

Software Version 7.3 Release Notes

About FlipFactory Version 7.3

FlipFactory Release 7.3.29.82610 is a minor release of the FlipFactory product family, including: **New Media, New Media Broadcast, ProSD, ProHD, TrafficManager, AdManager, GraphicsFactory, and FactoryArray.**

This release includes the addition of several new workflow features, and a number of transcoding format additions.

Note: If your maintenance has expired and you upgrade your FlipFactory system, it will not function after the upgrade. Version 7.3 requires you to obtain a new license from Telestream if your maintenance expiration date is March 8th, 2012 or earlier. Please contact license@telestream.net to verify that your maintenance is current and to obtain the new license.

Media Transcoding and Analysis Version 2011.3

FlipFactory 7.3 supports a separate installer for transcoding and analysis components. **The FlipFactory 7.3 installer includes Transcoding & Analysis Version 2011.3.530 .81083 and does not require additional steps to install this component.** However, future versions of the Transcoding and Analysis components support installation into an existing FlipFactory 7.3 environment, without requiring a complete re-install of FlipFactory.

Please refer to the release notes for **Transcoding & Analysis Version 2011.3.530 .81083** for details of new features, bug fixes and known issues relating to the Transcoding and Analysis Engine. These release notes are available on the FlipFactory 7.3 download page.

Note: There are known issues with encoding h.264 video essences in the FlipFactory IPTV and h.264 encoders in Transcoding & Analysis Version 2011.3.530 .81083 that installs with FlipFactory 7.3. An update to the Transcode and Analysis Engine is available to fix these issues; please contact Telestream Customer Support to obtain this update.

Documentation and Support

Full installation instructions and the FlipFactory User Guide can be found at:
<http://www.telestream.net/telestream-support/flipfactory/support.htm>

Also please see Upgrade Installation Tips at the end of these release notes.

FlipFactory 7.3 supports the following component versions:

SQL Server Version: SQL Express 2005 SP3 is *included* in this release

Server Operating Systems: Windows Server 2008 R1 *and* R2, Windows Server 2003, Windows XP SP3 are all supported (both 32 and 64-bit versions).

Java Version: Java version 1.6.0_21

QuickTime: QuickTime 7.6.9 is recommended

IPV SpectreView: Requires XP or Server 2003. Either 32- or 64-bit systems may be used.

Screen Subtitling: Screen Subtitling is now supported on Windows 2008 R1 *and* R2, and Windows 2003, both 32- and 64-bit. Windows XP 32-bit is also supported.

Storage: FlipFactory is qualified with APACE, EMC Celerra, and Rorke Galaxy storage devices

New Features in this Release

Please refer to the release notes for **Transcoding & Analysis Version 2011.3.530 .81083** for details of new features, relating to the Transcoding and Analysis Engine.

FlipFactory 7.3 New Features

FF-7032 New DG monitor to support BXF metadata

FF-6833 New Javelin Monitor

FF-6378 "Export with Encode type" for MDML notify

FF-6654 New Ikegami GF Monitor

Fixed in this Release

Please refer to the release notes for **Transcoding & Analysis Version 2011.3.530 .81083** for details of known issues relating to the Transcoding and Analysis Engine.

FlipFactory 7.3 Issues Fixed

FF-7007 Corrected Factory Array Database Mirroring Issues

FF-3163 Corrected an issue where a Factory Array Database machine sometimes restarts to an incorrect state.

FF-6829 IPV WMV delivery error relating to the “Flatten Path” option in network delivery.

FF-6858 Added metadata Folder selection on PitchBlue monitor.

FF-4125 Jobs stuck in “Accepted” state will no longer hold up processing of jobs submitted subsequently.

Known Issues in this Release

Please refer to the release notes for **Transcoding & Analysis Version 2011.3.530 .81083** for details of known issues relating to the Transcoding and Analysis Engine.

IPV does not support Spectreview software on Windows Server 2008.

The Profile XP MAN software does not work on Windows Server 2008.

External Shell Notify may have intermittent errors on a 64-bit operating system.

SQL: Express 2005 SP4 is not supported for FlipFactory 7.3.

! NOTE: Please test before upgrading your production environment

It is always advisable to run a separate copy of this new build, staging your production workflow in a test environment, before updating your FlipFactory production server. Telestream can provide you with a limited license in order to configure and qualify this new release in a test environment prior to upgrading your production server. For details on how to replicate your FlipFactory accounts database onto a test/qualification server please reference Importing and Exporting Accounts, in Chapter 10, Database Implementations and Operations, in the FlipFactory User’s Guide; alternatively, email Telestream Support support@telestream.net or call our technical support team at 877-257-6245 in North America or 1 530-470-1300 outside of North America.

If you are uninstalling FlipFactory 4.0 or 4.1 from a Windows 2000 server please contact Telestream support for instructions.

Please make sure that QuickTime is present on your FlipFactory server before installing FlipFactory 7.3.

Note: When you first launch the FlipFactory console, you may be asked to re-install QuickTime. To remove this warning, simply un-install QuickTime, then re-install QuickTime.

Features and Formats No Longer Supported

Avid ProEncode workflows are no longer supported with version 7.3.

Upgrading from Previous Versions (version 2.0 and later)

NOTE: If you are upgrading from a FlipFactory version prior to v3.0.12234, a new license file is required. To request a new license, send an email with your old license attached to: license@telestream.net

For complete upgrade instructions please refer to the FlipFactory 7.3 User's Guide, Chapter 2, Installing FlipFactory, Upgrading from Earlier Versions, on page 2-5.

If upgrading to 7.3 from FlipFactory 6.1, please uninstall FlipFactory first. If upgrading from 6.0 or earlier, please contact customer service.

Automatic Factory Upgrades

You can enable Automatic Factory Upgrades, to revise all factories and accounts to the latest version of FlipFactory. This feature eliminates the requirement to manually re-build factories when performing an upgrade. This automatic upgrade option adds new options to all monitors, notifications, and codecs in each factory. To enable automatic factory upgrades, check "Automatic Account Update" under Advanced Settings in the FlipFactory System Settings window, and then restart the Flip Engine service. All accounts and factories in the database will automatically be upgraded when the service starts; any subsequent accounts that are imported will also be upgraded automatically. Note that if this option is used, it may take several minutes to upgrade the accounts; during that time you may not be able to connect to FlipFactory. **Alternatively:** You may right-click on any individual factory to upgrade it.

Note: The IPTV and VOD codecs do not upgrade correctly if the factories were made in versions of FlipFactory prior to version 6.1. If your factories use these products, please note your settings *before* automatically upgrading your factories. You may be required to re-create these products by hand.

Upgrading and Custom Stylesheets

If you use stylesheets for metadata processing or other workflows, and have modified the default XML templates, to preserve your settings please make a copy of each modified stylesheet and change its name to something unique to your environment. Then, restart the FlipFactory service and select the newly named stylesheet in the factory where it is used. FlipFactory will not overwrite uniquely-named stylesheets during an installation.

Windows Media Encoding

Windows XP Pro does not include the WMV V9 Advanced Profile codec (VC-1). If you plan on creating VC-1 files, please install Windows Media Player 11 from Microsoft.

Windows Server 2003 does not include the WMV V9 Advanced Profile codec (VC-1), included in the Windows Media Format SDK. If you need to encode WMV V9 Advanced Profile files using Windows Server 2003, please contact Telestream Technical support for assistance.

Windows Server 2008 requires that you enable the Windows Desktop User Experience prior to creating WMV outputs.

Disabling Bonjour: It is recommended that you disable the Bonjour service after installing FlipFactory.