

# AJA Desktop Software v17.5 Release Notes

## v17.5 Windows 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 v17.5:
  - For setup and control of your AJA KONA, Io or T-TAP Pro products, including firmware updates.
- AJA Control Room v17.5:
  - For high quality capture, monitoring, playback and output.
- AJA System Test v17.5:
  - 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 v17.5:
  - For setting up video I/O for use with Telestream Wirecast.

Note: As of this release, AJA NMOS is no longer available to install. (It is not required for the new KONA IP25)

Note: If you encounter an issue where the KONA IP25 becomes unresponsive, make sure to completely power down the computer system and then restart to make sure that the card is completely power cycled.

### Fixes and Improvements in v17.5

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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:

- Support for the new AJA KONA IP25 card – See details here: <https://www.aja.com/products/kona-ip25>
- #185 - Fixed an issue that was causing the AJA KONA 5 to pass certain HD rates via 3G B incorrectly.

- #179 - Fixed an issue in which Crosspoints were being routed incorrectly for RGB via 3G A in the AJA KONA 5 and Io 4K Plus devices.
- #826 - Fixed an issue in which AJA Control Room would crash when switching clips.
- #651 - Fixed an issue in which AJA Control Room output would be corrupted after moving between some formats, when using the AJA Io 4K Plus.
- #918 - Fixed an issue in which AJA Control Panel would display a LUT screen with visual anomalies.
- #68 - Fixed an issue in AJA Control Panel in which Dual Link Capture would show improper routing.
- #670 - Fixed an issue in AJA Control Panel where the "in use by" message displayed in the upper right of the UI would only display "OEM Application" when using Telestream Wirecast or Open Broadcast Software (OBS), rather than displaying the name of one of those applications that was being used.
- #970 - Fixed an issue impacting the AJA NTV2 SDK in which the NTV2QtPreview tool was not working correctly.
- #771 - Fixed an issue impacting the AJA NTV2 SDK in which the NTV2QtPreview tool would show an invalid route when using HDMI In.
- #271 - Fixed an issue that was causing AJA Control Room to crash when switching clips during playback and frames were being dropped.
- #270 - Fixed an issue in which AJA Control Room would inadvertently display a macOS tool tip in combination with a Windows tool tip.
- #953 - "Run AJA Services" and "Stop AJA Services" item selections have been removed from the Windows Tray Menu.
- #913 - Fixed an issue affecting some KONA and Corvid models in which selecting certain buffer sizes when using NTV2 interface AncSetFrameBufferSize causes the ancillary data to drop out during playback. The problem buffer sizes are 64K, and 128K - this does not occur for any other buffer size, including 16K, 32K, 63K, 65K, 127K, and 129K.

## Operating System Information

This version of AJA's unified software package is compatible with Windows 11 and Windows 10.

**Note that this software no longer supports versions of Windows *before* Windows 10 (Windows 8, etc.).**

If installing AJA Thunderbolt devices on a host system for the first time, please check the "Thunderbolt Devices" section near the end of this document. Additionally, pay particular attention to requirements around Windows settings for Sleep / Hibernation / Fast Boot / and Power.

- **Before running this installer, uninstall all previous versions of AJA Desktop software.**
- AJA recommends running this installer as an Administrator. To do this, right click on the installer and select 'Run As Administrator'. The 'Run As Administrator' option may not be present if Windows User Account Control (UAC) is turned off.

## 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 regularly. 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, Avid, OBS Project and Telestream on Windows as follows (**note that the new KONA IP25 card is pending third-party testing and may not work with some or all of these applications as of the date of release**):

- **Adobe** - Premiere Pro, After Effects, Photoshop, Character Animator, Audition 2025, 2024, 2023, 2022
- **Avid** - Media Composer 2024.x, 2023.x, 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 issues with 29.13 and 30 for KONA X)
- **Telestream** - Wirecast 16.x, 15.x, 14.x, 13.x (Note that KONA-IP25 is not fully compatible with Wirecast currently)

*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

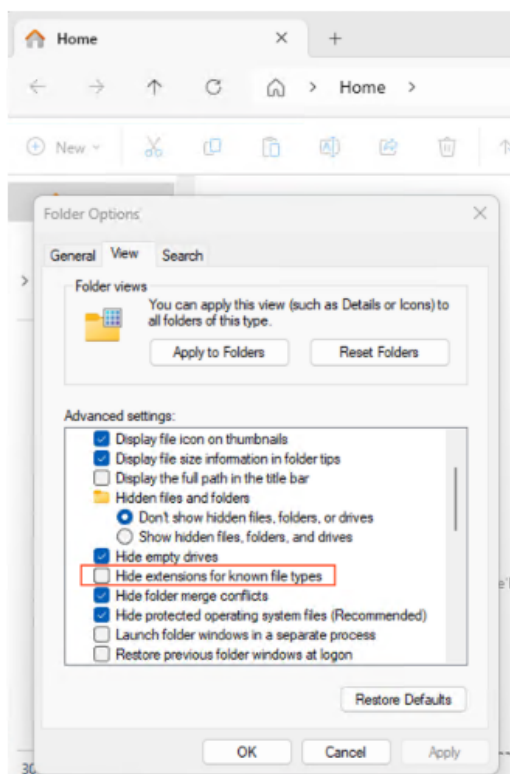
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The following products benefit from, and are compatible with, this update:

- KONA IP25 (New this release)
- KONA X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- KONA LHi
- KONA LHe Plus
- T-TAP Pro
- Io X3
- Io 4K Plus
- Avid Artist DNxIV

## Recommendations in v17.5

- 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 "End-of-Life" (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. Therefore, 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 software support, but the supported AJA software version may be frozen to the version available when the device went "End-of-Sale."
- Note that some new PC motherboard and processor combinations do not offer full PCIe compatibility 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. <https://www.aja.com/page/system-configuration>
- Note that Presets used with the new KONA IP25 card may not be re-imported after exporting, if the "Hide extensions for known file types" is checked in the Windows Settings – Folder Options dialog as shown below. Make sure that the red highlighted option is not checked.



## Additional Details

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### General

- “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 power management settings (Windows Control Panel).
- “Fast Startup”: “Fast Boot” should be OFF in the BIOS, “Fast Startup” should be set to ON in Windows Control Panel.
- Note that AJA Control Room cannot play clips in which “Time of Day” timecode was used, if the capture happened from one “Day” to the next “Day” across 12:00AM.
- Note that users who are using a BIN in AJA Control Room and have not saved it will continue to receive prompts to save the BIN after every change. This is “as designed” to protect file retention in the user’s BIN.
- Note that in some environments, PCIe Gen2 boards (KONA 4, KONA HDMI, KONA 1) do not link with 8 lanes after Windows boots. When using these boards on these systems, maximum performance or functionality may not be available. Please contact AJA support if you experience these issues. Affected motherboards and CPU’s:
  - Motherboards:
    - ASRock IMB-1314 with "PCIe1" and "PCIe3" slot (x8 supported slots)
    - AAEON MAX-Q670A with "PCIEX16\_1" and "PCIEX16\_2" slot (x8 supported slots)
      - (Note: The BIOS setting of CPU/PCIe slot for both motherboards does not affect the appearance ratio of the issue.)
  - CPUs when used on the motherboards above:
    - Core i7 13700
    - Core i7 12700
    - Core i9 12900

### Thunderbolt Devices

In cases where an AJA Thunderbolt device is being installed for the first time on your host system, a Thunderbolt dialog box should present itself, providing the opportunity to “approve the device”. If this is the case, proceed to approve and the installation will succeed accordingly.

If the dialog is missed, or else it didn’t present itself, then although the AJA Thunderbolt device will show up in Device Manager, it will not be recognized by the installed AJA Desktop (or other) software. In this case, follow the instructions below to “approve the device”.

1: Launch “Thunderbolt software” under Start menu in the Thunderbolt folder

2: This will put the Thunderbolt software icon in the tray (lower left in hidden icons)

3: Right click the Thunderbolt software icon to view options, click Approve Attached Devices on the Port

4: Click arrow to select Always Connect

5: AJA Control should see the Thunderbolt device

6: View Attached Devices in Thunderbolt software to show connection status

## Known Issues

- #1223 – Regarding KONA IP25 - As a current solution to limit the risk of over subscription (with AJA Desktop Software) KONA IP25 supports UHD input streams on IP 1 and IP 2. IP 3 and IP 4 support input streams up to 3G.
- #1218 – Regarding KONA IP25 - if upstream sending device network interface is disrupted, there is a potential to occasionally induce crackling on KONA IP25 audio input. Resetting the audio input of that stream in the web UI or the KONA IP25 will alleviate the issue.
- #1220 – Regarding KONA IP25 – Enabling outputs while other outputs are already streaming may result in momentary glitches to the existing output streams. In order to avoid this potential, enable all the outputs you intend to use ahead of time.
- #269 - AJA Control Room's viewer may be blank when using OpenGL on AMD-based systems. This is believed to be an OpenGL driver issue. To correct this, change settings to use Software Only – this is done by holding SHIFT down while starting Control Room (which resets startup options) and also selecting “Force software-only render in viewer”, then click OK.
- #100 - AJA Control Room may hang indefinitely when making a change to the Host Audio Monitor and thus require a restart to recover.
- #88 - When multi-layered interlaced HD timelines in Adobe Premiere Pro contain progressive clips, frames may be dropped regardless of the capabilities of the host computer system. Adobe is aware of this issue.
- #265 - AJA Control Room can perform destructive resizing under certain conditions when scaling video without GPU acceleration. When users perform the following steps: Launch Control Room, Go to Preferences – Viewer, Disable GPU Acceleration, Add a video and send to the Viewer, Resize the Viewer either independently or by changing application dimensions, Repeat the last step more than once – Each resize is scaled from the previous Viewer image rather than from the original source.
- #512 - Cross Dissolved performed In or Out in Adobe Premiere Pro do not always output to an AJA KONA, Corvid or Io device.
- #262 - AJA Control Room does not properly handle “Click and Drag” within Time Fields for certain video files.
- #644 - Occasionally, when using an AJA KONA X, if you play out video (1080i 59) from Premiere Pro (version 2024.2.1) audio payout will cease to function. This may require a system reboot to fix.
- #109 - When using Adobe After Effects, in the 2022 version, the After Effects sequence frame rate would match the frame rate of the active clip. In the 2023 version, the sequence frame rate matches the rate that was present when the application was launched. Workaround if this is encountered is to set the desired frame rate in the AJA Control Panel prior to launching After Effects.
- #695 - AJA Control Room may hold displayed captions when moving the play head forward or back. The previously displayed captions will remain on both canvas and output indefinitely.
- #776 - The AJA KONA LHi is not detecting RP188 timecode.
- #272 - AJA Control Room may fail to update position in the viewer when the play head is moved during a frame drop.

- #273 - AJA Control Room alerts may fail to display during playback mode when No Device is selected.
- #222 - AJA Control Room improperly allows devices switching during Capture, when at least two devices are available to the system.
- #223 - AJA Control Panel RGB Range dropdown selection is not always accurate to what is being output on Frame Buffer or SDI output.
- #199 - AJA Control Room fails to insert a standard color space when writing DNxHR.
- #198 - AJA Control Panel outputs BGRA test pattern on the wire with a zero alpha channel resulting in the Alpha channel component being set to zero.
- #212 - AJA Control Room can crash when sending media to the viewer - Launch Control Room - Add media to the bin - Send to Viewer - Double click on the next file in the bin, repeat this step and crash may occur.
- #356 - AJA Control Room may crash when ending a capture during a frame drop condition.
- Issue with Adobe After Effects: Output does not start until click off focus and back to project (multi-sequence complex project).
- #268 - AJA Control Room may crash when a "Reserve Buffer Size" setting is entered.
- #266 - AJA Control Room may exhibit a memory leak when playing H.264 at increased playback speeds. This memory leak can eventually lead to a program hang, or a crash requiring a restart.
- #236 - AJA Control Panel window may fail to show when clicking the Windows tray icon. Workaround: Click the taskbar button to restore the window. If instead you right-click Control Panel's taskbar button and choose "Close window," or click the Control Panel window's close box ("X"), the window hides, and the workaround (click tray icon) will function.
- #182 - Issue with using Fast Switching Firmware on KONA 5: Audio Test Tone feature works intermittently. Workaround is to use normal firmware.
- #104 - Issue with capturing H.264 / H.265 on Windows 11 with certain NVIDIA GPUs.

## 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](mailto:support@aja.com)

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