Matrox MXO2

Release Notes
(Mac OS version)

June 18, 2014

matrox ®
Digital Video Solutions

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About these release notes

These release notes provide a list of new features and known issues applicable to the version 4.2 software for Matrox MXO2 products. This information supplements the *Matrox MXO2 Installation and User Guide,* which is provided in PDF format in the Matrox MXO2 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 MXO2 product, check the Matrox MXO2 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

Version 4.2 provides the following new features:

- Support for the new Adobe CC suite of applications and Avid Media Composer 8.
- Updates to address specific customer support issues and to improve overall stability.

Known issues

Please be aware of the following issues with version 4.2.

General

- On Mac OS X Lion systems, if you're using a proxy server to connect to the Internet when installing MXO2 software, you may receive an "invalid certificate" message during installation. This is due to a certificate verification issue and will not affect the software installation. If this occurs, simply click **Continue** to proceed with the software installation. (Ref# VPG-4321)
- If your MXO2 is connected to your Mac system using either the Matrox MXO2 Thunderbolt adapter or MXO2 Dock, we recommend that you do not disconnect the Thunderbolt cable when a video application is open. If you do so, you may receive an error message in the video application, or the Matrox preferences window may not function properly after reconnecting the Thunderbolt cable. If you experience any of these issues, you must close and reopen the application and the Apple System Preferences window in order for your MXO2 hardware to be detected properly. (Ref# VPG-490, VPG-491, and VPG-3884)

- If your computer does not have the latest system update for its Thunderbolt port, your MXO2 may not be detected when connected to your computer using either the Matrox MXO2 Thunderbolt adapter or MXO2 Dock. To verify if a system update for the Thunderbolt port is available for your computer, choose **Apple > System Updates**. If a system update is available for the Thunderbolt port, run the system update, and then reboot your computer. In certain cases, your computer may require more than one system update. Therefore, after performing the first system update, repeat this procedure until there are no more system updates available for your computer's Thunderbolt port.

- When outputting 1080i/PsF material from the MXO2 HDMI output to a ViewSonic VX2435wm HDMI monitor, a green line may appear at the bottom of the screen. This issue is created by the monitor and does not affect your project. (Ref# 48527 and 48529)

- When capturing a 1080 source to NTSC and previewing the capture through the MXO2 HDMI output, a line of distorted video may appear at the top of your HDMI monitor. This issue pertains to the preview only, and does not affect your capture. (Ref# 50271)

Third-party applications

- In order to use Adobe Premiere Pro CC to overlay closed captions in your sequence on the Matrox MXO2 video outputs for display on video monitors that don't support closed captioning, you must set video rendering and playback in your sequence to use hardware (GPU) acceleration. To do this, choose **File > Project > Settings > General**, and under **Video Rendering and Playback**, select **Mercury Playback Engine GPU Accelerated (OpenCL)**. For details on using the hardware function of the Mercury Playback Engine, see your Adobe Premiere Pro documentation. (Ref# VPG-9203)

- When using Adobe Premiere Pro CS6 to perform an export to tape with Matrox device control, cancelling the export while the progress window is displayed before the recording has started will cause Premiere Pro to freeze. (Ref# VPG-9079)

- To avoid having dropped frames or audio corruption in your Adobe Premiere Pro CC sequences with closed captioning text, place your closed caption file on the lowest video track (V1) and place your video and graphics clips on the tracks above the closed captioning text. (Ref# VPG-6305 and VPG-6575)

- For surround sound HDMI audio output, Matrox MXO2 outputs the low frequency effects (LFE) track on channel 3 and the center (C) track on channel 4. However, if you capture the HDMI surround sound output from MXO2 using Avid Media Composer/Symphony on another MXO2 system,

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Media Composer/Symphony will assume that C is on track 3 and LFE is on track 4. This means that the C and LFE channels won't be in the correct order in your captured file. To play back and output your captured file correctly on the MXO2 HDMI output, you can select **Direct** or **Direct, surround tracks in SMPTE order** in the **Audio Project Settings** dialog box to map track 3 to output channel 4 and map track 4 to output channel 3. (Ref# VPG-1676)

- In order to perform an audio-only capture in Avid Media Composer/Symphony using Matrox MXO2, you must have an analog video input source (Composite, S-Video, or Component) selected in the **A/V Input** pane of the Matrox preferences window, although the video input source doesn't need to be connected. (Ref# VPG-1795)

- In Adobe Premiere Pro, if **Matrox Device Control** is selected without having **Matrox Recorder** selected as the capture format, the **Capture** window may become unresponsive. To avoid this, make sure that **Matrox Recorder** is selected as the capture format before selecting **Matrox Device Control**. To set the capture format, choose **File > Capture**, and then under **Capture Settings**, click **Edit**. To set device control, choose **Premiere Pro > Preferences > Device Control**. (Ref# VPG-3961)

Matrox MAX H.264 encoding (MAX option)

- When encoding for QuickTime (*.mov*) using an application other than Apple Compressor, and your source video must be scaled, don't select the Matrox MAX H.264 **De-interlace video** option in the QuickTime **Standard Video Compression Settings** window. (Ref# 50975 and 51038)

- When using the Matrox MAX H.264 codec in Apple Compressor, if your source video is being scaled to a non-SD or non-HD resolution (i.e. iPod, iPhone) for encoding, and the Matrox MAX H.264 **Retain aspect ratio when scaling** option is selected, your source video's aspect ratio may not be maintained if you're encoding to a larger aspect ratio (pillarbox video). If using Compressor v3.5 or later, this issue may be resolved by disabling the Matrox MAX H.264 **Hardware scaling** option (this option is disabled by default when using a Matrox MAX H.264 **Fast Encode** setting), and selecting **Preserve source aspect ratio** from the **Padding** list in Compressor's Geometry pane. (Ref# 52471)

- In Apple Compressor, when the Matrox MAX H.264 **Hardware scaling** option is enabled (this option is enabled by default when using a Matrox MAX H.264 **High-Quality** setting), and your source video contains a graphic that is added to the video image (i.e. timecode), the graphic is also scaled if your video must be scaled for encoding. This results in a graphic that appears larger or smaller in your encoded video, depending on if you're upscaling or downscaling. To avoid this, you must resize the graphic in

Compressor prior to encoding to allow for scaling. For example, if you're upscaling source video that contains timecode, make the timecode size smaller in Compressor prior to encoding to compensate for the scaling. (Ref# 52788)

- In Adobe Encore, when playing back a Matrox MAX H.264 Blu-ray file (*.264*), extra colored frames may appear at the beginning or end of your clip. This issue pertains to playback only, and does not appear on the authored disc. (Ref# 55045)

- To burn a Matrox MAX H.264 Blu-ray file that contains chapter markers, use Apple Compressor or Adobe Encore. Roxio Toast does not support Matrox MAX H.264 Blu-ray files with chapter markers. (Ref# 55758)

- Adobe Media Encoder does not currently support the "Fast Start" feature. If you created a QuickTime (*.mov*) file in Adobe Media Encoder, and you want to make the file a "Fast Start" file, perform the following steps:

  a Start QuickTime Pro 7, and open the *.mov* file.

  b Choose **File > Export**.

  c From the **Export** list, select **Movie to MPEG-4**, and then click **Options**.

  d Make sure **MP4** is selected from the **File Format** list.

  e In the **Video** pane, select **Pass through** from the **Video Format** list.

  f In the **Streaming** pane, select **Enable streaming** and **Optimize for server**.

  g Save your file as an *.mp4* file. (Ref# 56876)

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