AJA Desktop Software v17.1.3 Release Notes

macOS v17.1.3 Drivers and Software for KONA, Io and T-TAP Pro

Introduction

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AJA Desktop Software

This unified software, driver and firmware package contains everything needed to use AJA video I/O hardware.

> The following AJA applications are installed:
> - AJA Control Panel v17.1.3:
>   - For setup and control of your AJA KONA, Io or T-TAP Pro product, including firmware updates.
> - AJA Control Room v17.1.3:
>   - For high quality capture, monitoring, playback and output.
> - AJA System Test v17.1.3:
>   - For testing storage to determine if it will be possible to sustain frame or data rates for a chosen format(s).
> - AJA Multi-Channel Config v17.1.3:
>   - For setting up video I/O for use with Telestream Wirecast.
> - AJA NMOS v17.1.3:
>   - Optional SMPTE ST 2110 application providing discovery, registration and control for AJA IP devices.

Operating System

This version of AJA Desktop Software supports Macs with both Intel processors and Apple silicon running macOS 13.x (Ventura) or later. It also supports older versions of macOS with Intel processors, from macOS 11.x (Big Sur).
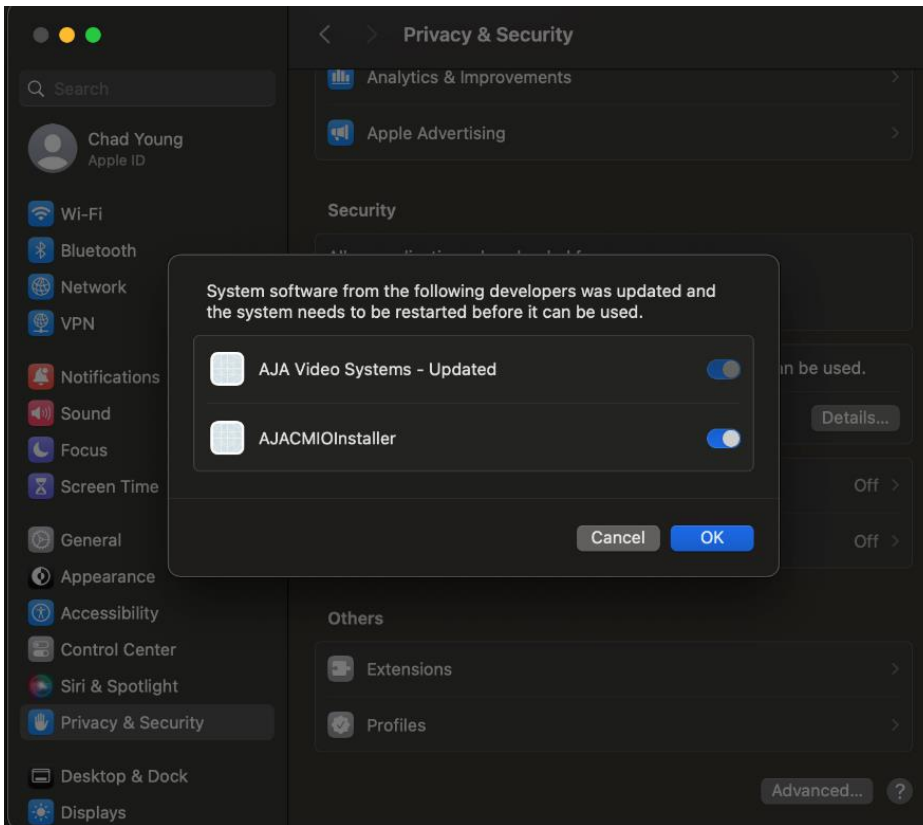
> - **Before running this installer, the best practice is to uninstall all previous versions of AJA Desktop software.**

If presented with macOS / Thunderbolt security messages when installing AJA hardware, see "Additional Details" near the end of this document for instructions and notes specific to macOS 13.x (Ventura), macOS 13.x (Monterey), and macOS 11.x (Big Sur).
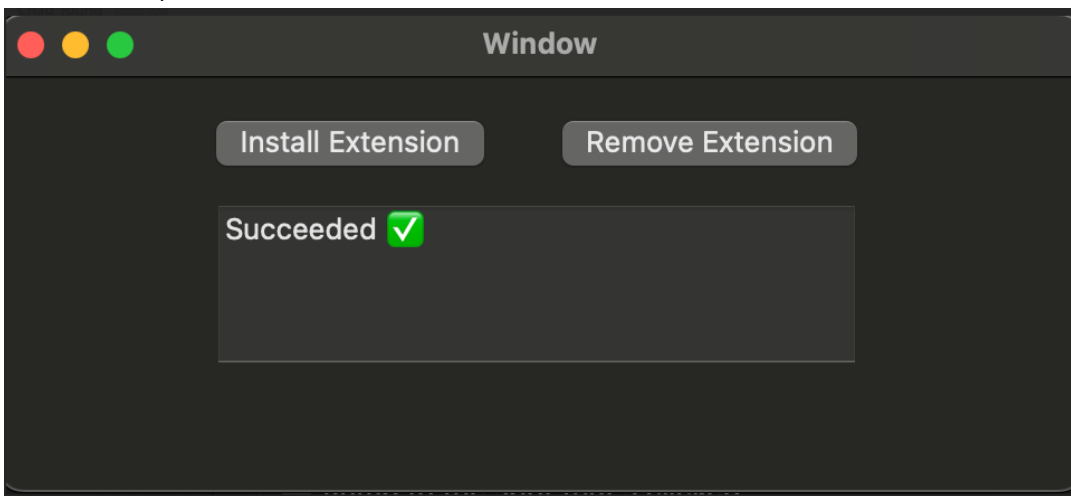
IMPORTANT:
This release now utilizes the latest Apple Core Media I/O framework to enable support for custom camera devices in macOS. Note that if you are running a version of macOS prior to 13.x (Ventura) you will lose core media I/O functionality such as the ability to properly run Apple Final Cut Pro or other media applications. If you need to run earlier versions of macOS, we recommend that you remain on AJA Desktop software version 17.0 or earlier.

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![AJA Video Systems logo]

Upon initial installation of this release, you will see the following message to enable the Core Media I/O extension:
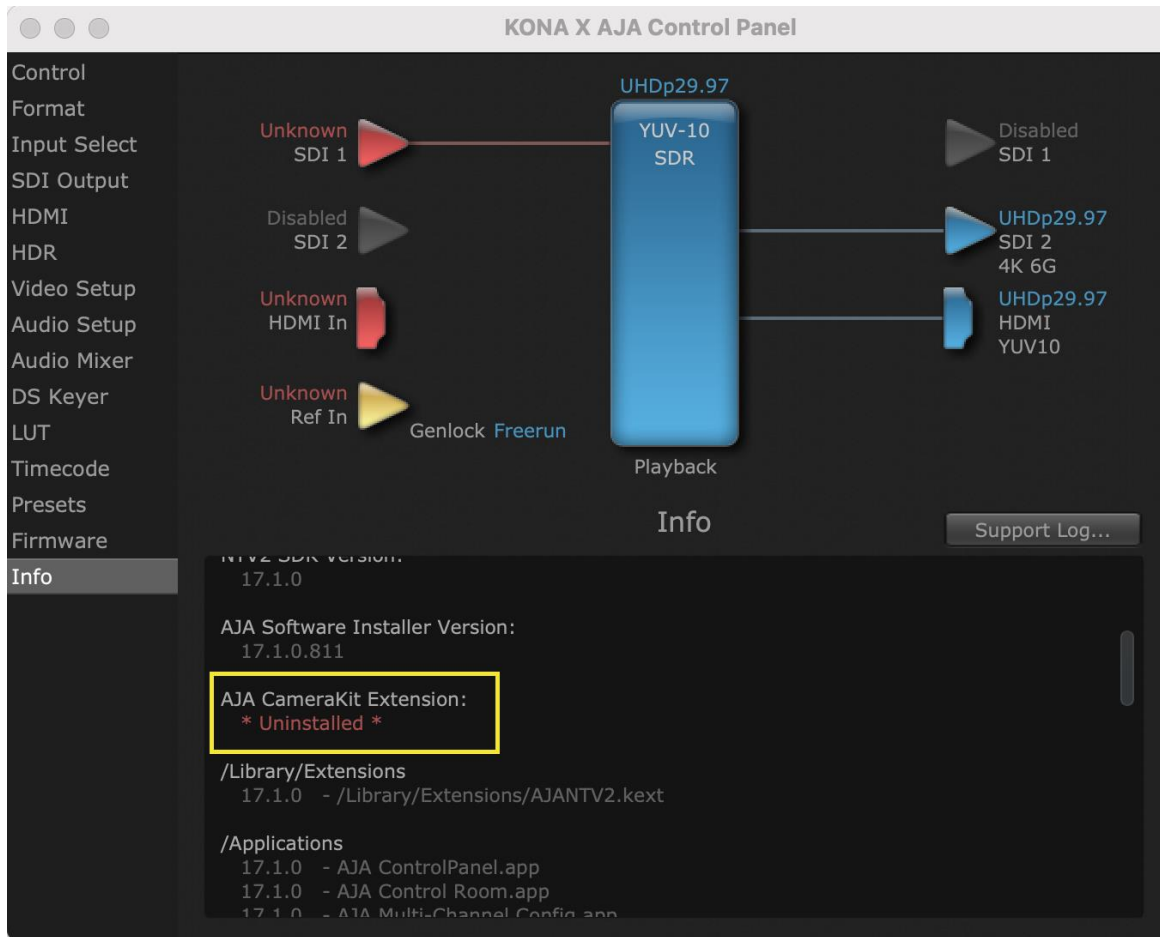

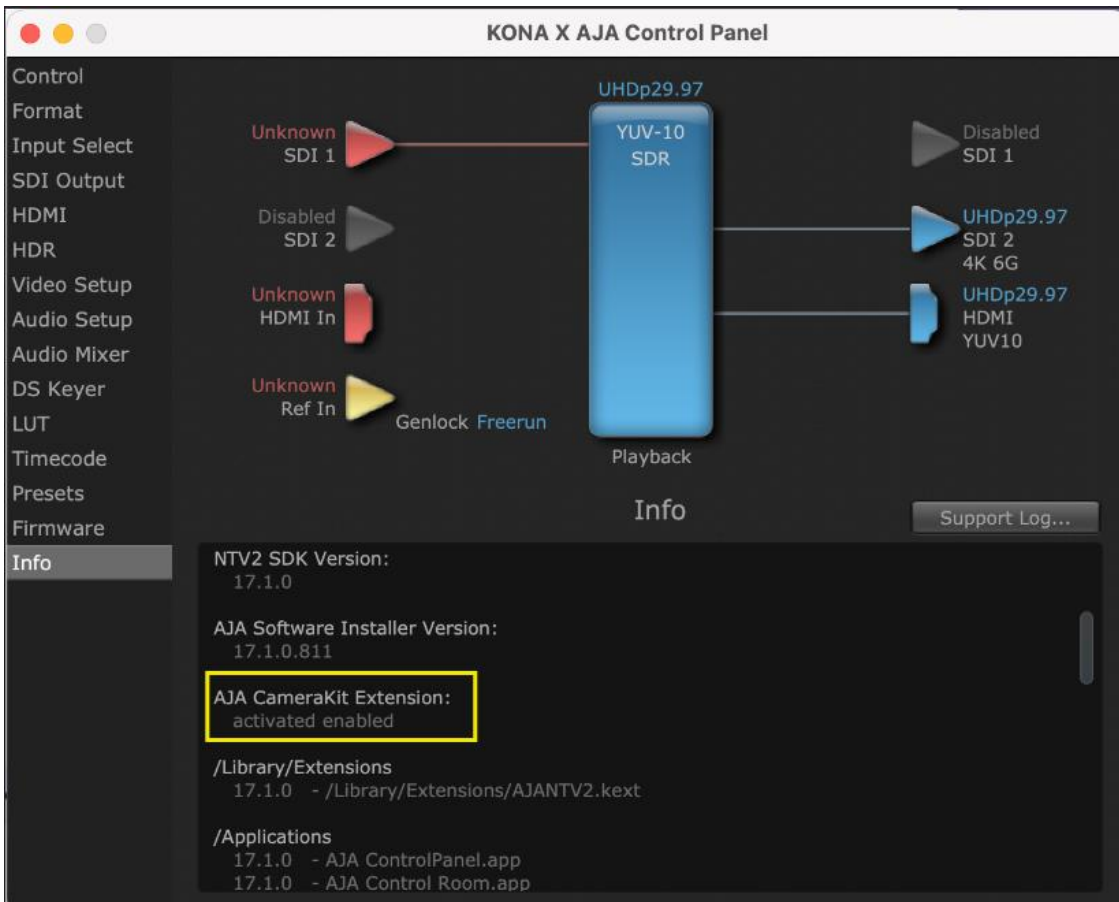Select both options and click "OK"

After installation you will briefly see the above notification, which indicates that the installation of the extension was successful. The window will close on its own when complete.

Note that if the extension is not installed, you will see the following information in AJA Control Panel – red text under AJA Camera Extensions:

A successful installation will display as the following:

Third Party Software

AJA KONA, Io and T-TAP Pro hardware is used by many software and systems manufacturers, who provide their own software for user installation. The links below provide a guide to software support AJA is aware of, with additional software support being added frequently. Please contact the appropriate software vendor for information on whether AJA software or drivers are required when using their application. AJA recommends the latest released versions of 3rd party software for best performance:

https://www.aja.com/compatibility/kona
https://www.aja.com/compatibility/io

AJA hardware also comes with out-of-the-box support for popular software from Adobe, Autodesk, Avid, OBS Project and Telestream on macOS as follows:

- **Adobe -** Premiere Pro, After Effects, Photoshop, Character Animator, Audition 2024, 2023, 2022
- **Apple -** Final Cut Pro 10.8x, 10.7x, 10.6.x, 10.5.x, 10.4.x
- **Autodesk** - Flame, Flame Assist, Flare 2023.3 Update (macOS)

- **Avid** Media Composer - 2024.x*, 2023.x* (note for both 2024.x and 2023.x: limited support, refer to known issues near the end of these release notes), 2022.x, 2021.x, 2020.x, 2019.x, Pro Tools 2023.x, 2022.x, 2021.x, 2020.x, 2019.x
- **OBS Project** - OBS Studio 30, 29.1.3, 28.1.x, 27.2.x (note that there are known issue with 29.13 and 30 for KONA X)
- **Telestream** - Wirecast 16.x, 15.x, 14.x, 13.x

In all cases, AJA recommends checking the system and OS requirements for 3rd party software packages with the software creator/vendor directly, to ensure compatibility.

Relevant Products

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The following products benefit from this update:

- KONA X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- KONA LHi
- KONA LHe Plus
- T-TAP Pro
- Io 4K Plus
- Io X3
- Avid Artist DNxIV

Recommendations in v17.1.3

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- AJA offers a comprehensive SDK for developers who are interested in doing more with KONA, Corvid, and Io products. We have recently moved repositories to Github at https://github.com/aja-video . Our Github site now offers access to both open source and pre-compiled code and tools that make developing applications that support our products much easier.
- Note that AJA Desktop Software v17.x still works with EOL products, including Io XT, Io 4K, KONA IP, Io IP, T-TAP, and DNxIP. However, releases after v16.2 were no longer qualified with end-of-life products. What this means is that issues affecting these EOL products may arise that are not caught during the testing phase for new software releases, and these issues may not be fixed. In some cases, AJA may elect to fix issues that affect EOL products, but that cannot be guaranteed.
- Note that "End-of-Life" products will continue to receive best effort SDK support, but the supported SDK version may be frozen to the version available when the device went "End-of-Sale."
- Note that Corvid HEVC (CORVID-HEVC-ATX6) is no longer being tested with new software releases.
- Note that legacy hardware is not completely compatible with add-on cards. Refer to our Hardware Compatibility Page on the AJA web site to see which systems have been tested in our lab and are known to work.

Fixes and Improvements in v17.1.3

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Note: Items below are identified against the main AJA products affected.
These same issues may have also affected other AJA products that are not specifically called out.
Refer to the issue number shown below if contacting support for more information.

New Features and Fixes in this release:

- #115 – Fixed an issue affecting Avid Media Composer that was causing "stale frame flashing" during playback.

- #856 – Fixed an issue affecting Apple Final Cut Pro with the AJA Io 4K Plus and KONA 4 in which output options would not be displayed for UHD/4K formats.

- #950 – This release adds support for Creative Cloud 2025 to the AJA retail installer package. Consequently, this release removes support for Creative Cloud 2022 from the installers.

- #976 – Fixed an issue affecting Adobe Premiere Pro 26.6.x (and possibly other versions) in which Premiere would crash on playback when an AJA device was attached, and NDI audio was used.

Additional Details

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General

- When installing AJA retail packages on macOS Ventura, if prompted, install Rosetta in order to continue installation.
- "System Sleep" or "Hibernation" should not be used with KONA and Io devices. All sleep and power efficiency modes should be disabled in the operating system settings.
- AJA Control Room captures can fall behind and may fail to retain the entirety of the recording when used with hard drives and SSDs that cannot maintain sufficient read/write speeds. Enabling deep buffers can improve the situation but may not prevent issues in all cases. Please use AJA System Test (free tool available on AJA web site also installed with the Desktop Software package) to measure disk performance to make sure your storage systems can handle the resolution, framerate, and bit depth of the recordings you wish to make.
- Note that Apple Final Cut Pro is not intended to share the AJA IO device. You can however use AJA Control Room (or another app) at the same time if you keep it in an unlocked state. You should also prevent Final Cut Pro from hanging on to the device when you move it to the background. To do this, uncheck A/V Output in Final Cut Pro when moving to another app (such as AJA Control Room) and re-enable this setting when Final Cut Pro output is desired. Running Final Cut Pro and AJA Control Room when in a locked state can cause a crash and possible loss of data.

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- Captions in Adobe Premiere may be doubled and overlapped depending on the configuration of captions in Premiere. If this occurs, try toggling Premiere captions (overlay) on or off and also toggle SDI embedded captions on or off on preview or program monitors.
- Note that AJA Control Room cannot play clips in which "Time of Day" timecode was used, if the capture happened across the rollover of one "Day" to the next "Day" across 12:00AM.
- AJA Control Panel may become sluggish due to high CPU usage after detaching connected devices in certain cases. Avoid detaching devices while active, and if the condition occurs re-attach the device and restart Control Panel.

Note that additional information, as well as known issues, is located in the previous (v17.1) release notes at https://www.aja.com/support

Technical Support

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

To contact AJA Technical Support:

Email: support@aja.com
Phone: +1-530-271-3190
Fax: +1-530-274-9442
Web: https://www.aja.com/support/contact
Shipping: 180 Litton Dr. Grass Valley, CA 95945 USA