

AJA Desktop Software v18 Release Notes

v18 Windows Drivers and Software for KONA, Io, and T-TAP Pro

Introduction

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 v18:
 - For setup and control of your AJA Desktop and Mobile I/O products, including firmware updates.
- AJA Control Room v18:
 - For high quality capture, monitoring, playback, and output.
- AJA System Test v18:
 - 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 v18:
 - For setting up video I/O for use with Telestream Wirecast.

Fixes and Improvements in v18

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 in this release:

- Added support for 10-bit RGBA signals to AJA Corvid 44 and Corvid 88 devices.
- Added support to the AJA KONA X and KONA XM card for 4 Channel operation allowing simultaneous capture of two channels of up to 1080p60 streams along with two channels of up to 1080p60 stream playback.

Fixes in this release:

- #55 – Fixed an issue where PCIe Gen2x8 cards including Corvid 44, Corvid 88 and KONA 4 were not initializing properly on machines that were running Intel Alder Lake or Raptor processors.
- #265 – Fixed an issue in which AJA control Room would perform destructive resizing when scaling without the use of GPU acceleration. (ALL)
- #268 - Fixed an issue in AJA Control Room causing it to crash when a “Reserve Buffer Size” setting is entered. (ALL)
- #544 – Addressed an issue in the NTV2 SDK in which the total number of playable frames would be improperly reported on devices in certain configurations.

- #637 – Fixed an issue in which the AJA KONA 5 4K Fast Switch option would fail to activate Outputs 1 and 2.
- #695 – Fixed an issue in AJA Control Room where the previously displayed caption would remain on both canvas and output when moving the play head forward or back. (ALL)
- #1223 – Fixed an issue impacting the AJA KONA IP25 in which UHD signals would fail to be received on Inputs 3 and 4.
- #1361 – Fixed an issue with the AJA KONA IP25 in which PCI Enumeration could fail intermittently on some systems.
- #1363 – Fixed an issue in which the KONA IP25 input data would experience one of four configured inputs continually “lost and found” in rapid succession.
- #1392 – Addressed an issue in which VPID bit depth on the AJA KONA 5 was not being correctly set to 10-bit for YUV-8 output signals.

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 that 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 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 issue 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

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

- KONA IP25
- KONA X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- T-TAP Pro
- Io X3
- Io 4K Plus
- Avid Artist DNxIV
- Corvid 44*
- Corvid 44-12G*
- Corvid 88*

* Note that Corvid products are normally used with the NTV2 SDK. The AJA Retail applications, including Control Panel and Control Room offer limited support for Corvid products.

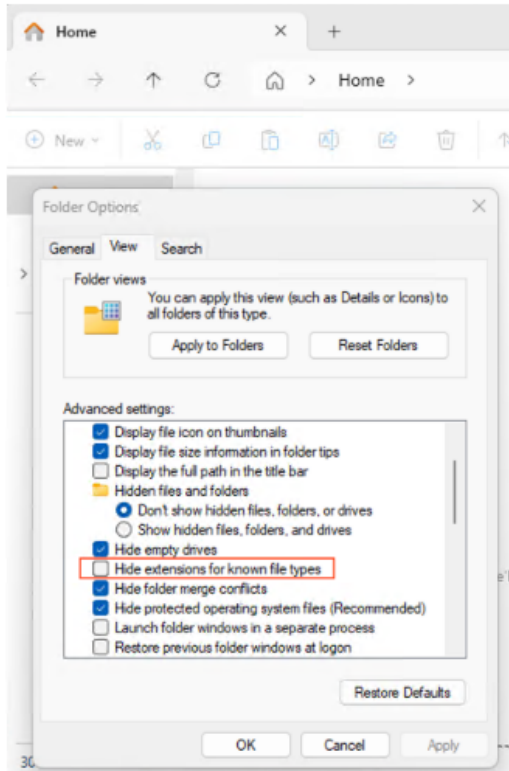
We do not recommend upgrading to this release if you are using the following products:

- KONA LHi
- KONA LHe Plus

Recommendations in v18

- 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 v18.x may work with EOL products, including Io XT, Io 4K, KONA IP, Io IP, T-TAP, and DNxIP. However, releases after v16.2 are 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 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 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

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 "PCIEX16_1" and "PCIEX16_2" 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

- #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.
- #100 - AJA Control Room may hang indefinitely when making a change to the Host Audio Monitor and thus require a restart to recover.
- #104 - Issue with capturing H.264 / H.265 on Windows 11 with certain NVIDIA GPUs.
- #182 - Issue with using Fast Switching Firmware on KONA 5: Audio Test Tone feature works intermittently. Workaround is to use normal firmware.
- #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.
- #199 - AJA Control Room fails to insert a standard color space when writing DNxHR.
- #272 - AJA Control Room may fail to update position in the viewer when the play head is moved during a frame drop.
- #776 - The AJA KONA LHi is not detecting RP188 timecode.

- #968 – Issue with Avid Media Composer in which entering trim mode and selecting play/loop – the initial playback will be a normal rate, but after 2-3 loops of the trim, playback will slow to half rate and eventually playback will freeze altogether, requiring a stop/start toggle of playback to resume. To work around this issue, add one frame to the Intermission setting in the Trim Settings.

Technical Support

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>

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