

How to Upgrade to Osprey SimulStream

[Osprey SimulStream Requirements](#)

[The GetSimulStream Application](#)

[GetSimulStream - Gathering Product Info](#)

[Purchasing SimulStream](#)

[GetSimulStream - Installing License Keys](#)

[TroubleShooting](#)

Osprey SimulStream Requirements

- ◆ Supported Osprey Video hardware*
- ◆ Driver release 2.x or later
- ◆ *GetSimulStream* application

*Currently the Osprey-210, Osprey-220, Osprey-500, Osprey-2000, and Osprey-540 are SimulStream capable products. Check with Osprey Video or your reseller if you are interested in other SimulStream supported Osprey hardware.

Both the latest drivers and the *GetSimulStream* application may be found by visiting:

www.ospreyvideo.com/simulstream

The *GetSimulStream* Application

The *GetSimulStream* application provides two functions. First, it is used to gather the required product information, such as, board serial number(s) and board type(s), that needs to be sent in with your purchase request. Second, it is the utility used to install the license keys that enable SimulStream. These license keys may come bundled with your Osprey card, if you buy a bundle from a reseller, or may come directly from ViewCast, if you are purchasing an upgrade. If you purchased a SimulStream bundle, you may skip ahead to the section on [Installing License Keys](#).

Once you have met the above requirements and have gathered your product information using the *GetSimulStream* application, you may purchase Osprey SimulStream directly on the website.

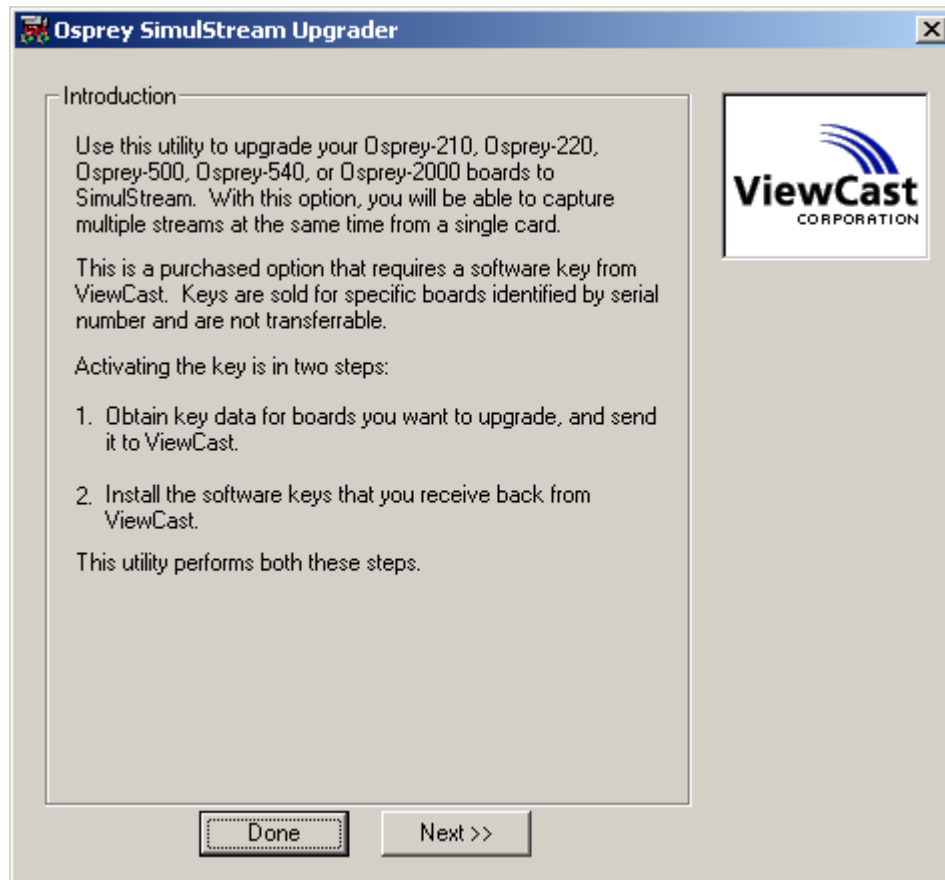
How to Upgrade to Osprey SimulStream

Each software license key is associated with a single Osprey Video product. Your serial number and product type are required information before your Osprey SimulStream license key is generated. After purchasing SimulStream, you will need to install your license on the machine that has the applicable Osprey Video device installed.

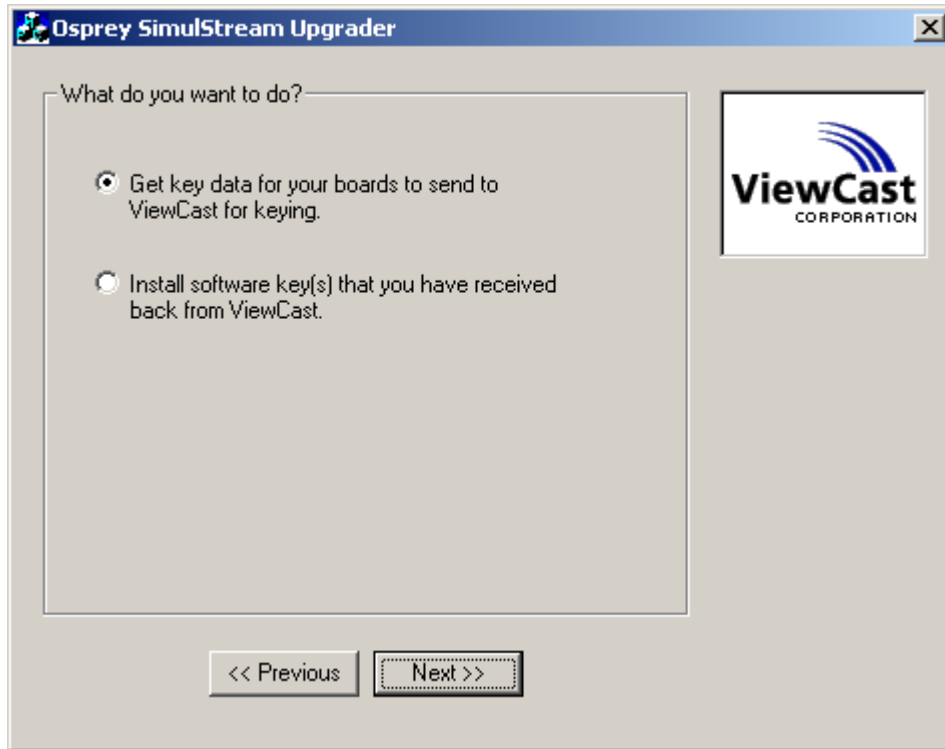
GetSimulStream – Gathering Product Info

The *GetSimulStream* instructions below assume that you have multiple Osprey boards in a single machine and that you want to upgrade only one of them to enable SimulStream. The procedure is essentially the same for one board or several boards. If you have multiple machines that you want to upgrade you should follow this procedure on each machine to gather the required information. In this case you only need to contact ViewCast once with the set of board information you gathered from your various machines. ViewCast will provide a single set of license keys and these may be applied on all machines. You won't have to worry about separating out each license key for each given machine. Please note that if your license file has more than 10 licenses in it, you should be sure to check the "Confirm Boards Are Installed" checkbox, since there is a limit of 10 licenses installed on a single machine.

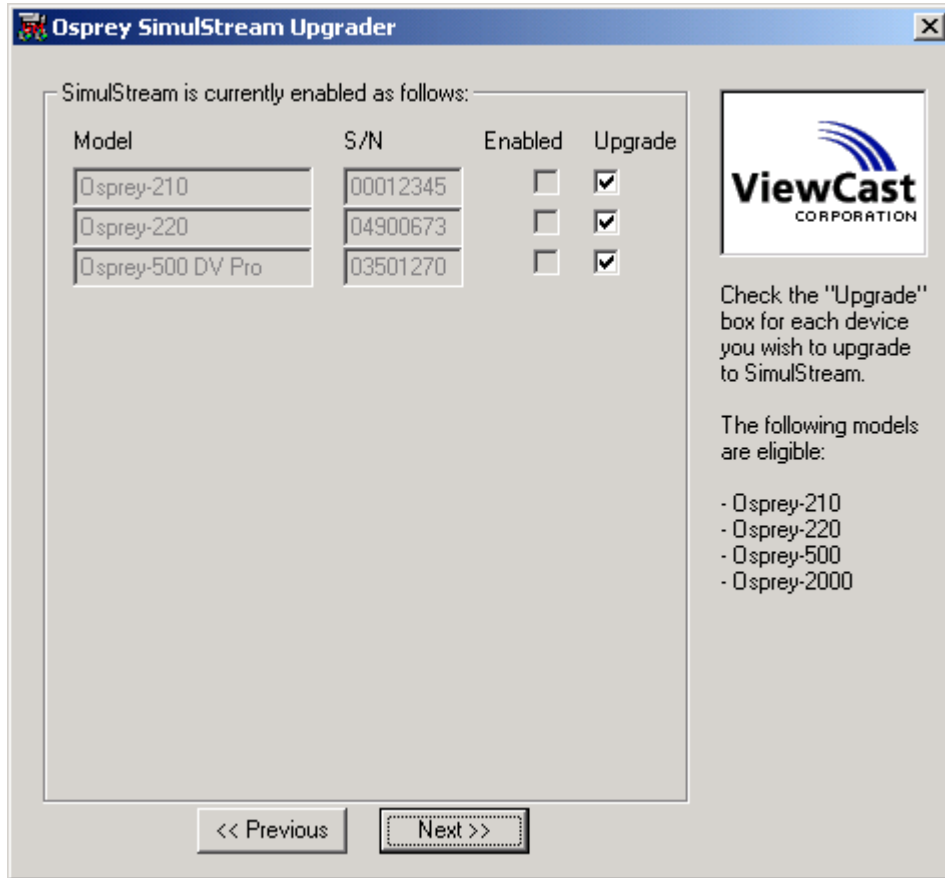
1. Run the *GetSimulStream* application:



2. Click on **Next >>**.



3. At this stage you are going to gather information required to produce a license key. Choose "Get key data ..." and click **Next >>**.
4. The next page, illustrated below, shows a sample list of SimulStream capable Osprey Video products that were found in the current system.



If any boards in the system that you want to upgrade are not shown, the likely reason is that the driver is not installed properly or is not SimulStream capable – exit the *GetSimulStream* application and contact support@ospreyvideo.com before proceeding. Refer to product requirements at the beginning of this document or on the website for supported Osprey Video products.

The type and serial number of each board is shown. If a given board already has a license key installed on the current system, then the **Enabled** checkbox will be checked and the **Upgrade** checkbox will be unchecked and grayed out. For Osprey boards that do not have support for Simulstream, such as the Osprey-100 or Osprey-200, both the Enabled and Upgrade checkboxes will be grayed out.


Note that the serial number is also on a sticker on the physical board and on the original box the product was shipped in. The serial number is an eight-digit number. The serial number stickers on the board and box are preceded with an MM.

For upgradeable boards, the **Upgrade** button will be enabled and initially checked. If you do not want to upgrade a particular board at this time, uncheck the **Upgrade** button now. For this example, we are going to uncheck everything except the second board listed. See the dialog picture below.

Osprey SimulStream Upgrader [X]

SimulStream is currently enabled as follows:

Model	S/N	Enabled	Upgrade
Osprey-210	00012345	<input type="checkbox"/>	<input type="checkbox"/>
Osprey-220	04900673	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Osprey-500 DV Pro	03501270	<input type="checkbox"/>	<input type="checkbox"/>



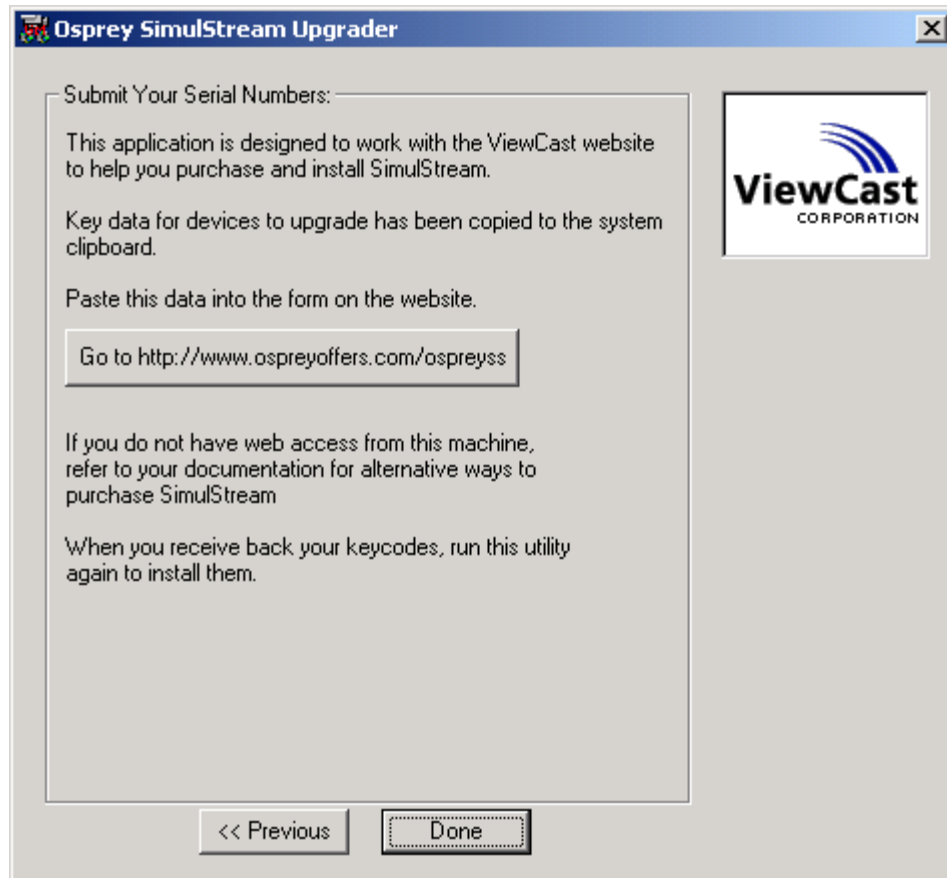
Check the "Upgrade" box for each device you wish to upgrade to SimulStream.

The following models are eligible:

- Osprey-210
- Osprey-220
- Osprey-500
- Osprey-2000

<< Previous Next >>

5. Now Click **Next >>** and *GetSimulStream* will **place** the required board information for each board to be upgraded on the **system clipboard**. The system clipboard is a single placeholder for copied data (for example using the Ctrl+C keystroke). Note if you happen to use a copy command in any other application after this point, you will lose your product information. However, you can always rerun the *GetSimulStream* application to regenerate this data into the clipboard.



6. Click on the button to go to the "Buy SimulStream" page of the ViewCast website.
7. Click **Done** to exit the *GetSimulStream* application.

Purchasing SimulStream

At this point, you will be involved in a purchase transaction for the SimulStream software. It is preferable to use the web order form on the **Buy SimulStream** page at:

www.ospreyvideo.com/simulstream

However, you may also email us at:

getsimulstream@viewcast.com

In either case you will need to **paste** (via the Ctrl+V keystroke) the product information from the system clipboard into the product information text box on the web order page or into the body of your email. Currently the product information generated and placed onto the system clipboard looks like the following:

```
t96 s04901196 ks Osprey-210 SimulStream
```

Note, however, that this format is subject to change.

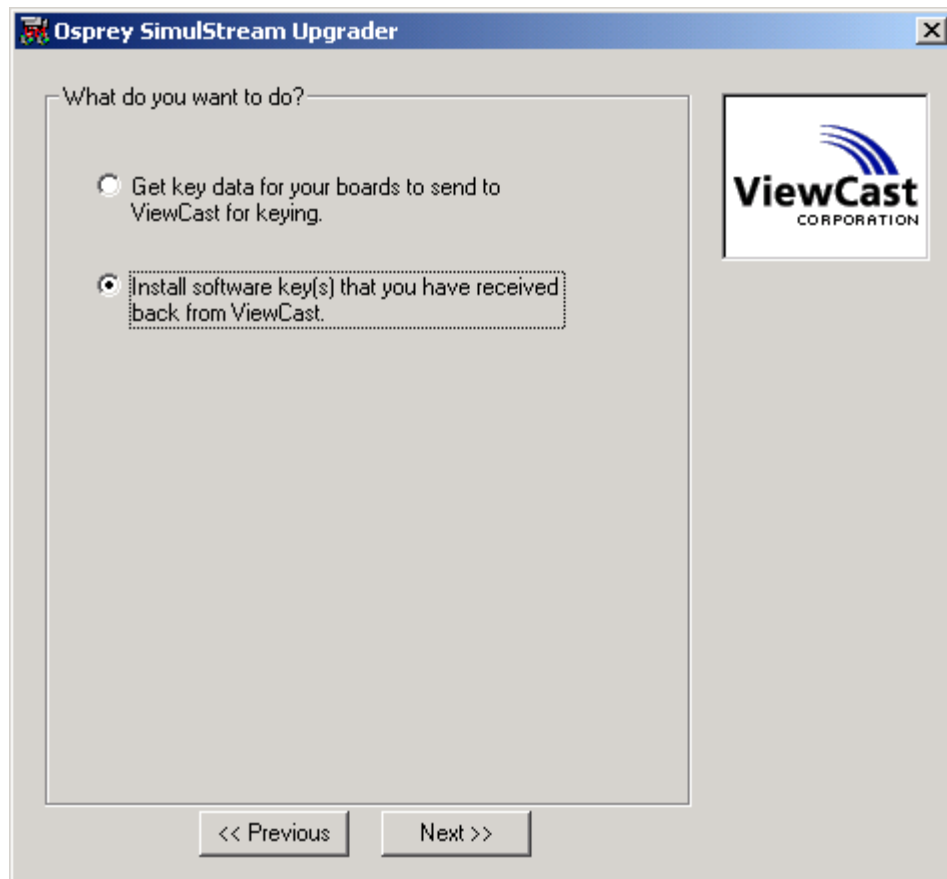
When this transaction is completed you will be sent a single document composed of software license keys for each board for which you want SimulStream enabled.

NOTE: *Save or print out this license key information. You may need this in the future if you uninstall and upgrade to a new software release or move your card to another system. Currently on Windows NT4 the license keys are removed during an uninstall of the drivers. On Windows-2000 and Windows-XP this is currently not the case and thus license keys should be persistent between software updates on a given machine for these operating systems.*

GetSimulStream – Installing License Keys

NOTE: If you purchased a SimulStream bundle, you should have a floppy with a license file on it. By double-clicking on setup.bat, you are executing the command "GetSimulStream license*.txt". This installs the licenses on your computer. This command line shortcut can be used for any license key file, and you will be taken directly to the SimulStream Confirmation page (see [SimulStream Installation Confirmation](#)). If you do NOT want to see a confirmation page, then you can run with the "/silent" option, and the program will operate without any dialogs.

Run the *GetSimulStream* application a second time. On its second page, "What do you want to do?" select the lower of the two choices: "Install software key(s) you have received from ViewCast".

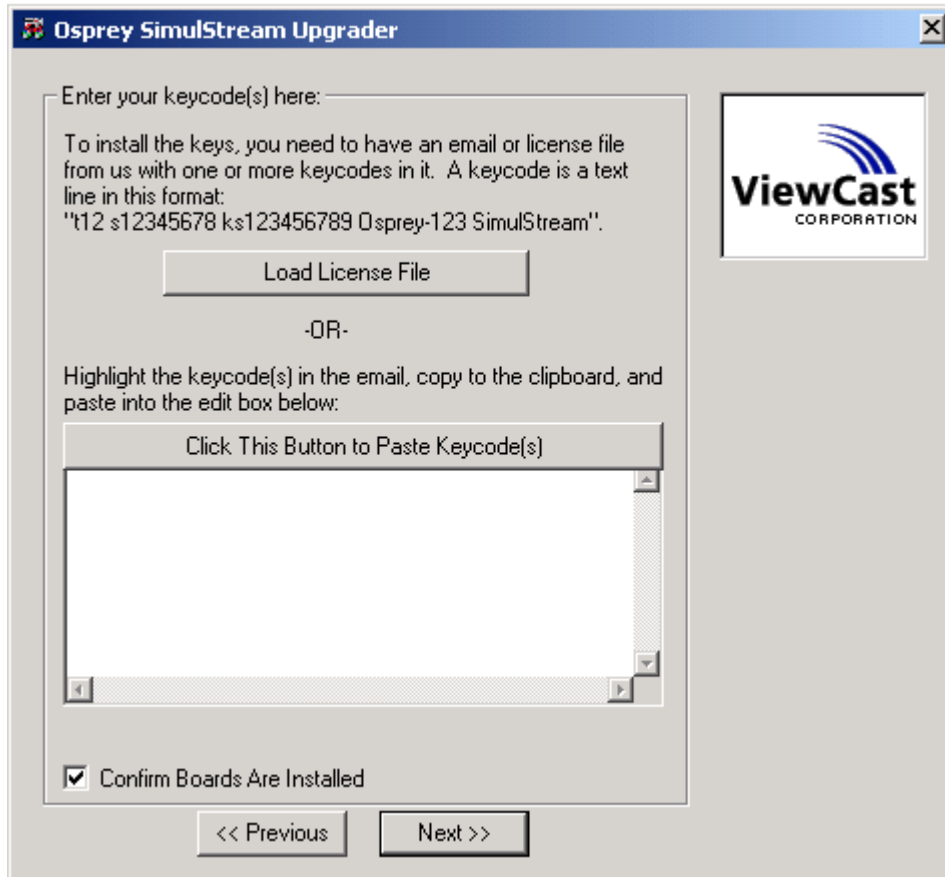


Then select **Next >>**.

How to Upgrade to Osprey SimulStream

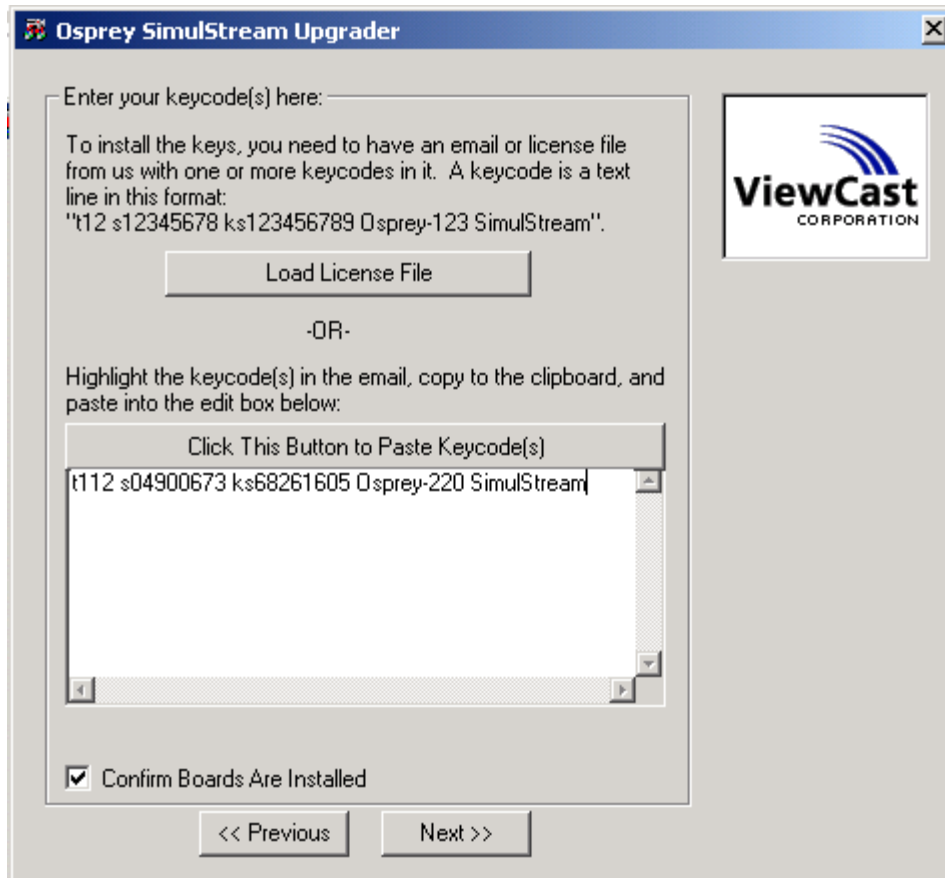
This page provides two methods of entering your licenses. If you have a license file, then **click** on the **Load License File** button and browse to your file. If you have purchased an upgrade, then you may save the resulting email to a file, and then use this button to browse to that file.

Alternatively, you may paste the keys directly into the edit box. The edit box for the license keys is initially blank. Highlight the software license key(s) in the file you received from ViewCast and **copy** them to the system clipboard (many applications allow you to use the Ctrl+C keystroke for copying text).



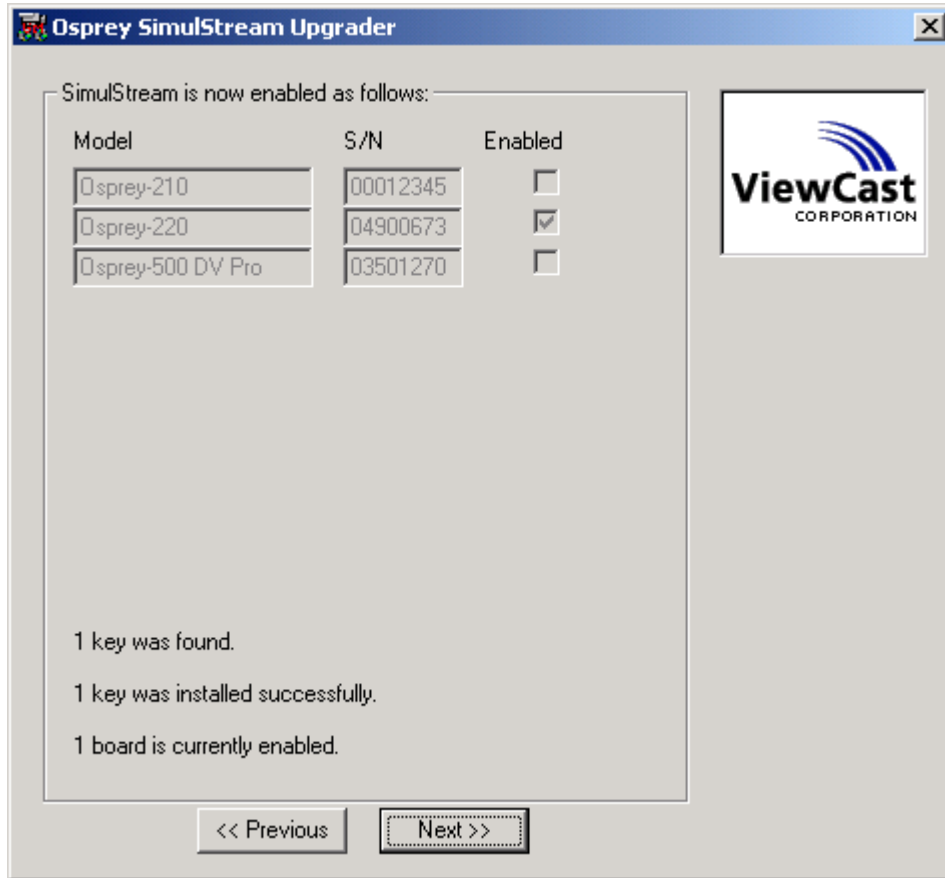
The "Confirm Boards Are Installed" checkbox determines whether or not the keys get installed even if the boards are not currently installed in your system. If you are pasting more than 10 keys (only some of which are for this system), you need to check this checkbox (or use the /confirm commandline option, which will check this option by default).

Then **click** on the button above the *GetSimulStream's* edit box. This will paste the system clipboard data into the edit box. The license key should look something like the sample below although this is subject to change during any given release.



When you click **Next >>** you will go to the confirmation screen.

SimulStream Installation Confirmation

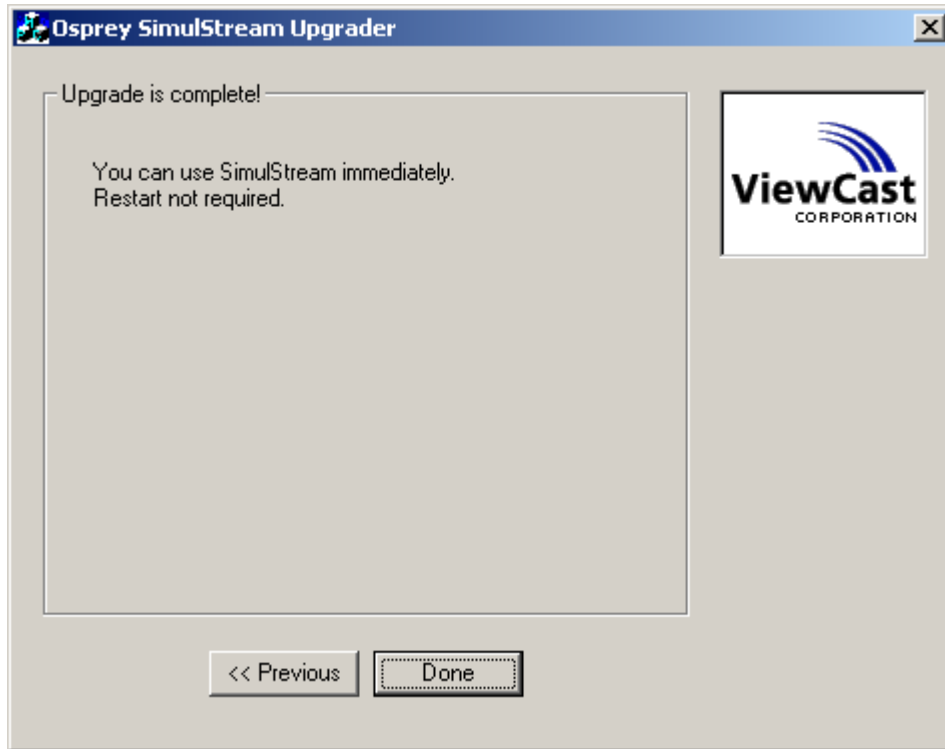


From the above dialog we can see that the Osprey-220 with serial number 4900673 has been enabled for SimulStream. The other Osprey cards in the system are not enabled. Thus the **Enabled** checkboxes should now be checked for all boards that you have upgraded in this system. If they are not, please check the troubleshooting section (**After license installation, no boards are enabled:**).

Be sure to save the email containing the software licenses. You may need them if you ever have to uninstall and reinstall the Osprey drivers, or if you have to reinstall the operating system. Also, if you ever move the board to another system, you will need to install the keys on the new system.

When you click on **Next >>** a final dialog appears.

You are now ready to start using your SimulStream enabled Osprey card! Click on **Done** to exit the GetSimulStream Application.



TroubleShooting

Problems:

After license installation, no boards are enabled:

GetSimulStream error msg: Unable to load SimulKey.dll.

After license installation, no boards are enabled:

If you notice that no boards are enabled, the following are likely causes:

The driver for the board might not be installed and enabled.

The driver version might not be SimulStream capable. Earlier non-SimulStream drivers do not recognize the SimulStream licenses.

The boards whose serial numbers you sent to us might not be the same ones now installed in the system. Keys are not transferable to different boards.

You might have inadvertently altered the serial number in the email you sent us. Compare the serial number now shown with what you sent us.

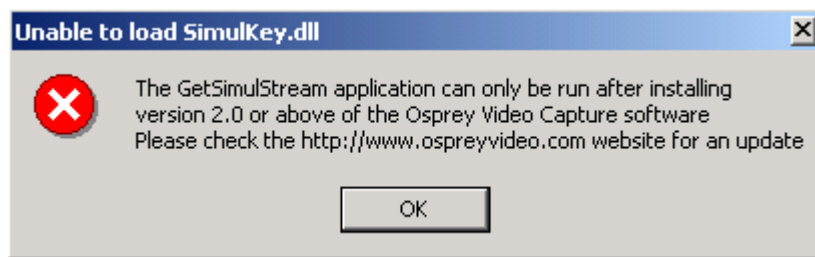
How to Upgrade to Osprey SimulStream

You might have inadvertently altered the software key in the process of copying it from our email to *GetSimulStream's* edit box.

If you run into problems you can't quickly resolve, contact support@ospreyvideo.com. You can run *GetSimulStream* multiple times, and try the install multiple times, without fear of harming your installation.

GetSimulStream error: Unable to load SimulKey.dll

If you attempt to run GetSimulStream on a machine that does not have a SimulStream enabled driver installed, then you will get the following error screen:



This error can also occur if for some reason the SimulKey.dll (installed by 2.0 and above drivers) is not in a system directory or is corrupted.

To fix this problem, go to <http://www.ospreyvideo.com>, download the latest drivers and install them.