



**Grass Valley**  
WE LOVE LIVE

# Mync

**Media Player, Organizer and Uploader**

**Software version 1.75.9157**

**Release Notes**  
**August 2022**

[www.grassvalley.com](http://www.grassvalley.com)

## Copy and Trademark Notice

Grass Valley®, GV® and the Grass Valley logo and / or any of the Grass Valley products listed in this document are trademarks or registered trademarks of GVBB Holdings SARL, Grass Valley USA, LLC, or one of its affiliates or subsidiaries. All third party intellectual property rights (including logos or icons) remain the property of their respective owners

Copyright ©2021 GVBB Holdings SARL and Grass Valley USA, LLC. All rights reserved.

Specifications are subject to change without notice.

Other product names or related brand names are trademarks or registered trademarks of their respective companies.

## Terms and Conditions

Please read the following terms and conditions carefully. By using Mync documentation, you agree to the following terms and conditions.

Grass Valley hereby grants permission and license to owners of to use their product manuals for their own internal business use. Manuals for Grass Valley products may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose unless specifically authorized in writing by Grass Valley.

A Grass Valley manual may have been revised to reflect changes made to the product during its manufacturing life. Thus, different versions of a manual may exist for any given product. Care should be taken to ensure that one obtains the proper manual version for a specific product serial number.

Information in this document is subject to change without notice and does not represent a commitment on the part of Grass Valley.

Warranty information is available from the Legal Terms and Conditions section of Grass Valley's website ([www.grassvalley.com](http://www.grassvalley.com)).

# Important Notification

---

## Supported OS

Because Windows 7 OS has past the end of support date, Grass Valley may no longer be able to provide any fix or improvement for issue/request confirmed in Windows 7 environment.

## If Windows Defender SmartScreen prevents the installer from starting

If Windows Defender SmartScreen prevents the installer from starting, please follow the following steps.

- 1) Right-click the installer file then select "Properties"
- 2) Open "Digital Signatures" tab then make sure the file has the digital signature of "GRASS VALLEY K.K."
- 3) Open "General" tab then check [Unlock] checkbox
- 4) Click [Apply] button, then click [OK] button
- 5) Run the installer again

# New Features & fixed issues

---

## New Features

No new feature is provided

## Fixed or improved issues

The following issues are fixed or improved in this version:

- Decoding H.264 / H.265 clips by using hardware decoder makes Mync unstable if the CPU is one of 11th Gen Intel Processors and a NVIDIA GPU is installed (SFDC00801094)
- Mync crashes when a 24bit Ross Video XPression AVI file is loaded (SFDC00793788)
- Transcoded clip has incorrect footage size when transcoding certain clip with rotation info (XRE Server only) (SFDC00797213)
- Decoding H.264 / H.265 clips by using hardware decoder makes Mync freezes if the CPU is one of 12th Gen Intel Processors
- In rare cases, Mync crashes if PS, TS, MP4 or MOV files are imported repeatedly
- Proxy files generated by EDIUS X are handled as part of spanned GoPro clips wrongly
- Mync crashes when import a file shot by GoPro HERO 10
- If a storyboard contains an HLS clip loaded from Amazon S3, the exported file is different from the storyboard (Mync Cloud only) (SFDC00812239)
- Mync does not detect alpha channel in certain ProRes MOV files (SFDC00818980)
- Footage noise appears during playing certain MPEG4 visual clips (SFDC00819814)

# Design Limitations

---

## Restrictions after uninstallation of QuickTime for Windows

The following functionality will be lost if QuickTime is uninstalled:

- Still Image File Formats: Flash Pix; Mac Pict; QuickTime Image
- Video File Formats: M4V or some MOV file formats  
*\*MOV files whose video formats are general ones such as MPEG-2, H.264/AVC, ProRes, etc. are supported*
- Audio File Formats: MOV (other than Linear PCM and AAC); QuickTime Audio