Matrox Monarch HDX

Release Notes

June 18, 2018

matrox®
Digital Video Solutions

Trademarks

Matrox Electronic Systems Ltd. ....Matrox®, Monarch™
Apple Inc..Apple®, Mac®, Mac OS®, QuickTime®
Microsoft Corporation...Microsoft®, Windows®
USB Implementers Forum, Inc. .... USB®
VideoLAN ....VLC™
Wowza Media System, Inc...Wowza®, Wowza Media Server®, Wowza
Streaming Engine™

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

Contents

Your notes

Contents

About these release notes

These release notes provide a list of known issues applicable to Matrox Monarch HDX firmware version 1.1.7 (build 0012). This information supplements the *Matrox Monarch HDX User Guide,* which is provided in PDF format in the Matrox Monarch HDX 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 documentation available for Matrox Monarch HDX, check the Matrox Monarch HDX 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?

This release resolves specific customer issues, provides compatibility with the latest supported applications, and improves on overall product stability including, but not limited to:

- **Additional API support**   A new command has been added to the API that allows you to get the input status of a Monarch device.
- **Encryption support**   The Monarch Command Center and API commands now support SSL encryption. You can download a signed certificate from the Monarch Utils application to use for authentication and HTTPS communication.

Known issues

This release includes the following known issues:

- When streaming or recording with an SD card in the device, it is recommended to wait until the session has ended/stopped to eject the SD card, as it may affect the quality of the video stream. (VPG-12069)
- When streaming in RTSP mode, QuickTime 7 has difficulty decoding streams with multi-sliced frames. We recommend using another multimedia player if you need to set Frame slices to 2, 4, or 8. (VPG-12985 and VPG-13210)
- When streaming in RTSP mode, QuickTime 7 has difficulty decoding streams with jumbo frames. We recommend using another multimedia player if you need to use jumbo frames. (VPG-12700)
- You cannot have multiple instances of the Monarch HDX Utils application open at the same time. If you have the application open, and then try to open

it again, you will receive the error message: "Can't create the output file *C:\ProgramData\MonarchHDXUtils\granados.dll*". (VPG-12383)

- When you are in the Monarch HDX Command Center, please note that pressing the **ENTER** and/or **FUNCTION** keys on your keyboard may inadvertently activate some Monarch HDX functions in certain conditions. (VPG-12605)

- If you want to use Monarch HDX in Static IP mode, please note that the default static IP address (169.254.1.11) is designed primarily for the initial setup of Monarch HDX using a point-to-point connection (direct connection between your computer and Monarch HDX). The default IP address is not recommended for a traditional network setting. If you wish to use Monarch HDX in Static IP mode over a network, after the initial setup we recommend that you change the static IP address of the Monarch HDX device to an address that is better suited to your network.

- When using QuickTime Player 10 to view an RTSP stream on a Mac OS X Yosemite system, you may experience interruptions in the stream. We recommend using VLC media player or QuickTime Player 7 for a better viewing experience. When using VLC media player with Monarch HDX, the stream frame rate that is displayed in the **Codec Details** tab of the **Media Information** window is double the frame rate that is set in the Monarch HDX stream settings. For example, if your streaming at 29.97 fps, the frame rate displayed in VLC is 59.94 fps. This issue does not affect the actual frame rate for your stream, which remains at the frame rate specified in the Monarch HDX stream settings.

- If the Monarch HDX stream settings are set to stream at a **15/12.5** of the source video's frame rate, video may be missing from the stream when using VLC media player, and the stream may not start when using QuickTime media player. If this occurs, perform the following steps:

  - **VLC media player** Hardware-accelerated decoding must be enabled in VLC media player. To do so, in VLC media player choose **Tools > Preferences**, click **Input/Codecs**, and then select **Hardware-accelerated decoding**.

  - **QuickTime media player** Direct3D video acceleration must be disabled in QuickTime media player. To do so, choose **Edit > Preferences > QuickTime Preferences**, and clear the **Enable Direct3D video acceleration** option in the **Advanced** tab.

- While streaming, do not connect/disconnect a USB media device to/from a USB port on Monarch HDX. Doing so may cause dropped/inverted frames in your stream.

- Occasionally, when using the file switching feature while recording at a high bit rate, the audio switch occurs before the video switch, resulting in a slight

Known issues

de-sync in the file. Bit rates may need to be reduced from maximum settings to ensure audio/video sync of files. See the Matrox Monarch HDX forum at http://www.matrox.com/video/en/support/monarch_hdx/forum/ for more details.

- If you experience corrupted recorded files when recording to a drive that was formatted to the NTFS file system using Windows 7, re-formatting the drive from the Windows 7 Disk Management console may correct the issue. To do so:

  a Choose **Start > Control Panel**, click **System and Security**, click **Administrative Tools**, and then double-click **Computer Management**.

  b In the **Computer Management** window, in the left pane under **Storage**, click **Disk Management**.

  c Right-click the volume that you want to format, click **Format**, select **NTFS** as the file system, and then click **OK**.

Your notes

matrox®

Digital Video Solutions

www.matrox.com/video