

Picturall series

Picturall Media Servers Changelog



ANALOG WAY®
Pioneer in Analog, Leader in Digital

Before updating the server firmware 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 4.1.11**
- **After updating to firmware 3.4.0 or newer, the update can be done (to any newer version) with the Firmware management tool, see user manual 4.3**

Release 3.4.1 – June 6, 2022

This release contains some fixes and improvements and adds support for non-keyframed UDP streams.

Server

- Added: Support non-keyframed UDP streams. (#6083)
 - To enable support, add suffix `?show_all=true` to udp stream url.
- Improved error handling when connection is lost (#6097)
- Fixed: Unexpected noise when using Fireface UFX II audio card (#6181)
- Fixed: Playback quality degradation with specific display refresh rates (#6125)
- Fixed: Incompatibility with specific video files (#6098)
- Fixed: Error image customization (#6086)
- Fixed: Sync service disabling cue database access even when cue sync wasn't enabled (#6085)

Commander

- No changes

Release 3.4.0 – April 5, 2022

This release contains support for NDI™ streaming displays, firmware update with the web configurator, synchronizing layer timecode over network and automatic backup synchronization.

Server

- Added: configurable audio channel routing with support for multiple concurrent audio cards (#5767)
- Added: support for updating firmware through web configurator (#5605)
 - **NOTE: Firmware manager tool can only be used to install firmware version 3.4.0 or newer**
- Added: support for output streaming using NDI (#5437)
 - **NOTE: Using streaming display requires at least one physical output to be enabled**
- Added: synchronizing layer timecode over network (#5520)
- Added: synchronizing media files, media library, exported show and cue data to other Pictural servers. (#4431)
- Added: support for DPH104 firmware 2.0.1 (#5876)
- Added: fade at loop point option to media fading settings in media manager (#5714)

- Added: reload webpage for sending reload command to playing web media from text protocol or from cue macro. (#5717)
- Network interfaces now support IPv4 Link-Local addresses. (#5753)
 - When a network interface is configured to auto mode, it will self-assign an IPv4 address from 169.254.0.0/16 range when DHCP lease is not acquired.
 - This will improve compatibility with various network configurations when using automatic network mode and Dante setups without DHCP server.
- Updated NDI libraries to NDI 5 (#5603)
- Fixed: first boot can fail to complete with specific server models (#5837)
- Fixed: spurious warning when media drive is full (#5825)
- Fixed: Commander fails to connect to a server with a control model related error message (#4135)
- Fixed: Inverse display output order in some conditions (#5854)
- Fixed: more stable performance with genlock option in use (#5970)
- Fixed: compatibility issue with UDP streams containing PTZ data (#6006)

Commander

- Other Picturall servers in a network can be used as sync source and timecode provider. (#5482)
 - Four net items are supported.
 - Net items can be connected to specific sync/timecode item on another server from net item contextual menu.
 - Any available remote item detected by the connected server will be selectable on the contextual menu. If none is selected, net item has no effect.
- Sync source and timecode provider offsets can now also be adjusted from contextual menu. (#5335)
 - When selecting sync/timecode item, open contextual menu and select Edit offset to adjust offsets.
- Layer audio mixer now uses new mixer configured in the server web configurator. (#5532)
 - Each mixer channel now connects to adjustable device channel. If mixer channel is not connected to an active device channel, this will be indicated in the mixer.
 - Mixer row represents mixer channel and column represents media audio channel. Previously, rows were used for media channels and columns mixer channels.
 - When loading a showfile with old mixer settings, the Commander will notify user and adapt the mixer settings to the new mixer format if user accepts.
- Cue stack entries can now be moved with drag and drop (#5501)
 - from cue stack in cue stack list
 - from cue stack in playback into another cue stack in cue stack list, or in playback
 - Previously using a drag and drop would cause source cue of the entry to be added to the target cue stack as a new cue stack entry.
- Displays can be named. (#5522)
 - To rename a display, select display on the Display list of the Display tab, open contextual

menu and select rename action from the menu.

- Default display name includes display resolution and refresh rate when available. Output identifier is also included. (#5522)
- Fixed scheduling time could be unexpectedly rounded when closing scheduling dialog. (#5502)
- Fixed an issue which caused programmer to clear when saving to a cue while holding down ctrl or cmd key. (#5519)
- Fixed change sync source and select timecode provider dialogs not remembering selected item. (#5513)
- Fixed Edit offset action for LTC not remembering current value (#5514)
- Fixed blank property view for cue stack entry trigger event summary when no event type is selected (#5518)

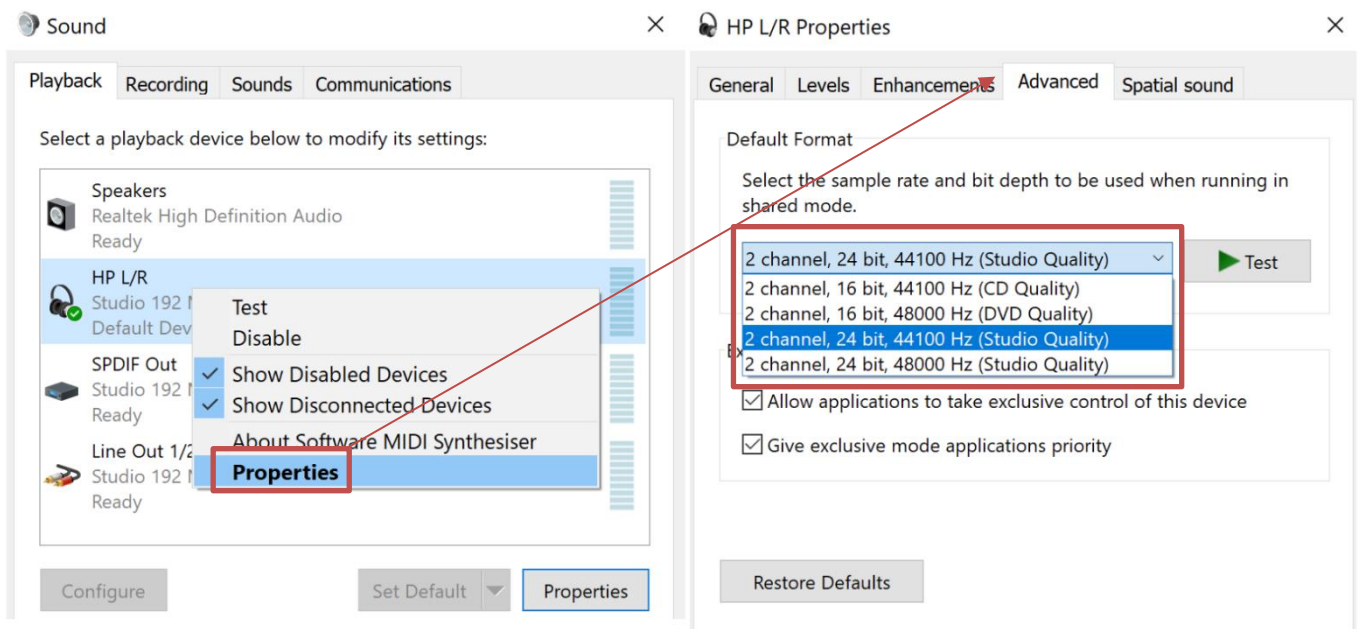
UPDATE 3.4.0 notes & known issues:

Customers using LTC:

After 3.4.0 update: Input channel 1 is channel 1 in audio device. Channel 0 is no longer a valid value. Previously in LTC configuration input channel 0 was channel 1 in audio device.

There is known compatibility issue with 3.4.0 and specific audio devices. If you are using PreSonus 192 Studio or Presonus 192 Studio Mobile, please ensure they have been manually configured to 44100 Hz sample rate before using them.

- For example, connect the audio card to a Windows 10 PC. Right-click on task bar audio icon and select Sound. From this menu right-click on the connected audio card and select Properties. From device properties, select Advanced tab and from there set the bit rate to 44100 Hz and select Apply.



PREVIOUS VERSIONS

Release 3.3.5 – February 7, 2022

This is a hotfix release.

Server

- Fixed: ArtNet universe and subnet configuration options were ignored in certain situations (#5959)

Commander

- No changes

Release 3.3.4 – November 4, 2021

This is a hotfix release.

Server

- Fixed: Time settings page not working in web configurator (#5846)

Commander

- No changes

Release 3.3.3 – October 28, 2021

This is a bugfix release.

Server

- Fixed: Disabling audio giving "No valid choice" error (#5719)
- Fixed: Updating server without a connected audio card causes audio to be disabled in playback (#5718)

- Fixed: Latency issue with UDP streams in certain situations (#5804)
- Fixed: NDI screen capture tool disconnecting due to signal timeout (#5619)
- Fixed: Setting a media mode through DMX (#5809)
- Fixed: Input cards not using Commander deinterlace setting (#5807)
- Fixed: Input card audio not being enabled with some configurations (#5761)
- Fixed: Pro Mark 2 incorrectly showing sync card not available with the front panel (#5812)
- Fixed: Front panel not working correctly in certain situations (#5833)
- Fixed: ProRes to AWX encoding (#5726)

Commander

- Fixed: Various cases where paused or stopped timecode would not display current value (#5528, #5529)

Release 3.3.2 – July 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 – July 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)
- 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)

 - **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.**
-

Known issues

General

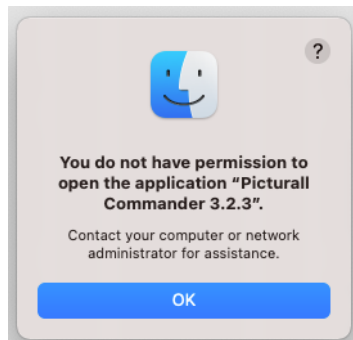
- Various operations may slow down significantly while the GUI is transferring large files over FTP. This is due to the fact that the file transfer consumes the network bandwidth required for interacting with the server. For best results avoid transferring large files during the show or while making 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.
- Picturall server supports 32 channels of audio, but only 16 channels can be enabled to one media file / media layer. For more than 16 audio source channels use two layers in sync. WARNINIG: audio sync between two files (and output devices) is not sample accurate and can cause distortion.

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 can fail to start on ARM based Apple Mac computers with following error message:



- If this error appears, please manually install Rosetta (run Console command `softwareupdate --install-rosetta`) or run some other program which triggers Rosetta installation.
- 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>` (<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