

PRODUCT RELEASE
NOTES

Media I/O



PRODUCT RELEASE NOTES

Welcome to the Media I/O v15.0.2 Release Notes. Please read this document to find important information on areas of Media I/O that may not be covered in the Getting Started Guide or the Online Help system.

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VERSION HISTORY

VERSION 15.0.2 – MAY 2026

IMPROVEMENTS

- **COLORIMETRY CONFIGURATION**
Added an option to set colorimetry during ingest or playout in ST 2110 environments. (WS-7926)
- **VPID GENERATION**
Added support for VPID generation on ST 2110 output streams. (WS-7929)
- **THROTTLED READ INTERVAL DURING PLAYOUT**
Added an option to change the throttled read interval when doing back-to-back playout. (WS-7981)

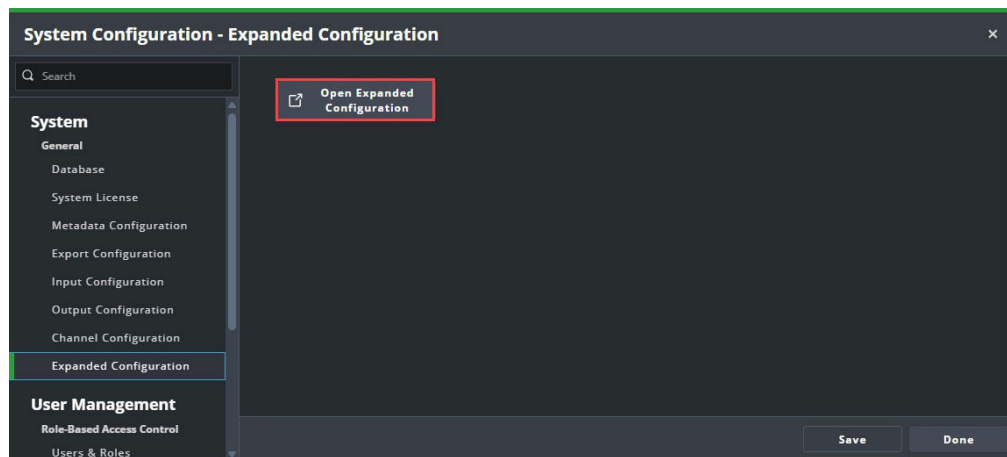
BUGS ADDRESSED

- Fixed a Media I/O Server issue where the router crosspoint would not route correctly. (WS-7898)
- Fixed SCTE-104 handling for ST 2110 ingests and playout workflows. (WS-7927)
- Fixed an issue where specific MXF files without repeated Index Tables in the Footer would have a small duration. (WS-7947)
- Fixed an issue where the Directory Server reported a growing file update as removed instead of updated. (WS-7954)

VERSION 15.0.1 – FEBRUARY 2026

WHAT'S NEW

- **SHORTCUT TO THE EXPANDED CONFIGURATION DIALOG**
In the Media I/O Web-based User Interface, you can now use the new **'Open Expanded Configuration'** button to open the **Expanded System Configuration** Dialog. Easily access the full range of configuration options without the need to type in the URL (<http://x.x.x.x/phoenix>).



Displays the Open Extended Configuration Button

BUGS ADDRESSED

- Fixed an issue where the Transcode Agent CLI incorrectly set the audio layout. (WS-6357)
- Fixed an issue where audio could become corrupted when pausing a video during playout. (WS-7513)
- Fixed an issue where the overlay in the aux playout was not aligned. (WS-7706)
- Fixed an issue where clip thumbnails were occasionally not generated. (WS-7713)
- Fixed an issue where the Transcode Engine could close unexpectedly when the Transcode Tasks tab was opened. (WS-7729)
- Fixed an issue where rapidly cueing clips in a channel caused the channel to not respond. (WS-7731)
- Fixed an issue where the scroll position in the Media Library would reset when a clip was opened or closed. (WS-7744)
- Fixed an issue where long clip names were displayed incorrectly in the Playlist Manager when using split view. (WS-7745)


- Fixed an issue where playlists failed to transition to the next clip if its Start mode was set to Pause. (WS-7763)
- Fixed an issue where an asset ingested via the watch folder would not generate an XML file in the export folder. (WS-7764)
- Fixed an issue where the thumbnail of a clip would not change after setting a new in-point. (WS-7765)
- Fixed an issue where assets would not appear in the Media Library in HA configurations. (WS-7767)
- Fixed an issue where MPR Command IDs from post-v12 versions of Media I/O were incompatible with pre-v12 versions of Media I/O. (WS-7769)
- Fixed an issue where the Transcode Engine closed unexpectedly when running in HA mode. (WS-7773)
- Fixed an issue where extra proxy clips were generated when ingesting a clip in an HA environment. (WS-7775)
- Fixed an issue where the duration of a recording was not updated if the ingest was stopped. (WS-7805)
- Fixed an issue where audio stopped if an attendee's camera was turned off. (WS-7809)
- Fixed an issue where clips queued from OverDrive to Media I/O could fail on the first attempt and require re-queuing. (WS-7825)

VERSION 15.0.0 – JANUARY 2026


WHAT'S NEW

- **SIMPLIFIED MEDIA I/O SYSTEM CONFIGURATION DIALOGS**

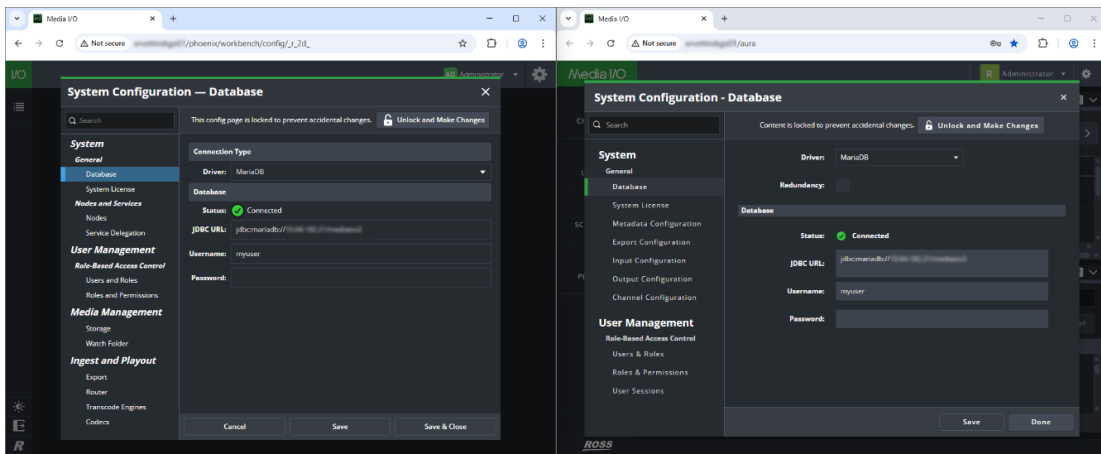
The Media I/O user interface has been updated to simplify configuration and expand capabilities directly within the user interface.

An expanded **System Configuration** dialog is now available at <http://<x.x.x.x>/phoenix> under the  **System Configuration** menu. While this dialog appears visually identical to the standard System Configuration dialog, it provides access to additional configuration options:

- **Nodes and Services** (Nodes | Service Delegation)
- **Media Management** (Storage | Watch Folder)
- **Ingest and Playout** (Export | Router | Codecs | Transcode Engine)

The standard **System Configuration** dialog, accessible from <http://<x.x.x.x>/aura> under the  **System Configuration** menu, remains available for core Media I/O configuration tasks. It includes new options within the **General** section:

- **General** (Metadata Configuration | Export Configuration | Input Configuration | Output Configuration | Channel Configuration)



New Expanded System Configuration Dialog (left) and Standard System Configuration Dialog (right)

This separation allows the expanded configuration settings to be accessed when needed, without impacting the standard configuration workflow.

NOTE

The term 'Standard' and 'Expanded' are temporary terminology for the System Configuration dialogs, as these dialogs will eventually be combined.

- **SUPPORT FOR HIGH AVAILABILITY**
Media I/O now provides High Availability for management components, improving resiliency by eliminating single points of failure.
- **DIRECTORY SERVER SUPPORT FOR GROWING FILES**
Enables the Directory Server to monitor and process growing media files. (WS-6772)
- **MONITOR PLAYBACK (SDI / ST 2110 / NDI)**
Media I/O now supports monitor playback over SDI, SMPTE ST 2110, and NDI. Each channel in playout mode can perform a single, duplicate monitor output with optional timecode, counter, and filename overlays. (WS-7268)
- **ZOOM MEETING INTEGRATION**
Allows users to start a Zoom meeting directly from Media I/O. (WS-7374)

NOTE

Requires a Ross Video Quorum system for integration.

IMPROVEMENTS

- **MONITOR CONFIGURATION VIA WEBSOCKET**
Enables monitor configuration using WebSocket communication. (WS-7311)

BUGS ADDRESSED

- Fixed an issue where Task Agents did not connect to Workflow Server. (WS-7701)
- Added a configuration option to prevent ingest schedules from aborting running ingest or playout tasks even if the ingest schedule has an assigned pool number. (WS-7514)
- Improved the shuttle speed in Workflow Client. (WS-7518)
- Fixed an issue that could result in the last frame(s) of .MP4 (or .MOV) files showing black. (WS-7702)
- Fixed errors during slow-motion playback of growing Long GOP .MXF files referencing non-existent frames. (WS-7438)

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2022 (Media I/O Server only)
Windows 11 (Media I/O Client only)
Mac OS 10.15.7 – Catalina (Media I/O Server only)
Mac OS 14.4.1 – Sonoma (Media I/O Client only)
- **BROWSER**
For Windows — Chrome™ 143.0 and Microsoft Edge™ 143.0 (Client)
For macOS — Chrome™ 143.0 (Client)
- **STREAMLINE XCHANGE**
Streamline Xchange v10.3.0
- **NEWSROOM**
Inception v17.3.0
- **OVERDRIVE**
OverDrive v23.2.0 (build 9897)
Caprica-OverDrive v23.1.1 (build 091204003)
- **ULTRIX-ACUITY**
Ultrix-Acuity Panel v12.1f
- **DATABASE**
MariaDB v11.4.4

VERSION 14.1.3 – MAY 2026

BUGS ADDRESSED

- Fixed an issue where the Directory Server reported a growing file update as removed instead of updated. (WS-7954)
- Fixed an issue that caused the sidecar XML to not be updated correctly when an ingest finished recording. (WS-7982)

VERSION 14.1.2 – FEBRUARY 2026

BUGS ADDRESSED

- Fixed an issue that caused audio to be corrupted when the video was paused. (WS-7513)
- Fixed an issue where clips queued from OverDrive to Media I/O could fail on the first attempt and require re-queuing. (WS-7825)

VERSION 14.1.1 – JANUARY 2026

BUGS ADDRESSED

- Fixed an issue where Task Agents did not connect to Workflow Server. (WS-7701)
- Added a configuration option to prevent ingest schedules from aborting running ingest or playout tasks even if the ingest schedule has an assigned pool number. (WS-7514)
- Improved the shuttle speed in Workflow Client. (WS-7518)
- The shortest video or audio track duration will now be used as clip duration, instead of the longest track duration. (WS-7702)
- Fixed an issue that could result in the last frame(s) of .MP4 (or .MOV) files showing black. (WS-7702)

VERSION 14.1.0 – NOVEMBER 2025

WHAT'S NEW

- **NEW VDCP CUEING OPTION**

Operators can now modify the Recording Extension settings to ignore SOM (Start of Media) when cueing clips via VDCP. This enables more predictable cue behavior in automation-driven playout workflows and improves compatibility with third-party systems that expect frame-zero cueing. This option is available from the Media I/O Engine > VDCP Emulator Setup under Recording Extension settings. (WS-7365)

UPGRADE CONSIDERATIONS

- No new upgrade steps required beyond those documented in v14.0 if upgrading from v13.0 or earlier.

BUGS ADDRESSED

- Loading performance when loading closed MXF files has been significantly improved. Media I/O now loads additional Index Tables in the background, allowing operators to read any essence frame immediately without delay. (WS-1180)
- Fixed a Directory Server issue where a long clip list name caused the monitor folder to stop processing clips. (WS-2311)
- Fixed a Directory Server issue where users could not edit an empty pattern. (WS-2317)

CERTIFICATIONS

- **OPERATING SYSTEMS**

Windows 2019 (Workflow Server only)
Windows 2022 (Workflow Server only)
Windows 11 (Workflow Client only)
Mac OS 10.15.7 – Catalina (Workflow Server)
Mac OS 14.4.1 – Sonoma (Workflow Client)

- **BROWSER**

For Windows — Chrome™ 138.0 and Microsoft Edge™ 138.0 (Client)
For macOS — Chrome™ 138.0 (Client)

- **STREAMLINE XCHANGE**

Streamline Xchange v10.3.0

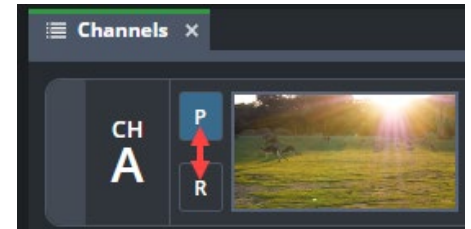
- **NEWSROOM**
Inception v17.3.0
- **OVERDRIVE**
OverDrive v23.2.0 (build 9897)
Caprica-OverDrive v23.1.1 (build 091204003)
- **ULTRIX-ACUITY**
Ultrix-Acuity Panel v12.1f
- **DATABASE**
MariaDB v11.4.4

VERSION 14.0.0 – JULY 2025

WHAT'S NEW

- **BIDIRECTIONAL CHANNEL SUPPORT**
Media I/O channels now support bidirectional operation, allowing users to switch between Ingest and Playout modes on the same channel. This added flexibility streamlines channel management and optimizes resource use.

To change modes, click the Ingest (R) or Playout (P) button as needed.







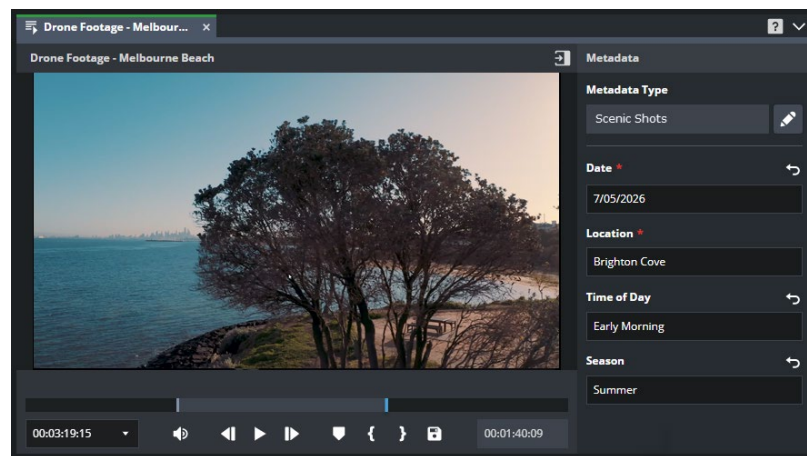
Displays the Playout & Record Buttons on the Channels Panel

NOTE: A dedicated physical input and output spigot are required to support bi-directional switching of input and output. Reach out to solutions@rossvideo.com to request more information.

- **CLIP PREVIEW**

A new Asset Preview panel is now available, making it easier to view and manage media assets directly from the Media Library. Benefits of this feature include:

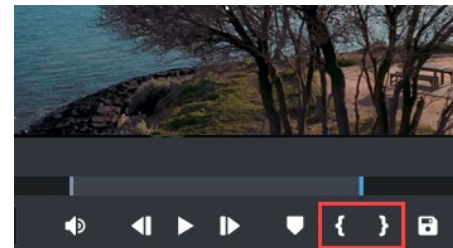
-  Preview clips without opening an advanced editor
-  Add markers to key points in the clip
-  Update clip metadata quickly and efficiently
-  **No channel load:** preview clips instantly without using any playout or channel resources!



Asset Preview View

- **CLIP TRIMMING**

You can now trim video clips directly in the **Asset Preview** panel by marking In and Out points. To select a segment, move the playhead along the timeline and click the **{ In** or **} Out** button to define the desired range.

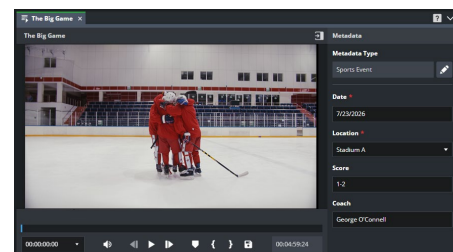


Displays Clip Trimming in Asset Preview Panel

- **CUSTOM METADATA TAGS**

- **METADATA DETAILS**

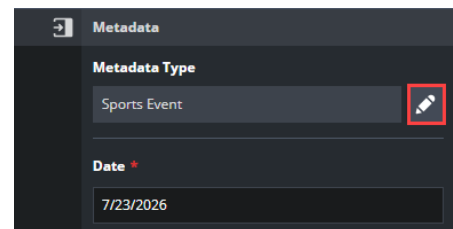
Media I/O now supports metadata tagging for media clips. Users can add descriptive clip information via the **Metadata** tab, accessible by clicking the **Expand** button. Common properties include location, date, and other customizable fields—making it easier to organize clips.



Displays the New Asset Preview Panel

- **METADATA TYPES**

Administrators can now create custom metadata templates tailored to different content types. These templates are easy to apply across various media clip categories, such as sports events, interviews, and more. This flexibility ensures consistent and relevant tagging across the organization.

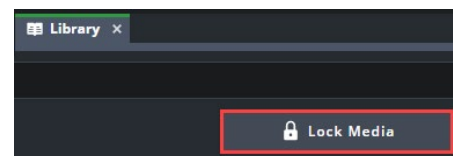


Displays an Example Metadata Type Called 'Sports Event'

To change the Metadata Type, click the **Edit** button. Applying a new template will delete any fields that are not present in the new template.

- **LOCK MEDIA CLIPS**

Media I/O Administrators can now lock media clips to prevent accidental deletion from playlists. This enhances operational safety by limiting unintended changes during Playout and Ingest workflows—leading to more reliable, error-resistant operations.



Displays the 'Lock Media' Button in the Media Library Panel

Administrators can also **grant permission** to trusted users, enabling them to lock or unlock clips as needed.

- **CLIP PREVIEW PROXY**

Low-resolution proxy clips are now automatically generated for each clip upon ingest.

- **EXPORT SIDECAR METADATA**

Media I/O can now export Sidecar Metadata. This feature will automatically generate and save XML metadata files at key points during a recording session.

UPGRADE CONSIDERATIONS

- **DATABASE UPGRADE**

PostgreSQL is no longer supported as a Media I/O database. Media I/O administrators must follow the new upgrade instructions to migrate to MariaDB.

BUGS ADDRESSED

- Fixed an issue where an MPEG Decoder caused Media I/O applications to close unexpectedly. (WS-5983)
- Fixed an issue where the Media I/O Server service was unable to be stopped when a clip was loaded onto a channel. (WS-6039)
- Fixed an issue where an error would occur when attempting to playout frames without ANC data from an MXF file with an ANC data track. (WS-6054)
- Fixed an issue where some levels of a video router were not changed. (WS-6085)
- Fixed an issue with the Quickturn integration when splitting a recording MXF file. (WS-6202)
- Fixed an issue where the columns in the Media Library would incorrectly reset to their default size. (WS-6341)
- Fixed an issue where colorimetry information was not properly written into the XAVC Essence. (WS-6590)
- Added an improvement to change the frame rate of the Matrox Genlock independently from the Video (Playout) Frame rate. (WS-6593)

CERTIFICATIONS

- **OPERATING SYSTEMS**

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For Windows — Chrome™ 138.0 and Microsoft Edge™ 138.0 (Client)
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Streamline Xchange v10.3.0
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Caprica-OverDrive v23.1.1 (build 091204003)
- **ULTRIX-ACUITY**
Ultrix-Acuity Panel v12.1f
- **DATABASE**
MariaDB v11.4.4

VERSION 13.0.1 – JUNE 2025

BUGS ADDRESSED

- Fixed an issue where exported media appeared black when using the Media I/O Transcode Agent CLI. (WS-6038)
- Fixed metadata sync issues where titles were affected on the Ross Video Streamline Xchange system. (WS-6040)
- Fixed an issue where the Matrox device locked to the incorrect Genlock resolution. (WS-6072)
- Fixed an issue where Media I/O Dispatch Server periodically disconnected and ingest preview performance was impacted when over 3,000 ingests were scheduled. (WS-6088)
- Fixed an issue where the Media I/O Server quit prematurely after the service started (WS-6095 | WS-6132)
- Fixed an issue where the Media I/O web-based interface threw an exception when the clip name contained a hyphen followed by 11 or more digits. (WS-6148)

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- **OPERATING SYSTEMS**
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- **ULTRIX-ACUITY**
Ultrix-Acuity Panel v12.1f

- **DATABASE**
PostgreSQL v15.6

VERSION 13.0.0 – APRIL 2025

WHAT'S NEW

- **SECURITY IMPROVEMENTS**

Media I/O applications have been upgraded with Azul Zulu v17.56.15 and JDK v17.0.14+7.



- **SUPPORT FOR SINGLE SIGN-ON**

Media I/O now supports signing in using SAML (Security Assertion Markup Language) SSO (Single Sign-On). This includes support for multiple IdP identity providers (e.g., Okta, Windows AD, and Microsoft Entra ID). SAML SSO streamlines the login process for users.



SAML SSO

- **SIMPLIFIED LICENSING WORKFLOW**

Media I/O licensing simplifies the ability to activate licenses and newly purchased features.



UPGRADE NOTICE

If you are upgrading from an earlier version of Media I/O, please reach out to your Ross Video Technical Support contact to obtain your new license key. You can activate the license key in the System Configuration dialog under **General > System License**. For more details, see the Media I/O User Guide.

BUGS ADDRESSED

- Fixed a performance issue where preparing an HLS recording used an excessive amount of memory. (WS-5015)
- Fixed an issue where the Media I/O Server would not close after ingesting an HLS stream. (WS-5754)
- Fixed a duplicate clip name issue that occurred when using more than one Media I/O Watch Agent client. (WS-5924)
- Fixed a GoPro media parsing issue where audio was out of sync in Streamline Pro v10.1.8 Video Editor. (WS-5964)
- Fixed an issue where Media I/O needed to be restarted when a 2210 Ultrix signal was lost. (WS-5984)
- Fixed an issue where AVCItra50 displayed the incorrect aspect ratio. (WS-6047)
- Fixed an issue where the multi-node option was not enabled when only using one audio stream with less than 16 audio channels. (WS-6084)

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VERSION 12.0.3 – JUNE 2025

BUGS ADDRESSED

- Fixed an issue where exported media appeared black when using the Media I/O Transcode Agent CLI. (WS-6038)
- Fixed metadata sync issues where titles were affected on the Ross Video Streamline Xchange system. (WS-6040)
- Fixed an issue where the Matrox device locked to the incorrect Genlock resolution. (WS-6072)
- Fixed an issue where Media I/O Dispatch Server periodically disconnected and ingest preview performance was impacted when over 3,000 ingests were scheduled. (WS-6088)
- Fixed an issue where the Media I/O Server quit prematurely after the service started (WS-6095 | WS-6132)
- Fixed an issue where the Media I/O web-based interface threw an exception when the clip name contained a hyphen followed by 11 or more digits. (WS-6148)

VERSION 12.0.2 – APRIL 2025

BUGS ADDRESSED

- Fixed an issue where the Media I/O Server would not close after ingesting an HLS stream. (WS-5754)
- Fixed a duplicate clip name issue that occurred when using more than one Media I/O Watch Agent client. (WS-5924)
- Fixed a GoPro media parsing issue where audio was out of sync in Streamline Pro v10.1.8 Video Editor. (WS-5964)
- Fixed an issue where Media I/O needed to be restarted when a 2210 Ultrix signal was lost. (WS-5984)
- Fixed an issue where AVCIntra50 displayed the incorrect aspect ratio. (WS-6047)
- Fixed an issue where the multi-node option was not enabled when only using one audio stream with less than 16 audio channels. (WS-6084)

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 - Mac OS 14.4.1 – Sonoma (Workflow Client)
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- **ULTRIX-ACUITY**
 - Ultrix-Acuity Panel v12.1f
- **DATABASE**
 - PostgreSQL v15.6

VERSION 12.0.1 – MARCH 2025

BUGS ADDRESSED


- Fixed an issue where the channel status was set incorrectly after restarting Dispatch. (WS-5696, WS-5721, WS-5724, WS-5733, WS-5735, WS-5783, WS-5784)
- Fixed an issue where a playlist could not be loaded when clips were not present in the Media Library. (WS-5712)
- Fixed an issue where Dispatch appeared connected in the web-based interface settings, but the expected channels and clips were unavailable. (WS-5715)
- Fixed an issue where the loop status was lost after restarting the Dispatch. (WS-5719)
- Fixed an issue where Media I/O Server prematurely closed when shuttling. (WS-5723)
- Fixed an issue where Media I/O Server prematurely closed when loading certain MP4 clips. (WS-5727)
- Fixed an issue where Media I/O Server would output a white frame at the end when running as a service. (WS-5732)
- Fixed an issue where Dispatch became unresponsive when the Workflow Server had large number of schedule recordings. (WS-5739)
- Fixed an issue in Transcode Agent CLI where exported media had the incorrect aspect ratio. (WS-3862)
- Fixed an issue in Media I/O Server where Target Range Mapping was incorrectly set. (WS-5680)
- Fixed an issue where the Media I/O Server failed to acquire a stream on the second Matrox board. (WS-5681)
- Added an option to allow a delay when the device starts (2110 only). (WS-5766)
- Added an XML Import option to create sub-clip markers. (WS-5798)
- Fixed an issue where the Media I/O Server failed to set an AJA KONA5 board in UHD Quad mode. (WS-5877)

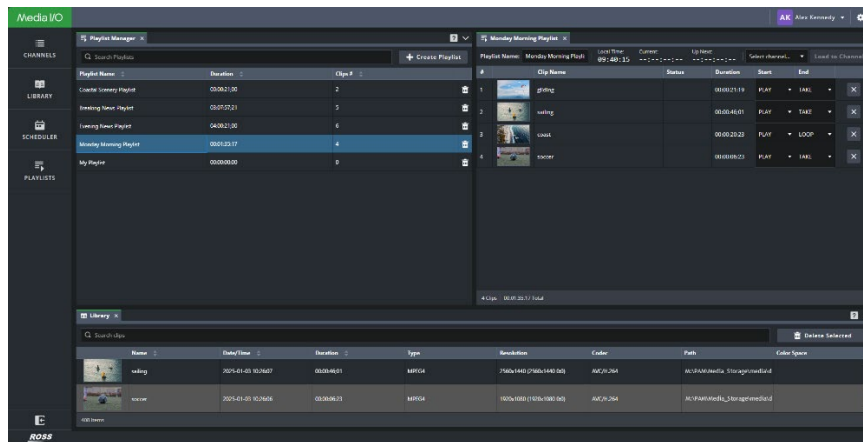
CERTIFICATIONS

- **OPERATING SYSTEMS**
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 - OverDrive v23.2.0 (build 9897)
 - Caprica-OverDrive v23.1.1 (build 091204003)
- **ULTRIX-ACUITY**
 - Ultrix-Acuity Panel v12.1f
- **EDITORS**
 - Adobe Premiere v23.6
- **DATABASE**
 - PostgreSQL v15.6

VERSION 12.0.0 – JANUARY 2025

WHAT'S NEW

- **PLAYLIST MANAGER AND PLAYLIST VIEWER**
Media I/O now offers Playlists to organize your clips. To create playlists and organize sequences, open the new  **Playlist Manager**. You can double-click on any playlist to open it in a separate **Playlist Viewer** pane. Simply select and drag any media that you need from the Library into position in the playlist.



Media I/O Playlist Manager (top left), Playlist Viewer (top right), and Media Library (bottom)

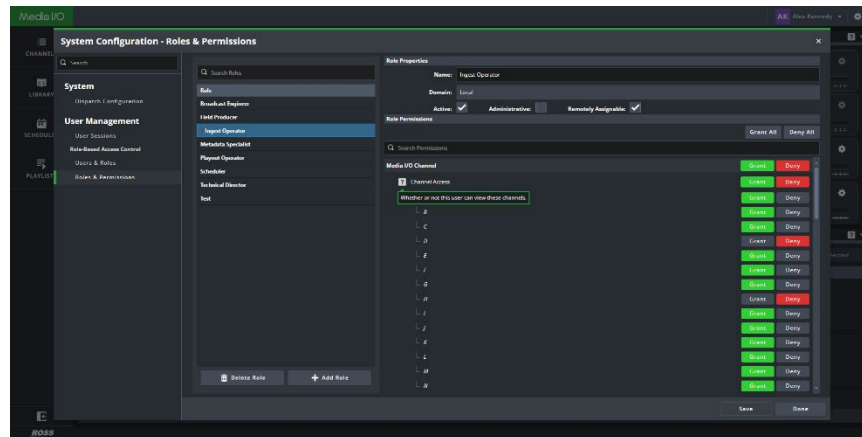
Features include:

- Sequential Playback
- Cueing and Playback Control
- Looping Support
- Dynamic Playlist Updates
- Flexible Controls

For more details, see the *Media I/O User Guide*.

- **ROLES & PERMISSIONS**

Role-Based Access Control (RBAC) enables administrators to assign and manage user permissions. You can now control a user's level of access to view and control channels.



The System Configuration – Roles & Permissions Dialog

- **HTTPS SUPPORT**

- Secure Connections:
 - Access the Video Server securely over HTTPS to ensure the protection of your data and communications.
- Improved Privacy:
 - Safeguard sensitive information with encrypted connections, preventing unauthorized access during data transmission.
- Simple Configuration:
 - Configure HTTPS support easily within the Media I/O server settings.
 - Compatible with industry-standard SSL/TLS certificates for seamless integration.

- **SRT PLAYBACK**

Play video streams using the Secure Reliable Transport (SRT) protocol, offering robust performance over unpredictable networks.

- **KEY/FILL IN A SINGLE CHANNEL**

You can now key/fill in a single channel.

- **SUPPORT FOR VANC/HANC**

VANC/HANC is now supported by default in the Media I/O Server.

- **SELECT AND DELETE MULTIPLE CLIPS**

You can now select or delete multiple clips from the Library at once.

NOTE

Clips that are in use by a channel cannot be deleted.


- **ASSET PATH INFORMATION**

The Library now shows the storage location of each clip.

- **COLOR SPACE INFORMATION**

The Library now shows the VPID color space of each clip.

- **ONLINE HELP SYSTEM**

- You can now access our context-sensitive Online Help system by clicking on the  **Help** button in the Media I/O workspace pane. Each button opens to the Help page for that respective pane. You can also use the table of contents or search to find a topic.

BUGS ADDRESSED

- Fixed an issue where an error may display instead of a **Ready** state after a channel's input, output, or duration was cancelled. (WS-4326)
- Fixed an issue where deleting a scheduled series did not delete the associated database entry. (WS-4740)
- Fixed an issue where thumbnails for clips were not displayed correctly when ingested from a recurrent event. (WS-4829)
- Fixed an issue where unapplied changes to settings were saved in the Prepare Channel dialog. (WS-4837)
- Fixed an issue where a conflict between two scheduled events was not detected if one of the events was rescheduled to occur at the same time as the other event. (WS-4841)
- Fixed an issue where Media I/O Dispatch status was incorrectly shown as offline. (WS-5070)
- Fixed an issue where ProRes 4444 would play white with Blackmagic DeckLink in 10Bit YUV mode. (WS-5421)
- Fixed an issue with Blackmagic boards where HDR content would show as SDR in a waveform. (WS-5422)
- Fixed an issue where 1080i clips displayed incorrectly for 1080p output. (WS-5475)

- Fixed an issue where the system timezone settings reset to the default (UTC) after Media I/O was upgraded. (WS-5487)
- Fixed an issue where the Media I/O web-based interface became unresponsive when a large number of clips (200+) were selected in the Media Library. (WS-5512)
- Fixed an issue where the channel preview would not load completely. (WS-5649)
- Fixed an issue where, in a new recording, different text fields were incorrectly selected when changing another value. (WS-5652)
- Fixed an issue where the Media I/O Workflow Server incorrectly displayed clips in 100 FPS. (WS-5672)

CERTIFICATIONS

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VERSION 11.0.7 – MARCH 2025

BUGS ADDRESSED

- Fixed an issue in Transcode Agent CLI where exported media had the incorrect aspect ratio. (WS-3862)
- Fixed an issue in Media I/O Server where Target Range Mapping was incorrectly set. (WS-5680)
- Fixed an issue where the Media I/O Server failed to acquire a stream on the second Matrox board. (WS-5681)
- Added an option to allow a delay when the device starts (2110 only). (WS-5766)
- Added an XML Import option to create sub-clip markers. (WS-5798)

VERSION 11.0.6 – DECEMBER 2024

BUGS ADDRESSED

- Fixed an issue where the Workflow Server Backups would never finish with large databases. (WS-5096)
- Fixed an issue with render job output files. Added a protection mechanism to ensure that render job output files are unique. (WS-5655)

VERSION 11.0.5 – NOVEMBER 2024

BUGS ADDRESSED

- Fixed an issue where Markers and Subclips were not created correctly. (WS-5214)
- Fixed an issue where recordings using XDCamHD 35mb/s would have an incorrect aspect ratio. (WS-5373)
- Fixed an issue where the Media I/O Task Agent would close unexpectedly when uploading a file via FTP. (WS-5478)
- Fixed an issue where the Loop Off function triggered by Caprica did not function correctly. (WS-5497)

VERSION 11.0.4 – OCTOBER 2024

BUGS ADDRESSED

- Fixed an issue where a channel erroneously reported the status as externally controlled when starting in Ingest Mode. (WS-5036)
- Fixed an issue where Workflow Server metadata updates from Streamline Xchange would time out. (WS-5134)

VERSION 11.0.3 – SEPTEMBER 2024

BUGS ADDRESSED

- Fixed an issue where a delay of one frame was found on an ingested clip. (WS-5077)
- Fixed an issue where the Media I/O Server closed unexpectedly when controlled by a VDCP emulator. (WS-5094)
- Fixed an issue where the Task Agent closed unexpectedly when an FTP transfer was interrupted. (WS-5162)
- Fixed an issue where the Task Agent closed unexpectedly while consolidating a subclip. (WS-5171)

VERSION 11.0.2 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where Streamline Xchange placeholders containing non-English characters displayed incorrectly in the Workflow Server. (WS-5107)
- Fixed an issue where a race condition in the MXF parser may cause the Media I/O Server to become unresponsive. (WS-5102)
- Fixed an issue where clip names, marker names, and material names with invalid UTF8 encoding were accepted by the database. (WS-5042)
- Fixed a Directory Server issue where clip names longer than 63 characters were not supported. (WS-5136)

VERSION 11.0.1 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where getting material file paths from an external server may cause ingest preparation to fail. (WS-3692)
- Fixed a Media I/O Server issue where the Alpha/Key Output was not set correctly. (WS-5073)

CERTIFICATIONS

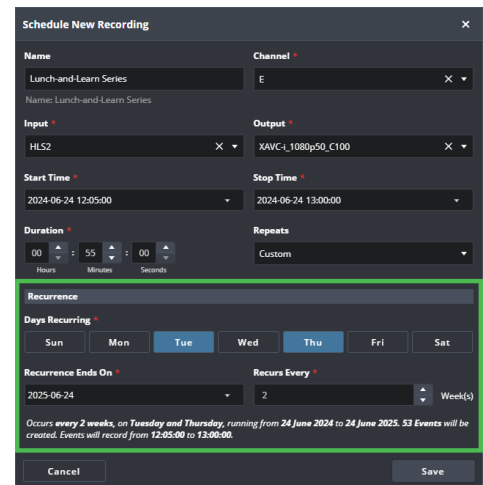
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Adobe Premiere v23.6
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PostgreSQL v15.6

VERSION 11.0.0 – JULY 2024

WHAT'S NEW

- **RECURRENT EVENTS**

You can now schedule recurring events for events that occur on a regular basis. Recordings can be set to occur at regular intervals—daily or weekly—without the need to manually set each event. This simplifies the management of any recurring meetings, such as daily meetings, weekly broadcasts or hourly updates. You can ensure consistent schedules, reduce the risk of missing important events, and streamline your workflow.



Schedule Window Shows Recurrence Options

- **ABEKAS TRIA CLIP FILE WRAPPER**

You can now use clip file wrappers from the Ross Video Abekas Tria server for ingest and playout in Media I/O.

- **SUPPORT FOR XPRESSION V2 CODEC**

Media I/O now supports Ross Video XPression v2 codecs for ingest and playout.

- **SUPPORT FOR VDCP LOOP PLAYOUT**

Media I/O now supports loop playout when externally controlled via Video Disk Control Protocol (VDCP).

- **ABILITY TO IMPORT THE CREATION DATE**

When you import media into the Workflow Server, you can now choose to preserve the original creation date by selecting the **Use File Date** option in the Watch Agent. This will maintain the original creation date instead of using the current date.

- **SRT INGEST SUPPORT FOR MULTIPLE AUDIO PIDS**

Media I/O now supports ingest from Secure Reliable Transport Protocol (SRT) IP sources with multiple audio PIDs (up to 16 channels).

- **SUPPORT FOR EDL WORKFLOWS**

Media I/O now supports EDL workflows for the Streamline Pro Video Editor using Final Cut Pro 7 XML Files (.FCP7XML). These sequences support one video output track, multiple audio output tracks with multiple channels, and a timecode output

track. In the Streamline Pro Web Video Editor, you can find the new export presets in the Export dialog.

NOTE

To request the addition of Media I/O export presets for your Streamline Pro Web Video Editor, please reach out to your Ross Video sales contact.

BUGS ADDRESSED

- Fixed an issue that was preventing the deletion of a clip from the Web Interface. (WS-4634)
- Fixed a playout channel issue where the status of a clip that was playing would be mislabeled as Externally Controlled after a restart. (WS-4688)

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- **DATABASE**
 - PostgreSQL v15.6

VERSION 10.0.10 – MARCH 2025

BUGS ADDRESSED

- Added an XML Import option to create sub-clip markers. (WS-5798)

VERSION 10.0.9 – DECEMBER 2024

BUGS ADDRESSED

- Fixed an issue where the Workflow Server Backups would never finish with large databases. (WS-5096)
- Fixed an issue with render job output files. Added a protection mechanism to ensure that render job output files are unique. (WS-5655)

VERSION 10.0.8 – NOVEMBER 2024

BUGS ADDRESSED

- Fixed an issue where Markers and Subclips were not created correctly. (WS-5214)
- Fixed an issue where the Media I/O Task Agent would close unexpectedly when uploading a file via FTP. (WS-5478)

VERSION 10.0.7 – OCTOBER 2024

BUGS ADDRESSED

- Fixed an issue where Workflow Server metadata updates from Xchange would time out. (WS-5134)

VERSION 10.0.6 – SEPTEMBER 2024

BUGS ADDRESSED

- Fixed an issue where a delay of one frame was found on an ingested clip. (WS-5077)
- Fixed an issue where the Task Agent closed unexpectedly when an FTP transfer was interrupted. (WS-5162)

- Fixed an issue where the Task Agent closed unexpectedly while consolidating a subclip. (WS-5171)

VERSION 10.0.5 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where Streamline Xchange placeholders containing non-English characters displayed incorrectly in the Workflow Server. (WS-5107)
- Fixed an issue where a race condition in the MXF parser may cause the Media I/O Server to become unresponsive. (WS-5102)
- Fixed an issue where clip names, marker names, and material names with invalid UTF8 encoding were accepted by the database. (WS-5042)
- Fixed a Directory Server issue where clip names longer than 63 characters were not supported. (WS-5136)

VERSION 10.0.4 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where getting material file paths from an external server may cause ingest preparation to fail. (WS-3692)

VERSION 10.0.3 – JUNE 2024

BUGS ADDRESSED

- Fixed an issue where the Media I/O server would not properly lock to the incoming External Reference after a restart of the server. (WS-4818)

VERSION 10.0.1 – MAY 2024

BUGS ADDRESSED

- Fixed an issue where the clip selection in Media Library was not retained after closing the Channels tab. (WS-3299)
- Fixed an issue where the Media Library was not cleared when all the clips from the bin were deleted. (WS-3956)

- Fixed an issue where the Media I/O Engine may quit unexpectedly when running the web service in HTTPS. (WS-3989)
- Fixed an issue where the Media Library did not request any more thumbnails for the clips. (WS-4027)
- Fixed an issue that allowed a user to cue a clip on a channel that was not visible. (WS-4088)
- Fixed an issue where the Library and Scheduler panels were able to overlap into each other's area. (WS-4109)
- Fixed an issue where single-digit changes to the duration component were not reported in the Schedule New Recording window. (WS-4114)
- Fixed an issue where the Visual Scheduler did not always open to the correct time of day. (WS-4150)
- Fixed an issue where the Setup Recording window did not open after an input was deleted. (WS-4171)
- Fixed an issue where there was inconsistent behaviour between the hover and selection highlight in the Scheduler panel. (WS-4222)
- Fixed an issue where the audio meter and time code were not cleared from the Channel Card when an ingest was stopped. (WS-4229)
- Fixed an issue with the Directory Server Service Initialization where an auto-start after a machine reboot failed to initialize the watch folder. (WS-4282)
- Fixed an issue where Scheduled Events using Auto Detected Sources were erroneously removed from the database after a restart. (WS-4307)
- Fixed an issue where the clip name on a channel disappeared after restarting the Media I/O Dispatch Service. (WS-4336)
- Fixed an issue where a playing clip stopped, and the status reported would be playing or paused. (WS-4337)
- Fixed an issue where an incorrect channel was assigned to the recording after restarting the application. (WS-4352)
- Fixed an issue where the Channel Card occasionally lost the clip preview. (WS-4353)
- Fixed an issue where the warning icon in the Channel Card did not show up when a user scheduled two recordings. (WS-4374)
- Fixed an issue where the panel layout was displayed incorrectly if multiple users were using the same browser or system, and one user logged in with the "Keep last used panels and layout" option checked. (WS-4375)
- Fixed an issue where the Workflow Server quit unexpectedly when opening and closing the Clip Viewer on a clip that is currently recording. (WS-4383)

- Fixed an issue that allowed the user to edit the duration of a manual recording through the scheduler. (WS-4387)
- Fixed an issue where the Schedule Recording window showed the fields disabled. (WS-4399)
- Fixed an issue where an incorrect Ext Controlled status label was displayed alongside the Ready and Scheduled statuses in the Scheduler. (WS-4432)
- The Channel Card may display the incorrect status label when it is Externally Controlled, and a new recording is overridden by the Scheduler. (WS-4432)
- Fixed an issue where the Channel Card incorrectly remained in the Idle state while an Externally Controlled clip was still ingesting. (WS-4445)

CERTIFICATIONS

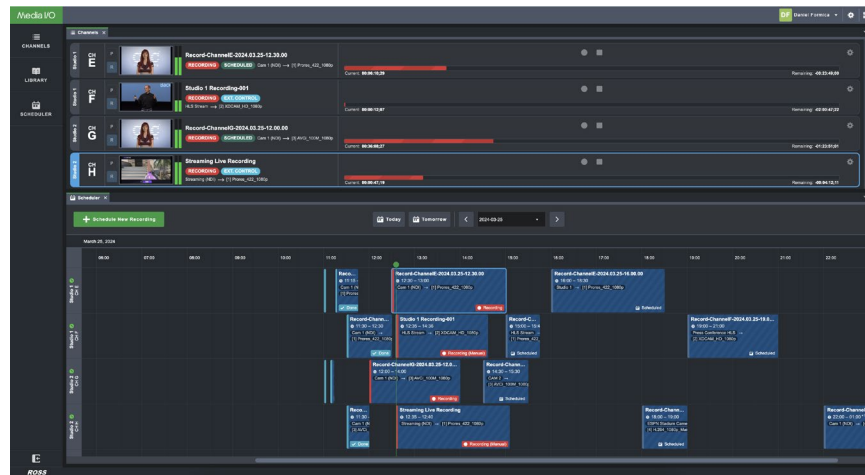
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VERSION 10.0.0 – APRIL 2024

WHAT'S NEW

- **AURA THEME STYLE**

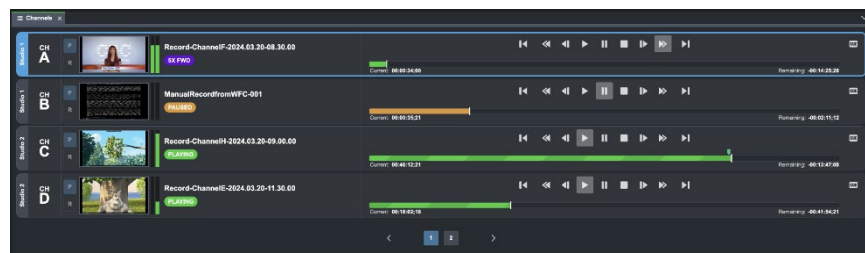
A new Aura design theme is at the heart of our new web-based user interface and simplified user experience. Aesthetically pleasing visual workflows make operation a snap, with design changes driven by real users.



Media I/O User Interface

- **WEB BASED PLAYOUT AND INGEST CHANNEL MANAGEMENT**

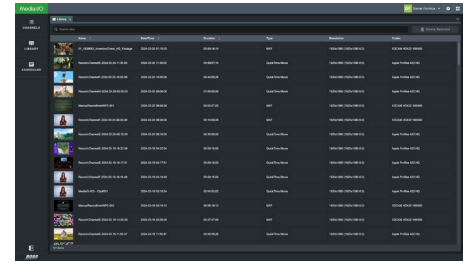
Control multiple channels of ingest or playout from a simple web user interface, with full transport controls and a real-time streaming preview. Add markers to clip timelines to easily reference key events. Visual labels indicate when a channel is being operated by an external device, such as OverDrive, via AMP or VDCP controls.



Displays Several Recording Channel Cards in the Channels Panel

- **MEDIA ORGANIZATION**

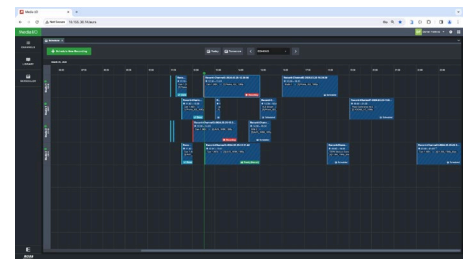
Browse media on a shared storage pool, select clips to load onto a channel for playback with a simple double-click, or view clips that are currently being ingested. Utilize a basic metadata viewer with thumbnails, duration, clip type, resolution and codec. Now featuring filtering, sorting and clip searching capabilities.



Library Panel Displays a List of Media Clips

- **VISUAL SCHEDULING**

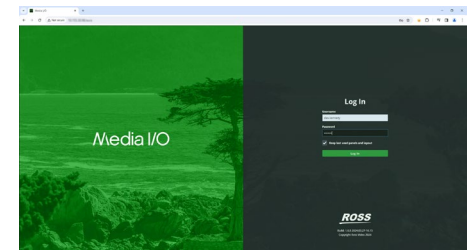
Rich scheduling capabilities for future events, in a timeline-based calendar view. Schedule or modify future events in the calendar by double-clicking on the grid. Displays the status of recordings for every channel, and includes smart handling of error states; including offline channels and notification of recording conflicts.



Scheduler Panel Displays Future Events

- **AUTHENTICATION AND USER MANAGEMENT**

User management and authentication allow for secure operation. Full RESTful API with authentication is available for integration with remote systems. Works alongside existing Media I/O clients so users can migrate as they please.



Displays Media I/O Log In Page

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Ultrix-Acuity Panel v12.1f
- **EDITORS**
Adobe Premiere v23.6

VERSION 9.0.10 – MARCH 2025

BUGS ADDRESSED

- Added an XML Import option to create sub-clip markers. (WS-5798)

VERSION 9.0.9 – DECEMBER 2024

BUGS ADDRESSED

- Fixed an issue where the Workflow Server Backups would never finish with large databases. (WS-5096)
- Fixed an issue with render job output files. Added a protection mechanism to ensure that render job output files are unique. (WS-5655)

VERSION 9.0.8 – NOVEMBER 2024

BUGS ADDRESSED

- Fixed an issue where Markers and Subclips were not created correctly. (WS-5214)
- Fixed an issue where the Media I/O Task Agent would close unexpectedly when uploading a file via FTP. (WS-5478)

VERSION 9.0.7 – OCTOBER 2024

BUGS ADDRESSED

- Fixed an issue where Workflow Server metadata updates from Xchange would time out. (WS-5134)

VERSION 9.0.6 – SEPTEMBER 2024

BUGS ADDRESSED

- Fixed an issue where a delay of one frame was found on an ingested clip. (WS-5077)
- Fixed an issue where the Task Agent closed unexpectedly when an FTP transfer was interrupted. (WS-5162)
- Fixed an issue where the Task Agent closed unexpectedly while consolidating a subclip. (WS-5171)

VERSION 9.0.5 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where Streamline Xchange placeholders containing non-English characters displayed incorrectly in the Workflow Server. (WS-5107)
- Fixed an issue where a race condition in the MXF parser may cause the Media I/O Server to become unresponsive. (WS-5102)
- Fixed an issue where clip names, marker names, and material names with invalid UTF8 encoding were accepted by the database. (WS-5042)
- Fixed a Directory Server issue where clip names longer than 63 characters were not supported. (WS-5136)

VERSION 9.0.4 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where getting material file paths from an external server may cause ingest preparation to fail. (WS-3692)

VERSION 9.0.3 – JUNE 2024

BUGS ADDRESSED

- Fixed an issue where the Media I/O server would not properly lock to the incoming External Reference after a restart of the server. (WS-4818)

VERSION 9.0.2 – MARCH 2024

BUGS ADDRESSED

- Fixed an issue where the Media IO Server would unexpectedly quit and would not release the Matrox Stream board.

VERSION 9.0.1 – MARCH 2024

BUGS ADDRESSED

- Fixed an issue where the Live Stream was not visible if the user opened a second Logger session. (WS-4372)
- Fixed an issue where the property form did not function correctly when an item was flagged 'View as list'. (WS-4384)

VERSION 9.0.0 – FEBRUARY 2024

WHAT'S NEW

- **SIMPLIFIED LICENSING**

Codec extensions no longer require additional licenses.

- **STREAMLINED INSTALLATION PROCESS**

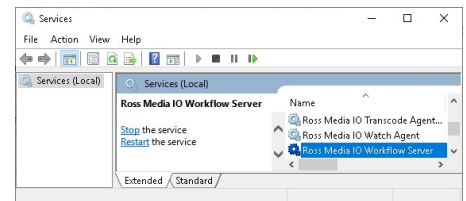
Commissioners can now use the new installers for the Media I/O Server, Workflow Server, Workflow Client, Transcode Agent, Task Agent, and Watch Agent.



Transcode Agent Wizard

- **RUN APPLICATIONS AS A WINDOWS SERVICE**

Administrators can now run Workflow Server, Transcode Agent and Task Agent as a Windows Service to start and stop the application. Services can be used for improved troubleshooting and to automatically restart services in the event of an application quitting.



Windows Services

- **SUPPORT FOR NDI 5**

Media I/O now supports NDI 5 for ingest and playout workflows.

- **SUPPORT FOR MAC OS SONOMA**

Media I/O now supports mac OS Sonoma, enhancing compatibility and performance on the latest mac OS platform.

- **SUPPORT FOR HEVC MXF FILE TYPES**

Media I/O now supports HEVC MXF files that conform to SMPTE and Sony specifications.

BUGS ADDRESSED

- Fixed an issue in Workflow Client, where mac OS systems may quit prematurely when ejecting the external card in the File Import user interface. (WS-4063)

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 - Adobe Premiere v23.6

VERSION 8.3.12 – MARCH 2025

BUGS ADDRESSED

- Added an XML Import option to create sub-clip markers. (WS-5798)

VERSION 8.3.11 – DECEMBER 2024

BUGS ADDRESSED

- Fixed an issue where the Workflow Server Backups would never finish with large databases. (WS-5096)
- Fixed an issue with render job output files. Added a protection mechanism to ensure that render job output files are unique. (WS-5655)

VERSION 8.3.10 – NOVEMBER 2024

BUGS ADDRESSED

- Fixed an issue where Markers and Subclips were not created correctly. (WS-5214)
- Fixed an issue where the Media I/O Task Agent would close unexpectedly when uploading a file via FTP. (WS-5478)

VERSION 8.3.9 – OCTOBER 2024

BUGS ADDRESSED

- Fixed an issue where Workflow Server metadata updates from Xchange would time out. (WS-5134)

VERSION 8.3.8 – SEPTEMBER 2024

BUGS ADDRESSED

- Fixed an issue where a delay of one frame was found on an ingested clip. (WS-5077)
- Fixed an issue where the Task Agent closed unexpectedly when an FTP transfer was interrupted. (WS-5162)
- Fixed an issue where the Task Agent closed unexpectedly while consolidating a subclip. (WS-5171)

VERSION 8.3.7 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where Streamline Xchange placeholders containing non-English characters displayed incorrectly in the Workflow Server. (WS-5107)
- Fixed an issue where a race condition in the MXF parser may cause the Media I/O Server to become unresponsive. (WS-5102)
- Fixed an issue where clip names, marker names, and material names with invalid UTF8 encoding were accepted by the database. (WS-5042)
- Fixed a Directory Server issue where clip names longer than 63 characters were not supported. (WS-5136)

VERSION 8.3.6 – AUGUST 2024

BUGS ADDRESSED

- Fixed an issue where getting material file paths from an external server may cause ingest preparation to fail. (WS-3692)

VERSION 8.3.5 – APRIL 2024

BUGS ADDRESSED

- Fixed an issue where the Media IO Server would unexpectedly quit and would not release the Matrox Stream board. (WS-4298)

VERSION 8.3.4 – MARCH 2024

BUGS ADDRESSED

- Fixed an issue where the Live Stream was not visible if the user opened a second Logger session. (WS-4372)
- Fixed an issue where the property form did not function correctly when an item was flagged 'View as list'. (WS-4384)
- Fixed an issue where locking to the Time Code Reader was unsuccessful. (WS-4454)

VERSION 8.3.3 – JANUARY 2024

BUGS ADDRESSED

- Fixed a Streamline Xchange issue where the partial sync sample flags in .MOV files for XDCAM and FCPX caused slow proxy loading when using an ingest proxy from a Media I/O server. (WS-4017)

VERSION 8.3.2 – JANUARY 2024

BUGS ADDRESSED

- Fixed an issue where Streamline Xchange proxies were marked as 'not ready' after upgrading from v8.0.1. (WS-3985)

VERSION 8.3.1 – DECEMBER 2023

BUGS ADDRESSED

- Fixed an issue where the Directory Server would not fully populate the list of clips to all the playout devices. (MIR-652)

VERSION 8.3.0 – NOVEMBER 2023

WHAT'S NEW

- **WORKFLOW CLIENT SUPPORTS WINDOWS 11 OS**
The Workflow Client now supports the Windows 11 operating system.
- **SCRIPT TEXT DATA GOES TO PROJECT METADATA FIELD**
Script text of a MOS story is now available in the Story Body of Workflow Server project.
- **SUPPORT FOR SONY XAVC 2.0 MP4 FILES WITH HEVC VIDEO ESSENCE**
Workflows that use Sony XAVC 2.0 MP4 files with an HEVC video essence are now fully supported.
- **SUPPORT FOR SRT AVC UHD STREAMS**
Media I/O supports SRT AVC UHD streams for SSG and Haivision systems.

- **REST API UPDATES**
Media I/O provides REST API calls to trigger a file record without specifying the extension type. This is recommended for use with Ross Video OverDrive system triggers.
- **SUPPORT FOR MATROX DSX LE5 / 8 (8 Port)**
Media I/O now supports Matrox DSX LE5 models with up to 8 ports (with up to 8 channels in any combination).
- **RTC (REAL TIME CLOCK) TIMING UPDATE FOR MIDNIGHT RECORDS**
This includes improvements to sync the date turnover that occurs at midnight and ensure real-time synchronization with customer systems. (WS-3082)
- **EDIT WHILE CAPTURE (EWC) WITH EDIUS (X) WORKGROUP**
Introduced Edit while Capture (EWC) support for AVC-Intra growing MXF using Edius (X) Workgroup.

BUGS ADDRESSED

- Fixed a Watch Agent issue where files copied to the second destination ignore the 'fail' history. (WS-2466)
- Fixed an issue where AVC encoding for 50/59.94 frames per second did not match the expected behavior (WS-2832).
- Fixed a drag and drop issue, where moving a clip into the **Live Assist > Content Navigator** caused the Media I/O Workflow Client to quit prematurely. (WS-3524)
- Fixed an issue with HEVC files that displayed red during video playback in the Content Navigator. (MIR-199)
- Fixed an issue where files that have already been deleted are removed from the collection bin when new material with the same name is created. (MIR-287)
- Fixed a playback issue with AJA extensions. (MIR-308)
- Fixed a Workflow Client issue, where the name gets cleared out from multiple ingest windows intermittently. (MIR-314)
- Fixed an issue where special characters in the Inception story name or body may be corrupted in Workflow Server projects. (MIR-360)
- Fixed an issue where compilation tasks may become unresponsive in the Task Agent. (MIR-413)
- Fixed an issue where a Media I/O with an LTC extension may lose a lock to an external clock after a few minutes pass. (MIR-416)

- Fixed an issue with media file extensions that were converted to MXF. (MIR-419)
- Fixed a MOS issue that occurred where data sent to Octopus was truncated. (MIR-427)
- Fixed a Watch Agent issue with clips with "ä" in their name. (MIR-446)
- Fixed a Transcode Agent issue with wrapping to MXF files using MPF Render. (MIR-491)
- Fixed an issue where Media I/O quit prematurely while playing in H.264. (MIR-540)
- Fixed a Task Agent issue where a QTW is not created for certain clips. (MIR-564)
- Fixed an ingest issue that required a restart. (MIR-578)
- Fixed a Workflow Sever Editor issue where compiling the timeline caused it to become unresponsive in the Task Agent. (MIR-584)
- Fixed an issue creating video files when ProRes(aph) proxy using an MPF render job on an AVC file. (MIR-600)
- Fixed a Workflow Server issue where the user interface dialog arrangement is not remembered when multiple displays are used. (MIR-609)
- Fixed a Transcode Agent issue wrapping to MXF files using Passthrough. (MIR-614)
- Fixed a Workflow Client issue where the program quits prematurely when using the shortcut key for LA through HIFD for scrolling up or down. (MIR-622)
- Fixed a Workflow Server issue where the program quit prematurely when the ENPS rundown activated or de-activated. (MIR-627)
- Fixed a video/audio sync issue with SRT AVC streams. (MIR-628)
- Fixed an ENPS issue where rundowns were shuffled or reordered in the Workflow Server v8.2.1 Live Assist area. (MIR-631)
- Fixed an audio sync delay issue with NDI Streams using Birddog. (MIR-632)
- Fixed an RTC lock issue that occurs between two applications after a time jump. (MIR-633)
- Fixed an issue on Media I/O Workflow Client with system performance on Windows machines with H.264 using 16 audio channels. (MIR-635)
- Fixed a delay issue with the preparation for ingest on an AJA video card. (MIR-640)
- Fixed an issue where the Media I/O AMP became unresponsive when corrupt MXF clips were loaded. (MIR-643)
- Fixed an ENPS issue where changes in the story didn't display correctly in the Live Assist window. (MIR-645)

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2019 (Workflow Server only)
Windows 11 (Workflow Client only)
Mac OS 10.15.7 – Catalina (Workflow Server)
Mac OS 13.0 – Ventura (Workflow Client)
- **STREAMLINE XCHANGE**
Streamline Xchange v10.0.7
- **NEWSROOM**
Inception v16.0.1
- **OVERDRIVE**
OverDrive v22.2.0
OverDrive Caprica v22.2.0 (build 090300)
- **ULTRIX-ACUITY**
Ultrix-Acuity Panel v12.1f
- **EDITORS**
Adobe Premiere v23.6

VERSION 8.2.1 – JUNE 2023

BUGS ADDRESSED

- Fixed an issue that was triggering deletion of files with empty file names under certain custom workflows. (WS-2528)
- Fixed an issue where the Media I/O server became unresponsive when a user tried to open a folder instead of a media file. (WS-2365)
- Fixed a render job issue where MXF, WAV, and JPEG files were saved to the **Temp** folder with the incorrect file extension. (WS-2400)
- Fixed a render issue where assigning a postfix with 55 or more characters caused the Workflow Server to become unresponsive. (WS-2527)
- Fixed a Logger module issue where marking a live source resulted in the Workflow Server becoming unresponsive. (WS-2576)
- Fixed an issue where the Workflow Server was not able to synchronize an asset with an SRT file format or identify the file type once the file was imported. (WS-2745)
- Fixed an issue where setting 'in' and 'out' points on a clip from the Live Assist dialog List may cause the system to become unresponsive. (Mac OS only) (WS-2861)

- Fixed a temporal offset issue with MXF Long GOP files created by certain vendors. (MIR-564)

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2019 (Workflow Server only)
Windows 10 (Workflow Client only)
Mac OS 10.15.7 – Catalina (Workflow Server)
Mac OS 12.3 - Monterey (Workflow Client)
- **XCHANGE**
Xchange v10.0.2
- **NEWSROOM**
Inception v15.7.2
- **OVERDRIVE**
Overdrive v21.3
- **EDITORS**
Adobe Premiere v23.4.0

VERSION 8.2.0 – FEBRUARY 2023

WHAT'S NEW

- **MEDIA I/O DIRECTORY SERVER**

Administrators can now use the new Media I/O Directory Server to monitor and manage changes on file systems. The server only sends clip list updates to subscribed Media I/O devices when the content in any of the monitored folders has been modified. This simplified workflow provides significant network performance improvements — including increased bandwidth availability, processing power, and stability. (WS-2130)

Features include:



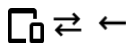
**Multi-source
Clip Lists**

Clip Lists can now combine files from multiple folders and file systems.



**Unique Clip
Names**

Unique Clip Names are now generated from the original file names using pattern and filters to smoothly handle media duplicates.



**Shared Clip
Lists**

Multiple Media I/O devices can now subscribe to receive updates from the same clip list.



**Custom Scan
Intervals**

Administrators have greater flexibility to set custom scan intervals for media updates.

- **UNLISTED MEDIA ITEMS CAN NOW BE PLAYED**

You are now able to play media items that are outside of your clip lists, without the inconvenience of waiting for them to load in your playlists before being available. (WS-2139)

- **STANDALONE MEDIA ITEMS CAN NOW BE PLAYED**

You can now play standalone media items. Previously media items could only be played if they had been added to a clip playlist first. (WS-2139)

BUGS ADDRESSED

- The new Directory Server enhancements resolve performance issues that occurred when analyzing large media files. (WS-2030)
- Fixed an issue where renaming a clip may cause the Media I/O to crash and be relaunched (WS-2169).

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2019 (Workflow Server only)
- **XCHANGE**
Xchange v10.0
- **NEWSROOM**
Inception v15.6
- **EDITORS**
Adobe Premiere v23.1

VERSION 8.1.0 – JANUARY 2023

WHAT'S NEW

- **SUPPORT FOR MATROX® DSX LE4 (WINDOWS ONLY)**
The Media IO Server now supports ingest and playout workflows over SDI for Matrox DSX LE4. The following codecs are supported:
 - ProRes 422, ProRes 422 (LT), ProRes 422 (HQ) & ProRes 4444 (MOV)
 - XDCAM HD, XDCAM EX & XDCAM HD422 (MOV & MXF)
 - AVC H.264 (MP4)
- **SUPPORT FOR MATROX® DSX LE5 D25 SMPTE ST 2110**
Media IO supports 2210 signal, enabling support for Matrox SMPTE 2110 cards. (WS-13)
 - ProRes 422, ProRes 422 (LT) & ProRes 422 (HQ)
 - XDCAM HD, XDCAM EX & XDCAM HD422 (MOV & MXF)
- **LIVE INGEST NOW SUPPORTS HLS AND PROXY .MP4 FILES**
When ingesting a clip, the Workflow Server can now simultaneously generate an HLS file for Xchange to view during ingest, and proxy material for Xchange to use after ingest completes. (IR-2098)
- **SUPPORT FOR IMAGINE LOGICAL ROUTER CONTROL PROTOCOL (LRC)**
The Workflow Server now provides support for the Imagine Communications LRC router protocol. (WS-1982)
- **SUPPORT FOR ADVANCED MEDIA PROTOCOL (AMP)**
You can now control Media IO Servers using AMP protocol. (IR-2979)
- **SUPPORT FOR OPTA API VIA HTTP**
This enables users of the OPTA API to connect to stored sports and data analytics, including retrieving markers for a specific event. (WS-1240)
- **SUPPORT FOR FAILOVER USING PIXELPOWER GALLIUM CONTROL SYSTEM**
Supports Master/Follower failover mechanism using PixelPower Gallium Master Control system. (IR-2049)

BUGS ADDRESSED

- Fixed an issue with the incorrect duration shown for files being copied to the VDCP Emulator directory. (IR-3374)
- Fixed a UI issue with the Main Device Preferences dialog, where newly added emulators did not display the folder file path that was selected. The **Folder** path is now available. (IR-3362)
- Fixed an SRT ingest issue where the video was out of sync with Media I/O. (IR-3325)
- Fixed an IMX/D10 ingest issue where recording results in the program quitting prematurely. (IR-3220)
- Fixed an issue with special characters in the **Category** name for .MUS imports, where the category was not displayed correctly in the WFS rundown list. (IR-3184)
- Fixed an issue with launching Media I/O web services, where the MPR Web Server was deactivated if an optional license key was not present. (IR-3113)
- Fixed an issue where the original time code of a marker may display the wrong time base. (IR-3072)
- Fixed a Live Assist issue where the wrong clip was cued by the **Auto Cue Next** after playing two or more clips in a row in **Auto Play Through** mode. (IR-3056)
- Fixed a Clip Ingest issue where using Unicode characters in spotname / tape ingest caused the program to become unresponsive. (IR-2944)
- Fixed an issue where activation keys could not be pasted into the activation key dialog. (IR-2935)
- Fixed an issue where bins would not load when selected. (IR-2915)
- Fixed an AV Monitor dialog issue where some letters in the closed caption text were partially covered by overlays of other letters. (IR-2791)
- Fixed a Workflow Client issue, where opening longer clip recordings (with a duration of 3 hours or more) resulted in the program quitting prematurely. (IR-2789)
- Fixed an issue where a 'Cleanup Clip' script command that removed all materials from a clip would result in the clip being flagged as a placeholder. (IR-2745)

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2019 (Workflow Server only)
Windows 10 (Workflow Client only)
Mac OS 10.15.7 – Catalina (Workflow Server)
Mac OS 12.2.1 - Monterey (Workflow Client)
- **XCHANGE**
Xchange v10.0
- **NEWSROOM**
Inception v15.6
- **EDITORS**
Adobe Premiere v23.1

VERSION 8.0.2 – AUGUST 2022

WHAT'S NEW

- **MAC OS MONTEREY SUPPORT FOR WORKFLOW CLIENT**
Allows for the Workflow Client to operate on Mac OS Monterey. (IR-1871)
- **SHARE PROXY WITH EXTERNAL SERVER**
Allow External Servers to access proxies generated within Workflow Server. This is useful with Xchange (requires v9.1+) to reduce the number of proxies generated. (IR-2267)
- **IMPROVED SUPPORT FOR CLOSED CAPTIONS**
View CTA-708 and CTA-608 captions contained in wrappers or essences within the Clip Player. (IR-2459)
- **CERTIFICATION OF LATEST ROSS INCEPTION**
Connect to Ross Inception's Newsroom 15.5 using MOS workflows. (WS-978)
- **LIVE MATERIAL BACKUP DURING INGEST**
Create backup material in a secondary container for a live ingest. This is useful to provide redundant files for a clip during ingests. (WS-1528)
- **IMPROVED AUTODETECT OF INGEST SOURCES**
Autodetecting ingest sources can now switch between SD and HD sources. This is useful to simplify switching ingest configurations. (IR-2777)
- **LAUNCH MULTIPLE WORKFLOW CLIENTS**
Open multiple Workflow Clients on the same machine. (IR-1833)
- **OPTION FOR WORK WRAPPERS**

Added an option to container setup to inhibit auto-creation of work wrappers. This is useful to reduce processing if your workflows do not require QuickTime wrappers. (IR-2320)

- **AUTO SWITCH PLAYOUT AND INGEST MODE**

Added an option to auto switch between ingest and playout mode when launching Media IO. This is useful for unattended workflows where you want to launch in a specific mode. (IR-2292)

- **SONY CODEC PERFORMANCE IMPROVEMENTS**

Performance enhancements when decoding Sony camera codecs. (WS-1704)

- **IMPROVED LIVE INGESTING OF QUICKTIME VIDEO**

Slot sizes are better handled for live ingesting QuickTime Video. This is useful to reduce the overall size of QuickTime videos. (IR-2028)

UPGRADE NOTE

Carefully setup the slot size for growing QuickTime .mov or .mp4 files for the largest possible ingested files, such that it is not too large and have wasted space, nor that it is too small and stops live updating when it gets full during a recording.

BUGS ADDRESSED

- Parsing .mp3 ID3v2 tags with versions smaller than 3 cause Task Agent to crash. (IR-3008)
- Corrupt MXF files from AME with Incorrect Temporal Offset in Index Table for a truncated B-frame cause Task Agent to fail. (IR-3005)
- 708 captions are cutoff when played in Full Screen or Full Size mode. (IR-2921)
- 708 captions don't display spaces between words when playing clips on Windows. (WS-1748)
- Server Tab in Playout has the wrong label. (IR-2827)
- Media IO crashes when Preview Stream Out Port is 0. (IR-2734)
- Splitting a clip incorrectly increments number at the end of file name. (WS-1720)
- Killing script in the middle of command execution causes Workflow Server to crash. (IR-2514)
- Captions don't play from files exported with Content Agent. (IR-2511)
- Login to Default Selected Location and Control Room presents an error message. (IR-2406)
- Updating XML metadata for a clip resets the Original TcIn value to 00:00:00:00. (IR-2400)

- Creating placeholder using a script sets results in a duration of 0 for attached material. (IR-2372)
- Parsing some XDCAM files containing Sony timecode metadata causes Transcode Agent to crash. (IR-2370)
- Compiled timelines incorrectly add the MXF and Wrapper components to the output. (IR-2356)
- Workflow Client Logger has incorrect duration when creating sub-clips. (IR-2245)
- Certain frame rates in Closed Captions would not be visible in the Media Player. (IR-1664)
- Asynchronous MOS messages leads to Workflow Server crash. (IR-2586)

CERTIFICATIONS

- **OPERATING SYSTEMS**
Windows 2019 (Workflow Server only)
Windows 10 (Workflow Client only)
Mac OS 10.15.7 – Catalina (Workflow Server)
Mac OS 12.2.1 - Monterey (Workflow Client)
- **XCHANGE**
v9.1
- **NEWSROOM**
Inception v15.5

VERSION 8.0.1 – FEBRUARY 2022

WHAT'S NEW

- **OPTION TO DISABLE NAME SANITIZATION**
Adds option to render profile setup to not sanitize output file names. This option is only available in combination with 'fire & forget'. This is useful for sending files to external systems which need file names to have non-ascii characters. (IR-2170)
- **DESTINATION CONTAINER NAME MACRO**
Adds option to use a Macro to specify the Destination Container in the Copy from File Archive command. This can be used when script variables are needed to determine the destination container. (IR-2229)
- **CLEANUP MISSING MATERIALS**
Adds an option in the Cleanup-Clip script-command to only process materials marked as 'missing'. This can be used to delete clips that no longer have reference materials. (IR-2233)
- **INCREASED ROUTER LEVELS**
Router API 2.0 Drivers can now go up to 23 levels instead of 15. This is useful for control of routers with more than 15 sources. (IR-1833)

UPGRADE NOTE

This is not forwards compatible. Please backup the configuration in case you need to roll-back. New versions convert the old router settings to new settings format that older versions don't understand.

BUGS ADDRESSED

- Forms that are disabled become editable after scrolling or resizing. (WS-1467)
- Marker descriptions are not drawn initially after loading marker elements. (WS-1464)
- MXF material status does not update to Archive/Offline when flushed. (IR-2119)
- Configuring smartbins to filter marker type crashes client. (WS-1458)
- Workflow Server Crashes when Watch Agent registers many clips. (IR-2051)
- `str_cut()` function does not work properly with negative indices. (IR-1932)
- SoundDescription version for lpcm format in .mp4 files is incorrect. (WS-1547)
- Updating metadata value of a clip in Octopus reverts clip to a placeholder. (IR-2249)
- Exporting XPression files on a machine without the XPression codec installed caused a crash. (IR-2230)
- Sending variables to Execute Shell Command fails with special characters. (IR-2175)
- Placeholders with special characters in the name fail when exporting and display incorrectly. (IR-2167)
- Switching colorimetry metadata during SDI ingest causes corrupt recordings. (WS-1519)
- Older material sync jobs that finish after new ones sets material to incorrect status. (WS-1474)
- When not streaming, focus can not be set on stream viewer and will switch away from it if it's already focused. (IR-2126)
- Playing growing AVC-Intra MXF clips are slow to load. (IR-1863)

VERSION 8.0.0 – DECEMBER 2021

WHAT'S NEW

- **XCHANGE EXTERNAL SERVER**

Configure one or many Xchange instances as an External Server to keep in sync.

UPGRADE NOTE

Existing Xchange integrations using old HTTP POST method should be converted to use this new setup.

- **MEDIA IO IN OVERDRIVE AND STREAMLINE PLAY WORKFLOWS**

Utilize Media IO as a VDCP controlled video server in news playout workflows.

- **ROSS XPRESSION AVI SUPPORT**
Added support for the Ross XPression file format and codec (XPVC v1) for ingest, playout and transcoding (Windows only).
- **PIXEL POWER INTEGRATION**
Integrated PixelPower Gallium Workflow Orchestration v3 and StreamMaster Deliver v2 to obtain list of missing media to deliver for playout.
- **LTC READER**
Added a Time Reader Extension type for RTC plus a new LTC Reader Extension to read LTC with any audio input device supported by the OS.
- **PARTIAL PATH REPLACEMENT IN MEDIA IO SERVER**
Added an option to Media IO Server to replace the volume name and/or driver letter in the provided path for redundancy purposes.
- **IMPROVED FILE SELECTION IN AUTO-QC INTEGRATION**
Added an option in auto-QC integration to specify by container which file to use.
- **DROPPED FRAME NOTIFICATION**
When a Media IO device drops frames, a warning message is fed back to the user messages window in Workflow Client for both Ingest and Playout operations.
- **XCHANGE SIGNATURE IN HTTP-POST COMMAND**
Added an option to the HTTP-POST script command to calculate and include a signature header when used with Xchange.
- **SOURCE MATERIAL SELECTION FOR RENDER JOBS**
Added an option to the Run Render Job script command to specify a macro that gets expanded and used to select the source material by container name.
- **NAMING OPTIONS FOR RENDER JOBS**
Added an option to Run Render Job script command to specify a macro that gets expanded and used as the output file name.
- **LIVE ASSIST PLAY-THROUGH MODE**
Added a feature to Live Assist to put all the events in the playlist in Play-Through mode at once.
- **AUTO DISCOVERY OF NDI SOURCES**
Added a feature in Media IO Desktop to auto-discover NDI sources.
- **COPY FROM ARCHIVE**
Added a feature in File Archive integration to copy an archived file from the archive into a location other than where it came from, as a new material.
- **LIMITS ON SCRIPT SELECTION MANIPULATION**

Added an option to specify the maximum number of items to process in the 'Get Related Items'- and 'Modify Script Selection'-commands.

- **CLEANUP CLIP SCRIPT COMMAND EXTENDED**

In the setup for the Cleanup-Clip script command, the number of selectable containers and flavors has been increased from 100 to 200 and 1000, respectively.

- **SERVER CONNECTIONS OVERVIEW**

Added a feature in Server Connection Statistics to show per server port the maximum / peak / current number of active connections.

- **RESTRICT PLAYLIST OPTIONS**

Added user group permissions to restrict access to Auto Update Playlist and Auto Save Rundown options in Live Assist.

- **REST API IN RENDER MANAGER**

Implemented a REST API in Render Manager for Xchange to perform media transcoding.

- **TREAT SUB CLIPS AS ANNOTATIONS**

Xchange integration: Implemented a mechanism where sub clips of registered clips are treated as annotations and have the same behavior as markers.

- **SUB CLIP PROCESSING IN MEDIA PIPELINE**

Improved support for handling single or multiple sub clips in the media pipeline incl. better rewrap and rendering with an emphasis on Long GOP media (with pre-charge and roll-out) and MXF files.

- **LOG OPENING OF WINDOWS**

When a user opens a window, this is written to the application log.

- **CLIENT APPLICATION CONFIGURATION LOCATION**

For client applications, data is now split between user home folder (for user specific data) and common application data.

- **UPGRADE NOTE**

When upgrading client applications, basic settings like the server address and extensions folder need to be reset.

- **CHECK-RESULT FROM VIDCHECKER AUTO QC**

Auto QC using VidChecker now adds a checkResult clip property to indicate Pass/Fail.

- **REMOVED AUTO-DELETE OF VIDCHECKER REPORTS**

Generated VidChecker reports are no longer deleted automatically from the API. This means reports are expected to be deleted manually by the consumers.

- **LOCATION AWARENESS**

When viewing a clip in the Workflow Client, the user location is now considered in selecting the appropriate material.

- **MATERIAL SELECTION IN MEDIA IO SERVER REGISTRATION**

Added options in clip registration to Media IO Server to specify a container to use and a preferred material flavor.

- **EXTRA LOGGING IN ROSS MC1 DRIVER**

Added an option in Ross MC1 driver to enable more extensive logging.

- **IMPROVED WINDOWS CRASH DUMP ANALYSIS**

Windows executables are now packaged with their .pdb file instead of their /map file for easier analysis of crash dumps.

- **MULTIPLE LDAP SEARCH PATHS**

Added support in LDAP integration to use multiple search paths.

- **DROPPED FRAME NOTIFICATION**

When a Media IO device drops frames, a warning message is fed back to the user messages window in Workflow Client for both Ingest and Playout operations.

- **XML IMPORT HANDLING OF LONG FILENAMES**

Added an option to auto-rename file names that are longer than 63 characters when using XML import.

- **LISTENING PORT IN MEDIA IO EMULATORS**

Media IO Server VDCP emulator now supports both active and passive TCP connections.

- **PASS CREATOR AS METADATA**

When using XMLi to create markers, the creator can be passed as a metadata property, to take precedence over the user XMLi is logged in as.

- **MATERIAL SELECTION CLIENT LOCATION AWARE**

Adobe Panel now passes user location in request to get file paths based on this location.

- **CLOSED CAPTION IN MXF FILES**

Added support for writing closed caption in MXF files conforming to SMPTE ST 436 using VBI ANC Data packets. Note that Premiere might fail to parse growing MXF files having closed caption but will be Ok with closed MXF files.

- **AVC ENCODER SETTINGS**

Added more settings in the AVC encoder to produce encoded AVC streams of better quality, smaller size that play with better performance. Amongst the settings are slice control, bitrate mode, buffering, quantization and HRD parameters.

- **COLORIMETRY AND OTHER VIDEO METADATA**

Better checking and usage of video metadata like colorimetry (color space, ...), resolution, sub-sampling etc. from both .mov/MXF wrappers and encoded video essence for all codecs in the complete media chain including ingest, playout, render, encode and decode.

- **THROTTLING BACKGROUND LOADING**

Added a feature to load next clips for playout a little less aggressive.

- **CONFORM TO BROADCAST FORMAT**

Added a feature to render 1080i to 720p and 720p to 1080i.

- **LOOP RECORDING WITH MEDIA IO / STEW**

Added a loop recording feature for the Media IO Stew driver.

BUGS ADDRESSED

- Addressed an issue where flattening to a .mp4 would skip Closed Captions. (IR-1074)
- Fixed a bug where the MXF destination file from a rewrap or complete re-render would have an incorrect NTSC audio cadence (1602-1601-... sequence) compared with the MXF specifications. (WS-963)
- Fixed a bug where Closed Caption tracks did not get passed during a flatten job. (IR-1069)
- Added an option to output AES Audio from multiple frame stores. (IR-1137)
- Addressed an issue in Workflow Client where the results bin would get selected when performing a search. (IR-1130)
- Fixed a bug where columns in Components and Materials view would not auto resize, so that some of the information was not visible. (IR-1129)
- Addressed an issue prepping the AJA card to playout 720p 59.94 format. (IR-1171)
- Addressed an issue where synchronization of .wav audio files would fail. (IR-1141)
- Addressed an issue where the duration of a clip and material could mismatch when extending duration of a scheduled ingest after the ingest has already started. (IR-1168)

- Addressed an issue where the clip browser plays back all audio channels instead of the selected channels when a new clip is loaded. (IR-1140)
- Fixed a bug that incorrectly interpreted the Max Duration for ingest in the case multiple STEW ingest presets with different frame rates like 25 and 50 fps were used. (IR-1259)
- Fixed an issue where DV files labeled with certain colorimetry (color space, ...) values would fail to display or render and result in red frames. (IR-1209)
- Fixed a bug where building a rundown using live assist could result in an infinite loop, keeping the database occupied. (IR-1338)
- Fixed a bug where certain pre-set values were not set on ingest presets. (IR-1358)
- Fixed a bug where the CTRL+B menu shortcut to open Content Browser would not work. (IR-1241)
- Fixed a bug where sub clips created using the 'Duplicate'-function would not be marked as sub clips. (IR-1385)
- Fixed a bug where users could only perform one search query per Content Navigator. Subsequent queries would fail. (IR-1380)
- Fixed an issue with playback of proxies generated by older Media IO versions. (IR-1367)
- Addresses a time base issue when ingesting to a placeholder with a time base different compared to the applications time base. (IR-1360)
- Added an option to automatically put the Media IO Server in streaming mode to be able to preview an assigned VTR. (IR-1262)
- Changed wording in log messages to be less offensive. (IR-1399)
- Fixed a bug for a Mac client, which would not use POSIX calls to read growing files ingested by a Windows server, resulting in a write sharing violation on the Windows server. (IR-1486)
- Fixed a bug in external server registration with non-Unicode text properties with more than 63 characters. (IR-1500)
- The MOS driver is now capable of handling the same MOS ID for different kind of objects (e.g. a story and a running order both having MOS ID 12345). (IR-1498)
- Fixed a bug in registering clip annotations to Xchange where time code would be incorrect. (IR-1513)
- Fixed a bug where attaching a new material to a clip from an external server would reset the existing trim points. (IR-1520)

- Found an issue where AJA Drivers on Windows continue to run while Media IO is using the board. (IR-1094)
- Lifted the restriction to have only 2, 4 or 8 channels in a XDCAM HD422 MXF file. A created MXF file can now for instance have 16 audio channels and will work in our and most 3rd party software, but will then not be complying to the original Sony XDCAM specifications. (IR-1121)
- Improved the algorithm to correctly calculate the time base from wrapper files, which for certain .mov files could result in the incorrect, default time base of 100 fps being used. (IR-1204)
- Addressed errors when creating new sub clips in Workflow Server and syncing to Xchange. (IR-1463)
- Addressed an issue where importing a project with placeholders in it would pop up an 'Object not found' error message. (IR-1471)
- Removed the "Scan for Project ID" option from the Actions list. (IR-1471)
- When selecting a Placeholder and clicking Actions, only the Register to Placeholder option is shown. (IR-1471)
- Addressed an issue where searches would only work for clips, not projects. (IR-1471)
- Addressed an issue with updating annotations on project media imported through Adobe Premiere Panel. (IR-1471)
- Fixed an issue where the order of bins in Adobe Premiere Panel would not match the order in Workflow Server. (IR-1471)
- Archiving material that's ingested to multiple containers no longer causes a duplicate in the archive. (IR-2041)
- Fixed Traffic file import causing a spam of attempts for deleted files. (IR-2021)
- Fixed character encodings converting incorrectly from messages through XMLi. (IR-1981)

CERTIFICATIONS

- **OPERATING SYSTEMS**

Windows 2019 (Workflow Server only)

Windows 10 (Workflow Client only)

Mac OS 10.15.7 – Catalina

- **EDITORS**


Adobe Premiere 15.4.1

- **UPGRADES**
V6.0
v6.5
v7.0
- **XCHANGE**
v9.0
- **PLAYOUT**
OverDrive 21.1
Caprica 8.0b

KNOWN ISSUES

- Audio from the Preview Stream is not currently supported. (WS-3441)
- Users working in different time zones are not currently supported. (WS-4226)
- When Creating or Editing a series, it takes additional time to apply the changes to recurrent events. (WS-4830)

GETTING HELP

Media I/O's Online Help system opens in your default web browser. Select the  button in any panel to view the related Online Help topic.

Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.

During business hours (Eastern Standard Time), technical support personnel are available by telephone.

After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.

- **Technical Support: (+1) 613-652-4886**
- **After Hours Emergency: (+1) 613-349-0006**