

ReQuest File I/O Plug-in for Quantel generationQ

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V9.0 for Quantel 64 Bit (5.3 and later versions)

V8.5.7 for Quantel 4.2, 5.0, 5.1, and 5.2

V6.5.5 for Quantel 3.6, 3.7, 4.0, and 4.1

V5.5.5 for Quantel 3.5 and previous versions

February 7, 2013

ReQuest is a file import/export plug-in for Quantel's generationQ family of products. Using ReQuest, you can select a folder on your system, list files in that folder, and import files into the Quantel system. Likewise, you can list clips and stills on the Quantel system, and export files to the selected folder. ReQuest supports the following file formats:

- Alias PIX files (.pix)
- Chyron RGB and Still files
- Liberty (.im)
- Maya IFF (.iff)
- Photoshop (.psd)
- PICT
- Pinnacle Still files (.g)
- PNG
- Quantel (legacy) (.vpb)
- Softimage (.pic)
- Wavefront (.rla)
- Raw YUV

ReQuest can also browse Pinnacle Thunder and Lightning servers, import stills from them, and export stills to them.

This feature is no longer supported by VDS as we no longer have the equipment to test it.

ReQuest can also export files via FTP to legacy Quantel systems, including legacy Paintbox, Editbox, HAL, and Henry. And as of V3.3, ReQuest can import from these legacy systems over FTP as well.

This feature is no longer supported by VDS as we no longer have the equipment to test it.

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Location of ReQuest's Data Folder

ReQuest's data folder has a different default location depending on which Quantel version you are running. ReQuest's data folder has the following default location:

For Quantel 5.0, 5.1, and 5.2:

C:\Program Files (x86)\Quantel\GenQ Plugins 4.2\DLL_Data\VDS\ReQuest

For Quantel 4.2 and Quantell 64 bit (v5.3):

C:\Program Files\Quantel\GenQ Plugins 4.2\DLL_Data\VDS\ReQuest

For Quantel 3.6, 3.7, 4.0, and 4.1:

C:\Program Files\Quantel\GenQ Plugins 3.6\DLL_Data\VDS\ReQuest

For Quantel 3.5 and previous versions:

C:\Data\Static\DLL_Data\VDS\ReQuest

Various portions of this document refer to this data folder.

Starting ReQuest from within Quantel

There is a "ReQuest" button at the bottom of the Quantel menus, to the right of the "clips" button. Press the "ReQuest" button to bring up the ReQuest menus.

Saving and Recalling Menu Settings for ReQuest

At the top of ReQuest's menu area (below the listing of files) appears a list box, and "Save", "Remove", "Update", and "Reset" buttons. To save ReQuest's current menu settings, press on the list box and enter a name, then press "Save" to save the current settings under that name. Once you have done this several times, you will be able to choose from among your various saved settings using the list box. You can also use the "Remove" button to delete the currently chosen settings, and use the "Update" button to copy the currently chosen saved settings back to the menu. The "Reset" button resets the currently chosen settings to default values. The ReQuest menu area, with the list box, Save, Remove, Update, and Reset buttons, is shown below.

name	format	(w, h)	color space	layers	date
fire3.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
FISH PINK.im	Liberty .im	(576 x 469)	RGBA	1	09/01/2005, 15
lense.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
ots3.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
ots_finished.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
piece1.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
support_text.im	Liberty .im	(441 x 43)	RGBA	1	06/11/2002, 17
test.psd	Photoshop	(720 x 486)	RGB	layers	12/02/2002, 13
tgaalpha.tga	Targa .tga	(720 x 486)		1	06/27/2003, 13
weather_pieces.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
weather_rain.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
weave.im	Liberty .im	(720 x 486)	RGBA	1	06/11/2002, 15

Save Remove Update Reset

Total Files: 12

Import Search More Abort All Files Max Clips 50 Get Info TN

Mask: * Dir: C:\Temp\X

Key PreMult Title: Layer Masks Clip Off

1 Frame Leading Zeroes 3 Make Browse Aspect Off

Note: Be sure to only recall menu settings for the same Import/Export mode that you saved them for. For example, if you save menu settings while in "Import" mode and then recall (Update) them while in "Export" mode, it may cause problems.

Entering Text into ReQuest Menus

When you press on a text entry button in ReQuest (such as the “Dir” button where you enter a path for your import folder), a “soft keyboard” will appear on the screen. This allows you to either enter characters using your computer’s keyboard, or by pressing on characters on the soft keyboard with your pen.

1. Import

The ReQuest menu is shown below. The top portion of the menu contains a listing of files in the current folder. Below this are buttons to control listing and import of files. The first row of buttons contains the standard bin controls, including Save, Remove, Update and Reset (*note that you can use these to save and recall ReQuest menu settings (pre-sets); this is discussed further in the above section*).

The rest of the buttons differ slightly depending on whether you are importing, exporting, importing from a Pinnacle system, exporting to a Pinnacle system, or importing/exporting from/to legacy Quantels via FTP. This section describes the buttons used for import from a local folder.

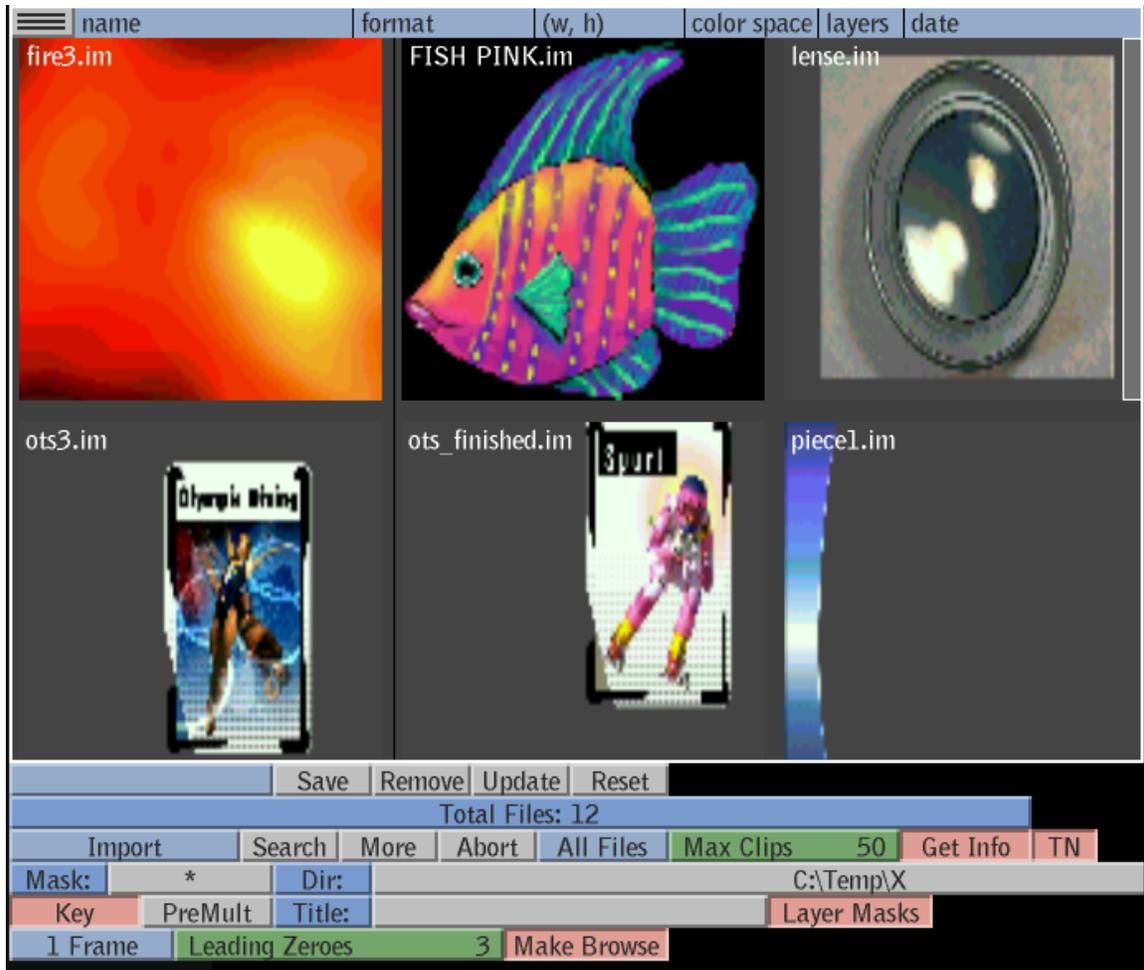
name	format	(w, h)	color space	layers	date
fire3.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
FISH PINK.im	Liberty .im	(576 x 469)	RGBA	1	09/01/2005, 15
lense.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
ots3.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
ots_finished.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
piece1.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
support_text.im	Liberty .im	(441 x 43)	RGBA	1	06/11/2002, 17
test.psd	Photoshop	(720 x 486)	RGB	layers	12/02/2002, 13
tgaalpha.tga	Targa .tga	(720 x 486)		1	06/27/2003, 13
weather_pieces.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
weather_rain.im	Liberty .im	(720 x 486)	RGBA	1	09/01/1999, 18
weave.im	Liberty .im	(720 x 486)	RGBA	1	06/11/2002, 15

Save	Remove	Update	Reset
Total Files: 12			
Import	Search	More	Abort
All Files	Max Clips	50	Get Info
TN	Mask:	*	Dir:
C:\Temp\X	Key	PreMult	Title:
Layer Masks	Clip Off	1 Frame	Leading Zeroes
3	Make Browse	Aspect Off	

Figure 1. ReQuest menu, in Import mode

Browsing with Thumbnails

In ReQuest 3.3 and later versions, you can browse with thumbnails when importing (from local folders, Pinnacle servers, or FTP). Use the button to the far upper left corner of the ReQuest browser to toggle between “text list” mode and “thumbnails” mode (see below).



Buttons used for Importing from a local folder are described as follows:

- Status window (labeled “Total Files: 12” in the image above):
This window displays the current status of processing in ReQuest. When ReQuest first comes up, this window displays the version number and build date. After performing each operation, ReQuest then displays the status of the operation in this window (for example, how many files were listed during a Search).
- Import/Export button:
Select “Import” to put ReQuest into Import mode. Select “Export” to put ReQuest into Export mode. Select “From Pinnacle” to import from a Pinnacle server. Select “To Pinnacle” to export to a Pinnacle server. Select “To Quantel FTP” to export to legacy Quantel systems. Select “From Quantel FTP” to import from legacy Quantel systems.
- Search:
Press this button to list files in the current local folder.
- More:
Press this button to list more files (when the "All Files/n Files >" button is set to "n Files >"; see below).
- Abort:
Press this button to abort the current in-progress listing of files.
- "All Files/n Files >":
Select “All Files” to list all files in the current folder. Select “n Files >” to only list a selected number of files at a time.
- Max Clips:
The maximum number of files to list at a time (when “n Files >” is selected as described above). For example, if Max Clips is set to 10, “Search” lists the first 10 files in the folder, while “More” lists the next 10 files.
- Get Info:
When “Get Info” is on, reQuest reads each file header and displays information from it (such as dimensions, file type, color space, etc).

When “Get Info” is off, reQuest just lists the file name (the remaining fields are displayed as blank in this case). An off setting may result in faster Searches.

- TN:
When “TN” is on, reQuest reads thumbnails for each file if available. This allows you to browse with thumbnails (after toggling “TN” on, you need to press “Search” again to relist the current import folder with thumbnails). Note that an *off* setting for “TN” may result in faster searches, since in this case reQuest does not need to retrieve the thumbnails for each file.
- Search Mask (labeled “*” in the menu above):
Use this button to list only files with names matching a certain pattern (for example, “news*” to list all files with names starting with the string “news”). Default for this button is “*”, which lists all files.
- Directory:
Enter the full path of a local folder on your system to list and import files from (for example, C:\temp). Be sure this folder actually exists on your system by displaying it in Windows Explorer.
Tip: you can bring up Windows Explorer and navigate to a folder, then highlight the full path in Explorer’s Address window and Control-C to copy the path. Then highlight the full path in ReQuest’s Directory button and Control-V to paste the path into ReQuest.
- Import Key: When ON, both RGB and alpha (Key) are imported. When OFF, just RGB is imported.
- “PreMult Key”
Turn this on if the source file contains *pre-multiplied alpha*, meaning that the Red, Green and Blue components are scaled by alpha (eg, a 50% transparent red pixel would be represented as (128, 0, 0, 128)). When this button is *on*, reQuest will remove alpha scaling for files that it imports (so for example, a 50% transparent red pixel would be imported as (255, 0, 0, 128)). When this button is *off*, pixels are imported unmodified. Note that pre-multiplication only affects transparent pixels, and it has no effect when “Import Key” is off.

- Title:
Enter a file Title here. Upon import, ReQuest will assign this title to the new still/clip. If you leave the Title button blank, the name of the file being imported will be used as the title.

- Layer Masks:
When this button is on, ReQuest will recall Layer Masks from Photoshop files you import (ReQuest applies Layer Masks to the alpha of each corresponding image layer). When this button is off, ReQuest ignores Layer Masks in Photoshop files during import.

- "All Frames/1 Frame":
When this button is set to "All Frames", ReQuest will import all frames in a sequence. For example, if "file.0000.im" is selected, ReQuest will import file.0000.im, file.0001.im, file.0002.im, and any other files in the sequence to a single Quantel clip. When this button is set to "1 Frame", ReQuest will import only the currently selected file(s) (eg, only "file.0000.im" if that file is selected).

- Leading Zeroes (at the bottom left of the ReQuest menus, as shown in the figure above)
When importing a sequence of files, set this value to a positive number to pad the numeric portion of the filenames with leading zeroes. This ensures that the sequence is imported in the correct order. For example, for a clip of 500 files with names such as
"test1.pic", "test2.pic", ... , "test10.pic", ... , "test100.pic", ...
you may want to set "Leading Zeroes" to 3. This way the files will be imported in the correct order, as:
"test001.pic", "test002.pic", ... , "test010.pic", ... , "test100.pic", ...

When "Leading Zeroes" is set to 0, ReQuest does not pad filenames.

- Make Browse:
When this button is on, ReQuest creates thumbnails if needed, for files that do not already have them. This allows you to browse these files with thumbnails after doing a "Search" with the "TN" button on (see description of the "TN" button above).

- Clip Off / Expand Layers / Clip Layers:
By default, when importing Photoshop layers, the layers will be centered on the screen. To change this behavior, change this button from “Clip Off” to either “Expand Layers” or “Clip Layers”. When “Expand Layers” is selected, ReQuest computes the maximum bounds covered by all layers in the file being imported. ReQuest then expands each layer to this maximum bounds (this positions the layers correctly relative to one another, and allows the layers to be later moved around without having them clip). When “Clip Layers” is selected, ReQuest clips each layer to the “Canvas Size” in the Photoshop file being imported. Portions of layers that go outside this “Canvas Size” will be clipped off. In this case, the layers will be positioned correctly relative to the “Canvas Size”, but you may see clipped edges of some layers if you later move them.

- Aspect Off:
Use this button if you want to explicitly specify the aspect ratio of images being imported. Choices are “NTSC”, “PAL”, “NTSC 16x9”, and “PAL 16x9”. This is especially useful for NTSC and PAL cutout images, since the Quantel system imports these at 1:1 aspect ratio by default (setting this button to NTSC or PAL corrects this).
Note also that when importing VPB files, the aspect ratio in the file header overrides the setting of this button.

Note on the “Make Browse” button mentioned above: For files without thumbnails, ReQuest creates its own separate thumbnail files in the current import folder. These files are named as follows. For a given filename “name.ext”, the thumbnail filename will be of the form “.name_brws.im” (note the period at the beginning of the filename). If you run ReQuest with “Make Browse” turned on, it’s a good idea to keep an eye on your import folders and clean out the thumbnail files as needed using Windows Explorer (you can delete them any time since ReQuest will rebuild them; in particular, you may want to delete the thumbnail files corresponding to images that you’ve deleted from your import folders).

Once you have listed files in the current folder, press on a file to select it. A “Get” button appears to the right of the selected file. Press the “Get” button to import the file into the Quantel system. The Status Window updates to “Completed import” when this completes successfully. If the import fails, an error message is displayed in the Status Window.

To Import a sequence of files, first be sure you have “All Frames” selected as described previously. Then, just select the first file in the listing (as described above), and then press “Get”. Do not select more than one file in the listing prior to pressing “Get”.

When importing a Photoshop (psd) file, all layers in the file will be imported. Each layer will be imported to a separate still, as follows:

TITLE	background layer
TITLE_L0	first layer
TITLE_L1	second layer
TITLE_L2	third layer

Selection of which file header fields to display:

When you press just beyond the far right edge of reQuest's blue title bar (the one labeled "name", "format", etc, in Figure 1 above), you will see a "more" button. Pressing on this drops down the following menu:



This menu allows you to select which header fields reQuest will display for each file listed (in the example above, six header fields are selected to be displayed (in addition to the filename) for each file).

Note also that you need to enable the "Get Info" button mentioned above for reQuest to fill in each field with data.

The header fields are briefly described as follows:

- format: the file format (Photoshop, Pinnacle, etc).
- duration: length of the clip (if exporting from Quantel), or the file size in bytes (if importing from a local folder).
- (w, h): file width height (not valid if importing from Pinnacle).
- in Timecode: clip Timecode (valid only if exporting from Quantel).
- fps: frames per second (valid only if exporting from Quantel).
- va: video or audio (if exporting from Quantel), or number of channels (if importing from a local folder).
- scan: interlaced or progressive (if exporting from Quantel).
- bits: bits per component (some formats list “bits per pixel”).
- color space: RGBA, for example.
- layers: For Photoshop files being imported, number of layers.

- still # Still number for files being imported from Pinnacle
- title Title for files being imported from Pinnacle
- category Category for files being imported from Pinnacle
- user User for files being imported from Pinnacle
- memo Memo for files being imported from Pinnacle
- date Date for files being imported from Pinnacle

Note that the above six fields also apply to import from Quantel FTP.

2. Export

When the Import/Export button is set to “Export”, the ReQuest menu appears as follows:

ReQuest						
<input type="checkbox"/>	name	duration	(w, h)	in Timcode	fps	
	WWI short 18fps	2:00	720x480	0:00	30	
	Peacock	0:01	720x486	0:00	24	
	FilmFixSequenceBig-00	2:00	720x480	0:00	30	
	TESTNTSC	0:01	304x365	0:00	24	
	NTSC TEST	0:01	720x486	0:00	30	
	NTSC_TEST	0:01	720x486	0:00	30	
	PAL_TEST	0:01	720x576	0:00	24	
	WEATHER	0:05	720x486	0:00	24	
	FISH_A	0:01	720x471	0:00	24	
	FISH_NOA	0:01	720x471	0:00	24	
	test2	0:00	720x486	0:00	60	
	test100fr	0:01	720x486	0:00	30	

Save				Remove		Update		Reset	
Total Files: 37									
Export		Search		More		Abort			
Mask:		*		Dir:		C:\Temp			
Key		PreMult		File Type:		Alias .pix			
n Frames >		inTC:		00:00:00:00		Dur:		00:00:00:01 24	

Figure 2. ReQuest menus, in Export mode

In Export mode, ReQuest lists clips and stills on the Quantel system. Below the file listing are buttons to control the listing and export of files, described as follows:

- Status window (labeled “Total Files: 37” in the image above):
This window displays the current status of processing in ReQuest. For example, how many files are currently listed.
- Import/Export button:
Select “Import” to put ReQuest into Import mode. Select “Export” to put ReQuest into Export mode. Select “From Pinnacle” to import from a Pinnacle server. Select “To Pinnacle” to export to a Pinnacle server. Select “To Quantel FTP” to export to Quantel legacy systems. Select “From Quantel FTP” to import from legacy Quantel systems.
- Search:
Press this button to list clips and stills on the Quantel system.
- More:
This button is not used for Export. Always use “Search”.
- Abort:
Press this button to abort the current in-progress listing of clips and stills.
- Filename Mask (labeled “*” in the menu above):
Use this button to list only clips/stills with names matching a certain pattern (for example, “news*” to list all clips/stills with names starting with the string “news”).
- Directory:
Enter the full path of a local folder on your system to export files to (be sure this folder actually exists on your system).
Tip: you can bring up Windows Explorer and navigate to a folder, then highlight the full path in Explorer’s Address window and Control-C to copy the path. Then highlight the full path in ReQuest’s Directory window and Control-V to paste the path into ReQuest.

- **Export Key:**
When this button is on, ReQuest exports the Key (alpha channel) for the selected still or clip, if it exists. When this button is off, ReQuest only exports the Fill (RGB) as a fully opaque image.
- **“PreMult Key”**
Turn this button *on* if you want to export the file *with pre-multiplied alpha*. Normally Quantel stores pixels as un-pre-multiplied, meaning that the Red, Green, and Blue components are not scaled by alpha (eg, a 50% transparent red pixel would be represented as (255, 0, 0, 128)). When this button is *on*, reQuest will add alpha scaling to any files it exports (so for example, a 50% transparent red pixel would be exported as (128, 0, 0, 128)). When this button is *off*, pixels are exported unmodified.
Note that pre-multiplication only affects transparent pixels, and it has no effect when “Export Key” is off.
- **File Type selector (labeled “Alias .pix” in the menu above):**
Use this button to select the current file type to export clips/stills to.
- **Export "All Frames"/"n Frames >":**
When this button is set to “All Frames”, ReQuest will export all frames in a clip. ReQuest will export each frame to a separate numbered file, for example: file-000000.im, file-000001.im, file-000002.im, etc. When this button is set to “n Frames >”, ReQuest will use the Start Timecode and Length buttons (described below) to determine which frames to export.
When exporting stills, use the “All Frames” setting.
- **In TC:**
When in “n Frames” mode, ReQuest starts exporting frames in the current clip starting at this timecode.
- **Dur:**
When in “n Frames” mode, ReQuest exports this many frames in the current clip.
- **Frames per Second (immediately to the right of “Dur”):**
Set this to the frames per second of the clip you are exporting. This ensures that the “In TC” and “Dur” buttons handle timecode properly for the given frame rate. When “All Frames” is selected, this button is

ignored. Otherwise, make sure this button matches the fps of the clip you are exporting.

Once you have listed clips/stills on your Quantel system, press on a clip or still to select it. A “Put” button appears to the right of the selected clip/still. Press the “Put” button to export the clip/still from your Quantel system to the current folder. The Status Window updates to "Completed export" when this completes successfully. If the export fails, an error message is displayed in the Status Window.

3. Importing Stills from Pinnacle Thunder and Lightning Servers

This feature is no longer supported by VDS as we no longer have the equipment to test it.

When the “Import/Export” button is set to “From Pinnacle”, you can list files on a remote Pinnacle Thunder or Lightning server, using the ThunderNet protocol (please refer to section 7, “Setup for communication with Pinnacle servers” for info on configuring this). You can also browse these files (with thumbnails), and import them to your Quantel system.

The following page shows reQuest’s menus when importing from a Pinnacle server.

<input type="checkbox"/>	name	format	(w, h)	color space	layers	date
0_1		Pinnacle Still		YUV	1	7/1/2003 4:01:
0_2		Pinnacle Still		YUV	1	7/16/2004 2:38
0_3		Pinnacle Still		YUV	1	10/29/2004 2:50
Fish Pink		Pinnacle Still		YUV	1	9/1/2005 4:55:
head w A		Pinnacle Still		YUV	1	7/6/2005 4:14:
test1		Pinnacle Still		YUV	1	11/3/2004 5:49

Save Remove Update Reset

Total Files: 6 (server 1, database C:\Barry DB 1\Barry DB1.pff)

From Pinnacle Search More Abort Max Clips 50 Get Info TN

Dir: C:\Temp\X

Key PreMult Title:

ServerID 1 Search DB DB: C:\Barry DB 1\Barry DB1.pff

title	category	user
memo	number	mediaid
date1	date2	

Figure 3. ReQuest menus, in “From Pinnacle” mode

Below this are buttons to control the listing and import of files from a Pinnacle server, described as follows:

- Status window (labeled “Total files 6...” in the image above):
This window displays the current status of processing in ReQuest. When ReQuest first comes up, this window displays the version number and build date. After performing each operation, ReQuest then displays the status of the operation in this window (for example, how many files were listed during a Search). ReQuest also uses this window to display the current server ID number (refer to section 7 below) and database path (more discussion on this below).
- Import/Export button:
Select “Import” to put ReQuest into Import mode. Select “Export” to put ReQuest into Export mode. Select “From Pinnacle” to import from a Pinnacle server. Select “To Pinnacle” to export to a Pinnacle server. Select “To Quantel FTP” to export to Quantel legacy systems. Select “From Quantel FTP” to import from legacy Quantel systems.
- Search:
Press this button to list files in the current folder.
- More:
Press this button to list more files.
- Abort:
Press this button to abort the current in-progress listing of files.
- Max Clips:
The maximum number of files to list at a time. For example, if Max Clips is set to 10, “Search” lists the first 10 files on the server, while “More” lists the next 10 files.
- Get Info: When on, reQuest reads and displays info for each file from the Pinnacle database. When off, reQuest just lists the file name (the remaining fields are displayed as blank in this case). Section 1 above describes how to select which info reQuest displays in its menus (when “Get Info” is on).

- **TN:**
When “TN” is on, reQuest reads thumbnails for each file if available. This allows you to browse with thumbnails (after toggling “TN” on, you need to press “Search” again to relist the current import folder with thumbnails). Note that an *off* setting for “TN” may result in faster Searches, since in this case reQuest does not need to retrieve the thumbnails for each file.

- **Directory:**
Enter the full path of a local folder on your Quantel system (for example, C:\temp). reQuest uses this to store temporary files when importing from the Pinnacle server (be sure this folder exists on your Quantel system).
Tip: you can bring up Windows Explorer and navigate to a folder, then highlight the full path in Explorer’s Address window and Control-C to copy the path. Then highlight the full path in ReQuest’s Directory window and Control-V to paste the path into ReQuest.

- **Import Key:** When ON, both RGB and alpha (Key) are imported. When OFF, just RGB is imported.

- **“PreMult Key”**
For Import from Pinnacle, you will probably want to leave this button *off*, since neither Quantel nor Pinnacle use alpha scaling. See section 1 above for a full description of this button.

- **Title:**
Enter a file Title here. Upon import, ReQuest will assign this title to the new still/clip. If the Title is blank, the name of the file being imported will be used as the title.

- **Server ID:** The server ID number of the Pinnacle system (defaults to 1; see section 7 below for more details).

- **Search DB:** When OFF, reQuest lists all files in the currently selected database. When ON, reQuest only lists the files matching the eight database fields appearing below. *Note: This seems to work better when you only set the value of one search field at a time (for example “Title”), leaving the remaining ones blank.*

- DB: The full directory pathname of the database on the Pinnacle server, *as seen on that system*. For example, "C:\barry_db\barry.pff". You can create new databases using the Pinnacle software, and it is common to have more than one database on a server. If you leave this field blank, ReQuest will use the Pinnacle server's default database.
- Title, Category, User, Memo, Number, Media ID, Date 1, Date 2:
When Search DB is ON, you can enter values in these fields to narrow the range of files that reQuest lists. For example, if you enter "news" in the Title Field, reQuest only lists stills with the word "news" in their title. This can make it much easier to locate files, since there may be a large number of files in a database.

Note that "Media ID" is treated the same as file name (and the names listed by reQuest are actually the Media ID's in the Pinnacle Database).

"Date 1" is the start date for the range of files displayed, while "Date 2" is the end date for the range of files displayed. You can set both of these fields to narrow your search to files created in a specific time period.

Note that the Pinnacle system only likes to search on one database field at a time. When using "Search DB", be sure you only enter a value into one database field (for example, the title field). All other database fields should be left blank. The one exception to the above is the start date (date1) and end date (date2), which may be used together.

Once you have set the above parameters, pressing "Search" lists the first set of files on the server (10 files by default). Pressing "More" lists the next set (10 files by default). If you change the server ID or database path, press "Search" and reQuest will connect with the new server and database.

Once you have listed files in the current database, press on a file to select it. A "Get" button appears to the right of the selected file. Press the "Get" button to import the file into the Quantel system. The Status Window updates to "Completed import" when this completes successfully. If the import fails, an error message is displayed in the Status Window.

Troubleshooting

Note also that Pinnacle transfers will be logged to a file, “Thunder_IO.txt”, in the C:\Temp folder. This may help troubleshoot problems with transferring files to and from Pinnacle systems.

4. Exporting Stills to Pinnacle Thunder and Lightning Servers

This feature is no longer supported by VDS as we no longer have the equipment to test it.

When you set the Import/Export button to “To Pinnacle”, you can list files on the Quantel system, and then export selected files to a Pinnacle Thunder or Lightning server. You can also set database fields for the file being exported.

The following page shows reQuest’s menus when exporting files to a Pinnacle server.

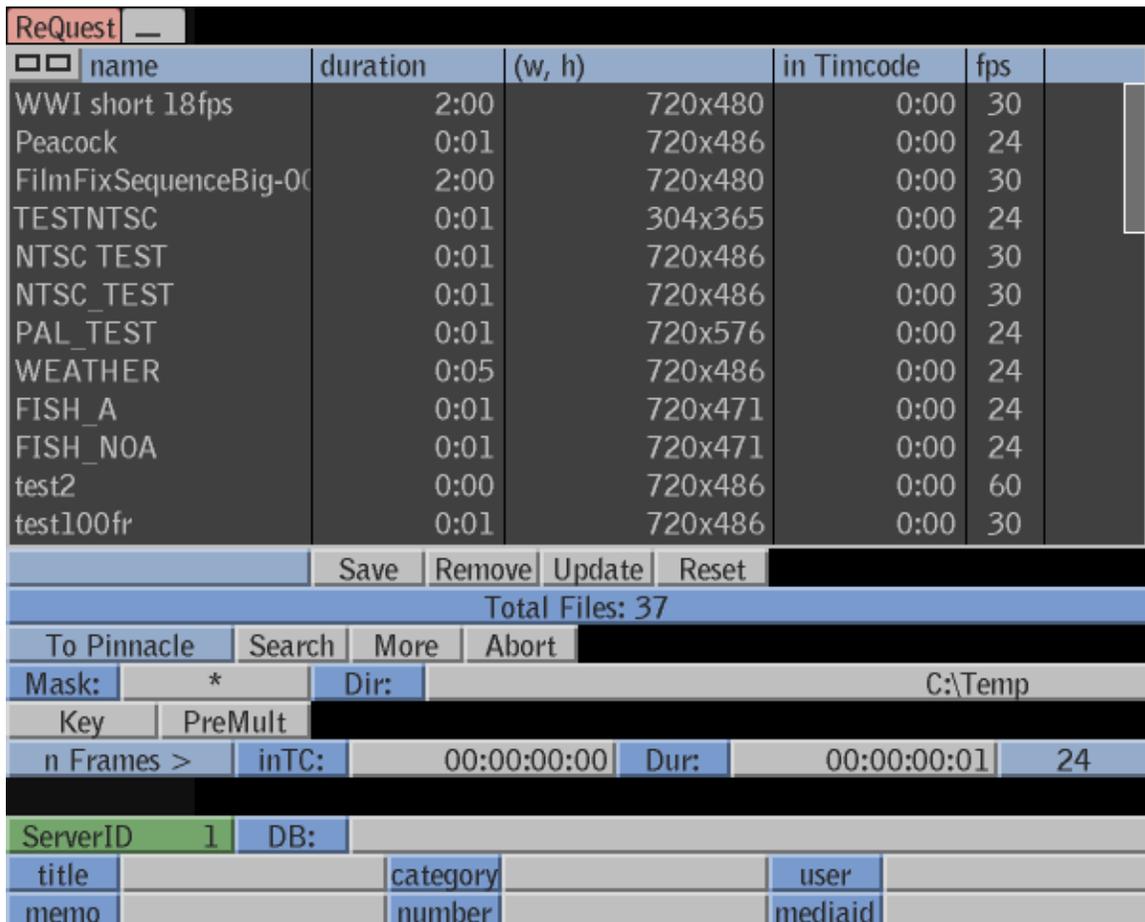


Figure 4. ReQuest menus, in “To Pinnacle” mode

Exporting files to a Pinnacle system is very similar to exporting to a local folder. Refer to section 2 above.

The only difference is that when you export a file, reQuest exports it to the server and database specified by the ServerID and DB fields shown above (if the DB field is left blank, the Pinnacle System's default database is used). In addition, if you set values for one or more of the database fields (Title, Category, User, and Memo), reQuest will set those values in the database entry for the file being saved.

Note that reQuest also has fields for Media ID and Number (still number).

When you export, the Quantel file name becomes the Media ID of the corresponding still on the server. If you want to specify a different Media ID, enter it in the "media id" field prior to exporting. Also note that if a file with the given Media ID already exists on the server (in the current database), reQuest will overwrite that still with the one you are exporting. There is no confirmation warning in this case, although Video Design Software may add this as an option in a future reQuest version.

Normally the server will set the still number (either to a new unique number, or to the current number if you're over-writing an existing Media ID). Therefore it is recommended that you leave the "Number" field blank.

Note also that for export to Pinnacle, you will probably want to leave "PreMult Key" *off*, since neither Quantel nor Pinnacle use alpha scaling. See section 2 above for a full description of this button.

Troubleshooting

Note also that Pinnacle transfers will be logged to a file, "Thunder_IO.txt", in the C:\Temp folder. This may help troubleshoot problems with transferring files to and from Pinnacle systems.

5. Exporting Stills to Legacy Quantel Systems Via FTP

This feature is no longer supported by VDS as we no longer have the equipment to test it.

When you set the Import/Export button to “To Quantel FTP”, you can list files on your Quantel system, and then export selected files to a Quantel legacy system such as legacy Paintbox, Editbox, HAL, or Henry. You can also set database fields for the file being exported.

The following page shows reQuest’s menus when exporting files to a Quantel legacy system via FTP.

<input type="checkbox"/>	name	format	(w, h)	color space	layers	date
	NEWT5	Quantel iQ	720x576	rgb	1	
	NBA cutout	Quantel iQ	544x408	rgb	1	
	Arizona	Quantel iQ	1768x1189	rgb	1	
	Adidas	Quantel iQ	496x302	rgb	1	
	DVD Kahlua	Quantel iQ	920x915	rgb	1	
	Peacock	Quantel iQ	720x486	rgb	1	
	vic_track2	Quantel iQ	720x576	rgb	1	
	bh_test1	Quantel iQ	720x576	rgb	1	
	WWI short 18fps	Quantel iQ	720x486	rgb	1	
	WEATHER	Quantel iQ	720x486	rgb	1	
	test2	Quantel iQ	720x486	rgb	1	
	test100fr	Quantel iQ	720x486	rgb	1	

Save Remove Update Reset

Total Files: 35

To Quantel FTP Search More Abort

Mask: * Dir: C:\Temp\X

All Frames inTC: 00:00:00:00 Dur: 00:00:00:00 24

Cut Qtl MO

title	category	owner
desc	Number: 9940	ReAssign Number

Most of the buttons are the same as those used for regular export, as described in section 2 above. The “Key”, “PreMult Key” and “File Type” buttons are not displayed, as they are not required in this case. And the following buttons are added, as they are required for transfers to Quantel legacy systems via FTP:

- Cut, Pic, Sten Button (labeled “Cut” in the above image):

Use this list box to specify whether you are exporting a Cutout (with key), a Picture (no key), or a Stencil (mask).

- FTP hosts buttons (1 – 20):

Use these buttons to select which FTP hosts will be written to. In the FTPSettings.txt file (described in the section below), you can specify the IP addresses of up to 20 FTP hosts. Once you have done this and started the Quantel software, you can use the “FTP hosts” buttons to select one or more of these hosts in ReQuest. When you transfer a file, ReQuest will transfer the file over FTP to all selected FTP hosts, one host at a time. In the screen shot on the previous page, one FTP host (labeled “Qtl_MO”) is selected. In this case, ReQuest will export to this FTP host (as specified in the FTPSettings.txt file).

- Title: Use this field to enter a Title. If none is entered, the name of the file being exported will be used.
- Category: Enter a Category here if desired.
- Owner: Enter an Owner here if desired.
- Desc: Use this field to enter a Description.
- Number: Use this field to enter a Number if your Quantel legacy system has a Number Table set up.
- ReAssign Number: when you specify a Number in the field above, ReQuest needs to know what action to take if the number is already assigned on the Quantel legacy system. You can choose to either reassign the number to the new file being saved; use the next available free number for the new file; or skip assigning a number to the new file (leaving it assigned to its original file).

To transfer a file, select it in the file listing and press the “Put” button. The Status window will update as the file is being saved to the local folder (as specified in ReQuest’s “Directory” button). The Status window then updates as the legacy Quantel FTP host is opened and the file is transferred via FTP.

After transferring a file to the legacy Quantel system, ReQuest will set the database fields for the file on the legacy Quantel system based on ReQuest’s Title, Category, User, Desc, and Number buttons.

Transfer of multiple selected files

If you select multiple files in the file listing and press the “Put” button, ReQuest will transfer each file, one at a time, to the specified Quantel legacy system(s). If you have specified a Number to assign, ReQuest will use this number for the first file saved. ReQuest will then increment the number for each successive file saved (so that the files will be assigned numbers in a sequential fashion on the Quantel legacy system).

Conversion from 486 to 488

For NTSC images of resolution 720 x 486, ReQuest will convert the images to 720 x 488 (by adding blank lines to the top and bottom) prior to saving them to the Quantel legacy system(s). 720 x 488 is the native NTSC resolution for Quantel legacy systems, while 720 x 486 is the standard for newer Quantel systems.

FTP Setup for Legacy Quantel Systems

To configure FTP transfers, you need to edit a text file, FTPSettings.txt, located in ReQuest's Data Folder (see p2 of this document). Open this file in Notepad, change any settings as needed, then save the file and restart the Quantel software. The settings will be active from then on.

The file contains comment lines (starting with the “#” character), and data lines each with a label, a space and a value. Edit the values as specified on the following page. My FTPSettings.txt file appears as follows:

```
#
# Host name and IP address of legacy Quantel FTP target
#
FTP1_HOSTNAME Qtl_MO
FTP1_IPADDR 10.0.0.21
#
# Set the following to add more hosts (up to 9 more):
#
FTP2_HOSTNAME undefined
FTP2_IPADDR undefined

FTP3_HOSTNAME undefined
FTP3_IPADDR undefined

FTP4_HOSTNAME undefined
FTP4_IPADDR undefined

FTP5_HOSTNAME undefined
FTP5_IPADDR undefined

FTP6_HOSTNAME undefined
FTP6_IPADDR undefined

FTP7_HOSTNAME undefined
FTP7_IPADDR undefined

FTP8_HOSTNAME undefined
FTP8_IPADDR undefined

FTP9_HOSTNAME undefined
FTP9_IPADDR undefined

FTP10_HOSTNAME undefined
FTP10_IPADDR undefined

FTP11_HOSTNAME undefined
FTP11_IPADDR undefined

FTP12_HOSTNAME undefined
FTP12_IPADDR undefined
```

FTP13_HOSTNAME undefined
FTP13_IPADDR undefined

FTP14_HOSTNAME undefined
FTP14_IPADDR undefined

FTP15_HOSTNAME undefined
FTP15_IPADDR undefined

FTP16_HOSTNAME undefined
FTP16_IPADDR undefined

FTP17_HOSTNAME undefined
FTP17_IPADDR undefined

FTP18_HOSTNAME undefined
FTP18_IPADDR undefined

FTP19_HOSTNAME undefined
FTP19_IPADDR undefined

FTP20_HOSTNAME undefined
FTP20_IPADDR undefined

User ID

USER FTP

Local Temp Folder

TEMPDIR C:\Temp

Volume number (or -1 for undefined)

VOLUME -1

Video Type (aspect ratio):
NTSC
PAL
HD
1_1
NTSC_16x9
PAL_16x9
OTHER
UNDEF (guess based on "fps" list box in ReQuest)

VIDEO NTSC

In the above file, you can specify the host names and IP addresses of up to 20 Quantel legacy systems to export to. In the above example, only the first host is defined (with hostname “Qtl_MO” and IP address 10.0.0.21). The remaining hosts are specified as “undefined”.

The username (“FTP” in the listing above) should work in most cases.

In most cases, you can use the default TEMPDIR (“C:\Temp” in the listing above) for your temporary folder (be sure this folder exists on your Quantel system running ReQuest, however).

“VOLUME” can be left as “-1” to use the default volume on the legacy Quantel system. Or change this to access a specific volume.

Tip - When you access a Quantel legacy system in a Command Prompt window and FTP to it, do a “dir”. The volume number appears at the start of the third result line, for example, “0” in the following line:

```
0 $869F42D3 shared
```

“VIDEO” can be set to “UNDEF” if you want to set the video standard using the “fps” button (24, 25, 30, etc) in ReQuest’s menu. Or, you can set it to a specific video standard (such as “NTSC”, as set in the above listing).

Troubleshooting

Note also that FTP transfers will be logged to the following two files in the C:\Temp folder:

- ReQuest_Transfer_Log.txt, which provides a high-level log of each file transferred, destination system, time, and success/fail.
- “FTP_Trace.txt”, which provides a detailed log of FTP transfers. This may help troubleshoot problems with saving over FTP.

6. Importing Stills from Legacy Quantel Systems Via FTP

This feature is no longer supported by VDS as we no longer have the equipment to test it.

When you set the Import/Export button to “From Quantel FTP”, you can list files on the selected remote Quantel legacy system such as legacy Paintbox, Editbox, HAL, or Henry. You can also browse these files (with thumbnails), search based on their meta data fields (eg, title and category), and import files to your local Quantel system.

The following page shows reQuest’s menus when importing files from a Quantel legacy system via FTP.

<input type="checkbox"/>	name	format	(w, h)	color space	layers	date
	3.22.1	Quantel VPB	424 x 72	cut	1	15:59:23 17
	3.32.1	Quantel VPB	192 x 488	cut	1	16:2:7 17
	3.33.1	Quantel VPB	720 x 488	cut	1	16:2:20 17
	3.34.1	Quantel VPB	544 x 408	cut	1	16:2:30 17
	3.35.1	Quantel VPB	720 x 148	cut	1	16:3:12 17
	3.36.1	Quantel VPB	400 x 360	cut	1	16:3:21 17
	3.38.1	Quantel VPB	352 x 312	cut	1	16:3:48 17
	3.39.1	Quantel VPB	720 x 488	cut	1	16:4:1 17
	3.49.1	Quantel VPB	720 x 488	cut	1	16:5:48 17
	3.53.1	Quantel VPB	712 x 485	cut	1	16:6:31 17
	3.54.2	Quantel VPB	720 x 488	cut	1	14:41:5 7
	3.121.2	Quantel VPB	720 x 488	cut	1	

Save Remove Update Reset

Done: Scanned 20 files.

From Quantel FTP Search More Abort Get Info TN

Dir: C:\Temp\X

Key PreMult Title:

Cut Qtl_MO

title	category	owner
desc	Number: 9940	Number2: 9960
date1	Search DB	

Buttons for importing from Quantel legacy systems via FTP are as follows:

- Status window (labeled “Done: Scanned 20 files” in the image above):
This window displays the current status of processing in ReQuest. When ReQuest first comes up, this window displays the version number and build date. After performing each operation, ReQuest then displays the status of the operation in this window (for example, how many files were listed during a Search).
- Import/Export button:
Select “Import” to put ReQuest into Import mode. Select “Export” to put ReQuest into Export mode. Select “From Pinnacle” to import from a Pinnacle server. Select “To Pinnacle” to export to a Pinnacle server. Select “To Quantel FTP” to export to legacy Quantel systems. Select “From Quantel FTP” to import from legacy Quantel systems.
- Search:
Press this button to list files on the specified legacy Quantel system (see additional controls below for specifying which files to list).
- More:
Press this button to list more files (ReQuest lists 20 files at a time).
- Abort:
Press this button to abort the current in-progress listing of files.
- Dir:
Specifies the path of a temporary folder to store files while browsing and importing. ReQuest deletes the temporary files from this folder when done browsing/importing.
- Key:
When on, ReQuest imports both color and alpha information. When off, ReQuest imports only color information (no key channel).
- Premult:
This button should be left OFF for import from Quantel legacy systems.

- Title:
Set this button to import a file with a different title than the original filename.
- Cut/Pic/Sten:
Chooses whether to browse with Cutouts, Pictures, or Stencils. After changing this button, press “Search” again to re-browse.
- FTP hosts buttons (1 – 20):

Use these buttons to select which FTP host will be browsed. In the FTPSettings.txt file (described in the section above), you can specify the IP addresses of up to 20 FTP hosts. Once you have done this and started the Quantel software, you can use the “FTP hosts” buttons to select one of these hosts in ReQuest. When you transfer a file, ReQuest will transfer the file over from the selected FTP host. In the screen shot on the previous page, one FTP host (labeled “Qtl_MO”) is selected. In this case, ReQuest will import from this FTP host (as specified in the FTPSettings.txt file).

The remaining buttons are used to search the Quantel legacy system based on specific database fields. To enable search, turn on the “Search DB” button (when this button is *off*, ReQuest lists all files regardless of their database fields). The database fields are as follows:

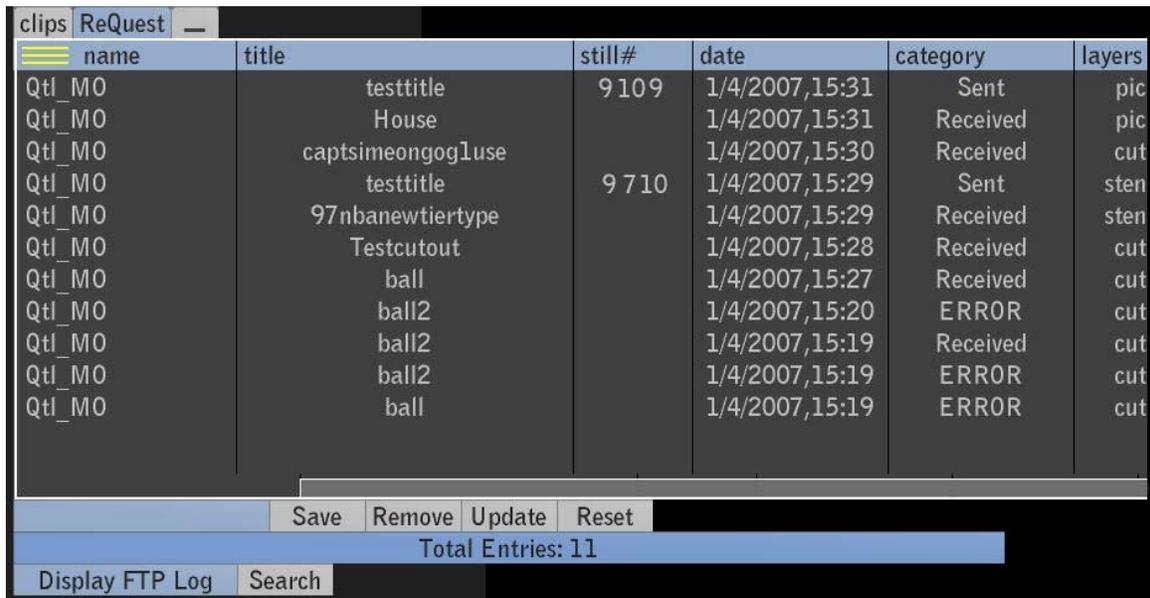
- Title: Use this field to enter a Title to search on.
- Category: Use this field to enter a Category to search on.
- Owner: Use this field to enter an Owner to search on.
- Desc: Use this field to enter a Description to search on.
- Number and Number2: Use these fields to specify a number range. When these fields are set (non-zero), ReQuest will list all files within this number range.
- Date1: Enter a date here to list files with a certain creation date (eg, “7 Nov 1995”, “today”, date range, etc)

Once you have listed files via FTP, press on a file to select it. A “Get” button appears to the right of the selected file. Press the “Get” button to import the file into the Quantel system. The Status Window updates to “Completed import” when this completes successfully. If the import fails, an error message is displayed in the Status Window.

Note that when you import a file, ReQuest will use the title of the file (if available) as the title in the Quantel system. In this case, the numeric file id (eg, 3.22.1 in the screen shot above) will be discarded during import since the title will be used instead.

Displaying ReQuest's FTP Log

When you set ReQuest's Import/Export button to "Display FTP Log", ReQuest displays its log of FTP transfers, with the most recently transferred file at the top. Please refer to the figure below:



The screenshot shows the ReQuest software interface with a table displaying FTP log entries. The table has columns for name, title, still#, date, category, and layers. Below the table are buttons for Save, Remove, Update, and Reset, a status bar showing 'Total Entries: 11', and buttons for 'Display FTP Log' and 'Search'.

name	title	still#	date	category	layers
Qtl_MO	testtitle	9 109	1/4/2007,15:31	Sent	pic
Qtl_MO	House		1/4/2007,15:31	Received	pic
Qtl_MO	captsimeongogLuse		1/4/2007,15:30	Received	cut
Qtl_MO	testtitle	9 710	1/4/2007,15:29	Sent	sten
Qtl_MO	97nbanewtiertype		1/4/2007,15:29	Received	sten
Qtl_MO	Testcutout		1/4/2007,15:28	Received	cut
Qtl_MO	ball		1/4/2007,15:27	Received	cut
Qtl_MO	ball2		1/4/2007,15:20	ERROR	cut
Qtl_MO	ball2		1/4/2007,15:19	Received	cut
Qtl_MO	ball2		1/4/2007,15:19	ERROR	cut
Qtl_MO	ball		1/4/2007,15:19	ERROR	cut

When displaying the FTP log, ReQuest displays the following log data in its output columns as follows:

Name: displays the remote Quantel system transferred to/from

Title: displays the title of the still transferred

Still #: for export, displays the user specified still number

Date: the date and time of the transfer

Category: displays Sent, Received, or ERROR if the transfer failed

Layers: displays whether the still is a picture, cutout, or stencil

Note that ReQuest's FTP log resets each time you restart the Quantel software.

7. Setup for communication with Pinnacle servers

This feature is no longer supported by VDS as we no longer have the equipment to test it.

Configuring ThunderNet protocol on the Still/Clip Store Server system

In this section, you will configure the Thunder software on the Pinnacle server to talk to external systems such as ReQuest.

- a. In the Thunder software (on the server), go to “File, Preferences, Protocol Setup”. In this popup, be sure there is an entry set up for “ThunderNet” protocol. For example, on my server system, the first protocol entry is set up for ThunderNet on channel 1, as shown in Figure 5.1 below. You can use the “Restart” button to re-start the protocol if needed. You may also want to check “Present items from all allowed workspaces”, as this allows you to see different Thunder folders in ReQuest. Then press “OK” to exit the popup.
- b. For Lightning systems, reQuest can only access “Thunder-Style” databases. This is an option when you create a database on the Lightning system. ReQuest (and ThunderNet protocol in general) will not be able to view previously created Lightning database unless they were created as “Thunder-Style”.
- c. Confirm that your Thunder or Lightning software version is 5.3 or higher. ReQuest will not work with Pinnacle software versions earlier than this.

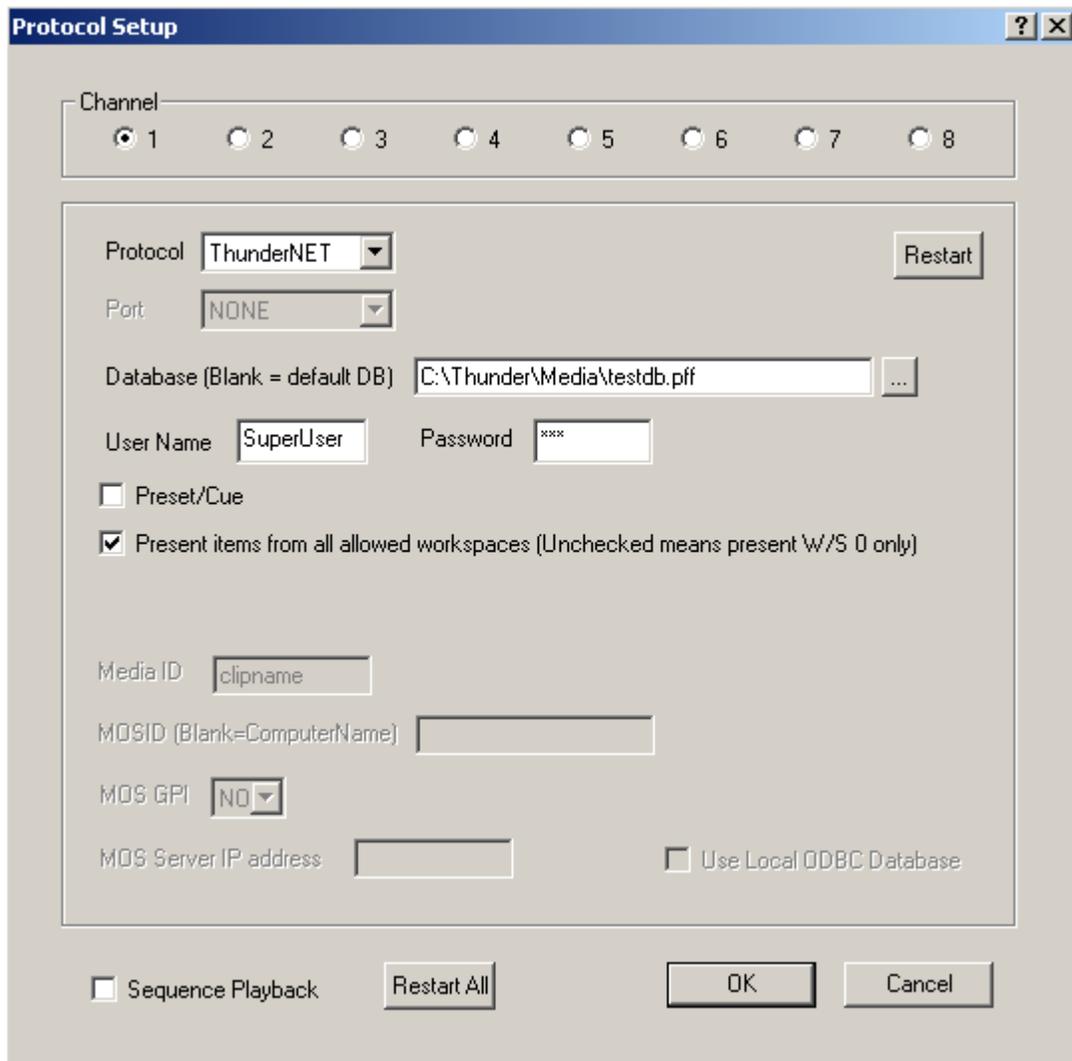


Figure 5.1 - “File, Preferences, Protocol Setup” in Pinnacle Software

- d. Once the ThunderNet protocol is running, you should see a separate “Thunder Network Protocol” window on your server system’s desktop. This window, which shows a log of messages handled by the protocol, is shown in Figure 5.2 below.

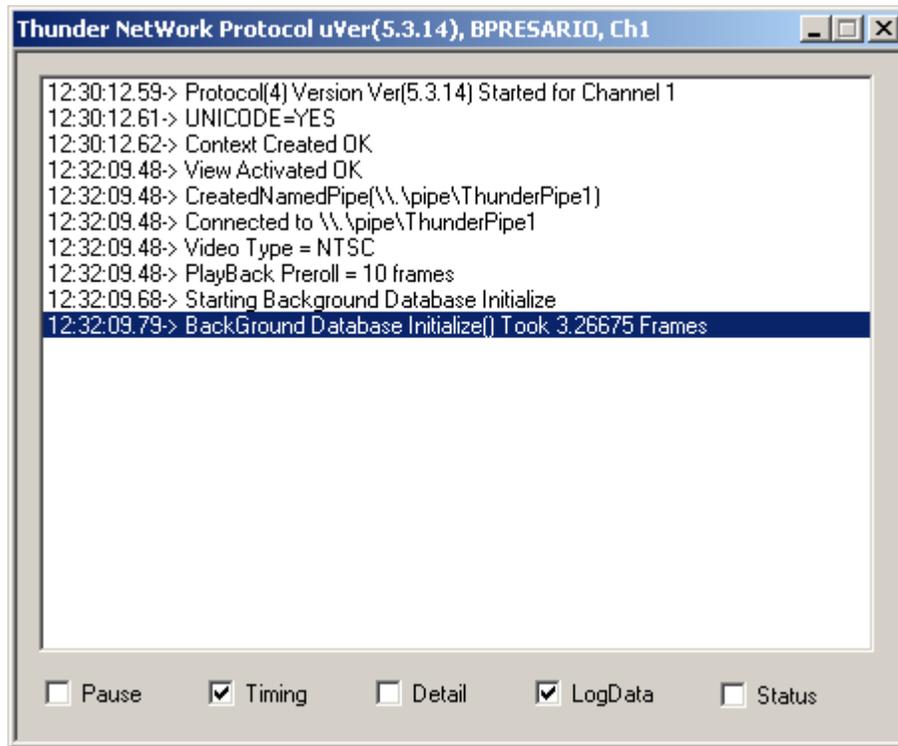


Figure 5.2 - “Thunder Network Protocol” log of messages to/from Thunder

Configuring ThunderNet protocol on the Quantel system

ReQuest uses Pinnacle's ThunderNet protocol to talk to the server. This requires the following to be setup on the system running ReQuest:

- a. The files ThundNet.dll and ThunderCom.dll need to be present on your Quantel system running ReQuest. If you have Thunder or Lightning installed on your ReQuest system, these files should already be present and you can skip this step. Otherwise, you will need to copy these files from your Thunder or Lightning system to your ReQuest system. For example, in Windows Explorer, copy each file from "C:\Thunder" on your Thunder system to "C:\Winnt\System32" on your ReQuest system (In Windows Explorer, you can use Network Neighborhood to access your Thunder system from your ReQuest system).
- b. The above DLL files need to be registered on your ReQuest system. If you have Thunder or Lightning installed on your ReQuest system, these files should already be registered and you can skip this step. Otherwise, bring up a Command Prompt Window (often this is found under "Start, Programs, Accessories, Command Prompt"). Then type the following in the Command Prompt window:

```
cd WINNT
cd SYSTEM32
Regsvr32 ThunderCom.dll
Regsvr32 ThundNet.dll
```

For each DLL, you should see a popup window stating that the file was successfully registered with the system.
- c. If ReQuest and Thunder are on different computers, you need to be able to see and access the Pinnacle Still/Clip Store system in Windows Explorer, via Network Neighborhood. Both your ReQuest and Pinnacle system need to be connected to your network. This also may require that a user with the same name and password exist on both systems. *In some cases, these users must each have administrator privileges.* This is a Windows networking issue, and someone familiar with Windows networking and system administration should be able to help if you have problems.

Prior to running ReQuest, you should access the Thunder system via Windows Explorer, as shown below. This verifies that the ReQuest system can see the Thunder system on the network, and it also allows you to log into the Thunder system if a username and password are required.

Figure 5.3 below shows how your Pinnacle server system might look in Windows Explorer, as viewed from your ReQuest system.

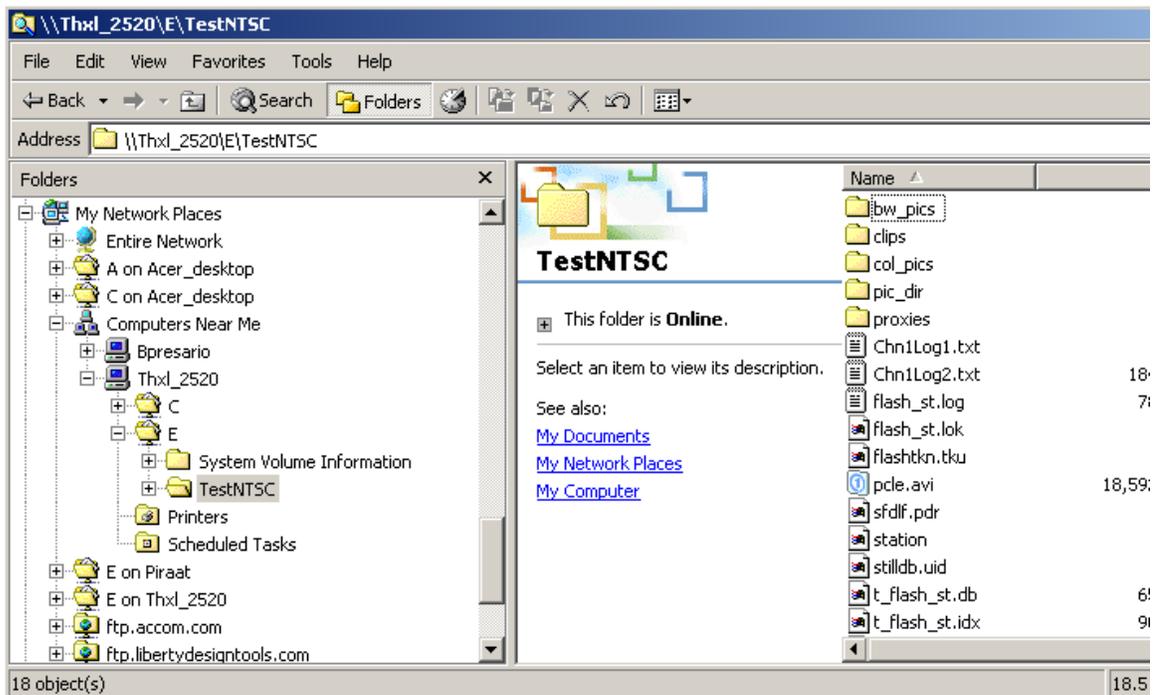


Figure 5.3 – Pinnacle Server (“Thxl_2520”) in Network Neighborhood.

- d. Set-up a Server ID number on your Quantel system:

Bring up a Command Prompt window, and cd to the location of ReQuest’s Data Folder (see page 2). For example:

```
cd C:\Data\Static\DLL_Data\VDS\ReQuest
```

Then run the PCLE_SETUP utility, with a numeric Server ID number as an argument (use 1 to configure the first server, then use 2 if you wish to configure a second server, and so on):

PCLE_SETUP 1

This program brings up Pinnacle's Thunder Network Protocol Setup popup. This popup shows the "Server ID" number in the upper left corner. Using the popup, you can set the video type (NTSC or PAL). You can also select the computer host name of the Still/Clip Store Server system using the "Server" button under "Settings" (this is same computer name that would appear in Windows Explorer under "Network Neighborhood"; use the button labeled "... " to browse for this system). Set "Codec" to a default of 1, and select "Network COM". Pressing "Test" will test the connection with the server. Pressing "About" displays the protocol version (mine is 5.4.05). The setup popup is displayed in Figure 5.4 below.

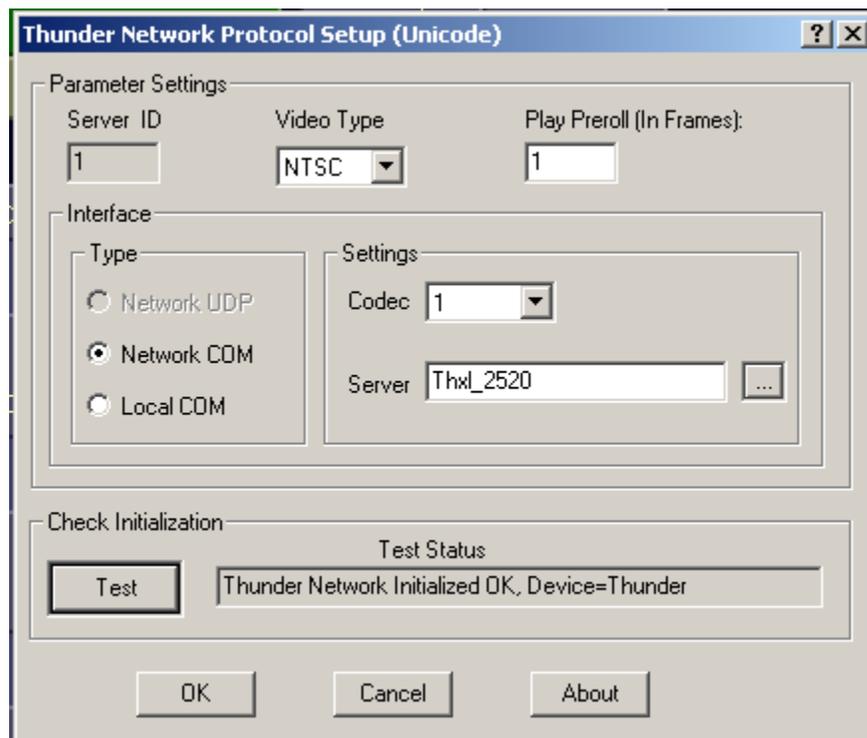


Figure 5.4 - Thunder Network Protocol Setup Popup.

Note that in most cases, each time you reboot your Quantel system, you will need to access the Pinnacle Server system from the Quantel system via Windows Explorer, in order to establish a connection with the server.

e. Make sure your Quantel drives are shared:

For each drive on your Quantel system that you wish to use to import / export files, that drive must be shared. In Windows Explorer, right click on the drive, go to “Properties”, and go to the “Sharing” tab. If it doesn’t already exist, add a new share with the same exact name as the drive letter (for example, “C” for drive C). Also, check the Permissions button and make sure that full read and write control is allowed for all users.

You may want to verify the drive shares by going to your Pinnacle system, and using Windows Explorer to look at the Quantel system over Network Neighborhood. Be sure the drives on the Quantel system are shared with the proper names.

8. Files in the Quantel Plugins folder

ReQuest saves log files to ReQuest's Data Folder (see p2 of this document). You can view these files in Notepad, and this should be helpful in determining why imports or exports may be failing. The log files are described below

- ReQuestLicenseLog.txt
ReQuest traces licensing activity to this log file. This may be helpful in troubleshooting licensing problems.
- reQuest_convlog.txt
This file contains messages specific to file conversion.
- qXML_output.txt
This file contains the output of the latest command sent to the Quantel system.
- qXML_error.txt
This file contains error messages from the latest command sent to the Quantel system.

In addition to the log files, reQuest also uses the following files in ReQuest's Data Folder:

- ReQuestMainMenu.txt
Contains the definition of ReQuest's menus. Do not edit or alter this file.
- ReQuestSelectionMenu.txt
Defines the button(s) to perform operations on a selected file. Do not edit or alter this file.
- XMLDIR.exe, XMLGET.exe, XMLPUT.exe
ReQuest uses these external programs to list, import, and export clips and stills. qXMLNet.txt is the help file for these programs.

- PCLE_SETUP.exe (discussed above in section 7).
- qXMLNet.reg (discussed below in section 9).
- echoid.dat, echoid.exe, lsapiw32.dll, lsdecode.exe, lslic.exe, REQUEST_LICENSE_SERVER.txt:
These files are used for licensing (see section 10 below).
- msxml3sp2Setup.exe
Installation program for the Microsoft XML Parser. This should already be installed on most Quantel systems, but it is provided here just in case.
- FTPSettings.txt
Used to configure transfers to legacy Quantel systems (Hal, Editbox, Henry, etc) via FTP. See sections 5 and 6 above.

Note that on Windows 7 systems, reQuest's log files are stored in the following location:

C:\ProgramData\VDS\ReQuest

9. Installation

ReQuest is included in Video Design Software's Synapse installer. For instructions on installing Synapse (along with ReQuest), please refer to `Synapse_Installation_Guide.pdf`, section 1.3.

Alternatively, ReQuest is also available as a stand-alone ZIP file, for users who are not interested in Synapse and want a smaller download. To install using this ZIP file, just unzip its contents to your Quantel plug-ins folder:

For Quantel v5.0, v5.1, and v5.2:

`C:\Program Files (x86)\Quantel\GenQ Plugins 4.2\`

For Quantel v4.2 and Quantell 64 bit (v5.3):

`C:\Program Files\Quantel\GenQ Plugins 4.2\`

For Quantel v3.6, 3.7, 4.0, and 4.1:

`C:\Program Files\Quantel\GenQ Plugins 3.6\`

For Quantel v3.5 and previous versions:

`C:\Data\Static\`

After installation, you will need to license ReQuest by following the steps in section 10 below.

It is also critical that you configure qXMLNet. This process is described on the following page.

Once you have installed reQuest, you will probably need to configure qXMLNet, if this hasn't already been done on your system. You can do this as follows:

Bring up Notepad, and recall qXMLNet.reg from ReQuest's Data Folder (see page 2). Set the following fields:

- | | |
|--------------------|--|
| "ServerName" | Set the value of this field to the Computer Name of your Quantel system. |
| XMLPut/"FrameRate" | Set this to the default frame rate for import. |
| XMLPut/"1001" | Default frame rate modifier (eg FrameRate of 30 with 1001 on, means 29.97) for import. |
| XMLPut/"Scan" | Default scan: "Interlace" or "Progressive" for import. |

Once you have edited and saved the qXMLNet.reg file, locate it using Windows Explorer and double click it to run it (this enters the values in the Windows Registry).

On most systems, the Microsoft XML Parser should already be installed. But, we have provided the installer, msxml3sp2Setup.exe, in ReQuest's Data Folder just in case.

Location of installed files:

After following the instructions above, the ReQuest DLL will appear in the DLL_Code_Release sub-folder of your Quantel plug-ins folder.

ReQuest's data and log files (mentioned in the section above) will be installed in the "DLL_Data\VDS\ReQuest" sub-folder of your Quantel plug-ins folder. In addition, a "DLL_Data\VDS\VDS_Docs" sub-folder (containing this document) will be installed in your Quantel plug-ins folder.

Your Quantel plug-ins folder is as follows:

For Quantel v5.0, v5.1, and v5.2:

C:\Program Files (x86)\Quantel\GenQ Plugins 4.2\

For Quantel v4.2 and Quantel 64 bit (v5.3):

C:\Program Files\Quantel\GenQ Plugins 4.2\

For Quantel v3.6, 3.7, 4.0, and 4.1:

C:\Program Files\Quantel\GenQ Plugins 3.6\

For Quantel v3.5 and previous versions:

C:\Data\Static\

Note that on Windows 7 systems, reQuest's log files are stored in the following location:

C:\ProgramData\VDS\ReQuest\

10. Licensing

ReQuest requires a license to run. The licensing procedure is fairly simple. VDS may provide you with a temporary license key that will run on any system. In this case, you can skip to Step 3 below. Otherwise, to obtain a permanent license for your system, follow Steps 1 – 3 below.

Step 1: Obtain the Locking Code for Your Computer

In Windows Explorer, locate ReQuest's Data Folder (see page 2).

In this folder, double-click on the **echoid.exe** program to run it. A pop-up menu will appear, listing two numeric Locking Codes. Only the first of the two Locking Codes is necessary to license ReQuest.



Finding Your Locking Code

Step 2: Send Your Locking Code to VDS

You may send us your Locking Code by telephone, fax, or email:

Telephone: 631-249-4399

Fax: 631-249-4341

Email: license@videodesignsoftware.com

For additional contact information, visit us on the web:

<http://www.libertydesigntools.com/support.html>

Step 3: Install Your License Key

To Install a License Key File:

Save the license file (called "Iservrc" or "Iservrc.txt") into ReQuest's Data Folder:

For Quantel 5.0, 5.1, and 5.2:

C:\Program Files (x86)\Quantel\GenQ Plugins 4.2\DLL_Data\VDS\ReQuest

For Quantel 4.2 and Quantell 64 bit (v5.3):

C:\Program Files\Quantel\GenQ Plugins 4.2\DLL_Data\VDS\ReQuest

For Quantel 3.6, 3.7, 4.0, and 4.1:

C:\Program Files\Quantel\GenQ Plugins 3.6\DLL_Data\VDS\ReQuest

For Quantel 3.5 and previous versions:

C:\Data\Static\DLL_Data\VDS\ReQuest

11. Known Issues

The following are known issues with ReQuest:

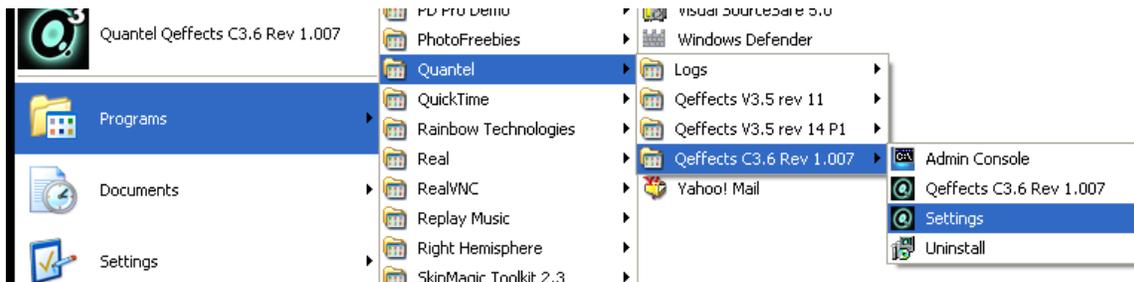
- YUV files can only be recalled and saved at full-resolution NTSC or PAL (720x486 or 720x576 respectively).
- If you have export set to “n Frames”, and your start timecode and/or length are invalid for the selected clip (out of range), reQuest displays an error message in the Status window. In this case, reQuest does not export any frames.
Often it is preferable to keep export set to “All Frames”, which will export as many frames as exist in the still or clip (1 frame for stills). If you need to export just part of a clip, however, use “n Frames” but be sure the start timecode and length are within range for the clip.
- All data is imported and exported as 8 bits per pixel component (eg, 8 bits Red, 8 bits Green, 8 bits Blue, 8 bits Alpha). 16 bit data will be converted to 8 bit data prior to import/export. This may be addressed in a future reQuest version.
- If you are running a software-only version of Pinnacle Thunder or Lightning, when you switch databases, you may see a “wrong size clusters” popup within the Pinnacle software (on the server). You need to OK this popup on the server before you can proceed.
This should not be an issue for production Thunder and Lightning systems with Pinnacle hardware.
- When importing with "All Frames" enabled, all frames in the clip being imported must be the same dimensions (for example, 720 x 576). Otherwise reQuest will display an error message in the Status window and no frames will be imported.
- When exporting, if the file you're exporting already exists in the target location, reQuest will overwrite the existing file. ReQuest does not currently prompt the user before overwriting an existing file.
- When importing, if a file of the same title already exists in the Quantel environment, a new file is created with the same title.

- ReQuest uses Targa (.tga) as an intermediate file format. It is a good idea to avoid keeping Targa files in the local folder that you use to import and export files (eg, "C:\temp" if that's the folder you've selected in reQuest). Otherwise, there is a chance you will unintentionally overwrite a Targa file. For example, if you are importing test.iff and there happens to be a file test.tga in the same import folder, test.tga will get overwritten during the import process.

12. Checking Quantel's Settings to make sure the plug-ins are visible.

This section shows how to check where the Quantel software is looking for plug-ins. You should not normally need to change this location, but the info is provided here in case your plug-ins are not visible after installation.

Under the Windows Start menu, go to “Program Files, Quantel”, and select the Quantel version number you are using (for example, Qeffects C3.6 Rev 1.007, as shown below). Under this menu, select Settings, as shown below:



This will bring up the Quantel Settings menu, as shown in the figure on the next page.



Qeffects Settings

Plugins

Path to folder containing additional plugins built for v3.6 or later. These are shared between all the Quantel applications installed on this machine. They are not affected by installing and uninstalling Quantel software.

Location:

Installed

VDS ReQuest 1.0.0.0
VDS Synapse 1.0.0.0

quantel.com

OK

Cancel

Apply

In the list box (set to “Startup” by default), select “Plugins” as shown above. Your plug-in location path should match the one shown above, and VDS ReQuest (and Synapse if you’ve installed it) should appear under the list of Installed plug-ins as shown above.

If this is the case, press “Cancel” to exit the Settings menu.

Otherwise, you may need to change the plug-in location. In the Location window, enter the exact path where your plug-ins are located, for example, “C:\Program Files\Quantel\GenQ Plugins 3.6\”. Be sure this path ends with a backslash (after the 3.6). Then press Apply. You should see the list of Installed plug-ins update to show VDS ReQuest and Synapse. Then press OK.

Note that you can save effort by copying and pasting the path from Windows Explorer. For example, you can navigate in Windows Explorer to “C:\Program Files\Quantel\GenQ Plugins 3.6\”, highlight this path in the Address window, and Control-C to copy. Then highlight the path in the Locations window, and Control-V to paste. Again, be sure the path ends with a backslash.