Tria Express Production Server • Software Release Notes

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

CONTENTS

VERSION HISTORY

VERSION 8.3.4 – JULY 2024

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS 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: Incorrect Product Logos in Windows Start Menu**
   The "Mira" product name and logos were incorrectly applied to the Tria Express app names and logos for the Tria Explorer, Tria Config, and Tria Import apps. These names and logos are all now correct.

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 PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS 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 – APRIL 2023

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS 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 Tria system crash when the "Get Clip List" command was issued from AMP remote controllers.

VERSION 8.3.1 – AUGUST 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features

BUGS FIXED • (TRIA EXPRESS 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 PRODUCTION SERVER)

1. **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 PRODUCTION SERVER)

1. **System: Corrupted audio output while operating in video standards with 29.97Hz frame rate**

   Fixed issue of corrupted audio playback in the embedded and AES audio outputs while operating the video server in a video standard with the 29.97Hz frame rate.

2. **System: Audio-Video timing error while operating in video standards with frame rates below 30Hz**

   Fixed issue of audio-video timing error during clip playback while operating the video server in a video standard with the frame rates below 30Hz.

3. **System: Clips created in Video Standards with frame rates below 30Hz would display incorrect timecode**

   This bug is now fixed.

4. **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.

5. **Tria Explorer app: Export of .clip Files stored on Drive 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:\".

6. **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 playout would halt on the missing item(s). This bug is now fixed.

7. **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 PRODUCTION SERVER)

1. **System: Windows Security Patch**
   Added work-around security patch for [Microsoft Windows CVE-2022-30190](#).

VERSION 8.2.3 – (SKIPPED)

This version number was skipped.

VERSION 8.2.2 – FEBRUARY 2022

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **System: New Video Standard Frame Rates**
   (Tria Express with AVC-Intra Hardware Only)
   These new frame rates were added to the **1080p** video standard:

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

2. **System: Timecode Chase Input**
   Changed Timecode Chase feature to use 'stereo audio input' on computer motherboard instead of 'mono audio input' to allow Timecode Chase to work on legacy motherboards.

3. **System: "As Run Log" Report Generator app**
   Added this new feature to filter, display, and generate a PDF or CSV file of media clips that have been played in any video channel for up to the previous 90 days.

4. **System: RossTalk RECEIVE Commands**
   Added new feature to support RossTalk protocol "receive" commands via Ethernet to control video channels in the Tria production video server.

5. **System: VANC record and play in 720p & 1080p video standards**
   (Tria Express with AVC-Intra Hardware Only)

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.

6. **Tria 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 • (TRIA EXPRESS PRODUCTION SERVER)

1. **Tria Explorer app: "Create Child Clip" from non-existent angles in a multi-angle .clip file**
Angles that were not present in the .clip file would be offered for creating a Child clip. These angles are now dimmed and un-selectable in the pop-up menu that appears when you right-click on this .clip file and select > "Create child clip from angle".

2. **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.

3. **Tria 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.

4. **Tria 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.

5. **Tria 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.

6. **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.

7. **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.

8. **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 7.1.16 THRU 8.2.1 – (SKIPPED)

These version number series were skipped.

VERSION 7.1.15 – MAY 2021

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **VANC record and play in 1080i video standards
   (Tria Express with AVC-Intra Hardware Only)**
   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.

BUG FIXES • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes.

VERSION 7.1.14 – APRIL 2021

This version number was skipped.

VERSION 7.1.13 – NOVEMBER 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Video Server Products with AVC-Intra Video Hardware Initialization Error
   (Tria Express with AVC-Intra Hardware Only)**
   Fixed rare issue in which AVC-Intra video hardware that would *sometimes* not initialize at O/S
   restart and/or at power-on, resulting in 'no video channels'.

VERSION 7.1.12 – SEPTEMBER 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Media File Import App Compatibility Fixes**
   Improved compatibility of certain media files codecs and wrappers during media file import
   transcoding while using the FFmpeg codec libraries.

VERSION 7.1.11 – AUGUST 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features. This release version number was for Mira replay systems.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes. This release version number was for Mira replay systems.

VERSION 7.1.10 – MARCH 2020

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

1. **New Motherboard**: The motherboard for the 2RU chassis video server products was migrated to a new model. This software version adds support for this new motherboard.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

No Bug Fixes.

VERSION 7.1.6 THROUGH VERSION 7.1.9

These version numbers were skipped.

VERSION 7.1.5 – NOVEMBER 2019

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Fix for new Xilinx part used on AVC-Intra video boards in Mira and Tria platforms (Tria Express with AVC-Intra Hardware Only)**
    Xilinx changed something subtle in the newest fab of their chips, which in turn could sometimes cause 'green artifacts' on some SDI video outputs.

VERSION 7.1.4 – NOVEMBER 2019

This version number was skipped.

VERSION 7.1.3 – OCTOBER 2019

NEW FEATURES • (TRIA EXPRESS PRODUCTION SERVER)

No New Features.

BUGS FIXED • (TRIA EXPRESS PRODUCTION SERVER)

1. **Import of ANC data from MXF media files while operating in 59.94 frame-rate video standards**
   (Tria Express with AVC-Intra Hardware Only)
   Corrected an issue when MXF media files were imported, ANC data present in the media file header were not imported.

KNOWN ISSUES

VERSION 9.0.0 – APRIL 2023

No known issues.

VERSION 8.3.2 – APRIL 2023

No known issues.

VERSION 8.3.1 – AUGUST 2022

No known issues.

VERSION 8.3.0 – JUNE 2022

No known issues.

VERSION 8.2.4 – JUNE 2022

No known issues.

VERSION 8.2.2 – FEBRUARY 2022

1. **Missing Video Panes in DashBoard V9.5 and above**
   Video panes will not appear in a DashBoard panel running on the Tria video server itself. If the DashBoard app software version is V9.4 or below, the video panes operate properly.

VERSION 7.1.14 – APRIL 2021

1. **Embedded Timecode sometimes Missing**

   Embedded timecode of a clip may not appear within the SDI video output stream.
   (Issue resolved in V7.1.15 software release)

VERSION 7.1.3 THROUGH VERSION 7.1.13

No known issues.

GETTING HELP

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