

# Tria Express Duet • Software Release Notes

Welcome to the Tria Express Duet V8.3.4 Software Release Notes. Please read this document to find important information on areas of Tria Express Duet that may not be covered in the Getting Started Guide or the User Help system.

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## VERSION HISTORY

### VERSION 8.3.4 – JULY 2024

#### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

No New Features

#### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **System: Chassis Service stops logging after a few hours**  
The background Chassis Service diagnostic logger would halt logging errors after a few hours machine operation. This issue is now resolved; the Chassis Service now continuously logs all errors.
2. **System: RossTalk RECEIVE Commands Inoperable after “Abekas SE” Service Restart**  
When the Abekas SE service is manually restarted, the RossTalk service would not start up automatically afterward, resulting in RossTalk RECEIVE commands becoming disabled. This issue is now resolved; RossTalk service now automatically starts after restarting Abekas SE.
3. **File Import App: App crash after several hundred media file imports**  
A slow memory leak caused the File Import app to crash after several hundred media files are imported. This issue is now resolved.
4. **File Import App: File Import causes Image Shift to Right**  
An error in the media file import app caused the image raster of the imported media to be shifted rightward and wrapped around at the left edge of the raster by about 250 pixels. This issue is now resolved.
5. **File Import App: File Import duplicates last frame of motion clip into first frame**  
When importing motion video media files, an error in the media file import app caused the last frame in the clip to be duplicated as the first frame in the clip. This issue is now resolved.
6. **Tria Explorer App: Media File Export intermittently causes the Tria Explorer App to Crash**  
When using the Tria Explorer app to execute a media file export to a mapped folder on an external NAS storage device (connected via Ethernet), the Tria Explorer app would sometimes crash, with an incomplete exported media file. This issue is now resolved.
7. **Tria Explorer App: Unable to create Child Clips from a previously Used Parent Clip**  
When using the Tria Explorer app to create one or more Child Clips from a Parent Clip that had an identical clip name to a previously used Parent Clip that was subsequently deleted, Child Clips could no longer be created from that Parent Clip. This issue is now resolved.

## VERSION 8.3.3 – AUGUST 2023

### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

No New Features

### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **AMP Protocol: “Get Clip List” Command Broken**  
The AMP protocol command “Get Clip List” returned only one clip from the Clip Library, no matter how many clips are stored. This bug is now fixed.
2. **Tria Explorer App: Very Rare App Crash**  
When running a Playlist with a series of stills in a loop for several hours non-stop, the Tria Explorer App would eventually crash. This bug is now fixed.
3. **File Import App: Video not Centered upon file import**  
When importing media files with a video aspect ratio that’s different from the Kiva current operating video standard, the media file’s video would not be ‘centered’ in the raster. This bug is now fixed, and the video is now centered in the raster.
4. **File Import App: Black frame added to end of clip**  
For media files created with certain video codecs, upon import of these media files an extra frame of black was added to the end of the clip. This bug is now fixed.

## VERSION 8.3.2 – JANUARY 2023

### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

No New Features

### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **AMP Protocol: Clip Library Listing caused system crash in “certain cases”**  
Fixed an issue in which clips that are named in certain ways would result in a Kiva system crash when the “Get Clip List” command was issued from AMP remote controllers.

## VERSION 8.3.1 – AUGUST 2022

### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

No New Features

### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **Tria Explorer app: Unable to re-arrange items in Playlist while Playlist Editor is active**  
Fixed Bug: Applies to the Playlist Editor in the Tria Explorer application; items could not be rearranged with drag-and-drop operation.

## VERSION 8.3.0 – JUNE 2022

### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **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

2. **Tria Explorer app: New “Clip Networking” Feature**

Enables two or more Tria Express Duet video servers to be interconnected via 1G Ethernet, with .clip files played across the network from one Tria Express Duet server and into another Tria Express Duet server.

To enable this feature: In Tria Config app on the Video tab, enable the “Net Video” checkbox on all Tria Express Duet servers interconnected via 1G Ethernet network.

3. **Tria Explorer app: Search now ‘Auto-Expands’ Folder(s) with matching clips/playlists/sub-folders**

When searching for text in Tria Explorer, the Clip Library now automatically expands any folder containing matching clips, playlists, and sub-folders.

### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **System: Functional hang-up after deleting .clip files via Tria Explorer app and via remote control interfaces.**

In rare cases under very particular conditions, deleting a .clip file via the Tria Explorer 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.

2. **Tria Explorer app: Export of .clip Files stored on Volumes other than “H:\Video”**

Fixed issue where the Tria Explorer application would not export content from “.clip” files stored on drive volumes other than “H:\”.

3. **Tria Explorer 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.

4. **Tria 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 • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **System: Windows Security Patch**

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

## VERSION 8.2.3 – 8.2.1 (SKIPPED)

These version numbers were skipped.

## VERSION 8.2.0 – JULY 2021

### NEW FEATURES • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **Tria Explorer app: Clip Countdown Added to Viewer**

Previously, in the “Viewer” tab of Tria Explorer, the only timecode values on display were “count-up” timecode values. An option has now been added to change the “count-up” timecode in the Viewer to “count-down” (or time remaining) timecode. This option can be turned on or off, on a per-channel basis, in TriaConfig’s “Timecode” tab.

2. **System: VANC Data**

Tria Express Duet will now maintain VANC (vertical ancillary) data during baseband video recording and playout, allowing for VANC data such as closed captions to be preserved. This only applies to baseband recording, and *not* video file import.

### BUGS FIXED • (TRIA EXPRESS DUET PRODUCTION SERVER)

1. **System:** Fixed issue that caused small errors in the audio tracks of baseband recordings.
2. **System:** Fixed issue where channel assignments for RS422 serial control ports were ignored.
3. **Tria Config app:** Fixed issue where channels configurations in Tria Config application were incorrectly labeled.
4. **Tria Config app:** Fixed issue where the RS422 ports were incorrectly labeled in Tria Config application.
5. **Tria Config app:** Fixed issue where timecode overlay was not available for ChC and ChD in Tria Config application.

## KNOWN ISSUES

### VERSION 8.3.0 – JUNE 2022

No known issues.

### VERSION 8.2.4 – JUNE 2022

No known issues.

### VERSION 8.2.0 – JULY 2021

1. As of Software Version 8.1.0 there is an issue when importing 1080/50i content that can cause fields to appear to overlap, creating a blurred image.
2. As of Software Version 8.2.0 there is no way to record a clip with video+key if channels A and B are configured as a VK channel pair. This functionality will be added in a later release. The workaround for this issue is to bring in video+key content via the file import application, and not via baseband video input.

## GETTING HELP

- Ross Online Tria Express Duet Help on the Web: [Tria Express Duet 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.