HP MediaSmart Server Software Upgrade from v.1 to v.3

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Upgrade Your Server Software to HP MediaSmart Server v.3

This document explains how to upgrade your HP MediaSmart Server EX470/475 server software and client software from version 1 to version 3.

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Caution

Read this entire document and understand the feature changes prior to upgrading to HP MediaSmart Server v.3. For instance, Photo Webshare will go away, server performance will slow down significantly, and all server settings will be reset. Once you start the upgrade process, you cannot roll back to the previous version without performing a factory reset and losing all of your data.

This document

- Describes the new HP MediaSmart Server v.3 features and changes to existing features.
- Lists steps you should perform prior to upgrading your server software.
- Gives steps for doing the upgrade, starting with a server recovery and software installation from the first computer. Then, removing and re-installing the server software on each additional PC or Mac on the network.
- Lastly, there is an overview for re-configuring your server with references to the HP MediaSmart Server 3.1 User's Guide.

Before You Begin

What's New

The following features are new when you upgrade to HP MediaSmart Server v.3.

Second generation Video Converter

- Create profiles to match your viewing device
- Control how your video is converted

Enhanced Media Collector

- Faster collections
- Select specific media, locations, computers to collect from
- Improved status feedback

HP Media Streamer

- Stream music, photos, and videos to any Internet connected computer
- Requires a web browser and HP MediaSmart Server personal web address

HP Photo Publisher and HP Photo Viewer

- Publish photos to popular photo sharing sites like Snapfish, Facebook, FlickrTM, and PicassaTM Web Albums.
- Share photos directly from the HP MediaSmart Server using Photo Viewer and a personal web address

More Mac

- Mac Media Collection
- Server Administration via Mac
- Faster Mac image level backup and recovery

Improved user interface

- New look & feel
- Improved user flows
- Feature overview pages in the Windows Home Server Console
- Web based home page access your media from home (local network) or away (via web) using a single easy to navigate web based user interface.
- New more intuitive console set up, configure, check status from the new server administrator console page

TwonkyMedia Server is an integrated part of the HP MediaSmart Server v.3 software.

Compatible with the HP MediaSmart Server iStream Application

- Free download from the iTunes App Store
- Securely stream music, photos, and videos from your server to an iPhone or iPod touch

Features That Will Change

- The HP MediaSmart Server Control Center is replaced by the web-based HP MediaSmart Server Home Page.
- Settings for iTunes on the Tools tab of the HP MediaSmart Server Control Center will go away and it is replaced by the HP Media Collector. The HP Media Collector can be set up to scan network computers for music, photos, and videos and copy them to your server.
- HP Photo Webshare will go away and it is replaced with HP Photo Publisher and HP Photo
 Viewer. Photos in your Webshare albums will be copied to your Photos shared folder during the
 upgrade. See above for more information on Photo Publisher.
- If you had the HP MediaSmart Server Mac software, it will need to be uninstalled. The new HP MediaSmart Server v.3 Mac software should be installed in its place.
- If you installed the Server Online Backup add-in, it will be removed from your server during the HP MediaSmart Server v.3 upgrade. You will need to download and install the newer Server Online Backup add-in after the upgrade. It is a free download. The new Server Online Backup add-in will continue to work with your existing Amazon S3 account.

Prepare to Upgrade

Complete the following tasks and record information to prepare for the upgrade. Some of this information will not be available after the upgrade and will need to be reconstructed.

- **1GB RAM**—HP recommends that you upgrade your RAM to 1GB. Performance will slow down significantly if the RAM is not upgraded.
- User accounts and shared folder access—User accounts will be deleted during the
 upgrade. However, user's shared folders and their contents will remain on the server. You will
 need to recreate user accounts and define shared folder access after completing the upgrade. To
 ensure that you have the information that you need to recreate accounts go to the User Accounts
 tab of the Windows Home Server Console and write down user accounts, passwords, and shared
 folder access.
- Remote access and domain name settings—Remote access will be disabled during the
 upgrade. The server should remember your domain name when you re-enable remote access and
 complete the set up wizard. Write down your domain name prior to doing the upgrade in case you
 need to manually re-enter it later. In the Windows Home Serer Console, click Settings and select
 Remote Access in the left menu. Write down your Domain Name.
- Server Online Backup—If you are using the Server Online Backup, open the Windows Home Server Console and click Settings. Select Server Online Backup in the left menu and write down the Access Key and Secret Key. This information is also available from the Amazon S3 web site. Do not cancel your Amazon S3 account. If you cancel your Amazon S3 account, you will lose your online backup data. Use your existing Amazon S3 Access Key and Secret Key when you re-enter the settings for the Server Online Backup add-in.

Other Changes that Happen During the Upgrade

- **Server name and password**—Your server name and password will be reset. You can use the same ones as before or create new ones.
- Windows Home Server Console settings—All system settings are lost. You will need to recreate
 them. Write down any custom Windows Home Server Console settings that have not already been
 covered above. For example, if you customized your computer backups to back up specific
 folders instead of the entire computer, you may want to write down the names of the backed up
 folders so you can re-configure them.
- **Server storage**—If you have multiple drives added to server storage or as a backup drive, that configuration is maintained.

Installing the Software

Run Server Recovery

Run the Server Recovery Disc to upgrade your server software to HP MediaSmart Server v.3.

Caution

If you do a sever recovery or factory reset after upgrading your server to version 3, you must use the Server Recovery Disc v.3. Using the Server Recovery Disc v.1 could result in unintentional data loss.

Recover the Server

Caution

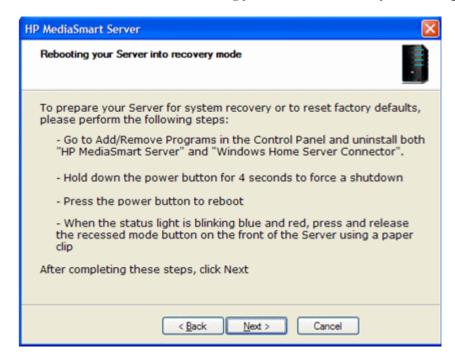
Perform the server recovery from a computer that has a wired Ethernet connection to the router (or switch). A wireless connection is not recommended. Additionally, it may be more convenient to move the server near the computer where you are doing the server recovery.

- 1. If the HP MediaSmart Server Control Center is open on your computer, close it before proceeding.
- 2. Insert the **Server Recovery Disc** into a PC DVD drive. The Server Recovery program automatically starts.



3. Click **Next** on the **Server Recovery** dialog.

4. Follow the instructions on the Rebooting your server into recovery mode dialog and click Next.



- a. Uninstall the HP MediaSmart Server and Windows Home Server Connector.
 - Click Start, Control Panel and select Add or Remove Programs.
 - Select HP MediaSmart Server and click Remove.
 - Select **Windows Home Server Connector** and click **Remove**.
- b. If the server is on, hold down the **Power** button on the back of the server for at least 4 seconds to force the server to shutdown. If the server is not on, skip to the next step.
- c. Press the **Power** button to restart the server.
- d. The health indicator is solid purple for a few seconds. When the health indicator light begins blinking blue and red press and release the recessed mode button on the front of the server using a paper clip.



e. If recovery mode is successfully initiated, the health indicator light blinks purple and red.

- 5. Click **Next** to start server recovery. This may take up to 15 minutes. During the recovery process, the following may happen:
 - The recovery program cannot find the server, see No server found.
 - The recovery fails, see <u>Server Recovery fails</u>.
- 6. On the Select recovery mode dialog, select **Server Recovery** and click **Next**.
- 7. Follow the instructions on your PC to complete the server recovery.
- 8. Click **Finish** on the **Server recovery complete** dialog box to reboot your server. Once the server reboots, the server lights will be breathing blue.
- 9. Complete the server software installation on the computer where you performed the server recovery and all other network computers.

Caution

If you did not close the HP MediaSmart Server Control Center, as indicated in step 1, you may see a message asking you to reboot your computer. If you see this message, choose to reboot later. Otherwise, rebooting may leave the server in a state where it cannot be configured, and you will have to repeat the recovery or reset process.

Troubleshooting Server Recovery

No Server Found

If the recovery program cannot find the server, the most likely causes are:

- Recovery mode was not successfully initiated—repeat step 4. Be sure to push the recessed mode button while the health indicator lights are blinking blue and red .
- A firewall is blocking the connection—configure the firewall to allow the Windows Home Server Recovery application or to allow connections over TCP port 8192 and UDP port 8192. If opening these ports, be sure to close them after the recovery has completed. For more information, see the vendor's documentation.
- There is a problem with the network connection.

Server Recovery Fails

If the recovery fails, one of the following messages will be displayed:

- The server disks could not be reformatted.
- The partition data on the server could not be written.
- The primary volume on the server could not be written.
- The recovery image could not be loaded.

The most likely cause for these messages is a network connection failure.

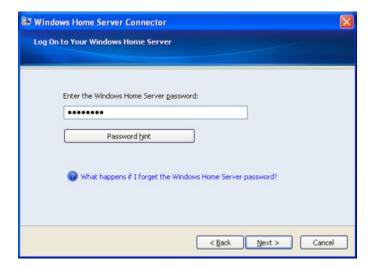
1. Make sure that the PC you are using to do the server recovery has a wired Ethernet connection to the router (or switch).

- 2. Check that all network connections are secure.
- 3. Repeat the server recovery.

Install the Software on Additional PCs

- 1. Uninstall the HP MediaSmart Server and Windows Home Server Connector.
 - a. Click Start, Control Panel and select Add or Remove Programs.
 - b. Select **HP MediaSmart Server** and click **Remove**.
 - c. Select Windows Home Server Connector and click Remove.
- 2. Insert the Software Installation Disc v.3 into a computer connected to the network. You must have administrative privileges to install. To add administrative privileges to your computer user account,
 - In Windows Vista, click **Start**, **Control Panel**, and then **User Accounts and Family Safety**.
 - In Windows XP, click Start, Control Panel, and then User Accounts.
- 3. Follow the instructions on the installation wizard.

 The installation process is identical to installing on the first computer except for the following:
 - The Windows Home Server Setup does not run.
 - Your server password is required to install, as shown in the following figure:



Install the Software on a Mac

The first client installation must be on a PC. Subsequent installations can be on a Mac or PC.

1. Insert the Software Installation Disc v.3.
You must have administrative privileges on your computer to install the software. To add administrative privileges to your computer user account, click **System Preferences**, **Accounts**, and check **Allow user to administer this computer.**

2. Double-click Uninstall HP MediaSmart Server Software and follow the instructions on your screen.



3. Double-click Install HP MediaSmart Server Software.pkg and follow the instructions on your screen.



- The summary screen notifies you that the software installed successfully. Click Close. The Server Preferences dialog opens.
- 5. Type your server name and password. Your server name will be HP MediaSmart Server unless you changed it during the first PC client installation.
- Once your credentials have been authenticated, click **Apply**.



Note

Server Name and Password have to be authenticated prior to using the HP Home Page, or entering preferences for BackUp.

6. Select the Backup tab and type a Backup Disk Size. If you used this feature in a previous Mac client software version, a backup disk is already created.

The suggested minimum disk space size displays in the dialog based on approximately 1.5 times the size of your used disk space.



- 7. Confirm that the **Backup Disk Status** shows **Started**.
- 8. Click **Open Time Machine Preferences**, click **Choose Backup Disk** and confirm that **Backup to HP MediaSmart Server** is selected as the backup disk.

You may have to change the backup location to the HP MediaSmart Server if you had a previous Time Machine backup that pointed to a different location.

Using the Server

Set up Features

Configure the following features for use with the HP MediaSmart Server v.3 software. See <u>Getting Help</u> for additional information on setting up these features. In addition to the items listed here, confirm that all of your Windows Home Server Console settings are re-configured and operating as desired.

- User accounts and shared folder access—Go to the User Accounts tab of the Windows Home Server Console and add user accounts, passwords, and shared folder access. Enable user accounts for remote access to use with the HP Media Streamer, HP Photo Publisher, or the HP MediaSmart iStream application that you can download from the iTunes Store.
- Remote access and domain name settings—In the Windows Home Serer Console, click Settings
 and select Remote Access in the left menu. Click to Enable remote access and complete the
 information in the remote access wizard.
- Media Collector—Still in the Console, select the MediaSmart Server tab and click HP
 MediaCollector in the left menu. Click Configuration and follow the instructions on your
 computer to set up Media Collector. Click Help on any of the configuration pages for additional
 information.
- Video Converter—Still on the MediaSmart Server tab of the Console, click HP Video
 Converter in the left menu and click Configuration. Click Help on any of the configuration
 pages for additional information.

Once you are done creating or modifying Video Converter profiles, you are returned to the main Video Converter page. Check **Enable Video Converter** to start converting files.

- **HP Photo Publisher**—Click **HP Photo Publisher** in the left menu of the Console. Click **Launch HP Photo Publisher** to start uploading photos to sites like Snapfish, Facebook, FlickrTM, and PicassaTM Web Albums or to the HP Photo Viewer. Photos that were in your Webshare albums can be found in your **Photos** shared folder.
- Server Online Backup—To download Server Online Backup, select the MediaSmart Server tab in the Windows Home Server Console. Click Add Software in the left menu and then click the Add Software button. A web page opens where you can download the Server Online Backup add-in. Follow the instructions on the web site for installing the add-in.
- Caution

The HP MediaSmart Server EX470/475 hardware was not designed to support sleep states. This feature is turned off by default. Do not enable daily sleep time.

Getting Help

HP MediaSmart Server v.3 Help

- 1. Open the HP Home page.
 - To open the HP Home Page on a PC,



Windows Start menu—At the computer, click Start, All Programs, and then select HP MediaSmart Server.



Desktop icon—At the computer, double-click the **HP MediaSmart Server** icon on the desktop.

• To open the HP Home Page on a Mac,



Using the Finder—At the Mac, click Finder, Applications, and then select HP MediaSmart Server Home.



Server Menu—Select **Open Home Page** from the **HP MediaSmart Server** menu at the top of the screen.

If the **Server** menu is hidden, open **System Preferences** from the **Apple** menu, and then select **HP MediaSmart Server**. Check **Show HP MediaSmart Server in the menu bar**.

2. Double-click the **User's Guide** to get information for setting up and using HP features.

Topics in the HP MediaSmart Server v.3 User's Guide that do not Apply to Older Hardware

The HP MediaSmart Server User's Guide is the full v.3 hardware and software documentation. The following information in the User's Guide does not apply to customers that upgraded their software and are using the HP MediaSmart Server EX470/475 hardware.

- The product information applies to the HP MediaSmart Server EX490/495 hardware. See the Warranty and Support Guide that came with your server for the HP MediaSmart Server EX470/475 hardware product information.
- The HP MediaSmart Server EX490/495 server lights are slightly different colors than the HP MediaSmart Server EX470/475 server lights. Where the User's Guide refers to aqua white lights, they will be blue on your server. And where the User's Guide refers to pink lights, they will be purple on your server.

Windows Home Server Console Help

Some tasks, such as creating users and using shared folders, are done through the Windows Home Server Console.

- 1. At the PC, double-click the Windows Home Server icon in the system tray and log on. At the Mac, select **Launch Home Server Console** from the **Server** menu.
- 2. Click **Help** in the upper right corner **②** or click **Help** buttons on Microsoft dialog boxes in the Console.