

Picturall series

Picturall Media Servers Changelog



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Before updating the server firmware and Commander UI, please remember to

- **save your show** in Commander UI, see user manual 11.1
- **save configurations** in configurator, see user manual 5.1.11
- After updating to firmware version 3.4.0 or newer, the later updates can be done (to any newer version) with the **Firmware management tool**, see user manual 5.4

Release 3.5.5 – August 8, 2023

This is a hot fix release.

Server

- Fixed: Genlock not working properly after a reboot (#6598)

Commander

- No changes.

Release 3.5.4 – July 7, 2023

This is a bug fix release.

Server

- Fixed: An audio glitch with play-next or loop-collection end actions (#6574)
- Fixed: Network driver related Dante issues on Picturall Mark 2 servers (#6558)
- Fixed: Audio not working at the beginning of the media (#6417)

Commander

- No changes.

Release 3.5.3 – May 10, 2023

This release contains some fixes and improvements and adds support for disabling NDI discovery on selected network interfaces.

Server

- Added: Support for manually disabling NDI discovery on network interfaces (#6467)
- Updated: NDI to version 5.5.4 (#6494)
- Fixed: Certain network issues caused by IPv6 (#6412)
- Fixed: Enabling Dante can cause playback freezes under specific conditions (#6417)
- Fixed: A deleted media file on a stopped layer can decrease playback performance (#6414)
- Fixed: SPX settings being accessible to users with restricted access (#6427)

- Fixed: Error image displaying on stopped layers (#6424)
- Fixed: Looping collection trying to play a deleted media file (#6409)
- Fixed: Changing media end action from media library not taking effect on layers currently playing the media (#6411)
- Fixed: An issue when changing media end action while crossfade is in progress (#6482)
- Fixed: NDI config file can break configuration (#6419)
- Fixed: A visual glitch at the end of a radial crossfade transition (#6483)
- Fixed: A visual glitch on media change with play mode Next (#6459)
- Removed: Identify-button from Network configuration (#6403)

Commander

- Fixed: macOS hotkeys not working (#5586)
- Fixed: in some conditions a reset macro reappears (#5590)

Release 3.5.2 – December 19, 2022

This release contains some fixes and improvements and adds support for multiple simultaneous Vioso calibration files.

Server

- Added: Support for multiple simultaneous Vioso calibration files (#6338)
- Added: Now possible to configure NDI network settings (#6384)
- Fixed: Only one network connector appearing on Twin Compact Mark II configuration (#6386)
- Fixed: MTC pause not working correctly (#6390)
- Fixed: A situation where the front panel IP address would not update (#6374)
- Fixed: Cases where formatting media drives could fail (#6388)
- Fixed: Setting layer crossfade to Disabled can skip a media (#6358)
- Fixed: NDI stream stuck to 60Hz (#6345)
- Fixed: A server crash related to media linesize (#6380)

Commander

- Added: Support for multiple simultaneous Vioso calibration files (#5582)

Release 3.5.1 – October 18, 2022

This release contains support for Vioso autocalibration and SPX graphics.

Note: Due to new hardware drivers the update installation process can take 2-3 minutes longer than usual and includes an additional system reboot. Do not force shut-down the server or unplug from a power source until the update is ready.

Server

- Added: Vioso autocalibration support for displays (#5870)
- Added: SPX graphics (#5993 #5956)
 - SPX graphics can be enabled or disabled in configurator on "SPX graphics" page. By default, SPX graphics is enabled. When enabled, SPX media files can be used, and SPX controller is publicly accessible at server IP at port 5656.
- Improved time synchronization with NTP (#5666)
 - New "Rapid synchronization" mode can be used with custom NTP-servers. This mode is only recommended with local and non-public NTP-servers. When enabled, the server attempts to query the configured NTP-server more frequently and applies all changes faster. Using the mode with public NTP-server on the Internet is not recommended.
- Improved Display Stream and destination configuration (#6004 #6030)
 - Display stream and destination configuration have been updated to better accommodate multiple destinations for a single stream.
 - **Please note that display configuration for streams and destinations created with 3.5.1 or newer will **not** be fully compatible when used in previous server firmware versions.**
- Improved network bandwidth detection (#6205)
- Added audio support for UDP streams (#6268)
- Added: Extended language support for displaying web content. (#6231)
- Added: Display more status messages during installation and first boot (#5199)
- Added: New firmware version can be downloaded by the server from a given URL. This can be useful when the server is connected to a high-speed network, but the operator PC has only low-speed connection available. This feature can be found in the "Tools", "Firmware" -page. (#5952)
- Added: support for performance monitoring network bandwidth (#5936)
- Added: a warning on audio configuration if configured audio device is disconnected (#6320)
- Fixed: high CPU usage on paused web media (#6177)
- Fixed: playback quality issue when using display with uncommon refresh rate (#6125)
- Fixed: display grid and selected grid test images (#6148)
- Fixed: audio playback quality issue with Presonus audio cards (#6076)
- Fixed: the issue which prevented playback of high resolution .tga image sequence. Previously the playback was limited to 16384-pixels of width or height. Now .tga sequences up to 65535-pixels of width or height can be played. (#5901)
- Fixed: audio playback quality issue with streams when network conditions are less than optimal (#6057)

- Fixed: Fix system info test image not displaying fractional refresh rates (#6254)
- Fixed: some cases where audio could drift from the video (#6268, #6332)
- Fixed: audio device disconnect can cause playback to halt (#6279)
- Fixed: server failing to start without configured audio devices (#6341)
- Fixed: NDI not finding streams immediately after a reboot (#5800)
- Fixed: layer draw priority not working correctly (#6354)
- Fixed: media end action Next not working correctly (#6355)

Commander

- Vioso autocalibration support. (#5540 #5579)
 - Vioso panel can be found from Windows menu and active connection node when connected to a server with Vioso calibration support.
 - Existing Vioso calibration file can be downloaded or uploaded. Uploading a new Vioso calibration file will replace the existing file.
 - The Vioso calibration file is also automatically included in the showfile (if available, can be deselected)
 - Vioso calibration can be enabled or disabled.
 - Vioso calibration cannot be started from the Commander, but if the calibration is running, it can be stopped with the Commander.
 - If a display is calibrated and the calibration enabled, the display will use special icon in display list and "(VIOSO)"-prefix to indicate that the display is using Vioso-autocalibration.
- SPX graphics can be used as a media. (#5544)
 - To play SPX content, add SPX graphics from Server files Generators folder to the media library.
 - Specify resolution for SPX playback. Full HD is most compatible but 4K and custom resolution can also be used. Please verify that the SPX templates you will be using are compatible with the selected resolution. All built-in SPX templates are compatible with common resolutions.
 - SPX webplayout layers setting can be used to display only specific SPX layers.
 - Please refer to SPX controller for SPX layers used by SPX templates. In most cases, default setting of all SPX layers is recommended.
 - SPX preview can be used to create a dedicated SPX preview display. SPX preview previews the SPX template currently selected in the SPX controller.
- Cue and cue stack macros can be created for SPX graphics. (#5551)
 - Macro dialog contains new wizards for generating SPX graphics macros.
 - "Control SPX rundown item" can be used to send play, continue, or stop command to specific SPX template item on a specific rundown and project.
 - Project and rundown can be selected from the dropdown and item id must be checked from the SPX controller.
 - "Invoke SPX template function on a SPX layer" can be used to invoke a custom javascript

function on a SPX template. Instead of project and rundown, webpayout layer in which the SPX template is running on must be specified. Only one function argument can be used, but custom format can be used to combine multiple values into single string.

- Performance monitor contains RX (receive/download) and TX (transmit/upload) counters for each enabled network interface on the connected server (Server #5936).
 - Note that enabling or disabling server network interface requires manual server reboot for the change to be visible in the performance monitor.
- Fixed error when loading a showfile with GPU pixel space data (#5566)

NOTE: Due to new software and driver requirements, the following Picturall Media Server models are no longer supported with 3.5. firmware.

Product	Last sold	Serial number
Picturall Octo	Q4-2016	00040XXX
Picturall Octo+	Q4-2015	00041XXX
Picturall Broadcast	Q4-2015	00042XXX
Picturall Quadro	Q4-2016	01010XXX
Picturall Duo	Q4-2017	03010XXX
Picturall Hiisi	Q4-2016	02010XXX

PREVIOUS VERSIONS

Release 3.4.1 – June 6, 2022

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

Server

- Added: Support non-keyframed UDP streams. (#6083)
 - To enable support, add suffix `?show_all=true` to udp stream url.
- Improved error handling when connection is lost (#6097)

- Fixed: Unexpected noise when using Fireface UFX II audio card (#6181)
- Fixed: Playback quality degradation with specific display refresh rates (#6125)
- Fixed: Incompatibility with specific video files (#6098)
- Fixed: Error image customization (#6086)
- Fixed: Sync service disabling cue database access even when cue sync wasn't enabled (#6085)

Commander

- No changes

Release 3.4.0 – April 5, 2022

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

Server

- Added: configurable audio channel routing with support for multiple concurrent audio cards (#5767)
- Added: support for updating firmware through web configurator (#5605)
 - **NOTE: Firmware manager tool can only be used to install firmware version 3.4.0 or newer**
- Added: support for output streaming using NDI (#5437)
 - **NOTE: Using streaming display requires at least one physical output to be enabled**
- Added: synchronizing layer timecode over network (#5520)
- Added: synchronizing media files, media library, exported show and cue data to other Pictural servers. (#4431)
- Added: support for DPH104 firmware 2.0.1 (#5876)
- Added: fade at loop point option to media fading settings in media manager (#5714)
- Added: reload webpage for sending reload command to playing web media from text protocol or from cue macro. (#5717)
- Network interfaces now support IPv4 Link-Local addresses. (#5753)
 - When a network interface is configured to auto mode, it will self-assign an IPv4 address from 169.254.0.0/16 range when DHCP lease is not acquired.
 - This will improve compatibility with various network configurations when using automatic network mode and Dante setups without DHCP server.
- Updated NDI libraries to NDI 5 (#5603)
- Fixed: first boot can fail to complete with specific server models (#5837)
- Fixed: spurious warning when media drive is full (#5825)
- Fixed: Commander fails to connect to a server with a control model related error message (#4135)
- Fixed: Inverse display output order in some conditions (#5854)

- Fixed: more stable performance with genlock option in use (#5970)
- Fixed: compatibility issue with UDP streams containing PTZ data (#6006)

Commander

- Other Picturall servers in a network can be used as sync source and timecode provider. (#5482)
 - Four net items are supported.
 - Net items can be connected to specific sync/timecode item on another server from net item contextual menu.
 - Any available remote item detected by the connected server will be selectable on the contextual menu. If none is selected, net item has no effect.
- Sync source and timecode provider offsets can now also be adjusted from contextual menu. (#5335)
 - When selecting sync/timecode item, open contextual menu and select Edit offset to adjust offsets.
- Layer audio mixer now uses new mixer configured in the server web configurator. (#5532)
 - Each mixer channel now connects to adjustable device channel. If mixer channel is not connected to an active device channel, this will be indicated in the mixer.
 - Mixer row represents mixer channel and column represents media audio channel. Previously, rows were used for media channels and columns mixer channels.
 - When loading a showfile with old mixer settings, the Commander will notify user and adapt the mixer settings to the new mixer format if user accepts.
- Cue stack entries can now be moved with drag and drop (#5501)
 - from cue stack in cue stack list
 - from cue stack in playback into another cue stack in cue stack list, or in playback
 - Previously using a drag and drop would cause source cue of the entry to be added to the target cue stack as a new cue stack entry.
- Displays can be named. (#5522)
 - To rename a display, select display on the Display list of the Display tab, open contextual menu and select rename action from the menu.
- Default display name includes display resolution and refresh rate when available. Output identifier is also included. (#5522)
- Fixed scheduling time could be unexpectedly rounded when closing scheduling dialog. (#5502)
- Fixed an issue which caused programmer to clear when saving to a cue while holding down ctrl or cmd key. (#5519)
- Fixed change sync source and select timecode provider dialogs not remembering selected item. (#5513)
- Fixed Edit offset action for LTC not remembering current value (#5514)
- Fixed blank property view for cue stack entry trigger event summary when no event type is selected (#5518)

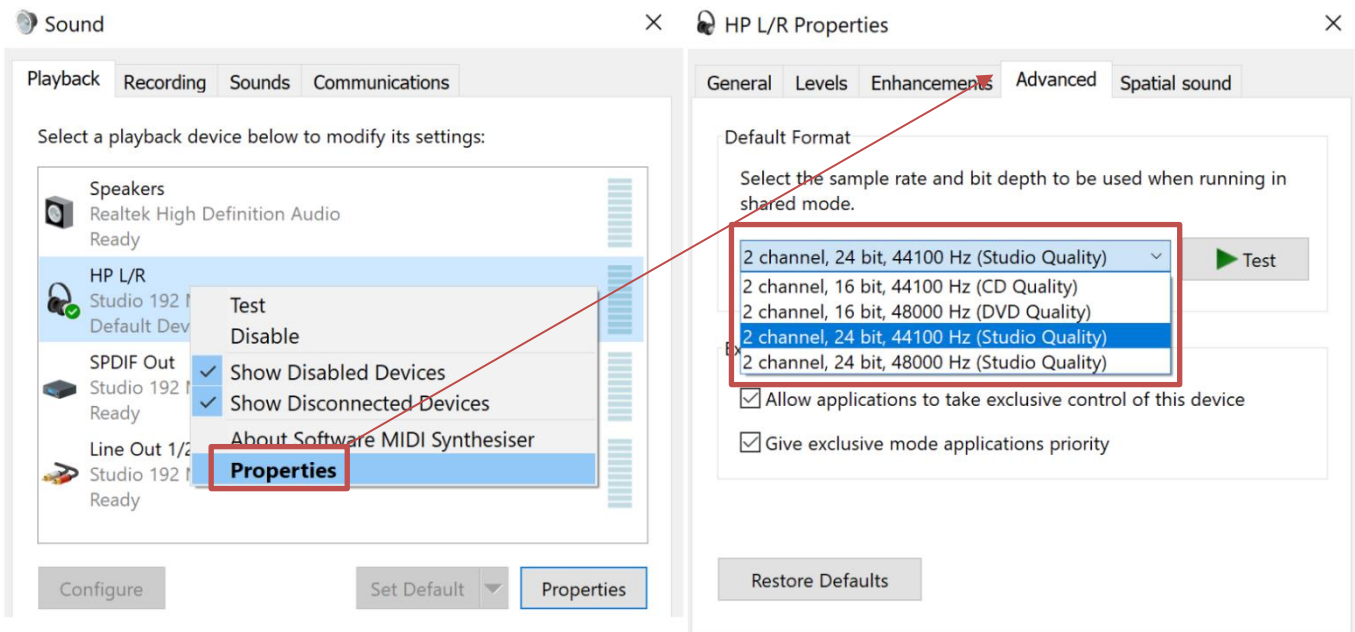
UPDATE 3.4.0 notes & known issues:

Customers using LTC:

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

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

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



Known issues

General

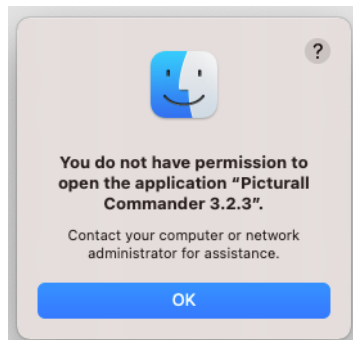
- Disconnecting and reconnecting a server's Dante network interface can cause an audible beep for a few seconds.
- Various operations may slow down significantly while the GUI is transferring large files over FTP. This is due to the fact that the file transfer consumes the network bandwidth required for interacting with the server. For best results avoid transferring large files during the show or while making significant changes to the configuration, e.g. while loading a showfile.
- The framelock/genlock option does not activate correctly with software versions prior to 2.7.3 update. The issue is fixed in the newer software versions.
- Using both Dante audio and NDI ip stream via the same network interface can cause performance issues in some situations.
- Picturall server supports 32 channels of audio, but only 16 channels can be enabled to one media file / media layer. For more than 16 audio source channels use two layers in sync. **WARNINIG:** audio sync between two files (and output devices) is not sample accurate and can cause distortion.

Server

- When the media file has audio in it, the FPS control appears enabled, even though it is not possible to adjust this value.
- It is not recommended that you overwrite files that are playing on the server through an FTP connection as this is not supported and might result in the server crashing.
- Using multiple display devices with different refresh rates is not recommended as this may cause stuttering.
- The server can only play (non-PRKL) files that have smaller resolution than the Max layer size specified in Configurator > Display Config > Advanced. This limitation does not affect PRKL playback.
- DPX image sequences support only 24bit and 10bit rgb (gbrp10le) colors. Other color spaces might cause havoc.
- Seeking and frame stepping with paused video only seeks / steps to closest keyframe.
- ProRes implementation does not support alpha channel.
- 10 bit colors only work when display is configured for auto mode.
- Forcing Dual-Link DVI resolution from 4xHDMI or 4xDP connectors can cause system to become unstable
- If a DisplayPort is disconnected and reconnected from display, or if display loses the DP signal, a manual display refresh must be done to reconnect the display. This applies to servers without genlock.

Commander

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



- If this error appears, please manually install Rosetta (run Console command `softwareupdate --install-rosetta`) or run some other program which triggers Rosetta installation.
- On Windows, the system requirement is Windows 10 or Windows 11 x64. On Windows Arm Commander UI will not start properly.
- On Windows, updating to Commander 2.9.3 or newer version resets Commander saved connections, Commander options and layer macros made with any previous Commander version. Also, any connection, option or layer macro made in Commander 2.9.3 and later will not be visible with older Commander versions. This behavior is specific only to Windows version of Commander.
 - **To keep existing connections, options and layer macros:** before updating to Commander 2.9.3 (or newer version), please manually copy folder `C:\Users\<USER>\AppData\Roaming\.picturallcommander` to the folder `C:\Users\<USER>\ (<USER> is the username of the Windows user)`
 - If `C:\Users\<USER>\.picturallcommander` folder already exists, it can be removed before copying the old `.picturallcommander` folder à Notice: if you have saved connections, options and layer macros with Commander 2.9.3 (or newer) they will be removed
- Copy keyboard shortcut cannot be used to copy multiple media files. Please use contextual menu action instead.
- Auto is only permitted target file value for sequences. This setting appears in transfer local files dialog.
- Remember last server browser path option does not work with Inputs folder.
- When dragging media in Media Library, media must be dropped into slot and not between slots.
- Macro name is not permitted to contain dot character
- Font sizes smaller than 10 and larger than 18 are not supported. Some fonts can render text non-visible. If font selector preview does not show valid preview, do not use the font. Font style settings (bold, italics) is not honored by all texts.
- Changing display type during runtime is not supported, resolution change is not handled