



Application Note

IMERGE	
Application Note No:	XUTIL00003
Product:	XiVA Server Utilities
Hardware:	All XiVA Servers
Application Revision:	1.3
Release Date:	26-04-2002

Introduction

XiVA Server Utilities is a suite of utilities for the PC designed to enable dealers and distributors to perform maintenance operations on a XiVA based audio server (such as the Imerge S1000 SoundServer).

These utilities include:

- Clone the media from one XiVA-Server to one or many others.
- Remove all media from a XiVA-Server.
- Backup all of the media from a XiVA-Server onto a PC drive.
- Restore a media backup from a PC drive to a XiVA-Server.

XiVA Server Utilities will work on the following Microsoft™ operating systems: Windows 98, Windows ME, Windows NT, Windows 2000 and Windows XP.

XiVA Server Utilities requires XiVA software version 1.2.5 or higher for M1000 series SoundServer and 1.3 or higher for S1000 series SoundServer.

Installation

Uninstall all previous versions of XiVA-Server Utilities.

To install XiVA-Server Utilities double click on the **setup.exe**

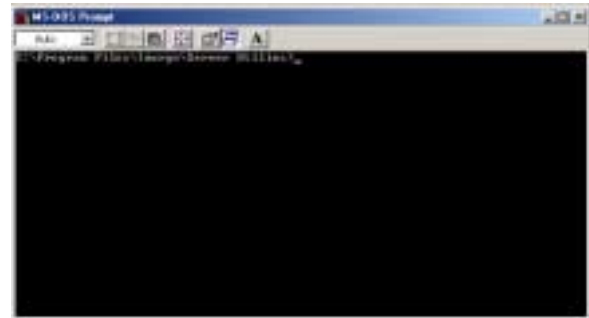


The installation wizard will begin shortly afterwards. Proceed through the installation wizard by pressing **Next**, reading the licence agreement and setting where you wish the files to be installed.

Once installation is complete you can launch XiVA Server utilities from an icon on the Start Menu (in the Programs section, listed under **Imerge**).

Operation

On launching the XiVA Server application you will be presented with a command line interface:



To run one of the utilities type the following command:

ssutil.exe

followed by one or more of the following switches:

Switch	Operation
-?	Displays the on-line help
-S xxx.xxx.xxx.xxx	Sets the source IP address (where xxx.xxx.xxx.xxx is the desired IP address)
-D xxx.xxx.xxx.xxx xxx.xxx.xxx.xxx ...	Sets the destination IP address (where xxx.xxx.xxx.xxx is the desired IP address). Multiple destinations may be entered.
-Clone <i>path</i>	Copies all media from source (-S) to destination (-D). Albums which already exist on the destination machine will not be copied. Path is the location on the PC hard disk where media will be stored temporarily during the clone process.

-Clean	Removes all media from the destination (-D) machine.
-Verify	Verify compares the source and the destination to ensure that the two machines are identical. This command can be used to check that a clone process has been successful.
-Backup <i>drive drive</i>	Backs up all the media from the source (-S) to a location on your PC. <i>Drive</i> is the drive on your PC where files should be stored; if the drive is full, backup will move to the next available drive in the sequence.
-Restore <i>drive</i>	Restores all media to a destination (-D) from a backup location on your PC. <i>Drive</i> is the first drive letter used during the backup process.
--RestoreDrive <i>drive</i>	Location where temporary files will be kept during the restore process.

The clone, verify, restore and clean processes will keep a text file logging the entire operation in the same directory as the ssutil.exe file. The backup process will keep a log file in the same location as the backup files.

Whilst XiVA Server Utilities are running do not:

- Make any new recordings on either the source or destination machine
- Put into standby, or re-power either the source or the destination machine.

Note: Before using the clone process you should lookup CD information for all CDs on the SoundServer. Any album which has no associated data from the Internet CD database **will never** be looked up on the cloned machine.

Note: Albums created by the **XiVA Producer** application will be copied even if it already exists on the destination.

Example Use

Cloning

```
ssutil.exe -S 192.168.254.150 -D
192.168.254.152 192.168.254.153 -Clone
C:\temp
```

Copies the media from the XiVA Server with IP address 192.168.254.150 to the XiVA Servers with address' 192.168.254.152 and 192.168.254.153. The c:\temp folder on the PC Hard Disk drive will be used to temporarily store media during the clone process.

Cleaning

```
ssutil.exe -D 192.168.254.152 -Clean
```

Removes all media from the XiVA Server with IP address 192.168.254.152.

Backup

```
ssutil.exe -Backup D E F -S 192.168.254.150
```

Backups all media from the XiVA Server with IP address 192.168.254.150 using disks D E F.

Note: Only one backup up can exist on the first drive specified.

Note: If you choose to move the backup files to a tape drive or other removable storage you must ensure the files return to the PC's hard disk in the same sequence.

For instance, if you backup to F, G and J drives, you will have a directory in the root of each of those drives called "XiVA Server Backup". Move these folders to the tape and store in a safe place. When you move them back from tape to hard disk, they must go back to the F, G and J drives respectively.

It may be useful to create a small text file with the relevant drive information and store this with the backup.

Restore

```
ssutil.exe -Restore D -D 192.168.254.150 -  
RestoreDrive G
```

Restores the backed up media files starting on drive D to the XiVA Server with IP address 192.168.254.150 using the G drive for temporary files.

Note: Media files are automatically restored to the same XiVA-Server that they were backed up from.

To restore them to a different XiVA Server use the following command:

```
ssutil.exe -Restore D -RestorePassword  
password -D 192.168.254.150
```

Where *password* is the original XiVA Server serial number. This number can be found at the end of the log file created during the backup. The file is stored in the folder called "XiVA Server Backup" on the first drive you specified.

Troubleshooting

“Cloner Error: Not enough disk space on C:\Temp Require x Mb, only y Mb free.

The clone facility requires in the region of 850MB free in the temporary storage. The exact figure depends on the largest album on the server and the compression used. Clear some space on the drive or specify a different location.

Verify process fails

Verify ensures that the contents of the source machine are on the destination machine. This may fail the clone process has been interrupted

If the clone process has failed for any reason re-enter the same clone command (without the `-clean` switch). Only albums, which have not copied successfully, will be re-copied.

Note: Albums created by **XiVA Producer** will be copied even if they already exist on the destination.

“Backup: There is not enough free space on the drives. Another x Mb is required”

Clear the amount specified across the drives being used.

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Getting Help

Please note that this utility is provided for the benefit of Imerge dealers only.

Imerge Website

Software updates and solutions to frequently asked questions (FAQ) are available from:

www.imerge.co.uk/dealers

Imerge Helpdesk

The Imerge Helpdesk is provided to make sure that you, as a valued Imerge dealer, have access to:

- Advice – regarding your specific Imerge Product
- Details on how to contact your nearest service agent.
- Information on latest Imerge products

Imerge UK Helpdesk

Phone: +44 (0)870 0104860 (normal UK office hours)

Fax: +44 (0)1954 783601

E-mail: customer_support@imerge.co.uk

In all correspondence please include the log file of the operation in question.

Imerge US Helpdesk

Phone: 1 888 403 8822

Fax: 1 703 481 9802

E-mail: supportusa_sras@imerge.co.uk

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