WarnerMedia Read Me First – Mezzanine

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harmonic

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Introduction

The Warner Media Mezzanine equipment is due to ship to all affiliates by 9/30. Installation of the XOS IRDs can be performed in October with the first software download to support the Mezzanine feeds expected in early- to mid-November. Once this software is available, affiliates can get authorized, then perform testing until the cut-over is scheduled. Detailed step-by-step guides to install, configure, and activate the new Harmonic XOS IRDs will be available at https://www.harmonicinc.com/documentation/warner-media/ in mid-October.

⚠ Each IRD is licensed for the particular set of channels you are authorized to receive and output formats you are licensed for.
Each program will be AVC HD at 35mbps.
Please review the Mezzanine Quick Start Guide for Installation and configuration instructions.

Schedule

Date	Action
9/30/22	Mezzanine equipment shipped
10/14/22	Installation documentation available on Product Documentation for Warner Media
10/17/22 to 11/11/22	Affiliate performs equipment installation and configurations
11/11/22	Mezzanine software available for download to XOS IRDs
11/13/22	Start of Mezzanine system testing
TBD	Dual illumination – Start of legacy Mezzanine cut-over

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Where do I get help?

Your transition support will be provided by Harmonic Professional Services

Harmonic Warner Media Transition Support
Email: Warner Media-HELP@harmonicinc.com
Phone: 1-408-490-7684

Enable remote connectivity

To quickly assist you in resolving issues during the transition and after you have put the new IRDs into production operation, Harmonic recommends enabling remote access to the XOS IRD. Please refer to the steps listed below.

> The Harmonic Warner Media Transition Support team and the Technical Assistance Center (TAC) utilize remote assistance software to aid in the diagnosis of all product lines.

To start a remote, real-time assistance session, please follow these steps:

1. Download TeamViewer.
    a. Get TeamViewer here: https://get.teamviewer.com/fkhjg6a.
    b. Open the executable file on the PC/Mac you want us to access.
    c. Click **OK** to start the TeamViewer client.
2. Make sure you have your laptop connected to the XOS IRD Mgmt network and you can access the XOS IRD GUI page.
3. Contact the Warner Media-HELP team by phone or by email to plan your remote assistance.
4. Provide the TeamViewer ID and password to our support team, enabling the engineer to connect remotely. We can also do this emote work via a zoom session if that works better.

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Where can I find installation documentation?

Detailed installation guides are available on the Harmonic WarnerMedia Affiliate Documentation Portal:

https://www.harmonicinc.com/documentation/warner-media/

These guides include the following:

- Full user guide and datasheet for the XOS IRD
- Step-by-step instructions on setting up the new XOS IRD
- Racking and wiring instructions

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Getting started – special instructions and equipment delivery

The WM XOS IRD comes with a default management IP address of 192.168.1.200. It is recommended that during the initial configuration of these new IRDs, they are built on an isolated network so it does not impact your production equipment. You can use the default IP address to setup the IRD base configurations.

If you want to change the default IP addresses, please refer to the *Installation Guide* for more information.

If you plan to migrate the new equipment into your existing IP infrastructure, you can make the subsequent transition to your core network simpler by utilizing your existing IP addressing scheme during this initial configuration step. Please decide if this new WarnerMedia IRD system is an isolated network or if it needs to be integrated into your site's larger network. A worksheet for planning device port addressing is provided.

> ⚠ When you unpack each carton, pay attention to any additional items packed within, including the front bezel, the ASI adapter cables (8), power cords/supplies, and critical mounting hardware. Do not discard or recycle cartons without *fully* unpacking them.

> ⚠ For the IP input to the XOS IRD, due the bandwidth requirements we recommend two 1 Gig port connections to the XOS IRDs (Input ports 5 & 6).

Make sure to do the following:

1. Physically rack-mount your IRDs per the rack drawing for your configuration. Please refer to the site-specific installation guide for the recommended rack elevation.
   Best practice is to ensure that you maintain 1RU spacing, as indicated in the drawing, for product cooling. This is especially important if your facility has marginal cooling.
2. Rack equipment.
3. Cable the system.
4. Power on IRD 1 and configure the unit as described in the installation guide.
5. Test IRD 1 for video as described in the installation guide.
6. Repeat these steps for any remaining IRDs.

   > ⚠ The management GigE port is No. 1 (left-most) of four Ethernet ports that are together beneath the ASI card and left of the VGA connector.

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What about service authorization and testing?

- During the dual-illumination period, once your IRDs have been installed and configured, call the WarnerMedia Hotline to authorize services.

  WarnerMedia Hotline
  Phone: (212) 512-5666 or (404) 827-2458
  Email: hotline@warnermedia.com

- IRD authorization occurs over the Internet connection to the XOS IRD Ports 5 and 6.
- Once authorized, verify IRD output, then interop testing with downstream devices.
  - If you need to use your production equipment as part of interop testing, we recommend the testing be conducted during maintenance windows.
- Confirm all channels, formats and interfaces are fully functional.

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What about the cut-over services?

- Once all services and interfaces have been validated, you should plan to cut over services to the new IRDs.
- We recommended the legacy equipment be left running, or retained in cold-standby mode for a period of time, if still within the dual-illumination period.
- At the end of dual-illumination, the legacy IRDs can be decommissioned.

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