

AJA Desktop Software v18 Release Notes

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

Introduction

AJA Desktop Software

This release introduces AJA's DEXT (Driver Extension) - compliant drivers and software applications for modern macOS versions running on Apple silicon computer systems. This release requires different installation procedures from previous versions of AJA Desktop Software and drivers, including running a required special uninstaller that is included in the version 18 installation package, rather than the normal uninstaller that is already installed on your machine. To assist with the installation process, we have created a macOS Installation Guide, which is included in the release documentation and is available online at <https://www.aja.com/support/item/10171>

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.

Note that we do not recommend installing this software on systems with less than 16GB of RAM. Although it is possible to install this software on these devices, performance may not be acceptable for certain functions.

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:

- macOS DEXT-compliance – It is no longer necessary to reduce security on Apple silicon-powered machines (M1, M2, M3, etc) in order to install AJA Desktop Software and related applications.

- 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 layout.
- Added support for the Avid OpenIO SDK Integration

Fixes in this release:

- #139 – Fixed an issue with AJA Control Room affecting Apple M1 Studio: SD ProRes 422 captures with 8-bit buffer setting would occasionally exhibit scrambled video.
- #192 – Fixed an issue impacting the AJA Io 4K Plus in which the device would have trouble locking to YUV 4:2:2 via HDMI.
- #265 – Fixed an issue in which AJA control Room would perform destructive resizing when scaling without the use of GPU acceleration.
- #268 - Fixed an issue in AJA Control Room causing it to crash when a “Reserve Buffer Size” setting is entered.
- #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.
- #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.
- #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.
- #1406 – This version of Desktop Software addresses an issue in which Apple Final Cut Pro support for multiple AJA I/O cards was broken. This new functionality is only supported on Apple silicon (M-Series) equipped systems.

Operating System Information

This version of AJA Desktop Software only supports Macs with Apple silicon running macOS 14 Sonoma and all subsequent versions, including macOS 15 Sequoia, and macOS 26 Tahoe. If you are running earlier versions of macOS, or are using a machine with an Intel processor, please install AJA Desktop Software version 17.6.

- Before running this installer, please refer to the macOS Installation Guide, which is included in this release zip archive as a PDF file and is also available online at <https://www.aja.com/support/item/10171>
- Additionally, we recommend that you view our video for Installing AJA Desktop Software Version 18 at the following link: <https://vimeo.com/ajavideosystems/desktop-v18-macos>
- If you have ever installed an older version of AJA Desktop software on your machine, it will be necessary to run the “AJA Uninstaller” app that is included in the zip archive of the version 18 installer.
Do not run the Uninstaller that was installed on your machine with the previous version.

IMPORTANT:

- If you are using an AJA Thunderbolt device (T-TAP Pro, Io X3, Io 4K Plus, etc.), please be aware that macOS may disconnect the device when the machine sleeps. If this condition occurs, unplugging and re-plugging the Thunderbolt cable will restore functionality.
- In previous macOS installers, the CMIO (Core Media IO) extensions were installed as a separate process. The “AJA Uninstaller” in the v18 installer package will also remove those extensions (once the system is rebooted), and the new v18 installer will install newer extension versions. Please follow the instructions in the “macOS Installation Guide” to make sure these new extensions are enabled.

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, Autodesk, Avid, OBS Project and Telestream on macOS 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
- **Apple** - Final Cut Pro 11x, 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 (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 this update:

- KONA IP25
- KONA X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- T-TAP Pro
- Io 4K Plus
- Io X3
- 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. Repositories are on Github at <https://github.com/aja-video>. Our Github site 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 SDK support, but the supported SDK version may be frozen to the version available when the device went “End-of-Sale.”
- 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. <https://www.aja.com/page/system-configuration>

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 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 I/O 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.
- Captions in Adobe Premiere Pro may be doubled and overlapped depending on the configuration of captions in Premiere. If this occurs, try toggling Premiere Pro 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.
- 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.
- 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.

Known Issues

- #100 - AJA Control Room may hang indefinitely when making a change to the Host Audio Monitor and thus require a restart to recover.
- #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.
- #272 - AJA Control Room may fail to update position in the viewer when the play head is moved during a frame drop condition.
- #254 - Quitting AJA Control Panel from the macOS Dock terminates both Control Panel and the service. Avoid performing this action if you want the service to continue running.
- #1212 – Issue with Avid Media Composer in which J>L reverse to forward play causes frame dropping w/ 8-bit non-HFR timelines
- #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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