Matrox CompressHD

Release Notes
(Windows version)

July 21, 2015

matrox®
Digital Video Solutions

Y11137-401-0800

Trademarks

Matrox Electronic Systems Ltd.	Matrox®, CompressHD™, Matrox MAX™, Mtx.utils™
Adobe Systems Inc.	Adobe®, After Effects®, Encore®, Flash®, Premiere®
Apple Computer, Inc.	Apple®, Apple TV®, iPad®, iPhone®, iPod®, QuickTime®
Google Inc.	Google™, Android™, YouTube™
Microsoft Corporation	Microsoft®, Windows®
Sony Corporation	Sony®, Blu-ray Disc™

All other nationally and internationally recognized trademarks and tradenames are hereby acknowledged.

Copyright © 2015 Matrox Electronic Systems Ltd. • All rights reserved.

Disclaimer Matrox Electronic Systems Ltd. reserves the right to make changes in specifications at any time and without notice. The information provided by this document is believed to be accurate and reliable. However, no responsibility is assumed by Matrox Electronic Systems Ltd. for its use; nor for any infringements of patents or other rights of third parties resulting from its use. No license is granted under any patents or patent rights of Matrox Electronic Systems Ltd.

Unauthorized recording or use of broadcast television programming, video tape, or other copyrighted material may violate copyright laws. Matrox Electronic Systems Ltd. assumes no responsibility for the illegal duplication, use, or other acts that infringe on the rights of copyright owners.

Matrox Electronic Systems Ltd.
1055 St. Regis Blvd., Dorval, Quebec, Canada H9P 2T4
Tel: (514) 685-2630 Fax: (514) 685-2853 World Wide Web: www.matrox.com

Contents

About these release notes 1
Visit our website for the latest downloads 1
What's new in this release? 1
Installing this release 1
Known issues 2
- Installation and general operation 2
- Adobe Premiere Pro 2
- Adobe Media Encoder 3
- Adobe Encore 3

Contents

About these release notes

These release notes provide a list of new features, known issues, and other important last-minute information applicable to using Matrox Mtx.utils version 8.0 with Matrox CompressHD. This information supplements the *Matrox CompressHD Installation and User Guide,* which is provided in PDF format in the Matrox CompressHD Support section of our website at www.matrox.com/video/support.

Visit our website for the latest downloads

To ensure that you have the latest software updates and documentation available for your Matrox CompressHD, check the Matrox CompressHD Support section of our website at www.matrox.com/video/support. Our website also offers up-to-the-minute information about Matrox products, access to our user forums, and special promotional offers.

What's new in this release?

Matrox Mtx.utils 8.0 provides the following new features for Matrox CompressHD:

- Support for Microsoft Windows 8.1 (64-bit).
- This release resolves specific customer issues, ensures compatibility with the latest supported applications, and improves overall product stability.

Installing this release

Important For a complete list of the third-party applications supported for using Matrox CompressHD with the current software release, see the "Supported OS and Applications" document provided in the "Downloads" section of the Matrox CompressHD Support website. If you have Matrox CompressHD software installed with an earlier supported version of your Adobe software, you must uninstall your Matrox software before upgrading your Adobe software.

Make sure that the currently supported version of your Adobe software is installed before installing Matrox Mtx.utils. You can download the Matrox Mtx.utils version 8.0 software from the Matrox CompressHD Support section of our website at www.matrox.com/video/support.

Known issues

Please be aware of the following issues when using Matrox Mtx.utils 8.0 with Matrox CompressHD:

Installation and general operation

- When installing Matrox Mtx.utils, you may receive a message that some device drivers have not been installed successfully. You can ignore this message, as the device drivers will be successfully installed once the Mtx.utils installation is complete. (Ref# 52208)
- Matrox *.mp4* files encoded using the Matrox MAX H.264 codec are supported for playback using YouTube, Adobe Flash Player, QuickTime Player, Apple iPad, Apple iPod, Apple iPhone, Apple TV, and Android devices only. Matrox *.264* files are supported for Blu-ray Disc authoring using Adobe Encore only. (Ref# 54631)
- Matrox *.mp4* files that have a custom frame size may display shifted with black borders when played back using YouTube or certain other players. To avoid this issue, set the width for your Matrox *.mp4* file to 320, 480, 640, 720, 960, 1280, 1440, or 1920, and the height to at least 176 (the height must be a multiple of 16). (Ref# VPG-3511)
- If your Matrox *.mp4* file has a width of 1024, you may have problems playing the file using the native Android 4.0 video player. (Ref# VPG-4833)
- To avoid problems with playing back Matrox *.mp4* files on Apple devices, make sure that you have the latest software update available for your device from Apple. (Ref# 51631)

Adobe Premiere Pro

- If Adobe Premiere Pro quits while starting or the Matrox settings are missing, press and hold **SHIFT+ALT** while restarting Premiere Pro. You can release the **SHIFT+ALT** keys when the splash screen appears. Because this will restore your preferences to default settings, you'll need to specify your preferences again using **Edit > Preferences**. (Ref# 57016 and VPG-1659)
- When you export an Adobe Premiere Pro sequence to a Matrox MAX H.264 file, extra frames of black video may be added at the end of your exported file. (Ref# 54399)
- When you export an Adobe Premiere Pro sequence that has chapter markers to a Matrox MAX H.264 file, the chapter markers are not exported and therefore won't be available when you import your exported file to Adobe Encore. (Ref# 51780)

Adobe Media Encoder

- When you export to a Matrox MAX H.264 file with the **Use Matrox MAX hardware scaler** option selected, such as when using a Matrox High Quality preset, make sure that your source media's width and height are a multiple of 16. (Ref# VPG-8199)
- If you scale your source video when exporting to a Matrox MAX H.264 file, the output frame size in the **Source** panel and the video preview and output frame size in the **Output** panel of the **Export Settings** dialog box may not be updated correctly. This issue, however, does not affect your exported file. (Ref# 51511)

Adobe Encore

- Adobe Encore may crash when you use the application for the first time after installing Matrox Mtx.utils. If this happens, turn off User Account Control (UAC), then restart Adobe Encore. When you quit Adobe Encore, you can turn UAC back on. For details on how to turn UAC on or off, see your Windows documentation. (Ref# 54385)
- If you created a Matrox *.264* file containing complex video, such as for an Adobe Premiere Pro sequence that contains complex Motion effects, Adobe Encore may issue an error when you use this file to create a Blu-ray image or burn a Blu-ray Disc. If this happens, try re-creating your Matrox *.264* file using **Variable bit rate (VBR)** encoding with a high **Source video complexity** setting in the **Matrox MAX H.264 Settings** dialog box. (Ref# VPG-1778)
- If you want to transcode directly to Matrox H.264 Blu-ray format in Adobe Encore, make sure you don't enable the transcoding of assets using Adobe Media Encoder. To check your settings in Encore, choose **Edit > Preferences > General**, and make sure that the option to transcode assets using Adobe Media Encoder is not selected (this option is disabled by default). (Ref# 53710)
- When transcoding directly to Matrox H.264 Blu-ray format in Adobe Encore, you must set the audio **Output Channels** to **Stereo**, and the **Sample Size** to **16-bit**. (Ref# 54267)
- If you've specified Matrox MAX H.264 transcode settings in Adobe Encore and click **Edit Quality Presets** a second time to change the settings, the settings under **Video** and **Audio** may be empty. If this happens, select a different format from the **Format** list, then set the format back to **Matrox H.264 Blu-ray**. You can then specify the settings that you want. (Ref# 54817)

Your notes

www.matrox.com/video