

HP MediaSmart Server Software Upgrade from v.2 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 EX485//487 server software and client software from version 1 to version 3.

 **Caution**

Read this entire document and understand the feature changes prior to upgrading to HP MediaSmart Server v.3. Server settings will be lost during the upgrade and features such as HP Video Converter and HP Media Collector will perform significantly different. 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 v.3 User's Guide.

Before You Begin

What's New

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

Generation 2 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

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

Features That Will Change

- The client-side Media Collector Status tool is replaced by enhanced Media Collector reporting in the Windows Home Server Console.
- The HP MediaSmart Server Control Center is replaced by the web-based HP MediaSmart Server Home Page.
- Server Online Backup is no longer included as part of the HP MediaSmart Server software. Instead, it is a free download that can be installed as an add-in. The new add-in will continue to work with your existing Amazon S3 account.
- TwonkyMedia Server for HP MediaSmart is no longer an add-in. It has been integrated into the HP MediaSmart Server software.

For more information and additional troubleshooting topics, go to <http://www.hp.com/support>.

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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.

- **Backup your server**—HP recommends that you back up your server to an external USB device or internal SATA drive. To add a backup drive, attach the drive to the server and select the **Server Storage** tab in the Windows Home Server Console. Click **Add** and select **Use this hard drive to back up files that are on your server** in the wizard. On the **Computers & Backup** tab, click **Backup Now** and select shared folders to back up. Remove the backup drive from the server prior to doing the upgrade.
- **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 Server Console, click **Settings** and select **Remote Access** in the left menu. Write down your **Domain Name**.
- **Media Collector**—Photos, music, and videos collected by the HP MediaSmart Server 2.5 software will remain in the shared folders. However, the Media Collector settings will be disabled and the database that tracks which media files have been collected will be overwritten. In the Windows Home Server Console, click **Settings** and **Media Collector**. View the **General**, **Photos**, **Music**, and **Videos** settings and make a note of these so you can set up Media Collector v.3 with the same settings.
- **Video Converter**—Converted video files will remain on your server during the upgrade. However, the Video Converter is significantly different in v.3 and your existing settings will be lost. You may find it helpful to record your existing settings and refer to them when you re-configure Video Converter later. To see existing settings in the Windows Home Server Console, click **Settings** and **HP Video Converter**. Note which folders are selected for video conversion and whether they are set for full or mobile resolutions.
- **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.

4 For more information and additional troubleshooting topics, go to <http://www.hp.com/support>.

- **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 server 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 2.5 could result in unintentional data loss.

Recover the Server

 **Caution**

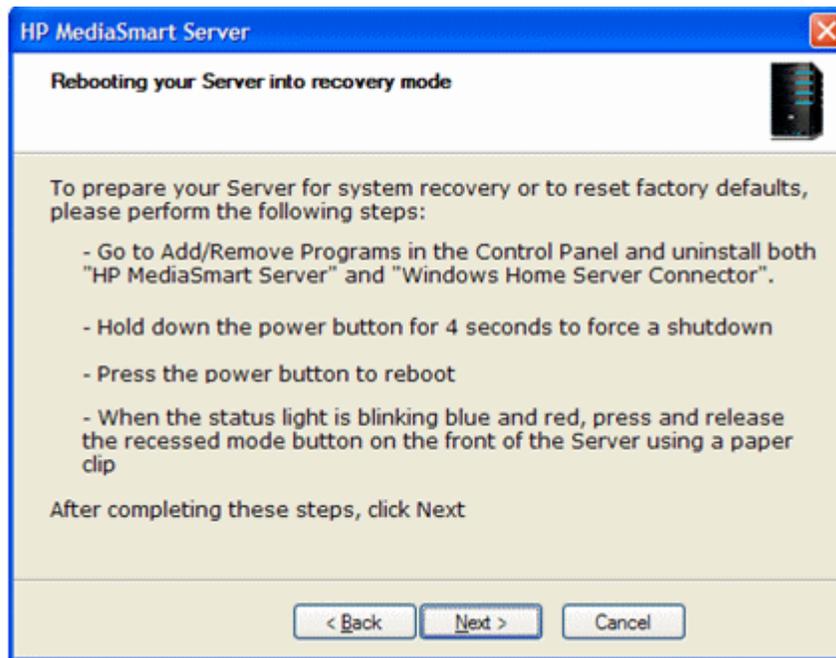
Perform the server recovery from a computer that has a wired Ethernet connection to the router (or switch). A wireless connection is not recommended. Additionally, it may be more convenient to move the server near the computer where you are doing the server recovery.

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. While the health indicator light is 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 pink  and red .
5. Click **Next** to start server recovery. This may take up to 15 minutes. During the recovery process, the following may happen:

For more information and additional troubleshooting topics, go to <http://www.hp.com/support>.

- The recovery program cannot find the server, see [No server found](#).
 - The recovery fails, see [Server Recovery fails](#).
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 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**.

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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.



4. 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.
6. Once your credentials have been authenticated, click **Apply**.



Server Backup Software Update

Enter the server name and password for your HP MediaSmart Server:

Server Name:

Server Password:

Authenticated

Show HP MediaSmart Server in the menu bar



Note

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

Using the Server

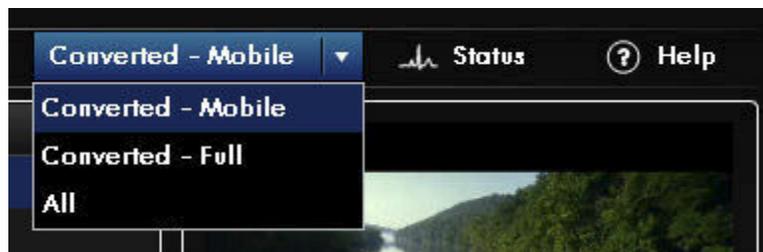
Set up Features

If you use any of the following features, they will need to be re-configured before you can use them with the HP MediaSmart Server v.3 software. See, [Getting Help](#) 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.
- **Remote access and domain name settings**—In the Windows Home Server 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**—In the Windows Home Server Console, select the **MediaSmart Server** tab and click **HP Media Collector** in the left menu. Click **Configuration** to set up Media Collector. If you used Media Collector prior to the upgrading the server software, select the same configuration settings that you used before upgrading. Media Collector will search your network computers and rebuild the database that tracks which files have been collected. Selecting different configuration settings may result in duplicate files being collected and stored on your server.
- **Video Converter**—HP MediaSmart Server v.3 has Full and Mobile Video Converter profiles set up for you. They are configured by default to convert any files that are in the Videos shared folder. However, the v.3 full and mobile profiles use different file naming conventions than the 2.5 full and mobile profiles.

The result is that your HP MediaSmart Server 2.5 full and mobile converted videos will remain in your video shared folder through the upgrade process. However, the 2.5 mobile videos will not stream to iPhone or iPod touch using the iStream application because their file names are not incompatible. They need to be re-converted to allow streaming using iStream.

Likewise, when using the HP Media Streamer, the 2.5 converted videos will not display when you filter videos by **Full** or **Mobile**. The Media Streamer will only display and stream 2.5 full and mobile videos if you choose to view **All** videos in your Videos shared folder. You must re-convert videos for them to display as intended under the full and mobile HP Media Streamer filter options.



To create or modify Video Converter profiles click the **MediaSmart Server** tab of the Windows Home Server Console. Click **HP Video Converter** in the left menu and click **Configuration**. Click **Help** for additional information on any of the configuration pages.

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.

- **Server Online Backup**— If you are using the 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 will open where you can download the Server Online Backup add-in. Follow the instructions on the web site for installing the add-in.

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 that do not Apply in the HP MediaSmart Server v.3 Help

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 EX485/487 hardware.

- Port multipliers are not supported with the HP MediaSmart Server EX485/487 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 EX485/487 hardware product information.

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  or click **Help** buttons on Microsoft dialog boxes in the Console.