Software Update Order

General Information

When we recommend updating software:

- Something works incorrectly, and it's fixed in the new version.
- You need the new version functionality.
- You need to install a debug version to diagnose a problem (upon developers approval).

You can receive an update, if:

- The warranty period is valid, which is one year since purchasing, but not later than the Upgrade expires date in the license. More details on the Upgrade expires parameter.
- The post-warranty service package has been purchased.

Updates are sent on demand to info@skylark.tv.

Installation Software

The SL NEO Media Platform software pack is supplied as a distribution kit containing all server and client components. Therefore, all software parts will be updated upon installation.

Before version 2.1.23, the SL NEO distribution kit was supplied with an exe-installer. Since version 2.1.24, the SL NEO distribution kit is provided as the MSI packet.

> Before the first installation of the MSI packet, the previous SL NEO software versions must be deleted manually through "Control Panel→Programs and Components". The software will be updated automatically upon further installations of the MSI packet.

License Verification

Start the update from verifying all licenses at the server and client work places. Make sure the licenses are active and allow for updating (compare the Upgrade expires date with the new software release date).

Server Software Backup

- For servers. Save the folder C:\Program files (x86)\SL NEO Media Platform\run\. Note that sometimes parts of server software are functioning at the client stations: for instance, the HotKeys module. Implement this step for such client stations.
- For servers with I/O boards. Check for the correct version of the driver required for working with updated Skylark software in the compatibility table and software changelog. If a driver update is required, prepare the new and the installed version. The installed version may be required for a downgrade after updating.
- For servers with a media database. Save the "db" folder from the catalogue with the media database (the path to the database is displayed in Storage service settings). Since version 1.9.93, the database format has been changed, making impossible downgrading with no backup copy. The file storage structure is not changed. In version 2.0.188, the trigger mechanism has been added. When upgrading existing installations, note that the database format stays unchanged in case if no triggers are created. If triggers are created, previous software versions will not be able to load databases containing triggers (before downgrading, manually delete all triggers).

> ⚠️ Saving the "db" folder is required anyway for switching to another software product line (number 2 in the version number), as reverse compatibility of database newer versions with old software versions is possible only if no new functions are used (like triggers).

Client Software Backup

For servers and clients. Save the configuration of client apps, if you current software version is less than 2.0.10. Since version 2.0.10, all client applications save their settings to the user branch.

- Export AirManager/MediaConnect/NewsCut window positioning to an *.awp file: `Application>Window Menu→Save Windows`
- Export the AirManager/MediaConnect configuration to an *.amc file: `Application→File Menu→Configure…→Save to file`
- Export the NewsCut configuration to an *.amc file: `NewsCut→Edit Menu→Configure…→Save to file`
- Export the Multiscreen configuration to an *.xml file: `Multiscreen→File Menu→Configure…→Save`
- RecordingManager: no export options.
- Export the RouterClient configuration to an *.fld file: `Program Window→Save`

To promptly save settings of all installed client software applications, save the registry branch as a *.reg file: `[HKEY_CURRENT_USER\SOFTWARE\Skylark]`.

Updating Server Part

If Playout servers work in the backup mode, it is recommended to update one server first. Test the update thoroughly and see if there are any questions on displaying graphic compositions, output of RSS lines or weather. Pay attention to the output signal quality. Check Server Logs for mistakes. Update the backup server, when the result of updating the main one satisfies you.

When up/downgrading, it is important to install a compatible driver: Skylark SL NEO Software Driver Compatibility Table

Updating Client Part

Update the software at subordinate client workplaces simultaneously to updating the main servers. For example, upon updating the MAM server, update client workplaces of archive operators; upon updating the MainPlayout server, update the main workplace of the on-air operator, etc.

- Install new software to the client machine.
- Restore client settings from corresponding files, if needed.

Restoring Settings

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

From:
https://wiki.skylark.tv/ - **wiki.skylark.tv**

Permanent link:
https://wiki.skylark.tv/manual/software_update

Last update: **2021/03/21 11:55**