



# Grass Valley

## **Mync**

Media Player, Organizer and Uploader

### **Release Notes**

Software Version 10.30.8244 (December 2021)

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

## **Grass Valley® Product Support**

For technical assistance, to check on the status of a question, or to report a new issue, contact Grass Valley Product Support via email.

### **Web Technical Support**

To access support information on the web, visit the product support webpage on the Grass Valley website. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

- World Wide Web: <http://www.grassvalley.com/support/>
- Worldwide Technical Support: [Please use our online form](#)

## Important Notification

### Supported OS

Windows 7 OS and Windows 8.1 OS are no longer supported. You are only able to use this build on Windows 10 OS and Windows 11 OS.

### 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) Start the installer again

### About offline usage

From 10.30, the maximum offline usage period is shortened from 60 days to 30 days.

### Updating from an earlier build

If you update Mync from build 10.20 or earlier, there are the following precautions:

- The entry screen for eID appears at the first startup, so enter your eID and the password then click [Login]  
*\*Internet connection is required for this process*
- The case of updating Mync from earlier than 1.80, note that system requirements are different
- From version 1.80, QuickTime for Windows is no longer used  
*\*For the detail, please read Design Limitations section*

## Mync System Requirements

The following are the system requirements of this build.

CPU	CPU with AVX2 support: Intel 4th Gen or newer or equivalent AMD CPU
Memory	8 GB or more RAM for SD/HD clips/storyboards. 16 GB or more or 4K/8K clips/storyboards.
Network	Internet connection is required for validation of license and eID <i>*Internet connection is required regularly for validation</i>
OS	Windows 10 64-bit version 1903 or later Windows 11 64-bit <i>*Windows 7 and Windows 8.1 are no longer supported</i>

*\*System requirements are subject to change without notice*

## New Features

*This build provides the following additional / improved features:*

- Supports Windows 11  
*\*See [EDIUSWorld.com](http://EDIUSWorld.com) [FAQ](#) for more details*
- Supports variable frame rate MP4 files
- Supports reading / writing timecode from / to H.265/HEVC Timecode SEI  
*\*Hardware encode doesn't support this feature*
- Added a feature to write timecode to H.264/AVC Picture Timing SEI  
*\*Hardware encode doesn't support this feature*
- Supports exporting interlaced H265/HEVC files
- Improved memory management
- H.265/HEVC software encoder is available
- Upgraded Blackmagic RAW SDK to v2.2 so the following Blackmagic RAW clips are now supported:
  - Clips shot by Panasonic Lumix S1, S5, S1H, GH5S, BGH1 and BS1H with Blackmagic Video Assist
  - Clips shot by Fujifilm GFX100 and GFX100S with Blackmagic Video Assist
- Modified the format of GPS data in the Properties pane to improve readability
- Added a feature to display GPS data of MOV clips in the Properties pane

## Update History

*The following issues are fixed or improved in this version:*

- Incorrect thumbnail appears for a certain CR3 clip
- Mync doesn't recognize metadata of high frame rate clips shot by Panasonic Semi-Pro
- Mync doesn't recognize the timecode of clips in CBVIDEO format made by Panasonic Media Bridge or P2 Cast
- Error #2F19 appears during Mync is starting up if "Use proxy server" is enabled at GV License Manager (SFDC00804222)
- The names of imported XAVC proxy clips have the extra word "S03" at the end
- Importing a MOV file fails if it has Dolby Digital (AC-3) or Dolby Digital Plus (EC-3) audio
- Licenses are lost if Mync receives an unexpected web page during online validation of eID and licenses (SFDC00763920)
- Hardware decoder is unable to decode H.265 4:2:2 10bit clips if the CPU is one of 11th Gen Intel Processors
- Timecode in GOP headers of a MPEG2 clip is not read properly if the clip's frame rate is 59.94p or 50p
- H.265 files exported by hardware encoder is wrong
- Mync fails to get / upload files from / to us-east-1 region of AWS (Only Mync Cloud)
- H.264 files exported by Mync won't be decoded properly by the built-in software

decoder of Google Chrome

## Known issues

*This build has this known issue:*

- 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  
**Workaround:** Stop using hardware decoder or the NVIDIA GPU
- Installed option licenses don't work properly until the OS is restarted  
**Workaround:** Restart OS after installing option licenses
- Mync freezes when decoding H.264 / H.265 clips by using hardware decoder if the CPU is one of 12th Gen Intel Processors  
**Workaround:** Stop using hardware decoder

## Design Limitations

### **Restrictions by no support of QuickTime for Windows**

In Mync version 1.80 and later, QuickTime modules are no longer used even though installing QuickTime Essentials. As the result, the following file formats are no longer supported:

- Still Image File Formats: Flash Pix; Mac Pict; QuickTime Image
- Video File Formats (Import / Export): M4V or some MOV file formats  
*\*MOV files whose video formats are general ones such as MPEG-2, H.264/AVC, ProRes, etc. are able to be imported / exported*
- Video File Formats (Export): 3GP (MOV); 3G2 (MOV)
- Audio File Formats: MOV (other than Linear PCM and AAC); QuickTime Audio

### **IMPORTANT NOTE**

If the library or a storyboard contains type of above clips, they will be off-line in Mync version 1.80 and later