

# Picturall series

## Picturall Media Servers Changelog



**ANALOG WAY®**  
*Pioneer in Analog, Leader in Digital*

Before updating the server software and Commander UI, please remember to

- save your show in Commander UI (the update will reset the show file), see user manual 10.1
- save configurations in configurator (the update will reset configurations), see user manual 4.1.9

## Release 3.3.2 – Jul 30, 2021

This is a hotfix release.

### Server

- Fix input signal corruption with 4x HDMI input cards (#5706)
- Fix audio not enabled unless audio card is explicitly selected, or other server settings also changed (#5704)
- Fix Dante failing to achieve sync with some motherboard models (#5705)

### Commander

- No changes

## Release 3.3.1 – Jul 22, 2021

This is a hotfix release.

### Server

- Fixed: Audio system malfunction after 27h of use time with a very specific usage pattern (#5696)
- Fixed: Fix pixel space being incorrectly clamped with large widths (#5697)

### Commander

- No changes

## Release 3.3.0 – July 13, 2021

This release contains support for Dante audio, playback schedule view and playback schedule export.

### Server

- Added: Support for Dante audio (#4432)
- Added: Support for sending keyboard and mouse events to web sources
  - See the Picturall user manual Appendices for instructions
- Added: Picturall event log (#5516, #5606)

- Enable event logging from web configurator/Server configuration
  - Download the event log file from web configurator/Tools/Event Log
- Added: Support for .aac and .mp2 audio files (#5622)
- Added: Support for Tascam US-16x08 external USB audio card
- Show Genlock/Framelock status on front panel (#5453)
- Improve handling of audio card disconnection (#5534)
  - If preferred audio card is set from configurator, that one will be chosen.
  - Dante audio is always considered as "connected", meaning if Dante is set as the preferred audio card it will always be used.
  - Audio card reconnect takes maybe 2-4 seconds.
  - When audio card gets disconnected playback will sync to video clock, or the next audio card on list.
  - When audio card gets reconnected playback will sync back to audio clock
- Improved information collected by diagnostics (#5657)
- Fixed: Fix audio playback issue caused by too high playback thread priority (#5631)
- Fixed: Virtual displays with certain display grid configuration and resolution do not playback full content (#5593)
- Fixed: Disabling a virtual display does not work correctly (#5602)
- Fixed: Diagnostics not collecting all available data (#5658)
- Fixed: Server configuration not allowing setting time with 00 seconds (#5440)

## Commander

- Added: Playback schedule view (#5451)
  - Playback view now contains new table icon, which can be used to open or close playback schedule view. In this view, list of each schedule cue will be shown and when they will be played taking the schedule in account.
  - For example, if cue has been scheduled to repeat every hour, it will be shown multiple times in this view.
- Added: PDF and CSV export for playback schedule (#5462)
  - In playback schedule view, export buttons can be used to export playback schedule in PDF or CSV format. First select the date and time range for which you wish to see the schedule, and then select desired export format. Save dialog will open and exported file can be saved.
  - Please note that not all possible characters are supported in PDF export. If unsupported character is detected, export can only continue if those characters are left out from the exported file.
- Schedule column in stack playback summarizes the entry schedule (if defined). (#5461, #5467)
  - If entry has no schedule set, a timecode will be displayed
- Increased number of supported output channels in layer audio mixer to 32 channels (#5474)
- Added: support for .aac and .mp2 audio files (#5498)

- Fixed various issues when moving, duplicating, or deleting scheduled cue stack entries (#5469, #5470, #5500)
- Fixed: Invalid combination of schedule start and end dates are now prevented before scheduling dialog is closed (#5504)
- Fixed: Wrong icon on timecode provider (#5465)
- Fixed: In some cases, cropping enabled control is visible on virtual displays (#5495)
- Fixed: Schedule repeat end date not being saved (#5508)
- Fixed: Opening a contextual menu on a layer media seek slider could cause unintended value changes (#5506)
- Fixed: An unnecessary warning when loading a showfile (#5503)
- Fixed: Typo in cue transition type naming (#5499)
- Fixed: Missing error message when playback schedule cannot be queried from the server (#5466)

# PREVIOUS VERSIONS

## Release 3.2.8 – May 21, 2021

This is a hotfix release.

### Server

- Fixed: System Wake-on-LAN does not work correctly with certain server models (#5474)
- Fixed: System sets the output card numbers incorrectly with certain Picturall Pro server models (#5561)

### Commander

- No changes

## Release 3.2.6 – May 4, 2021

This is a hotfix release for the scheduler time zone issue.

### Server

- Fixed: Scheduled triggering not always working due to Commander/server time zone mismatch (#5524)
- Fixed: An input card causing issues when same captured content is drawn on multiple layers (#5550)

### Commander

- Fixed: Several scheduling issues which occurred when Commander was operating on a different time zone than the server (#5484, #5487, #5486)

## Release 3.2.4 – April 15, 2021

This is a bug fix release.

### Server

- Fixed: Formatting tool not working correctly with certain drives (#5513)
- Fixed: RTSP stream not recovering from stream disconnect (#5511)
- Fixed: incorrect NIC numbering in web configurator on some server models (#5483)

### Commander

- No changes

## Release 3.2.3 – March 23, 2021

This is a bug fix release.

### Server

- Fixed: Commander disconnects and stops responding to commands (#5492)
- Fixed: Front panel does not show temperature correctly (#5476)
- Fixed: Backup not able to find servers (#5483)

### Commander

- No changes

## Release 3.2.2 – March 9, 2021

This is a bug fix release.

### Server

- Fixed: NDI inputs freeze when input source is disconnected (#5475)
- Fixed: server internal audio card prevents selecting an external audio card (#5478)

### Commander

- No changes

## Release 3.2.1 – March 1, 2021

This is a hotfix update for previous 3.2.0 release.

### Server

- Fixed: Server front panel not responding after 3.2.0 update (#5465)
- Fixed: Audio stutter with certain Prores files (#5467)

### Commander

- No changes

## Release 3.2.0 - February 25, 2021

This update adds real-time audio support for capture cards, network streams and Chromium sources.

### Server

- Added: Support for real-time audio inputs (#4910)
- Fixed: Incorrectly tracked cue hold timings (#5460)
- Fixed: visible border in certain display setups (#5444)

## Commander

- No changes
- **NOTE: Before updating to version 3.2.0 from any previous versions, check your input sources for audio channels. Unmuted input audio channels will play from the audio outputs after the update.**
- **Mute unwanted input audio channels either from the source or from the Commander UI à Layers tab à Audio panel.**

## Release 3.1.1 - January 20, 2021

This update adds support for timecode-controlled cue triggering and playback scheduler functionality.

### Server

- Added: Ability to adjust time settings on the server (#4915)
  - Web configurator: Configurator à Time settings
  - Set the date and time
  - Set time zone
  - Enable and configure NTP server time synchronization over network
- Added: Timecode triggered cues (#5277)
- Added: Support for LTC input (#5393)
- Added: Ability to configure LTC inputs (#5302)
  - Web configurator: Configurator à LTC configuration
  - Audio option is required for LTC
  - Audio channels from one or more audio cards can be configured to receive different LTC signals with different LTC configurations.
  - LTC inputs can then be set as timecode provider from the Picturall Commander timecode menu
  - Offsets for the LTC signal (input/output) can be adjusted from Commander Timecode provider menu
- Added: Improved thumbnail generation: analyze content to avoid black thumbnail (#4043)
- Update: Importing a showfile does not trigger Go on playback automatically (#5415)
- Fixed: A delay when seeking multiple layers of image sequences (#5290)
- Fixed: Media change with alpha fill/key effect is not smooth (#5364)
- Fixed: Nvidia G-sync compatible monitors causing stuttering on playback (#5299)



## Media manager (Web configurator)

- When a file is uploaded to media library, server will verify that the playback of the file is possible. Unplayable files will be rejected (#5428, #4873)
- Emojis can be used in web media manager (#5424)

## Commander

- Timecode can be used to trigger cues (#5277)
  - New trigger type timecode can be now set to cues in stack or playback.
  - Timecode provider can be selected for programming or timecodes can be entered after cue stack or playback entry has been created. Programmer timecode provider's timecode will be used as default value if set.
  - Timecode provider can be selected for each playback. When timecode from the selected provider reaches the timecode defined in the cue entry, and the entry has timecode trigger type, the cue will run.
  - Each playback supports several different kinds of timecode providers. MTC, server internal wallclock, any layer, any other playback, server internal timecode generator or LTC-signal can be used. These providers are also accessible in layer synchronization.
  - Timecode provided from each playback can be adjusted with offset. Both input and output offsets are supported.
  - Please note that adjusting address of cue in cue stack or playback can cause adjustment of timecode and vice versa. This is to ensure order of cues will remain in same as the execution order.
- Timecode generators panel can be used to control server timecode generators (#5317)
  - Eight timecode generators are supported, and each supports basic playback controls, such as play, pause, stop, seek, in- and outpoint, end action, and synchronization to another timecode provider. Generators can be used to run timecoded cues.
- Schedule can be used to trigger cues (#5339)
  - Schedule can be defined for a cue in stack or playback. For a scheduled cue to run, it must have trigger type timecode and it must be in a playback with Wallclock as the selected timecode provider. Date information required for scheduling is not supported by other timecode providers.
    - In such cases, the cue will run when its timecode will match the provider's timecode, but schedule will not be used.
  - Schedule contains desired start date and time. Optional repeating options can be defined. Use Day of the week and Day of the month to schedule repeat on specific day of week or month. On each matching day, the cue will run on start time.
  - Repeat within day can be used to schedule cue to repeat during a day on specific intervals until specific stop time.
    - Both repeat options can be combined for more advanced schedules.
  - Please note that scheduling occurs in time zone defined in server configurator.
  - Please note that when scheduling cues to run on different days, the playback view lists cues based on their timecode. Next on the list might no longer be the next cue to run if it's scheduled for another day.

- Changed name of playback option “Always wait for trigger” to “Manual triggering”. Option behavior is same (#5324)
- After loading a showfile, Commander no longer runs the first cue on each playback automatically (#5415)
- Connection can be renamed from Edit -> Rename... and Rename... in connection contextual menu (#5406)
- Web media can now include Javascript code, which will be executed in the browser context after the web page has been loaded. Javascript can be specified in add / edit web media dialog (#5374)
- New hotkeys (#5297):
  - Clear programmer now has a default hotkey Alt/Option + A.
  - Save new cue: Alt+W
  - Hotkeys can be customized in Edit, Options and Keymap.
- Fixed: Issue which could cause playback transition state not being visible in Commander (#5341)
- Fixed: Error condition which could prevent use of Reset all –button in Timecode outs -panel (#5296)
- Fixed: Error which could cause Commander not to display latest value (#5408)

**NOTE: Version 3.1.1 with the addition of timecode-controlled cues changed how a manually triggered cue that follows an automatically triggered cue works. See the [user manual](#) chapter 9.1.3 for details.**

**NOTE: After update 3.1.1 an entry macro is required to enable automatic show start on system start up. See the [user manual](#) chapter 9.11 for instructions.**

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## Known issues

### General

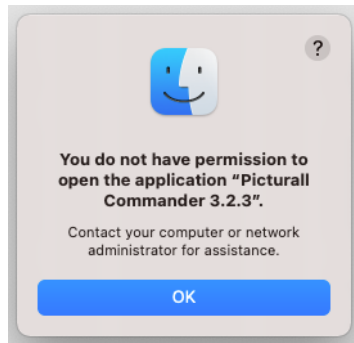
- Various operations may slow down significantly while the GUI is transferring large files over FTP. This is due to the fact that the file transfer consumes the network bandwidth required for interacting with the server. For best results avoid transferring large files during the show or while making significant changes to the configuration, e.g. while loading a showfile.
- The framelock/genlock option does not activate correctly with software versions prior to 2.7.3 update. The issue is fixed in the newer software versions.
- Using both Dante audio and NDI ip stream via the same network interface can cause performance issues in some situations.

### Server

- When the media file has audio in it, the FPS control appears enabled, even though it is not possible to adjust this value.
- It is not recommended that you overwrite files that are playing on the server through an FTP connection as this is not supported and might result in the server crashing.
- Using multiple display devices with different refresh rates is not recommended as this may cause stuttering.
- The server can only play (non-PRKL) files that have smaller resolution than the Max layer size specified in Configurator > Display Config > Advanced. This limitation does not affect PRKL playback.
- DPX image sequences support only 24bit and 10bit rgb (gbrp10le) colors. Other color spaces might cause havoc.
- Seeking and frame stepping with paused video only seeks / steps to closest keyframe.
- ProRes implementation does not support alpha channel.
- 10 bit colors only work when display is configured for auto mode.
- Forcing Dual-Link DVI resolution from 4xHDMI or 4xDP connectors can cause system to become unstable
- If a DisplayPort is disconnected and reconnected from display, or if display loses the DP signal, a manual display refresh must be done to reconnect the display. This applies to servers without a genlock card.

### Commander

- Commander fails to start on ARM based Apple Mac computers with following error message:



- To resolve this issue, user needs to manually active Rosetta 2 installation, or run some other program which correctly triggers Rosetta 2 installation.
- By default, ARM Macs do not ship with Rosetta 2 (Apple's x86 emulation software) installed.
- OS is supposed to detect when user attempts to open x86 software and prompt user to install Rosetta 2. Unfortunately, the current install scripts prevent this detection from working, and the Commander fails with misleading error message.
- On Windows, updating to Commander 2.9.3 or newer version resets Commander saved connections, Commander options and layer macros made with any previous Commander version. Also, any connection, option or layer macro made in Commander 2.9.3 and later will not be visible with older Commander versions. This behavior is specific only to Windows version of Commander.
  - **To keep existing connections, options and layer macros:** before updating to Commander 2.9.3 (or newer version), please manually copy folder C:\Users\<USER>\AppData\Roaming\.picturallcommander to the folder C:\Users\<USER>\ (<USER> is the username of the Windows user)
  - If C:\Users\<USER>\.picturallcommander folder already exists, it can be removed before copying the old .picturallcommander folder à Notice: if you have saved connections, options and layer macros with Commander 2.9.3 (or newer) they will be removed
- Copy keyboard shortcut cannot be used to copy multiple media files. Please use contextual menu action instead.
- Auto is only permitted target file value for sequences. This setting appears in transfer local files dialog.
- Remember last server browser path option does not work with Inputs folder.
- When dragging media in Media Library, media must be dropped into slot and not between slots.
- Macro name is not permitted to contain dot character
- Font sizes smaller than 10 and larger than 18 are not supported. Some fonts can render text non-visible. If font selector preview does not show valid preview, do not use the font. Font style settings (bold, italics) is not honored by all texts.
- Changing display type during runtime is not supported, resolution change is not handled