AJA HELO Plus Release Notes - v2.0.2

Firmware for HELO Plus

Introduction

HELO Plus v2.0.2 is a maintenance release. It is highly recommended that you update firmware to avoid any potential issues.

Be sure to consult the Installation and Operation Guide (user manual) for detailed information about features and configuration guidelines. The most current documentation, along with editable sample graphics projects (in Adobe Photoshop format) can always be found on the HELO Plus Support Page.

New Features in v2.0.2

- Maintenance release only

Updates and Improvements in v2.0.2

- In previous versions of software, while the user could select any port as part of an RTSP session, the system would always use port 554. This issue has been resolved - the system will now use the port defined in the WebUI.
- Some customers reported that occasionally, if they attempted to record to an SD card immediately after a system reboot and that SD card was set as the primary - and only - destination, the system could lock up and require another reboot. This issue has been resolved.
- Under certain circumstances, recording to both an SD card and a USB drive, regardless of which was the primary and which was the secondary destination, could result in a failed recording and system crash. This issue has been resolved.
- In previous versions of software, if the time overlay on the SDI/HDMI output was set to display TC, the timecode value could increment past the 24 hour boundary. This issue has been resolved.
- In previous versions of software, the time overlay on the SDI/HDMI output, when set to time of day, would always display the time in the Pacific Time Zone. This issue has been resolved.
- In previous versions of software, the time overlay on the SDI/HDMI output, when set to time of day, could revert back to displaying TC when media was mounted or its mode (data transfer vs record) was toggled. This issue has been resolved..

- If the SDI/HDMI time display was set to Time-of-Day, then at the end of a recording, the time display could revert back to displaying TC. This issue has been resolved.
- If segment recording was being used, some video artifacts could occasionally be seen at the start of a segment (other than the first segment). This issue has been resolved.
- In previous versions of the software, if the RTMP destination failed or was disconnected, the system would not clearly indicate that a stream failure had occurred and would not attempt a stream retry. This issue has been resolved.
- Some customers reported that recording and streaming events driven by the scheduler would sometimes fail to start or stop correctly, even though the WebUI indicated that they had. This issue has been resolved.
- In previous versions of the software, recording media that was too slow to support recording could sometimes cause the system to issue a “High CPU Loading” alarm. This has been resolved.
- In previous versions of the software, “High System Load” alerts could occasionally occur when a dual recording was attempted immediately after a reboot, or if the system was left idle for long periods of time. This issue has been resolved.
- In previous versions of the software, the layout view wireframe would not correctly display the aspect ratio of 720p sources. This issue has been resolved.
- The layout view wireframe has been updated so that it now shows a representation of the graphic being.

Known Issues and Limitations

- 4-channel audio is not available on RTMP streams. This is not a limitation of HELO Plus - it is a limitation of the RTMP protocol. The system will automatically disable “Audio Source 1&2” for any output that is streaming via RTMP.
- USB storage devices should be connected to HELO Plus directly and not through a USB hub. AJA cannot guarantee system performance if a hub is placed between the HELO Plus and the USB storage device.
- Occasionally, known good USB drives may show up as “unformatted” after a reboot. This issue can usually be resolved by simply removing and re-inserting the USB drives.
- When authentication is enabled and a user is logged into HELO Plus in a browser session, they must quit the browser application in order to log out. Please note that merely closing the browser tab or window will not log the user out.
- Scrolling a drive’s clip list while recording to that drive is not recommended. Current behavior is that the system will jump back to the top of the list every time the information about the active recording is updated.
- An invalid or unavailable record destination will prevent recording from starting. This is true even if 2 recording destinations are configured, and the second destination is valid.
- When recording using the “Long Single Segment” mode, if the recording duration reaches 12 hours (the maximum value for this mode), the recording will terminate with a “Recording Failed” alarm. This does not mean that the recording is unplayable - it simply means that, since the recording was still in process

when the maximum duration was reached. The users intention to record longer than 12 hours has resulted in an internally terminated recording - so the system alarms that fact. The segment, in its entirety, is fully playable. Subject to available storage capacity, longer recordings can be made using the segmented recording feature.

- Write-protected SD cards should not be used as either primary or secondary storage destination. Inserting a write-protected SD card will cause the system to raise a “Backup and Reformat” alarm. This alarm will clear once the write protection is switched off.
- Formatting of USB or SD media can be carried out directly on the HELO Plus – and indeed, that is the preferred option. However, it is also possible to format these devices on an external computer. If formatting in an external computer, it is important to ensure that the drive is formatted with a single exFAT partition which uses up the entire storage device. Having multiple partitions can cause unintended consequences and is strongly discouraged.
- HELO Plus supports recording to external SMB mounts, which can be dedicated servers, or computers running standard desktop operating systems. HELO Plus can automatically negotiate the SMB dialog to be used for communications, but users can elect to manually force SMB 1.0, 2.0, 2.1 or 3.0. Customers using Macintosh computers should only use High Sierra or newer OS as SMB targets. Customers should avoid using SMB 1.0 (also known as CIFS) if at all possible as it is not secure and may expose sensitive user credentials to anyone listening on your network. Note that auto mode will only negotiate up to SMB 3.0.2. If a customer wants to use SMB 3.1.1, they must manually select that option.
- When using SMB, the HELO Plus can only write to the top level share folder (i.e.\\<server name>\top level folder) - and only if that top level share gives the HELO Plus read/write permissions. The system is unable to write to subdirectories of that top level folder, regardless of permissions set on that subdirectory.
- If a Windows 10 computer is configured as an SMB network share, and that computer is rebooted during an active recording session, the recording will fail and HELO Plus will need to be restarted for further recordings to take place. The file which was being recorded on the SMB share at the time of reboot will not be usable.
- Depending on the SMB system being used, physically disconnecting an SMB share that is currently selected as the primary record destination can cause system issues which, on occasion, may require system reboot.
- Customers using VLC version 3.0.17 on Windows or macOS may occasionally see repeated or missing CC letters when viewing an RTSP stream. Prior versions of VLC on either platform do not exhibit this issue. The workaround is to use a prior version of VLC, or to use another vendor’s stream viewer.
- Customers who view HLS streams via Safari’s native HLS support will only be able to listen to one audio source at a time.
- If the chosen NTP server should fail, or somehow become unresponsive, HELO Plus will not automatically reconnect to it when it becomes available again. Customers can manually reconnect to the NTP server by highlighting its name on the System page and pressing <Enter>.
- When using PlayToStream in the absence of a locked video signal, the VSG format must be compatible with the PlayToStream clip format. If this is not done (or if the VSG format is set to Auto and an incompatible signal was most recently applied) PlayToStream will fail.

- It is possible to configure an RTMP stream to use an encoder which is set for ¼ frame rate with B frames turned on, which will result in a non-decodable stream. This issue will be addressed in a future release of software.
- If HELO Plus is being used in a Group operation, and is set as the Group Leader, setting another device in the group to be leader (in that device's own webUI) may sometimes fail to clear the Leader button on the HELO Plus. Refreshing the browser for the HELO Plus will correct the issue.

Technical Support

AJA Technical Support is free and available to help you answer questions or resolve issues with any of your AJA products.

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