→Configure...→Save
- RecordingManager: no ability to export settings
- Exporting RouterClient configuration to a \*.fld file: Program Window→Save

You can quickly save the settings of all installed client software applications by saving the registry branch as a \*.reg file: [HKEY\_CURRENT\_USER\SOFTWARE\Skylark].

## Updating the server part

If the Playout servers are in redundant mode, it is recommended to upgrade one server first. Test the update in detail. There may be issues with displaying graphical compositions, RSS lines output, weather. Pay your attention to the quality of the output. [Check the server logs](#) for errors. Update the backup server when you are satisfied with the main server update.

It is important to install a compatible driver when upgrading/downgrading software: [The Skylark SL NEO Software Compatibility Chart](#)

## Update the client part

Update the software on the client slave sites at the same time as you update the software on the master servers. For example, if the MAM server is being updated, then update the archive operators' client seats, if the MainPlayout server is being updated, then the main broadcast operator seat needs to be updated, etc.

- Install new software on the client computer.
- Restore client settings from the appropriate files, if required.

## Restore settings

Restoring the settings is performed with the SL NEO server software completely stopped, by replacing the existing files in the C:\Program Files (x86)\SL NEO Media Platform\run folder with previously saved copies.

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