iNEWS® MOS Gateway
Version 4.0 ReadMe

Revision History

Date Revised	Changes Made
10 September 2012	Adding updates for v4.0
19 Mar 2012	Adding updates for v3.1.0
26 July 2010	Adding updates for v3.0.2
1 June 2010	Adding MOS Router server information
19 November 2009	Initial ReadMe for v3.0.0

Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

Note: Search the Avid Knowledge Base (http://www.avid.com/onlinesupport) for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

This document describes compatibility issues with previous releases, hardware and software requirements, software installation instructions, and summary information on system and memory requirements, when applicable. This document also lists any hardware and/or software limitations.

Contents

Compatibility Notes and Issues

This version of Avid iNEWS MOS Gateway is compatible with the following:

Microsoft Windows

MOS Gateway is qualified for use on Windows Server 2008 R2 and Windows 7 with Service Pack 1 operating systems only. No other operating systems are supported.

iNEWS NRCS

MOS Gateway requires that the iNEWS newsroom computer system be running version 2.1 or higher.

MOS Protocols

MOS Gateway 3.x supports MOS Protocol versions 2.6 and 2.8. MOS Protocol v3.x is *not* supported by MOS Gateway.

MOS Devices

Supported MOS Devices - Refer to: (http://www.avid.com/products/inews/specs.shtml) for the latest list of supported MOS devices.

Device Connection Limit - A single MOS Gateway supports a maximum of 2 MOS device connections.

Installation Notes and Issues

New Installation and Activation Procedures for MOS Gateway 3.1.0

This section contains procedures for installing and activating MOS Gateway. Activation requires an internet connection. If the computer that MOS Gateway has been installed on has an internet connection, the activation procedure can be completed on that computer. If the computer that MOS Gateway has been installed on does not have an internet connection, MOS Gateway can be activated on a different computer that does have an internet connection. Instructions for both procedures, as well as installation are provided in this section.

To install MOS Gateway:

1. Insert DVD.

2. Run Setup.exe from DVD. InstallShield Wizard begins with notification of Avid License Control requirement.
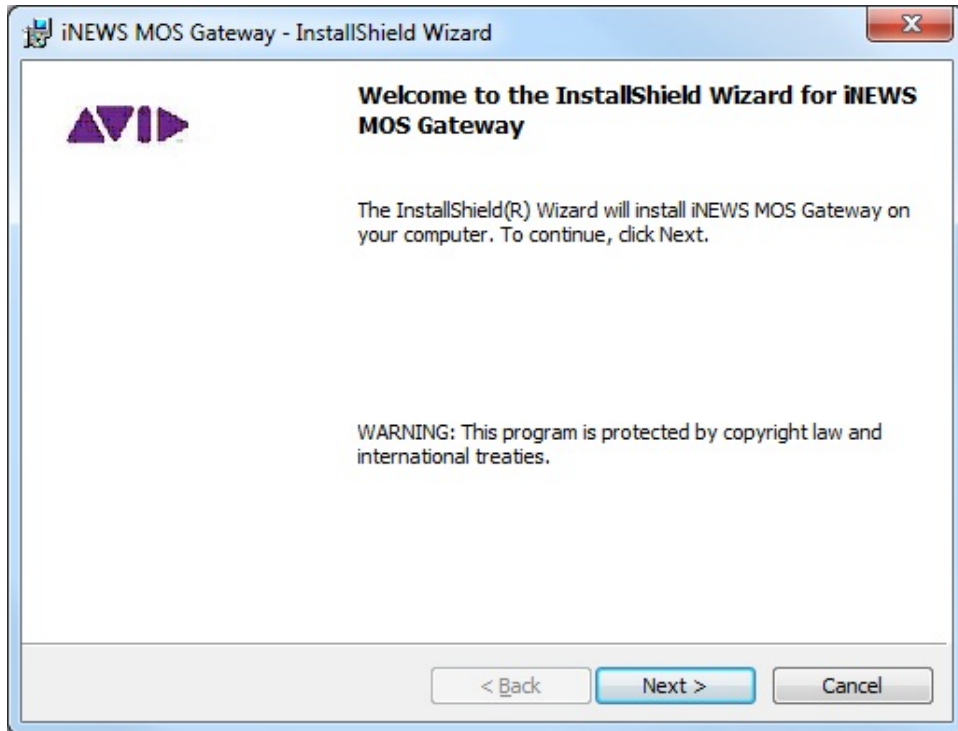
3. Click Install to continue.
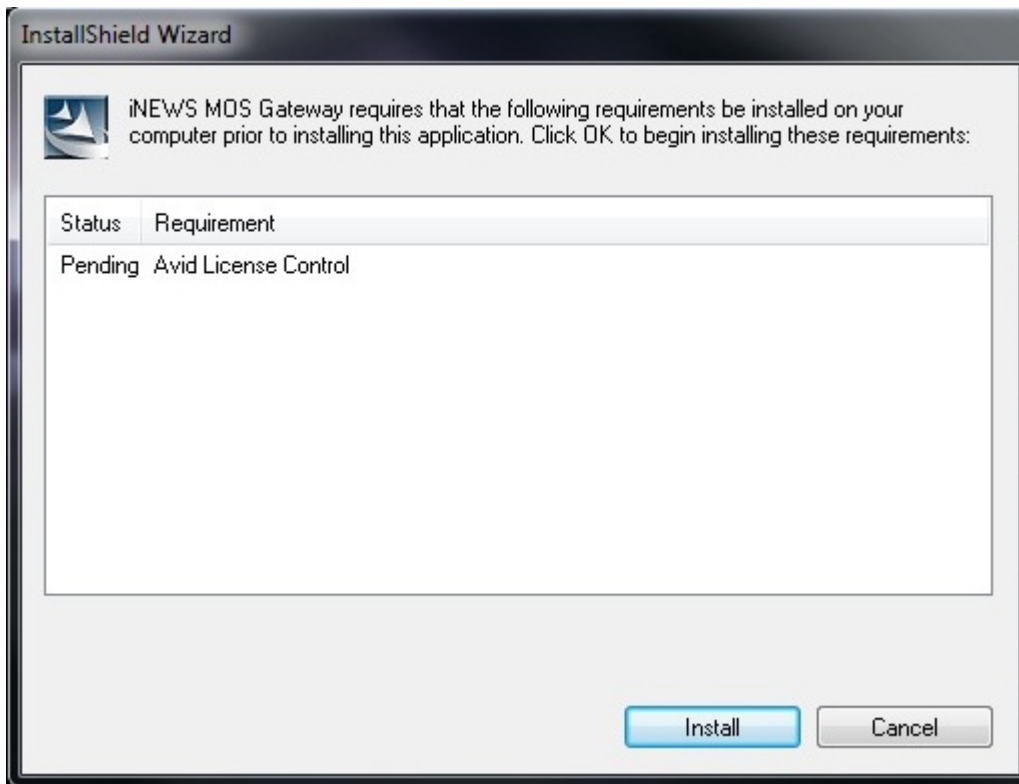
Note: Before MOS Gateway will install, you will be prompted for installation of Microsoft Visual C++ 2008 Redistributable SP1, if it's not already installed.

4. Clicking Install will prompt the Avid License Control to install.

5. Click Next to begin the iNEWS MOS Gateway InstallShield Wizard.

6. Read the Avid Software License Agreement.

7. Accept the terms in the license agreement.
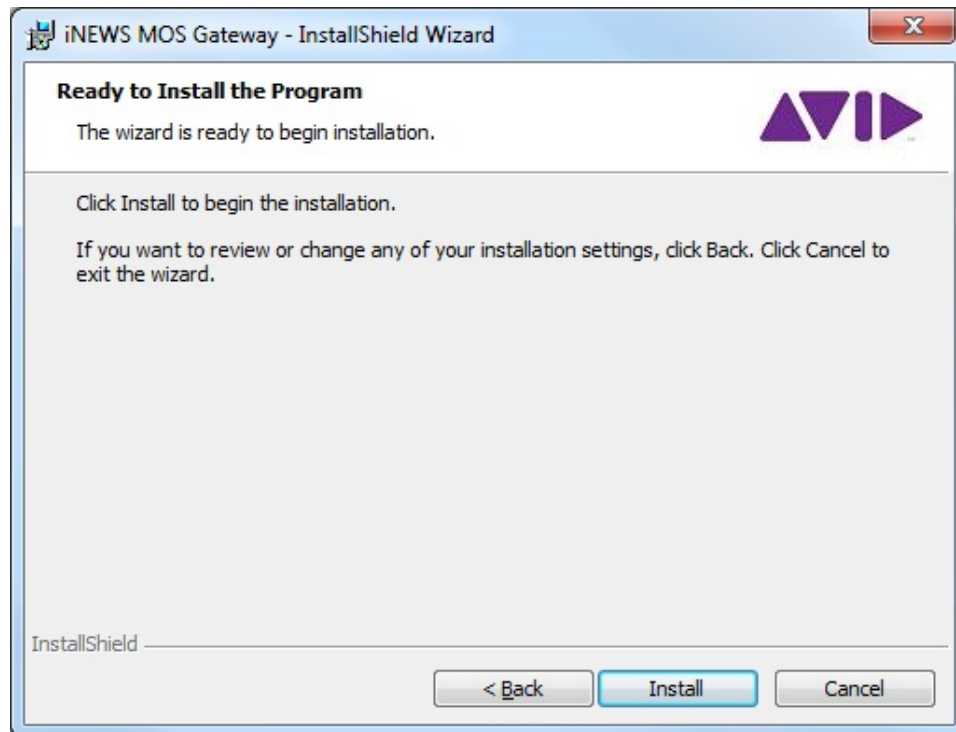
8. Click Next to continue.

9. You can accept the default destination location, or choose the MOS Gateway installation destination folder by clicking Change.

10. Click Next to continue.

   Note: Leaving installation at default destination will create any necessary folders.
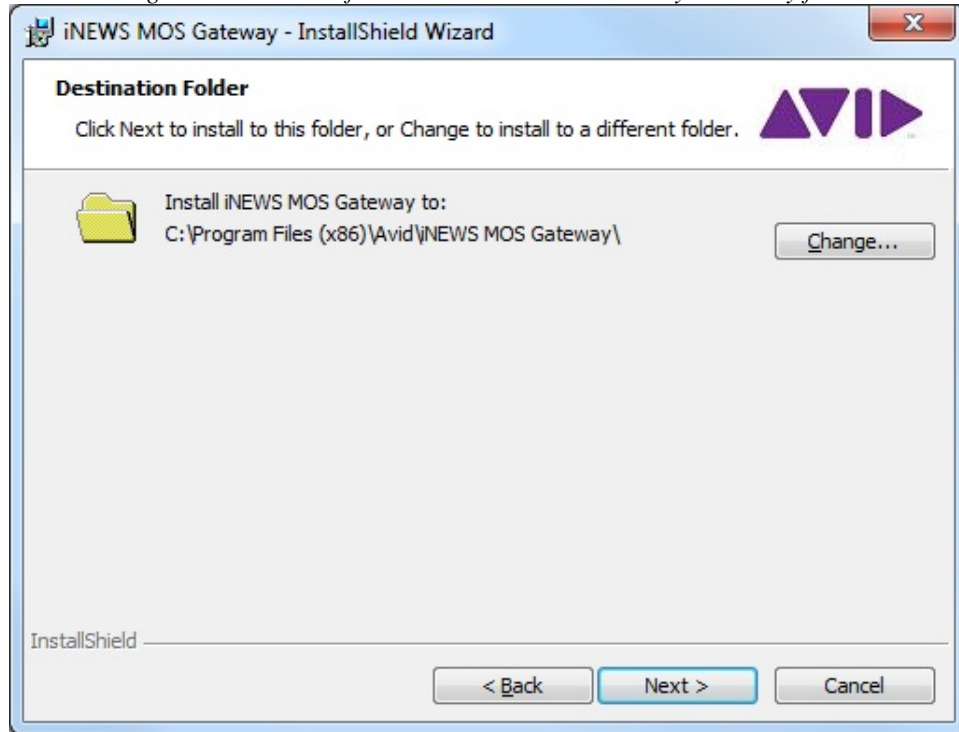
11. When InstallShield Wizard prompts that installation is ready, click Install to continue.

12. When the installation is complete, you can then activate MOS Gateway. If you want to activate later, click Done.

    You can activate MOS Gateway from the computer on which you installed the software if it has internet access. If it does not have internet access, you must activate MOS Gateway from another computer that does have internet access. Both activation methods are provided in the following procedures.

To activate MOS Gateway from that computer's internet connection:

1. Open Avid License Control if Avid License Control is not open.
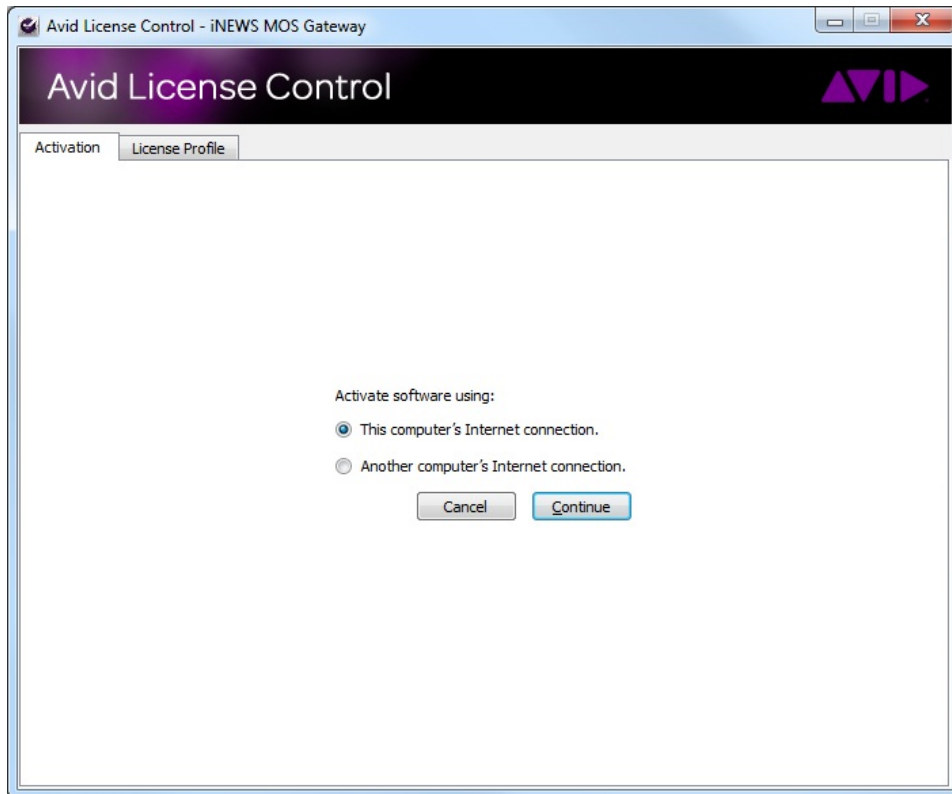
   Note: To activate an installation of MOS Gateway two items are needed, System ID and Activation ID.

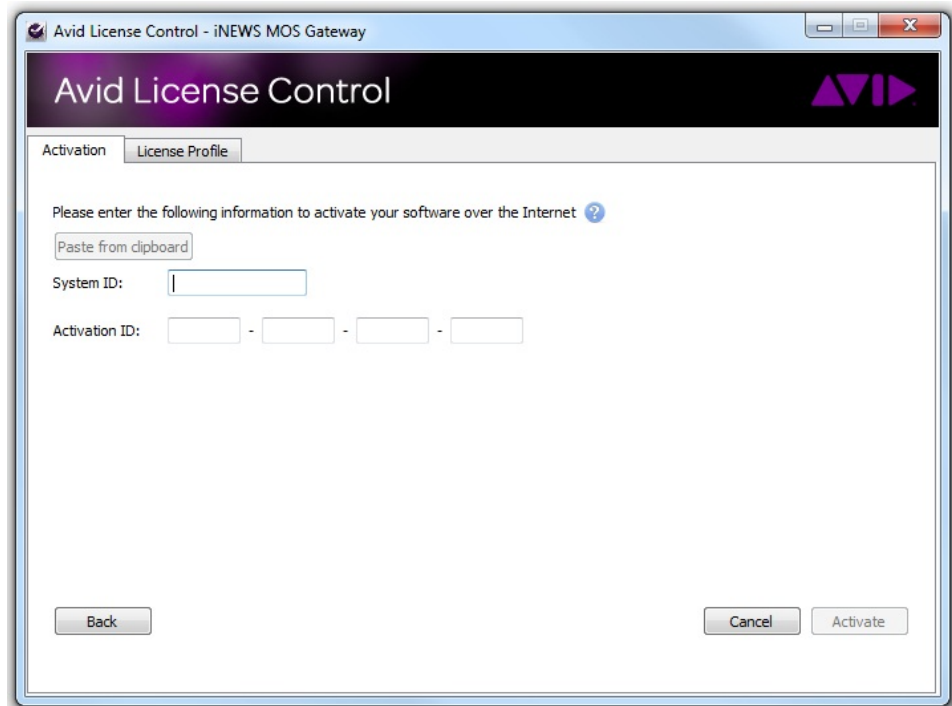2. Click Activate to begin activation of MOS Gateway.
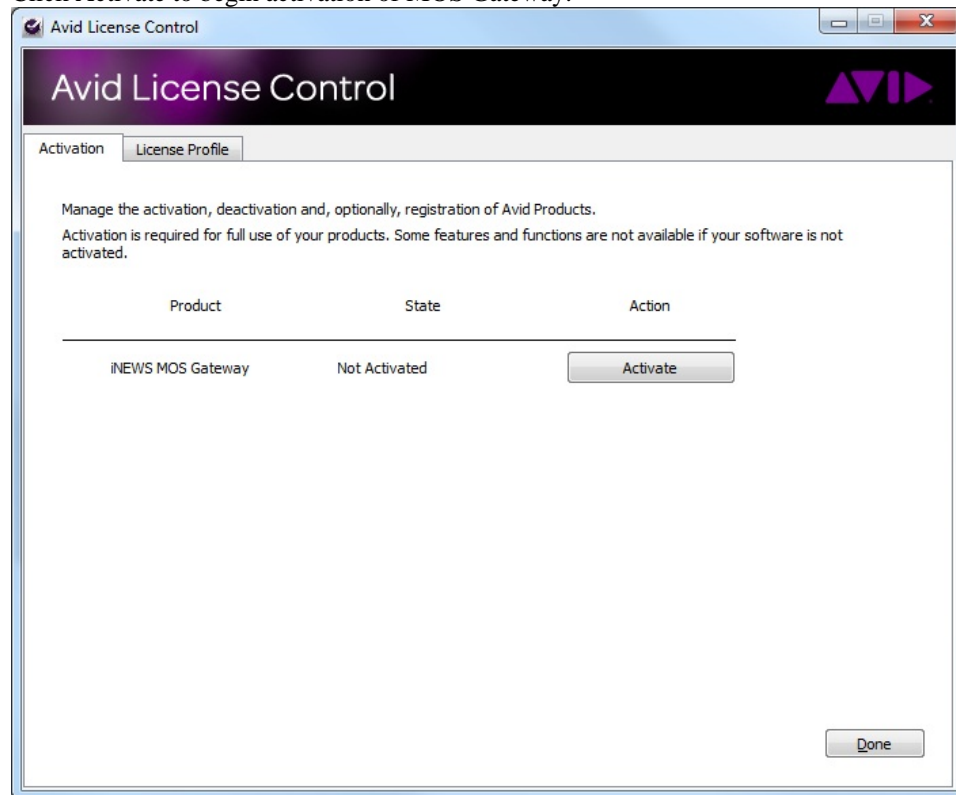
3. Select to activate software using this computer's internet connection.

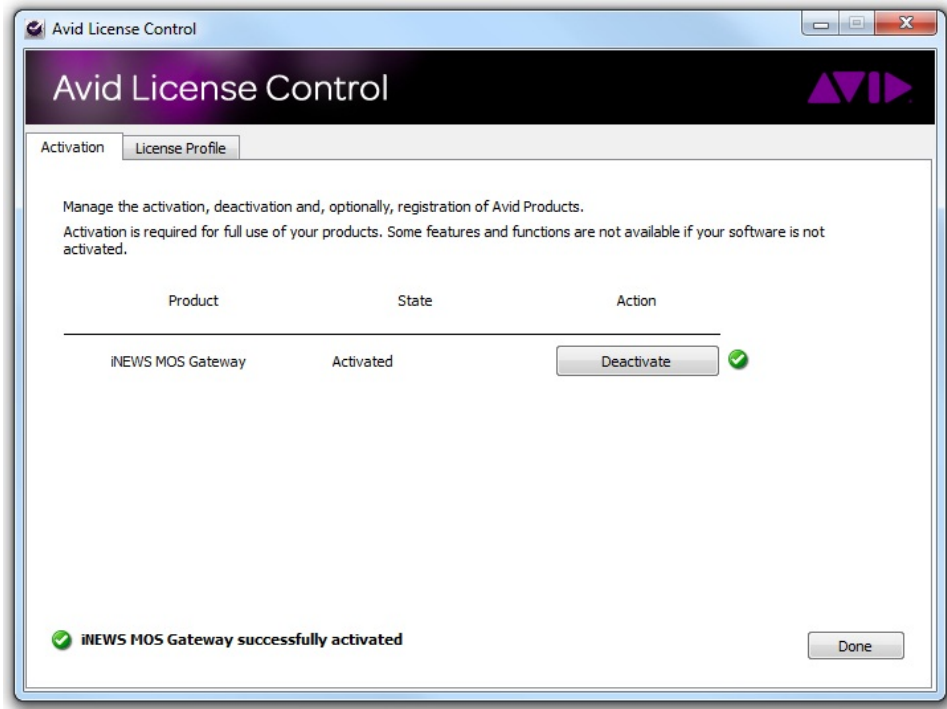4. Click Continue.

5. Type System ID and Activation ID.

6. Click Activate.

7. Click Done to finish.

8. If MOS Gateway installer is still open, click Finish.

    MOS Gateway is now successfully installed, activated, and ready for system configuration and service startup.

To activate MOS Gateway from a different computer that has an internet connection:
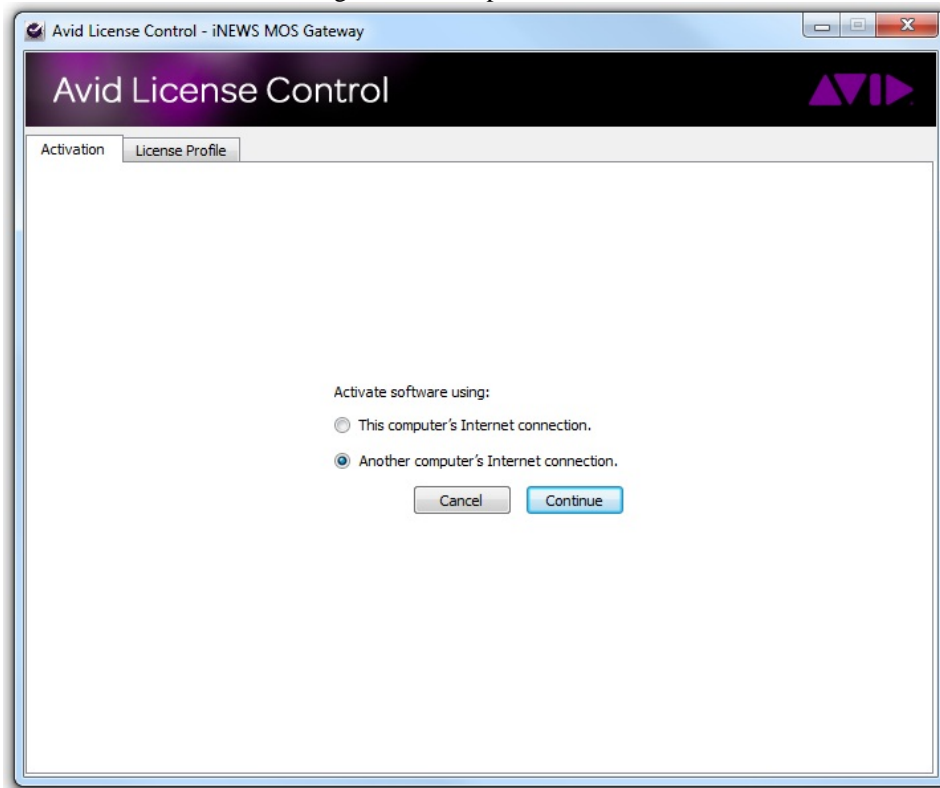1. Open Avid License Control if Avid License Control is not open.

Note: To activate an installation of MOS Gateway two items are needed, System ID and Activation ID.
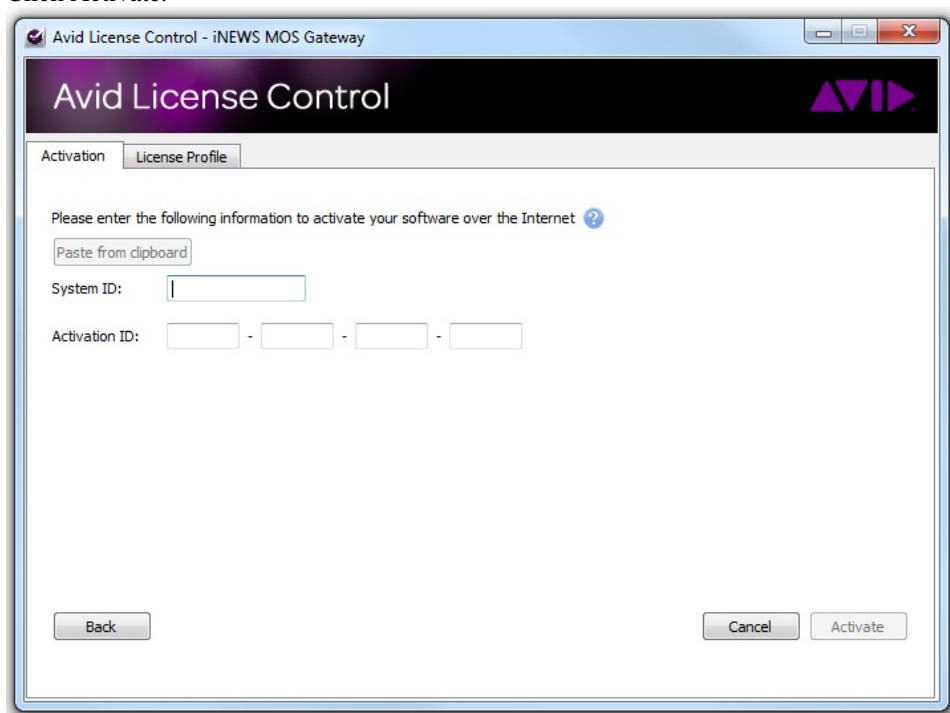
2.   Click Activate to begin activation of MOS Gateway.
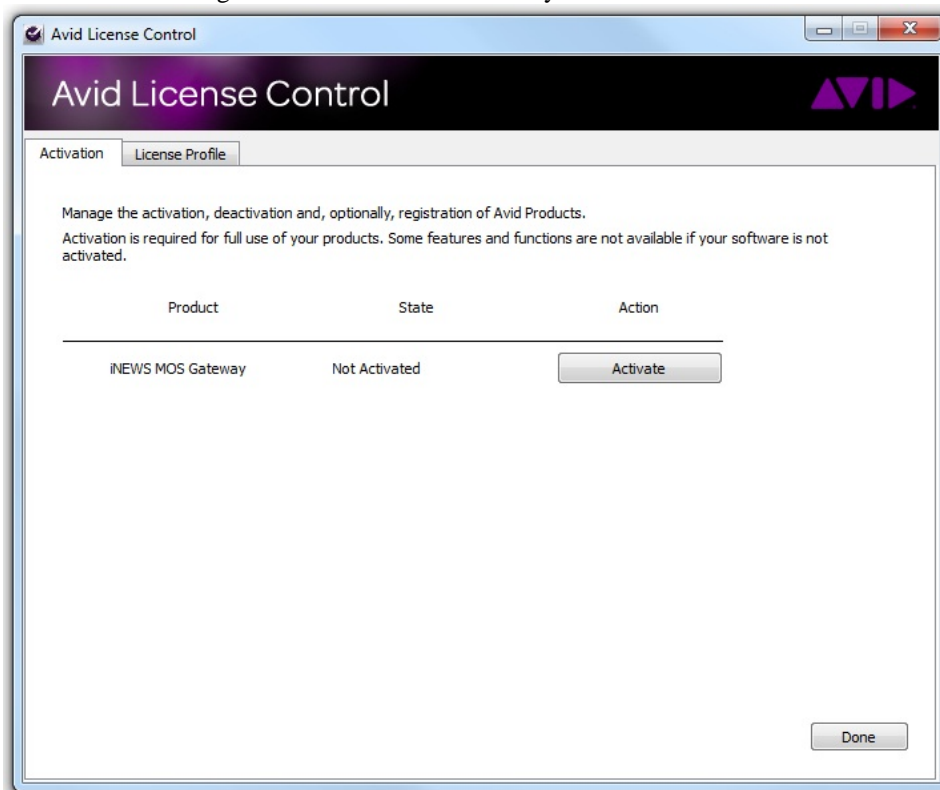
3.   Select to activate software using another computer's internet connection.

4. Click Continue.

5. Type System ID and Activation ID.

6. Click Activate.

7. Follow the on-screen prompts. You need to go to www.avid.com/license on a computer with internet access to enter the System ID, Activation ID and Device ID.

Note: Avid recommends you write down the System ID, Activation ID and Device ID for later reference.
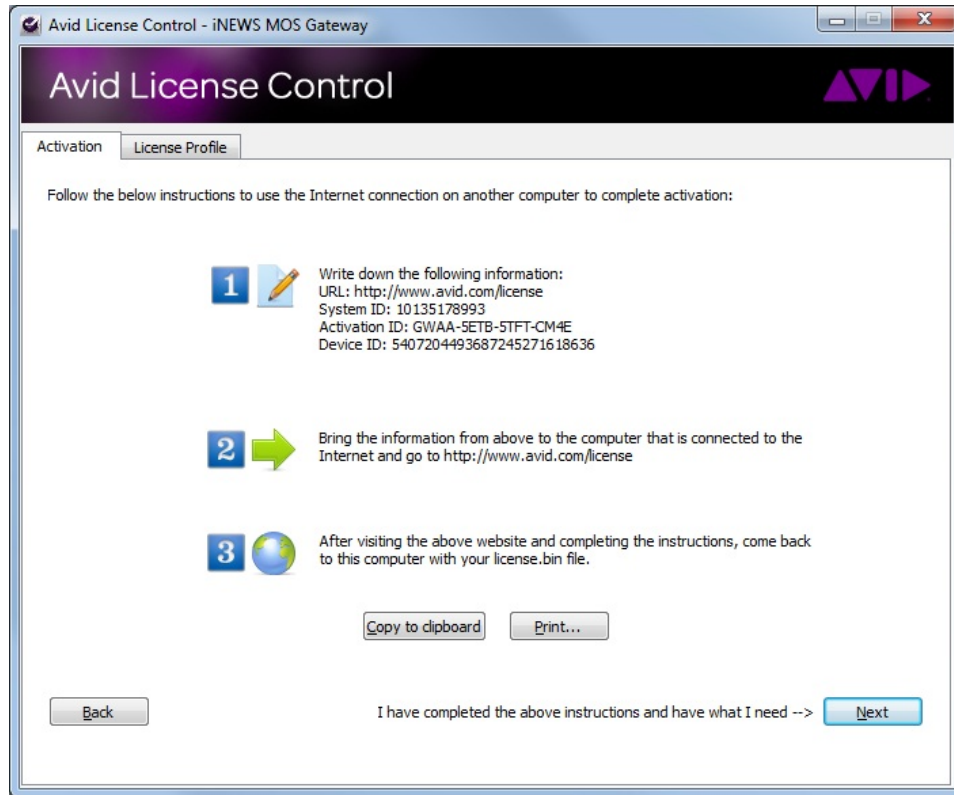
8. Go to the Avid License Web page.

9. Type the Activation ID, Device ID, System ID, and supply your email address.

Note: The System ID field will expose after an Activation ID is determined to be legitimate by the Avid License Server.

10. Click Submit to continue.

11. Download the license file (.bin) by clicking Download.

Note: While the .bin file downloads, you are given the option to Register or Activate another license. This is optional, and at this point the activation process can be continued.

12. Place the downloaded .bin file in a folder on the MOS Gateway computer.

13. Return to the Avid License Control application on the MOS Gateway computer.

14. Click Next to continue activation.
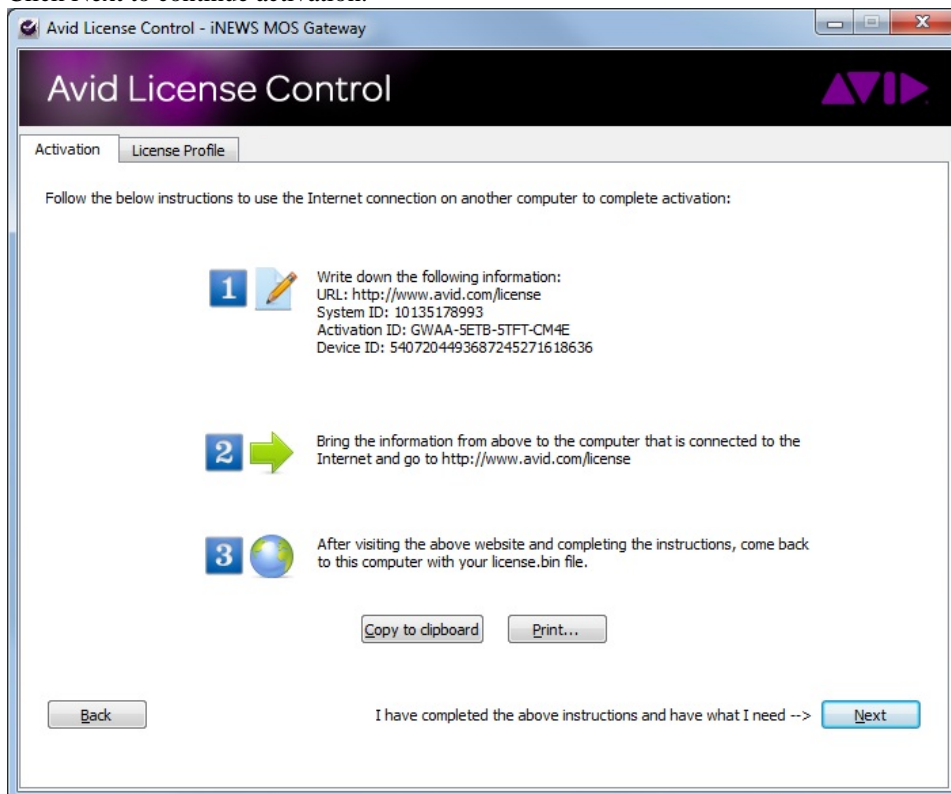
15. Click Browse, navigate to the .bin file and open .bin file.
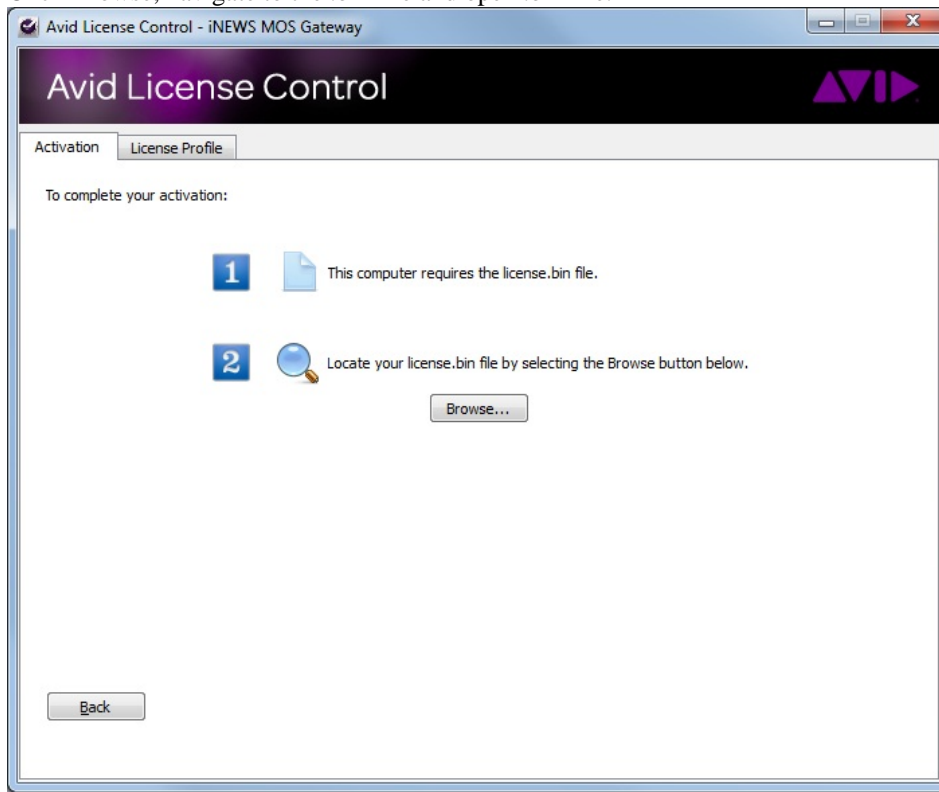
16. Click Done to complete the activation.
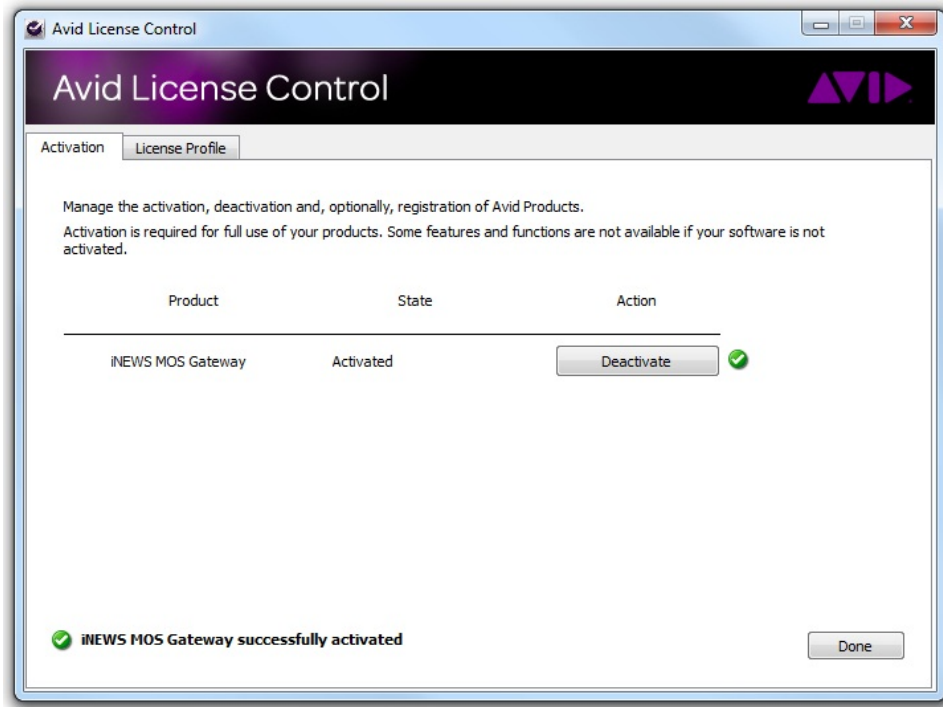
17. If the MOS Gateway InstallShield Wizard is still open, click Finish.

MOS Gateway is now successfully installed, activated, and ready for system configuration and service startup.

License Key Installation

The license key for iNEWS MOS Gateway must be entered during the installation process if prompted. The MOS Gateway License Manager tool will not properly install the key after the initial install.

Windows Firewall

Windows Firewall Exception settings for MOS Gateway.

When Windows Firewall is enabled in either Windows 7 SP1 or Windows Server 2008 R2, the following MOS Gateway services must be added to the Windows Firewall exception list:

- `MosRouterService.exe` - `MosRoStorySendService.exe` -

- `MosReplicationService.exe` - `MosAdminService.exe` -.

- `MosGatewayLogger.exe`

- `MosConfigService.exe` -

- `RegRGS.exe` -

- `regtlb.exe` -

- `TraceLogService.exe` -

Hardware and Software Changes for Version 4.0

The following changes were made to iNEWS MOS Gateway version 4.0.

- There is new variable support in the mosconfig.xml under <mosDevice>,

  `<AllowMosObjCreate>YES</AllowMosObjCreate>`

  Default value is NO. You need to set it to YES to enable MOS Gateway to ask third-party devices for the ID for any mosObjCreate items.

- iNEWS v4.0 now lets users insert MOS object placeholders within iNEWS stories in either the story form or as a story's production cue. The procedures for doing so are as follows:

  To insert a MOS object placeholder:
  1. Right-click while mouse pointer is either in the Story Form panel or in the Story Text panel.
  2. Select Insert Placeholder.
  3. Select the MOS device.
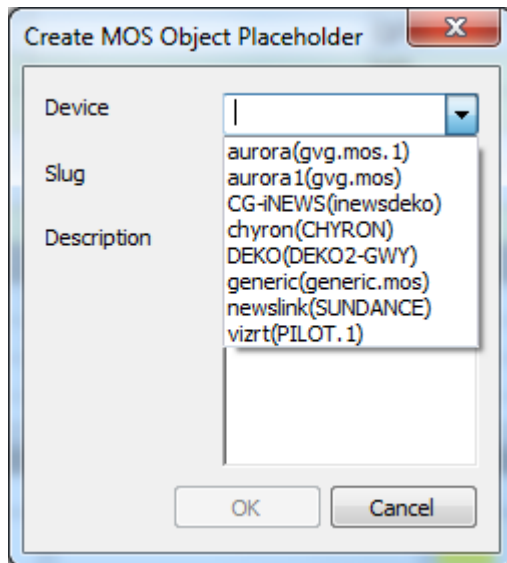
  4. Enter a new slug or use the default.
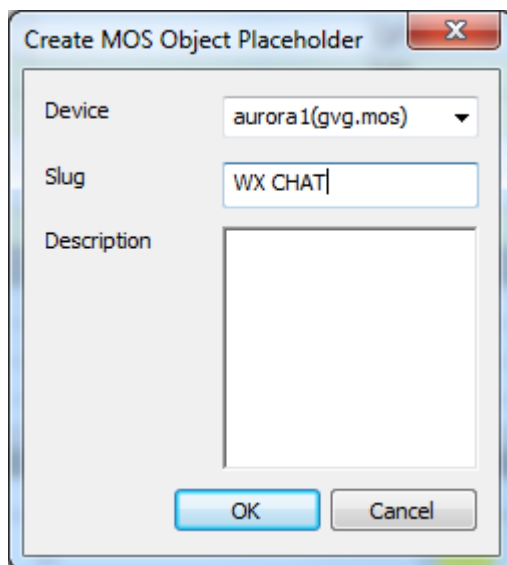
5. (Optional) Enter a description.
6. Click OK.
   If you right-clicked in the Story Form panel, the new MOS object placeholder appears in the story form.

If you right-clicked in the Story Text panel, the new MOS object placeholder appears as a production cue in the Instruction panel.

The MOS device user can update the placeholder with a real ID and object by turning on or loading the monitor server. MOS Gateway will then return data back to iNEWS where the placeholder is located in either the story form (below at left) or product cue (below at right).

- In previous versions of MOS Gateway, mosconfig.xsl incorrectly identified the "mossvr" SYSTEM.MAP line as "mossrv." This is fixed.

Hardware and Software Changes for Version 3.1.0

The following changes were made to iNEWS MOS Gateway version 3.1.0.

Installation

- In previous versions of iNEWS MOS Gateway 3, installation required installation and support of Microsoft Java VM for license management. Microsoft Java is no longer supported by Microsoft. iNEWS MOS Gateway 3.1.0 now uses Avid's License Control application to manage licensing.

  If MOS Gateway 3.0.0 or 3.0.1 is installed, the 3.0.2 installer should be used to upgrade the previous install. The 3.0.0 and 3.0.1 uninstallers should not be used.

Stories

- In previous versions of MOS Gateway, some normal text would be replaced by presenter text as part of roStorySend. This is fixed.

- In previous versions of MOS Gateway, tabs in the story body could be mishandled when NSMLX was not enabled. This is fixed.

Replication

- In previous versions of MOS Gateway, MOS replication would only replicate tags that were present in a pre-defined list of tags. This is fixed. MOS replication can now replicate all tags contained in the incoming message.

  An asterisk XPath statement can be used to replicate tags that contain multiple levels of children, like mosExternalMetadata or objPaths. This statement can only be used in the attachment sections

of the story, not in the story body. Any XPath statement that produces an XML element will result in story save failures if used in the story body. For example:

"<mosExternalMetadata>%/mos/mosObj/MosExternalMetadata/*%</mosExternalMetadata>"

This example will replicate the complete contents of mosExternalMetadata. Only use this statement in the attachments.

MOS Router Service

- In previous versions of MOS Gateway 3.0, empty MOS messages sent from devices could cause MOS Router Service to terminate unexpectedly. This is fixed.

- In previous versions of MOS Gateway, MOS Router Service could exit or fail to start if one of the configured devices was unreachable. This is fixed. MOS Router Service will now start correctly and report that the device is unreachable.

Hardware and Software Changes for Version 3.0.1

The following changes were made to iNEWS MOS Gateway version 3.0.1.

MOS Router Service

- In previous versions of MOS Gateway, messages over 16KB would result in a MOS Router Service crash. This is fixed. Message size is now limited to 32764 bytes when used with iNEWS version 2.8.8 and earlier. Message size in iNEWS v3.0 and later is limited to 65,535 bytes.

Hardware and Software Changes for Version 3.0.0

The following changes were made to iNEWS MOS Gateway version 3.0.0.

roItemStat

- MOS Gateway now supports feeding item channels back to iNEWS. Anytime an <itemChannel> tag is included in a roItemStat message, the text inside that element will be passed on to iNEWS as the new item channel.

```
<mos>
<mosID>MOS</mosID>
<ncsID>NRCS</ncsID>
<roItemStat>
<roID>NRCS/SHOW.6PM.RUNDOWN</roID>
<storyID>64261505</storyID>
<itemID>MOS-Active</itemID>
<objID>12345</objID>
<status>READY</status>
<time>2009-11-16T16:55:08</time>
<itemChannel>A</itemChannel>
</roItemStat>
</mos>
```

mosItemReplace

- MOS Gateway now supports the mosItemReplace message, which allows a MOS server to update items in the NRCS database. This feature is activated by inserting "YES" into the AllowMosItemReplace line in the MOS configuration file (mosconfig.xml). MOS Gateway 3.0.0 will continue to work with earlier versions of iNEWS, but iNEWS Server 3.0.0 or later is required for mosItemReplace functionality.

  The message, which is delivered to iNEWS through a loaded monitor server, will update MOS items in the loaded rundown's story form and story body.

  The mosItemReplace command is defined in the MOS Protocol.

Known Limitations

This section provides information on known limitations that were not addressed in this release. Any available workaround procedures are also documented, when possible.

Note: For limitations related to compatibility of this release with previous versions/other products, see the section of this document entitled, "Compatibility Issues".

iNEWS

iNEWS does not get "Download Complete" message from MOS Gateway

This is caused by the MOS device not including a roID with its roAck to the Avid MOS Gateway after a show has been loaded. If the roID is not included in the message, the MOS Gateway does not know where to send the "Download Complete" message.

iNEWS installer overwrites `inewscom.dll` registration used by MOS Gateway

The registration of the inewscom.dll installed with MOS Gateway 2.6.1 and 2.6.2 will be overwritten by the iNEWS client install program. When this occurs, an incorrect version of the inewscom.dll is used by MOS Gateway. This can cause parts of the MOS Gateway functionality to fail, specifically roStorySend.

Workaround: Do not install iNEWS client software on the MOS Gateway computer. Or install MOS Gateway after the iNEWS client software.

MOS Gateway

Unused MOS devices will generate `reqMachineInfo` errors in the log file

If a MOS device is specified in the mosconfig.xml file and it is not present on the network, there will be errors indicating that the device is not reachable during start up of the MOS Gateway. This is normal behavior.

Workaround: Remove any unused MOS device configurations from the mosconfig.xml file.

MOS devices on the network but not specified in the mosconfig.xml file generates errors in the log file

If a MOS device is present on the network and is configured to communicate with the MOS Gateway computer it will cause error messages to be logged in the MOS Gateway logging if it is not also specified in the mosconfig.xml file. This is normal behavior.

Workaround: Remove from the network or reconfigure any unused MOS devices that are configured to talk to the MOS Gateway but are not going to be used.

Additional download time overhead when using `handlesRoStorySend` option

Because of the amount of data being processed and sent with this option enabled, the amount of time to load MOS devices will be significant.

Workaround: Unless required by the MOS device, Avid recommend that this option be set to NO.

Upgrades require uninstall first

MOS Gateway does not support upgrades over existing installations. All upgrades of MOS Gateway require that previous versions of the software be uninstalled first.

Technical Support Information

Most products feature a number of coverage options. Avid Assurance service offerings are designed to facilitate your use of Avid solutions. Service options include extended telephone coverage, automatic software maintenance, extended hardware warranty, and preferred pricing on replacement parts. Offerings and options may vary by product and are not available for all products.

For more information regarding Avid's service offerings, visit www.avid.com/support or call Avid Sales at 800-949-AVID (800-949-2843).

Program availability and details might vary depending on geographic location and are subject to change without notice. Contact your local Avid office or your local Avid Reseller for complete program information and pricing. However, if you need help locating an Avid office or Avid Reseller near you, please visit www.avid.com or call in North America 800-949-AVID (800-949-2843). International users call 978-275-2480.

Accessing Online Support

Avid Online Support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read/join online message-board discussions.

To access Avid Online Support:

➢ Go to www.avid.com/onlineSupport.

Note: Supplemental documentation for this release, if available, is provided on the Knowledge Base. For the latest up-to-date information, browse the Knowledge Base at Avid Online Support.

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