



snap.tv
personal television

SOFTWARE INSTALLATION GUIDE

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Introduction

Dear Customer, thank you for selecting SnapTV equipment for your IPTV operation. If you are reading this guide, it means you have received a software update for your existing SnapTV equipment. Please follow this installation manual carefully during the software upgrade procedure. Along with this manual you should have received either:

a DVD or USB drive marked as follows

- SnapTV versionnumber

or a file named like one of these three

- snaptv-install-amd64-versionnumber.iso

Versionnumber is the release number, e.g. *2.3.0*.

You should also have received a license identifier string.

If your product does not include a DVD-ROM, you can perform the installation using an USB drive. (See section *Create a bootable USB drive from ISO file*).

If you did not get a license identifier please notify support@snap.tv.

Before You Begin

Warning: Installing new software on a SnapTV unit will completely wipe the storage space of the unit. Please back up any important files you may have on the server before proceeding.

If you received a iso file, then at this point burn the file to a DVD using any ordinary DVD burning program.

Skip to section *cd-from-iso-label* for detailed instructions on how to write the provided ISO file onto a blank DVD. If you don't have a DVD in your SnapTV unit, then go to section *Create a bootable USB drive from ISO file* to see how you can write the ISO onto a bootable USB drive.

Create a bootable USB drive from ISO file

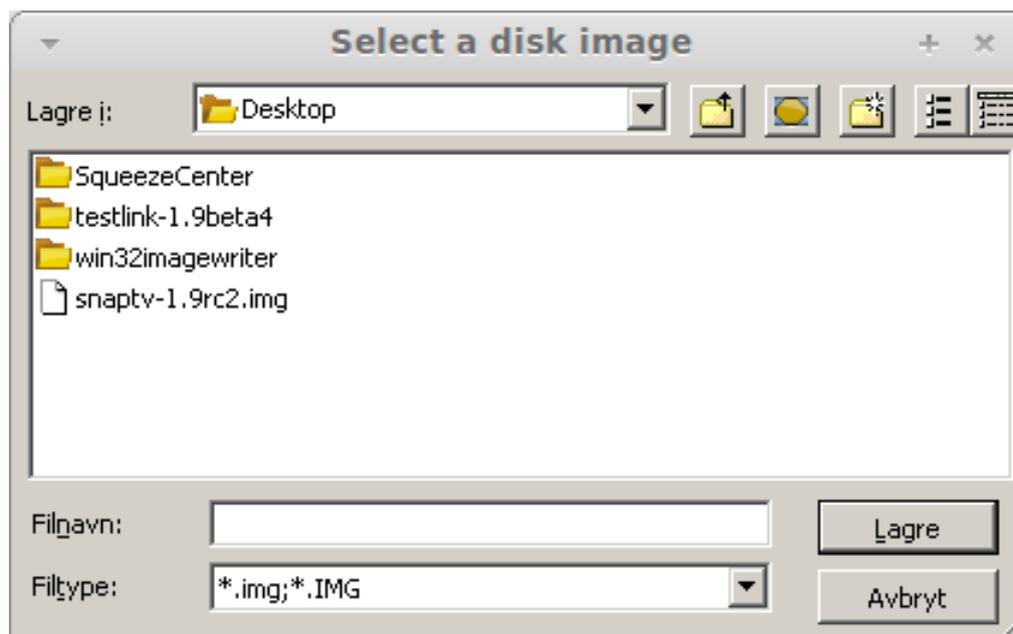
By running a suitable application it is possible to generate a bootable USB drive from the ISO image file. The USB stick should be at least 2GB, otherwise errors may occur.

3.1 Using Windows

1. Download the Win32DiskImager.exe program: <https://launchpad.net/win32-image-writer/+download> (zip file)
2. Unzip the file and extract the contents to a known directory
3. Run W32DiskImager.exe



4. Select the SnapTV iso file by first navigating to the correct folder. Then type the first few letters of the iso-filename. Select the correct iso-file from the list of files.



5. Select the drive letter which corresponds to the USB key
6. Click the “Write” button.

Now you should have a bootable USB drive, ready to be used as an installation medium on your SnapTV gateway.

3.2 Using Linux

Open a Terminal window or a console (tty) and run the following script:

```
~# mount
```

Insert the USB stick and run the command again:

```
~# mount
```

Note the newly added device name at the bottom of the list (for example `/dev/sdc1`). If the device name listed ends with a digit remove that. The resulting string is your device target (for example `/dev/sdc1` should become `/dev/sdc`) Now run:

```
~# sudo dd bs=4096 if=<image file> of=<usb drive>
```

Where you replace `<image file>` with the real origin of the SnapTV image file and `<usb drive>` with the device used by the USB stick. For example:

```
~# sudo dd bs=4096 if=amd64-snapinstall-1.12.iso of=/dev/sdc
```

Warning: *‘dd’ will overwrite any destination including your system hard disk. Make sure you know the correct value of `<usb drive>` before proceeding*

```
~# sudo dd bs=4096 if=amd64-snapinstall-1.12.img of=/dev/sdc
384000+0 records in
384000+0 records out
1572864000 bytes (1.6 GB) copied, 1387.12 s, 1.1 MB/s
~# █
```

Now you should have a bootable USB drive, ready to be used as an installation medium on your SnapTV gateway.

Physical Preparation

- Insert the installation medium into the server (DVD or USB, see section *cd-from-iso-label* or *Create a bootable USB drive from ISO file*).
- Power down the server.
- Connect the server's Ethernet connectors named *eth1* to a network where it can get an IP address by DHCP and be able to reach the Internet.
- Attach a monitor and a keyboard.
- Power on the server.

RAID Preparation

If you are installing a nPVR or combo unit with more than two hard drives and a hardware RAID configuration, ensure that the RAID controller is configured properly: The RAID should be configured with all drives in a single unit, using the “performance” storsave policy. If the size of the RAID unit is less than 12TB, the unit should use a RAID5 configuration. If the size is larger than 12TB, the unit should use RAID6.

Installation

6.1 Installation method

Use the *BIOS boot device selection menu* to select which device to boot from.

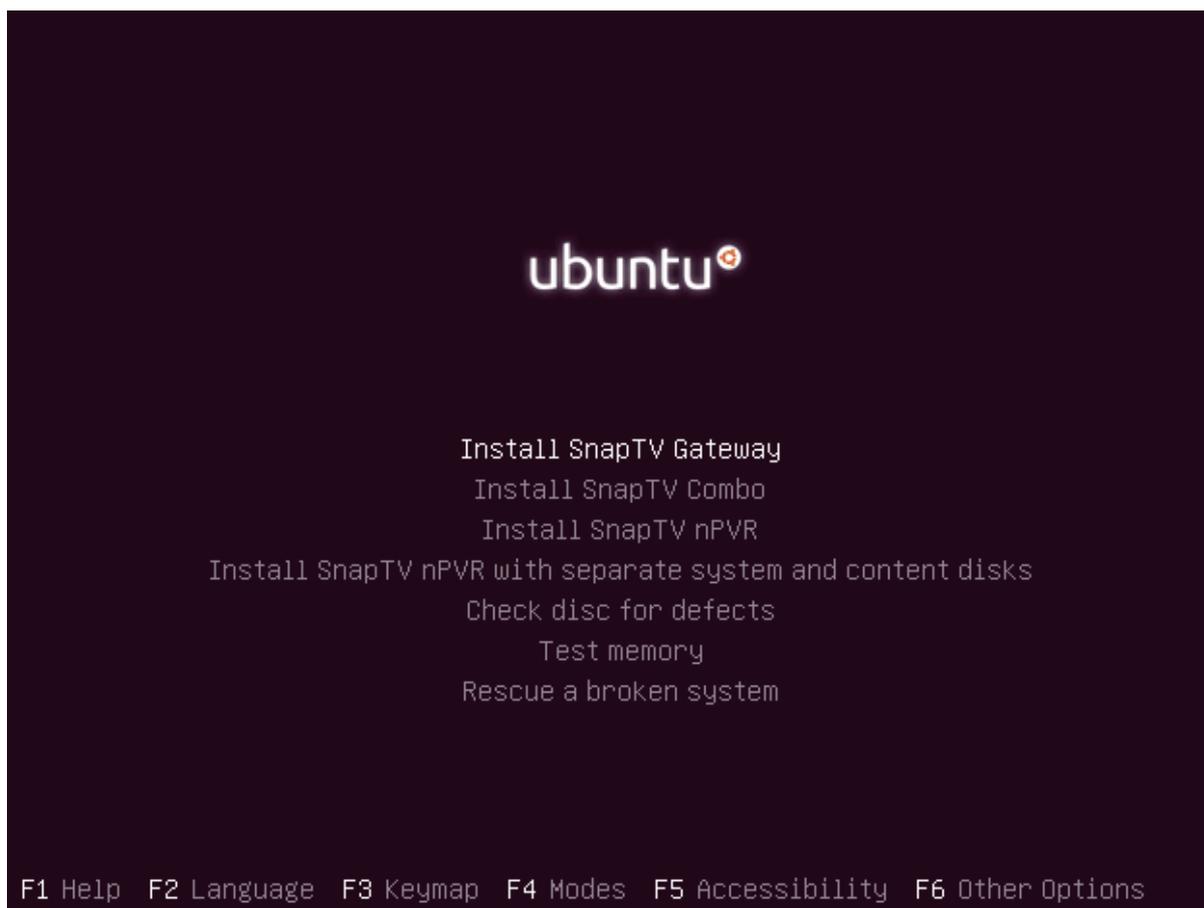
During boot, press the **F7** key repeatedly until a screen like this appear:



Select the USB or DVD device and press ENTER. If your USB device isn't listed press **Enter Setup**, then go to the *BOOT* tab and select **Hard Drive BBS Priorities** and put your USB device at the top of the list. Then leave the BIOS via the *Save and Exit* tab.

6.2 Choosing Product Type

When the system boots from your USB or DVD drive you should get a screen like this



Select the appropriate product type and press enter. The system should start installing. Follow the on screen instructions.

Note: If the SnapTV unit has Internet connection it will try to retrieve a license from SnapTV during installation.

6.3 Admin Interface

The SnapTV unit runs an internal web server with an administrator interface that are used to configure the system and perform software updates. Point a web browser to your system IP address to open the web interface.

Note: The default IP address for eth0 is 10.0.0.5. The system uses DHCP to get network settings for eth1. You can use the “ifconfig” command to find the IP addresses.

6.4 Upgrading To The Latest Version

It is recommended to update the SnapTV unit to the latest version. This requires Internet connectivity. Please see the System Installation Guide for help on configuring the network.

Enter the Admin Interface using a web browser. Look for “Software upgrades” under the “System Information” menu.

6.5 Installing Additional Software

Common software add ons are various flavours of the portal (set top box user interface), the User and Asset Organizer and DLNA support. Please note that some add ons might require an extra license. Please contact support@snap.tv if you have any questions.

The install procedure is the same for all SnapTV software add-ons. The system will connect to a SnapTV software repository online to retrieve software. Contact SnapTV support for help with installing add ons on offline systems.

1. Log into the the server using ssh or use an attached screen and keyboard. The default username is “snap”:

```
~# ssh snap@10.0.0.5
```

2. Search for software from SnapTV:

```
~# sudo apt-cache search snaptv
```

3. Install a software add on:

```
~# sudo apt-get install snaptv-uao
```

The new software is now ready for use. If errors are reported, please contact support@snap.tv.

Final Notes

Well, that's it. If you made it this far, you are up and running with a SnapTV unit. Now proceed to the System Installation Guide on how to set up the server. We hope you make a good fortune out of it and want to thank you for selecting SnapTV!

Regards, the SnapTV TEAM, January 2014.

- support@snap.tv
- <http://www.snap.tv>

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