



Kiva Presentation Server • Software Release Notes

Welcome to the Kiva V8.3.1 Software Release Notes. Please read this document to find important information on areas of Kiva that may not be covered in the Getting Started Guide or the User Help system.

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VERSION HISTORY

VERSION 8.3.1 – AUGUST 2022

NEW FEATURES • (KIVA PRESENTATION SERVER)

No New Features

BUGS FIXED • (KIVA PRESENTATION SERVER)

No Bug Fixes

VERSION 8.3.0 – JUNE 2022

NEW FEATURES • (KIVA PRESENTATION SERVER)

1. System: Optional Kiva+ 3-Channel System now Available

Added functionality to Kiva Presenter and Kiva Config apps to accommodate the new 3-Channel Kiva system.


2. Kiva Presenter app: Undocking “CHANNEL PAIR 2” & “CHANNEL PAIR 3”


In a Kiva two-channel and three-channel system, within the Kiva Presenter app window, the **CHANNEL PAIR 2** tab and/or **CHANNEL PAIR 3** tab can be “Undocked” from the Kiva Presenter app into its own “floating window”, and then that window can be positioned onto a second and/or third computer display connected to the Kiva server’s display card.

To Undock:

- a) Click “**View**” menu item
- b) Click “**Undock CHANNEL PAIR 2**” and/or “**Undock CHANNEL PAIR 3**”

To Re-Dock:

- a) Click  on **CHANNEL PAIR 2** and/or **CHANNEL PAIR 3** window Title bar
— or —
- a) Click “**View**” menu item
- b) Click “**Redock CHANNEL PAIR 2**” and/or “**Redock CHANNEL PAIR 3**”

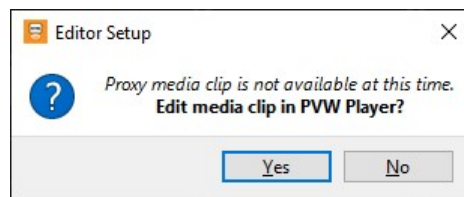
Hint For best viewing experience of Kiva Presenter windows, tap  button on QWERTY keyboard; this **maximizes** the size of the Kiva Presenter window, and provides the best view of Media Button thumbnails on a Page of Media Buttons. ALT+TAB on QWERTY will swap windows.

3. Kiva Presenter app: Proxy Video Not Ready – Open in VIDEO PVW Player dialog

After importing a video media file and quickly assigning that clip to a VIDEO Media Button, the proxy video for that Media button will be underway. If an attempt is made to open that VIDEO Media Button in the Media Editor while the proxy video is still being built, a new dialog now appears—to allow that video media to be opened directly in the **Video PVW Player**—instead of opening the proxy video in the Media Editor.

This helps eliminate a former roadblock during pre-production operations, in which it was impossible to edit video content in the Media Editor while the proxy video is being built.

If an attempt is made to open a VIDEO Media Button in the Media Editor while the proxy video is being built, a new dialog appears as follows:



When the **Yes** button is clicked, the video content will be loaded into the **Video PVW Player** and used by the Media Editor for editing that content.

NOTE: After proxy video is successfully built for a given VIDEO Media Button, this dialog will **not** appear; instead, the proxy video contents for the VIDEO Media Button will be loaded into the Media Editor, without occupying the Video PVW Player.

4. Kiva Presenter App: Quit / Re-Launch Parameter Retention

One of the key features of Kiva compared with all competing products in the marketplace is the fact that the **Kiva Presenter** app (*the main user interface for Kiva*) can be Quit and Re-Launched without interrupting the playout of *currently active* media in the video/audio players.

When Kiva Presenter is re-launched after quitting (*or even after a highly unlikely app crash!*), the state of the Kiva Presenter app is restored. With this version of Kiva software, additional parameters are now restored, including:

- State of **AUTO** transition buttons for all Video and Audio Players
- State of **MUTE** buttons in Audio Level control for all Video and Audio Players
- State of currently selected (white-coloured) **BANK** and **PAGE** buttons
- State of active **CHANNEL PAIR** tab/window pane

NOTE: When Kiva Presenter is re-launched, the Session Manager appears, and displays the last-active Session name; click LOAD button to load that Session. The active audio and video PGM and PVW players will immediately display the loaded content. However, the state of the BANK, PAGE and Media Button thumbnails will take a variable amount of time to refresh and be displayed—depending on the total number of Media Buttons occupied with media content: the greater the number of occupied Media Buttons, the longer it will take to display the thumbnail images. However, even while the Media Button thumbnails are being refreshed, those Media Buttons can still be loaded and played in the respective audio/video PVW and PGM players!

5. **System: New Video Standard Frame Rates**

These new frame rates were added to the **1080p** video standard:

1080p60 ("True 60p") | 1080p30 | 1080p29.97 | 1080p25 | 1080p24 | 1080p23.98

6. **Kiva Presenter App: 24-Hour Time applied to Date & Time Fields**

In any dialog that presents "Date & Time" the Time field now has 24-hour time display rather than 12-hour time display.

7. **Kiva Presenter app: Highlight Media Button when opened in Media Editor**

When a Media Button is opened in the Media Editor, the source Media Button is now framed with a cyan-colored highlighter.

8. **Kiva Presenter app: Loop Icon appears on Video Media Buttons**

When a Video Media Button has the "Loop" flag enabled in the Media Editor and saved to the Media Button, the Video Button now displays a "Loop Icon" in the upper right corner of the Video Media Button.

9. **Kiva Presenter app: Lock Media Button during Modify, Playlist Functions, and Recording**

When a given Media Button is opened in the Media Editor, Playlist Monitor, Playlist Editor, or Record Monitor, that Media Button position is now "locked" to prevent unintended movement of that Media Button during any of these operations.

10. **Kiva Presenter app: Organizer Mode Enhancements – Cut/Copy/Paste between CH PAIR, BANKS, PAGES**

New functionality added to allow Media Buttons to be easily cut/copied/pasted between Organizer Clipboards associated with each video channel pairs. For example, the User may now copy one or more Media Buttons from CH-1 PAIR to CH-2 PAIR, or vice-versa.

11. **Kiva Presenter app: Multiple Media Button selection while Playlist Editor is active**

New "multiple Media Button item selection" can be used to insert/append multiple Media Button items into a Playlist while the Playlist Monitor is active.

12. **Kiva Presenter app: Organizer Mode auto-activate & auto de-activated when Playlist Editor is active & de-activated**

To make copying Media Buttons to the Playlist much easier, whenever the Playlist Editor is activated, the Organizer Mode "grid" is now automatically activated to accommodate the new "multiple Media Button item selection" that can be used to insert/append multiple Media Button items into a Playlist.

13. **Kiva Presenter app: Organizer Mode "White Grid" color change to "Bright Gray Grid"**

The color of the “white grid” (which appears around all Media Buttons while Organizer Mode is active) has been changed to a “bright gray” to provide better contrast with the “cyan” highlighter color that denotes “selected” Media Buttons.

BUGS FIXED • (KIVA PRESENTATION SERVER)

1. **System: AVC-Intra Encoder Improved to remove visible artifacts on certain imported media files**

Fixed an issue with the AVC-Intra encoder that sometimes cause visible artifact errors in clips imported from certain media files.

2. **System: Functional hang-up after deleting .clip files via Kiva Presenter app and via remote control interfaces.**

In rare cases under very particular conditions, deleting a .clip file via the Kiva Presenter app or from remote control interfaces would then cause the controlling app to “functionally hang”; the only remedy was to quit and re-start the controlling app. This bug is now fixed.

3. **System: Remote Control Errors**

Certain commands received via Ethernet control would cause errors when controlling a video channel transport in Kiva.

4. **Kiva Presenter app: Still Duration not obeyed in Playlists built prior to V8.2.1**

software: This issue normally does not present itself. And this issue ONLY affects Playlists built **before** installing V8.2.1 software. Any Playlist built with V8.2.1 (or later) software will **not** be affected by this issue!

For these older Playlists that contains STILL Media Buttons: if the “Still Duration” is modified, that “Still Duration” value could be ignored and the STILL items played for only a few frames (equal to the MIX Duration) when the Playlist is presented in the Video PGM Player. And this will happen every time the affected Playlist is presented / played out.

This bug is now fixed for these old Playlists.

5. **Kiva Presenter app: Playlists containing “missing items” now skips those items**

When a Playlist contains “missing items” (items in which the underlying clip files were either re-named, deleted, or moved to another folder), the Playlist payout would halt on the missing item(s). This bug is now fixed.

6. **Kiva Presenter app: “White Grid” incorrectly appears when Playlist is playing “On-Air” on 2-Channel system.**

While a Playlist is being presented On-Air, the “white grid” around the Media Buttons would sometimes be displayed when they shouldn’t be.

7. **Kiva Presenter app: Organizer Mode “White Grid” does not appear on all CH-Pairs**

Fixed a bug that caused the “white grid” to not appear on all channel pairs.

8. **Kiva Presenter app: Playlist Recovery at Session Load**

An important feature of the Kiva system: the Kiva Presenter app can be QUIT and then RE-LAUNCHED **without** affecting any of the active playback or record operations currently underway in any of the audio / video channel players.

When Kiva Presenter is re-launched and the session previously in use is loaded again, the state of all of the widgets and active functions in the Kiva Presenter app are also now restored—including: the most-recently-used Channel Tab, Media Button Bank, Media Button Page, state of the AUTO transition button, the audio meter MUTE buttons, and the audio gain slider position.

9. **Kiva Presenter app: Organizer Mode Drag-and-Drop “Select” mechanism**

While the Organizer Mode is active the Kiva User first had to “select” a Media Button (“click down+click up”) before being able to drag-and-drop that Media Button elsewhere. This bug was fixed so the user can now just “click down” and then drag the selected Media Button.

10. **Kiva Presenter app: Organizer Mode Activation/Deactivation on 2 Channel Pairs**

Fixed but that caused the Organizer Mode to sometimes *not* deactivate properly on the “other” channel pair when deactivated on “this” channel pair.

11. **Kiva Import app: Failure to ‘close’ MXF media file after import during “native” codec import**

This bug would leave the source MXF media files “open” from the file system point of view, preventing other applications from moving, deleting, re-naming, or otherwise altering the source media files after they were imported. This bug is now fixed.

VERSION 8.2.4 – JUNE 2022

NEW FEATURES • (KIVA PRESENTATION SERVER)

1. **System: Windows Security Patch**

Added work-around security patch for [Microsoft Windows CVE-2022-30190](#).

VERSION 8.2.3 – FEBRUARY 2022

NEW FEATURES • (KIVA PRESENTATION SERVER)

1. **System: RossTalk RECEIVE Commands**
Added new feature to support RossTalk protocol “receive” commands via Ethernet to control video channels in the Kiva presentation video server.
2. **System: VANC record and play in 720p & 1080p video standards**
Expanded the ability for record and playback of VANC data contained within the SDI video I/O pathways **in 720p and 1080p video standards**—so VANC data such as closed-captioning, HDR flags, etc. are preserved during base-band record and playback on the SDI video I/O pathways.
3. **Kiva Import app: Updated MXF Media File Libraries to latest version**
These updated MXF libraries improves handling of MXF media files during Import and Export operations when the MXF contains native video codec essence.

BUGS FIXED • (KIVA PRESENTATION SERVER)

1. **System: Erroneous Error Messages about assigning RS422 to a Video Channel**
Fixed an issue in which erroneous error messages would appear asking the User to assign an RS422 port to a video channel.
2. **Kiva Import app: Media Files Imported with “Frame of Black” at Start or End of .clip file**
Fixed an issue with the Media File Import app (using FFmpeg libraries) when importing certain content that caused a frame of Black to be included at either the start or end of the imported .clip file.
3. **Kiva Import app: Media Files Imported with “Audio Glitches” in .clip file**
Fixed an issue that caused “audio glitches” when importing media files containing audio with a 44.1kHz sample rate.
4. **Kiva Import app: Media Files Imported with Incorrect Aspect Ratio**
Fixed an issue with the Media File Import app (using FFmpeg libraries) when importing media files with an aspect ratio different from the currently active video standard. The File Import app now anchors video into upper-left corner, instead of resizing it.
5. **System: AMP Protocol – Root folder now called “Default” in command replies**
Some external third-party applications require this exact name for the ‘root folder’ (a.k.a. “H:Video” folder) in order to function properly.
6. **System: AMP Protocol – Received Command “No Reply”**
Fixed an issue where received AMP protocol commands sometimes resulted in ‘no reply’ to the external controlling device.

7. **System: AMP Protocol – Record Cue Command when used with ‘long’ clip name**
Fixed an issue where the AMP protocol RECORD_CUE command would fail when a ‘long’ clip name was specified with the command.

VERSION 8.2.2 – (VERSION NUMBER SKIPPED)

This version number was skipped.

VERSION 8.2.1 – NOVEMBER 2021

NEW FEATURES • (KIVA PRESENTION SERVER)

1. **Renamed “Abekas Kiva” app to now be “Kiva Presenter”.**
2. **Media Editor Proxy Video Player:** STILL and VIDEO Media Buttons can now be opened in the Media Editor without occupying or interrupting the VIDEO PVW Player.
3. **Active Thumbnails on Video Media Buttons:** Optionally plays the underlying video content within the Video Media Button thumbnail.

IMPORTANT NOTES for PROXY VIDEO Thumbnails & Proxy Video Player in Media Editor

- A. *If there is a large amount of media stored and assigned to Media Buttons in your Kiva server, it will take quite a bit of time for the proxy video clip to be generated after installing the V8.2.1 software into your Kiva server.*

*Depending on the number of motion video clips, it may take **several hours**—or even **one or two days** to construct all the proxy video clips.*

*Until all proxy video clips are generated, you may see the following error message when attempting to open a **VIDEO Media Button** in the **Media Editor**:*



This is expected behavior, until after all proxy video clips are built.

- B. *Immediately after importing motion video clip media files and assigning that media to a **VIDEO Media Button**, or after recording a new clip to a new **VIDEO Media Button**, you may see the same error message (shown above) when attempting to open these **VIDEO Media Buttons** in the **Media Editor**. This is normal, and expected.*

*If this happens, wait another minute or two, and try opening the VIDEO Media Button again. **Rule of thumb**: the amount of time to build the proxy video clip is roughly equal to the duration of the source motion video clip itself.*

- C. *In the next Kiva software release, we will be making improvements to accelerate the “proxy video clip building process”—which will then reduce the likelihood of getting this error message when attempting to open VIDEO Media Buttons in the Media Editor.*
4. **Improved Session Manager:** Now includes ability to ‘Copy | Delete’ previously saved Sessions. *Removed* QWERTY keyboard shortcut to invoke Session Manager (CTRL+S), since that’s now reserved for ‘Save’ operations.
 5. **“Session Name” now appears in Logo Panel:** The currently active Session Name appears below the “Ross” and “Kiva” logos in the Logo Panel at the upper right of the Kiva Presenter app.
 6. **QWERTY Control of Audio Level Faders:** Keyboard “UP-DOWN” Arrow Buttons control Audio Fader Level in the VIDEO PGM Player; “LEFT-RIGHT” Arrow Buttons control Audio Fader Level in the AUDIO PGM Player in the Kiva Presenter app.
 7. **Count-Down Timers Text/Background Colours Swap:** In the VIDEO | AUDIO PVW+PGM PLAYERS, the “Green” count-down timer colours (*for the **timecode numerals** and formerly **green background***) have been “swapped”—so now the “Green” count-down timer appearance is much more subtle (*and yet still quite visible*).

The goal of this change was to make the ‘switch-over’ from the “Green” count-down to the “Yellow” count-down be MUCH more noticeable—and this switch-over now attracts the User’s attention much more reliably!



8. Change of Behavior for “Unload” buttons in AUDIO & VIDEO PGM Players:

- IF audio/video clip is actively PLAYING:
 - 1X CLICK of **UNLOAD** (🔊) = **PAUSE** Playback of Audio/Video clip
 - 2X CLICK of **UNLOAD** (🔊) = **PAUSE** Playback then **UNLOAD** Audio/Video clip
- IF audio/video clip is PAUSED/STOPPED:
 - 1X CLICK of **UNLOAD** (🔊) = **UNLOAD** AUDIO PGM Player/VIDEO PGM Player

9. Unloaded AUDIO and VIDEO Players now Hide Timecode Display: to make it more obvious that a given player is “unloaded” (no media loaded), the timecode display is now completely hidden:



10. Common Timecode Format in all Widgets: The appearance of all timecode values displayed throughout the Kiva Presenter user interface now has the same format, as dictated by the “Timecode Display Format” parameter in the “Global Settings” menu.

11. STILL Media Button Improvements: Including...

- a. Added PLAY DURATION Parameter to STILL Media Button
- b. STILL Media Buttons now playout with defined duration during load and playout operations, and when playing as an item in a Playlist.
- c. When a STILL Media Button is opened in the **Media Editor**, added ability to set “Still Playout Duration” value:
 - DOUBLE-Click on the **Duration** timecode (which then becomes an ‘entry field’);
 - Type new “still playout duration” timecode value
 - Tap ENTER

12. Playlist Improvements: made to **Playlist Editor** and **Playlist Monitor**, including...

- a. Added “PLAY DURATION Column”
- b. Added new RIGHT-Click Pop-Up menu item “Play Duration” to define STILL Playout Duration for STILL items in Playlist; and allow ‘on-the-fly’ duration changes to upcoming items in the Playlist during playlist playout in VIDEO PGM Player

- c. Added multi-item select: Hold down CTRL / SHIFT and mouse click now allows selection of multiple items in the **Playlist Editor** and **Playlist Monitor**
 - d. When creating a STILL Media Button from a motion video clip, the Media Editor now works better to select the desired STILL image from the video clip; just mark **IN** point.
13. **SEARCH Feature:** Added to **"Select Media Clips"** dialog Window to find ingested media clips much more easily.
 14. **SEARCH Feature:** Added to **"Media Button Pages"** to find previously assigned Media Button content much more easily, across all Banks and Pages.
 15. **Transport Control Focus for QWERTY Keyboard Shortcuts:** While Media Editor sub-panel is open, the QWERTY Keyboard Shortcut controls the player in the Media Editor. When this sub-panel is closed, the QWERTY Keyboard Shortcut controls the VIDEO PGM Player (and while a video clip is loaded in the VIDEO PGM Player).
 16. **"As Run Log":** New "As Run Log Formatter" app, to filter and create either an CSV or PDF "Video Server As Run Log Report" document, generated from a play log automatically generated for the previous month's Video and Audio Player's payout.

(START Menu)

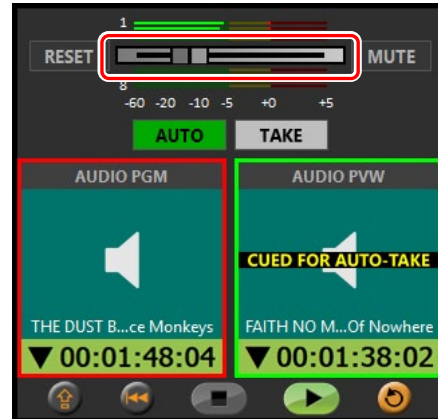


17. **QWERTY Keyboard Shortcuts:** Added following keyboard shortcuts for **these controls** :



Volume Controls

- AUDIO PGM Player



Volume Controls

- VIDEO PGM Player



JOG Controls

- VIDEO PGM Player
- Media Editor



REW | FFWD Controls

- VIDEO PGM Player
- Media Editor



STOP | PLAY Controls

- VIDEO PGM Player
- Media Editor





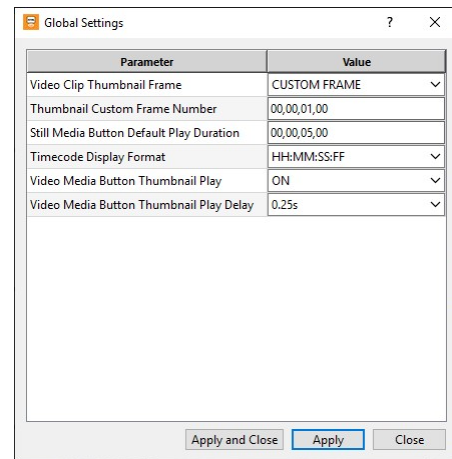
CHANNEL PAIR Select

- CHANNEL PAIR 1
- CHANNEL PAIR 2



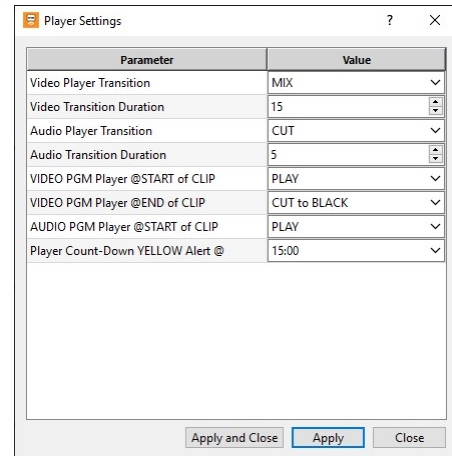
18. **New Global Settings Parameters:** The parameters are now enabled, and default settings are now more sensible...

- Still Media Button Default Play Duration (default "play duration" assigned to newly created Still Media Buttons)
- Timecode Display Format (affects all timecode displays in Kiva Presenter)
- Video Media Button Thumbnail Play ON/OFF (enables/disables thumbnail play)
- Video Media Button Thumbnail Play Delay (when thumbnail play begins after mouse hover)



19. **Player Settings Dialog: Verbiage Changes for better clarity:** The parameters and default settings are now more sensible...

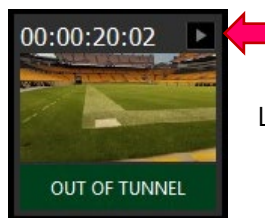
- Player Settings Dialog:** Parameter "VIDEO PGM Player @END of CLIP = CUT to BLACK" is now operational. With this setting selected, the VIDEO PGM Player will unload the clip at end of play, and "Cut to BLACK" in the VIDEO PGM Player.
- Player Settings: New "AUDIO PGM Player @START of CLIP" parameter:** Determines whether or not an Audio Media Button will automatically play when taken to AUDIO PGM Player.



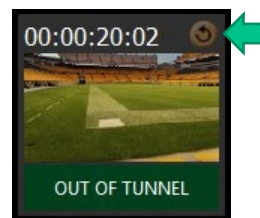
- New "Player Settings" User Preferences:** TIME at which Count-Down YELLOW alert appears now includes additional time settings (in Seconds):

- 5:00 (Default)
- 10:00
- 15:00
- 20:00
- 25:00
- 30:00

20. **Media Recorder Improvements:** Several enhancements added to make RECORDING operations smoother and more intuitive. Renamed the recording sub-panel as **"Media Recorder"**.
21. **New ability to open Media Button Organizer, Media Editor, Media Recorder, and Playlist Editor/Monitor at same time:** For better operational flexibility, all these "sub-panels" can be opened at the same time in the Kiva Presenter app; stacked on top of each other.
22. **VIDEO Media Button "LOOP=ON" Indicator:** When **LOOP ON** flag is programmed into a VIDEO Media Button, a "Loop indicator" now appears in the Media Button banner at upper right...



Loop Flag = **OFF**



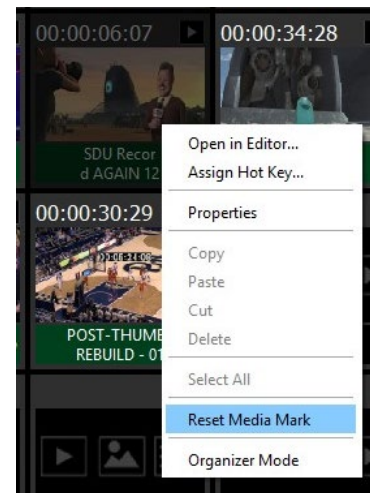
Loop Flag = **ON**

23. **Media Marking – Reset Individual Media Button "Played" status:** While the Media Marking feature is enabled, any Media Button that has been "played" in the PGM Player will be "dimmed" (to 'mark' it as being 'played')...

A new **Reset Media Mark** feature allows the 'played status mark' to be 'reset' on an individual media button:

- a) **RIGHT-Click** the **dimmed** Media Button
- b) Select **"Reset Media Mark"** item in pop-up menu:

Dimmed Media Button will brighten up again.



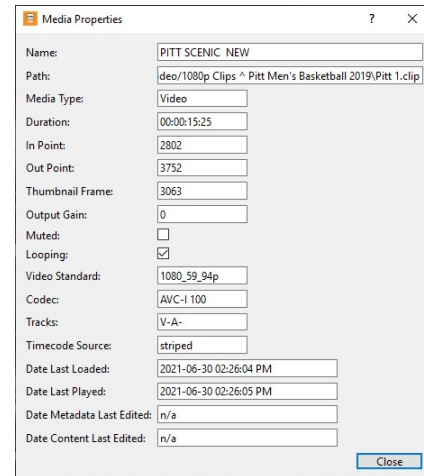
24. **"Quit & Relaunch" Kiva Presenter App now remembers Players State:** If the Kiva Presenter app is Closed/Quit and then relaunched again with the same Session while playing content in the audio and video players, the BANK, PAGE, and Media Button 'red-and green' button highlighters are now remembered—making it easier to navigate back to the current BANK and PAGE for the content that's currently loaded and playing in the audio and video players.
25. **AUTO-TAKE with BLACK (unloaded) in VIDEO PVW Player:** This operation now properly transitions BLACK from PVW to PGM.

26. VANC record and play in 1080i video standards

Added ability for record and playback of VANC data contained within the SDI video I/O pathways **in 1080i video standards**—so VANC data such as closed-captioning, HDR flags, etc. are preserved during base-band record and playback on the SDI video I/O pathways.

27. “Looping” attribute added to Properties Dialog window:

To indicate if the LOOP=ON flag is set for the given STILL / VIDEO Media Button:



BUGS FIXED • (KIVA PRESENTATION SERVER)

12. **Player Settings and Global Settings dialog fixed:** Items with “pull-down” widgets wouldn’t remain ‘exposed’ when clicked. Widgets now remain ‘exposed’.
13. **AUTO-TAKE Fails when VIDEO PVW PLAYER = Live EE:** AUTO-TAKE now works for Live EE.
14. **Media Editor “Still Duration” Entry:** ENTER button would not complete data entry.
15. **Edit Menu “Arrange Pages” item Grayed Out:** This item can now be selected to invoke the “Organizer Mode” with the “Arrange Pages” dialog opened.
16. **STILL Media Button played in VIDEO Players “FRAMES” timecode value is stuck at “00”:** these timecode digits now count down during playback of a STILL Media Button.
17. **TAKE button action while Media Editor | Playlist Editor is ACTIVE:** Formerly resulted in BLACK transitioning into VIDEO PGM Player. With new Proxy Video in Media Editor, this bug is eliminated.
18. **Audio Crossfade in VIDEO Players and AUDIO Players:** fixed a bug that prevented proper audio crossfading between PVW>PGM when any TAKE operation is performed.
19. **Audio Gain Control in VIDEO Players and AUDIO Players:** fixed a bug causing audio gain to be mis-calibrated with respect to the audio gain slider control.
20. **Change to Audio Gain Control in AUDIO Player incorrectly reset Audio Gain in VIDEO Player:** Bug Fixed.
21. **Audible ‘Glitch’ heard in Analog Audio Output:** Bug Fixed.

22. **Error Message while AUTO button enabled in AUDIO PLAYERS:** With the AUTO transition button enabled, the AUTO-TAKE operation would sometimes cause a "PVW>PGM transition error" with error message: "**Command preempted by some other controller**". Now fixed.
23. **PGM+PVW VIDEO PLAYER "Labels":** Reduced text size to accommodate *descending* lower-case characters.
24. **Playlist Editor and Playlist Monitor** bug fixes, including...
 - a. **Playlist Editor:** Unexpectedly "closed" Playlist Editor when performing certain TAKE operations between PVW-PGM Video Players.
 - b. **Playlist Editor:** After making changes and clicking SAVE button, closing the Playlist Editor erroneously invoked the "Save Playlist Changes?" dialog.
 - c. **Playlist Editor "Save As" does not save Playlist to new, blank Playlist Media Button:** Now works.
 - d. **When ON-AIR Playlist reaches END, impossible to LOAD anything else in PVW:** Now fixed, by automatically unloading the VIDEO PVW Player at end of Playlist payout.
 - e. **Playlist Editor lacks "Organizer Mode's" WHITE highlighting:** Bug prevented *multiple* Media Buttons to be added to a Playlist.
 - f. **Playlist ON-AIR in PGM:** While 'drag-n-dropping' items and/or RIGHT-Clicking an item in Playlist Monitor, the 'Playlist Monitor REFRESH' is now paused, so you don't "lose your place" within the Playlist.
 - g. **Playlist Monitor/Editor: "cyan-coloured item highlighter" when RIGHT-Clicked:** This highlighter is now preserved when "RIGHT-Click Pop-Up" dialog window appears.
 - h. **EXPANDED Playlist Monitor during ON-AIR operation:** Used to ignore QWERTY control shortcuts. These now work.
 - i. **User-Saved Audio Level Gain ignored in Playlist payout:** Used to ignore the user-set audio gain values programmed into Video Media Buttons when included and played out from a Playlist. Now works.
 - j. **Improved Transitions for STILL items during Playlist payout:** Fixed bug that sometimes caused MIX transitions of STILL items from PVW to PGM to be "stuttery".
 - k. **Truncated/Corrupted Playlist:** Fixed bug that sometimes caused playlist items of a PLAYLIST Media Button to be removed upon a SAVE operation.
25. **Organizer Mode Bug Fixes:**
 - l. When Organizer Mode is first activated from Player Mode, the "WHITE Grid" does not always appear as it should.
 - m. Organizer Mode "Arrange Pages" operation with active BANK/PAGE causes Media Buttons to disappear: Now fixed.

26. **"Very FAST Double-Click" on VIDEO/STILL Media Button:** Did not transition that media into PGM VIDEO Player. Now fixed.
27. **"Very FAST Double-Click" on VIDEO/STILL Media Button:** Would sometimes incorrectly "unload" PGM VIDEO Player. Now fixed.
28. **Media Button loaded in PGM cannot be loaded into PVW:** This is now supported.
29. **BANK & PAGE buttons edges RED & GREEN "Loaded in PVW & PGM Highlighters" bugs fixed:**
 - n. The "Ch Pair 2" highlighters were erroneously mirrored from the "Ch Pair 1" status.
 - o. The incorrect edges of the BANK and PAGE buttons were sometimes being highlighted.
30. **While RECORDING is active these bugs are now fixed:**
 - p. **TAKE** button would Halt RECORDING. TAKE button is now disabled during recording.
 - q. **Load into PVW:** clicking any Media Button while recording is underway now prompts the Kiva Presenter User to either Halt recording or Cancel media button load into PVW.
31. **Improved "Scrub Control" in Media Editor:** the scrubbing action is now much 'smoother' than before—and less 'stuttery'.
32. **Incorrect Duration in Video Media Button banners:** Bug fixed which sometimes caused the displayed duration in the Video Media Button banner to be incorrect.
33. **Media Editor Mark OUT before IN:** Bug fixed to automatically clear a marked IN point if the OUT point is set to a value before that marked IN point.
34. **Audio Player and Video Player audio out of sync:** Bug fixed that caused the audio playback to be 'out of sync' with each other in the AUDIO PGM Player and VIDEO PGM Player after changes are made to the Kiva Config app while Kiva Presenter app is running.
35. **"CUED FOR AUTO-TAKE" indicator in PVW Player** bug fixes:
 - r. While live EE is active in VIDEO PVW Player, the indicator would not appear when PVW is **manually** cued for AUTO-TAKE
 - s. While live EE is active in VIDEO PVW Player, the indicator would not appear when PVW is **automatically** cued for AUTO-TAKE (while **AUTO** button is enabled)
36. **Kiva Presenter app crash:** when saving a recording that wasn't started (empty recording).
37. **Keyboard shortcut for Video Player TAKE function:** is now operational for both ENTER buttons on a 101-key QWERTY keyboard. Formerly, the main ENTER button would not activate TAKE.
38. **Audio MUTE and RESET Logic Fixes:** Repaired an issue in which MUTE and RESET buttons on the audio gain controls would not properly interact in the Kiva Presenter app.

- 39. **Tab Order Repaired:** In several dialog windows in the Kiva Presenter app, the position of the mouse cursor when tapping the TAB button on QWERTY keyboard would be "out of order".
- 40. **Kiva Config App Audio Router tab:** Cleaned up sub-tabs to remove unneeded sub-tabs.

VERSION 8.2.0 – (VERSION NUMBER SKIPPED)

This version number series was skipped.

VERSION 8.1.0 – (VERSION NUMBER SKIPPED)

This version number series was skipped.

VERSION 8.0.0 – NOVEMBER 2020

NEW FEATURES • (KIVA PRESENTATION SERVER)

- 1. **New Product Release to Factory:** V8.0.0 is the first software release version for Kiva, which aligns the software version numbering with the range of Ross video server products — including Tria and Mira products.

BUGS FIXED • (KIVA PRESENTATION SERVER)

No Bug Fixes.

KNOWN ISSUES

VERSION 8.3.0 – JUNE 2022

No known issues.

VERSION 8.2.4 – JUNE 2022

No known issues.

VERSION 8.2.3 – FEBRUARY 2022

1. **Missing Video Panes in DashBoard**

Video panes will not appear in a DashBoard panel running on the Kiva presentation video server itself.

VERSION 8.2.1 – NOVEMBER 2021

1. **Still Duration not obeyed in Playlists built prior to V8.2.1 software:** This issue normally does not present itself. And this issue **ONLY** affects Playlists built **before** installing V8.2.1 software. Any Playlist built with V8.2.1 (or later) software will **not** be affected by this issue!

For certain Playlists that contains STILL Media Buttons and if the “Still Duration” is modified, that “Still Duration” value could be ignored and the STILL items played for only a few frames (equal to the MIX Duration) when the Playlist is presented in the Video PGM Player. And this will happen every time the affected Playlist is presented / played out.

WORK-AROUND #1

- **Rebuild Playlist:** Open the Playlist in the **Playlist Editor**, and REMOVE the affected STILL Media Button items from the Playlist...

Then ADD the STILL Media Buttons back into the Playlist.

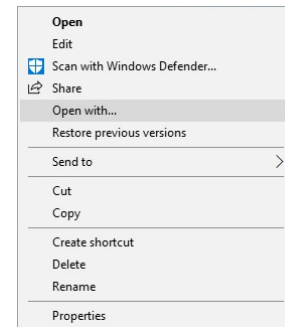
SAVE these changes afterward.

WORK-AROUND #2

- **Edit Playlist HTML:** You may edit the underlying “.playlist” file within the Windows **Notepad** app, changing the <atend> flags for the affected STILL items in the Playlist:
 - a) Note the **name** of the affected **Playlist** Media Button in **Kiva Presenter**.
 - b) Launch the Windows **File Explorer** app; and navigate to “**H:\Video**” folder (or *sub-folder below that, if the Playlist was saved there*).
 - c) Locate the “**filename.playlist**” HTML file [using **filename** noted in step (a) above], and RIGHT-Click on that “**.playlist**” file.

d) From the pop-up menu that appears:

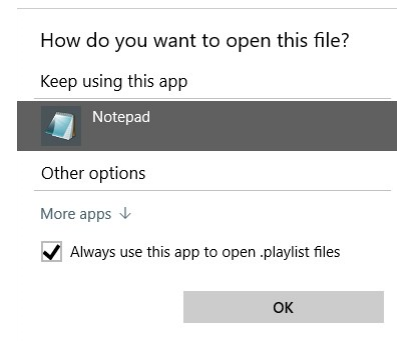
- Click **"Open with..."** item:



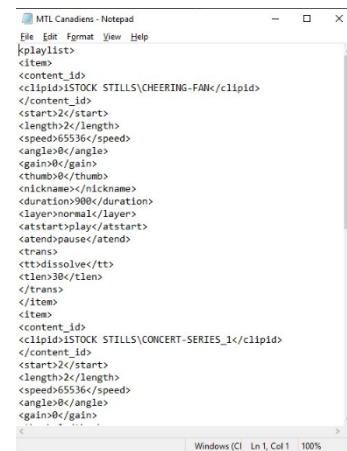
...and the following dialog appears:

Perform the following steps:

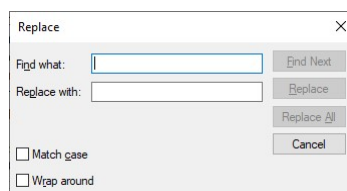
- Ensure **Notepad** app is highlighted / selected
- **Check-mark** the checkbox:
Always use this app to open .playlist files
- Click **OK** button



The **.playlist** HTML file opens in **Notepad**, similar to this:

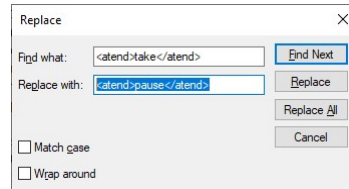


e) Press **CTRL+H** on QWERTY keyboard; the **Replace** dialog opens:



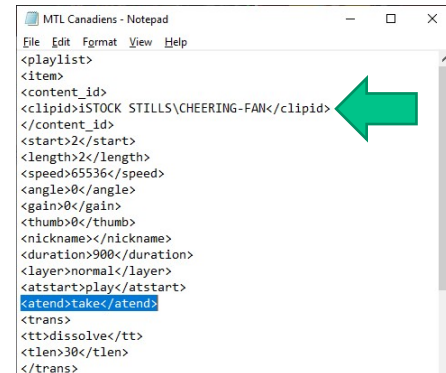
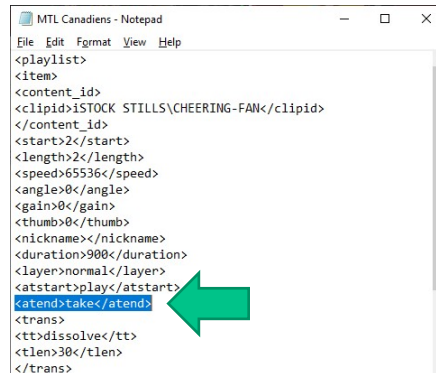
f) Type the following information in the two entry fields:

- “Find what:” entry field: `<attend>take</attend>`
- “Replace with:” entry field: `<attend>pause</attend>`



g) Click the **Find Next** button in the **Replace** dialog window...

- The first instance will be found *(highlighted in blue)*
- Confirm **Clip ID** of affect STILL *(12 lines **above** highlighted item)*



h) If this is the Clip ID for one a STILLS that does not obey the “Still Duration” value:

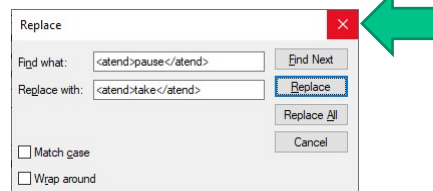
- Click **Replace** button in **Replace** dialog window

If not:

- Click **Find Next** button

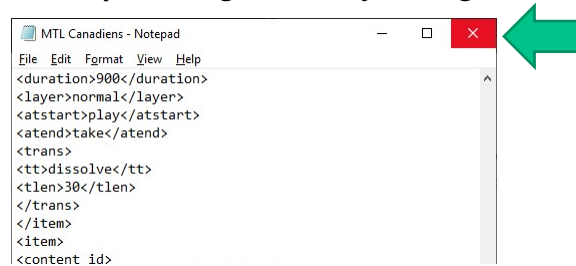
i) Repeat steps (h) and (i) above until all affected STILLS have had the <attend> flag changed to the “pause” state.

j) Close the **Replace** dialog window by clicking the **X** button:



k) Press **CTRL + S** on QWERTY keyboard to **SAVE** the changes.

- l) Close the **Notepad** dialog window by clicking the **X** button:



- m) In the **Kiva Presenter** app, load and play the affected **Playlist Media Button**. The playlist should now play with the STILL items obeying the Still Duration values defined in the Playlist.

2. **Burn-In Timecode Overlay during EE & Record:** When the **Kiva Config** app has the “Burn-In” timecode overlay enabled for “Live EE & Record” (in the “Timecode” tab), the defined timecode overlay burned into the HD-SDI Outputs and within the Video Players in the **Kiva Presenter** app has a known bug:

- *The timecode overlay may incorrectly appear on the “opposite/wrong” video player*

For example: if the timecode overlay is enabled only on the **Video PVW Player**, and then a video player **TAKE** operation is performed, the timecode overlay will incorrectly appear on the **Video PGM Player**.

WORK-AROUND #1

- Enable the Timecode overlay for **both** the Video PVW and PGM Players in a given video Channel Pair

WORK-AROUND #2

- Do not enable the burned-in timecode overlay for **any** Video Player

VERSION 8.2.0 – JUNE 2021

No known issues.

VERSION 8.0.0 – NOVEMBER 2020

No known issues.

GETTING HELP

- Ross Online Kiva Help on the Web: [Kiva Online Help](#)
- Ross Support on the Web: <https://support.rossvideo.com/hc/en-us>
- 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):**

Ross Technical Support personnel are available by telephone:

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

- **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. Ross staff are available to react to any problem and to do whatever is necessary to ensure customer satisfaction.

- **Serious issues needing urgent attention and tracking:**

Please ensure you are given a ticket number and refer to this number in follow-up communications.