

Timecode-Based Partial File Retrieval 2.0

Release Notes

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Purpose of This Release

StorNext Timecode-Based Partial File Retrieval (PFR) enables you to quickly retrieve and utilize segments of large media files, rather than the entire file, based on timecode parameters.

Enhancements and Fixes

The following are fixed issues included in this release of PFR:

v2.0.0.13 QPFR

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Implemented Writing SMPTE-436M ANC and VBI data tracks to QPFR index tables, and reading them back and writing the track to the result MXF file.

[TeamSupport Tickets: 9042]

Force the PFR indexer to fail if the QT file is not written correctly. (for example, if source contains AAC audio)

[TeamSupport Tickets: 8979]

09 Apr 2020 - PR

v2.0.0.12 QPFR

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Fix audio in QT to QT transfers

[TeamSupport Tickets: 8913,8500]

23 Jan 2020 - PR

v2.0.0.11 QPFR

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Fixed the crash if the StorNext API port number is not present in the database

[TeamSupport Tickets: 8862]

09 Jan 2020 - PR

v2.0.0.10 QPFR

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Make sure cacerts_sample.pem gets copied to cacerts.pem if necessary

[TeamSupport Tickets: 8862]

08 Jan 2020 - PR

v2.0.0.9 QPFR

~~~~~

Added HTTPS support to QPFR to talk to StorNext v2 Web Services.

[TeamSupport Tickets: 8862]

19 Dec 2019 - PR

v2.0.0.8 QPFR

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Removed need for the de-interlacing DLL in QPFR

[TeamSupport Tickets: 8409]

22 Nov 2019 - PR

v2.0.0.7 QPFR

~~~~~

Fix matching H.264 preset codec definitions.

[TeamSupport Tickets: 8845]

21 Nov 2019 - PR

v2.0.0.6 QPFR

~~~~~

Resolved a memory leak in the Medway Server Component

[TeamSupport Tickets: 8830]

14 Nov 2019 - PR

v2.0.0.4 QPFR

~~~~~

Made Stornext partial file retrieval wait for a status of "COMPLETED" or "ERROR", all others are considered to be in-progress.

[TeamSupport Tickets: 8830]

13 Nov 2019 - PR

v2.0.0.3 QPFR

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Retry PathFileExists test after partial restore has succeeded

[TeamSupport Tickets: 8830]

12 Nov 2019 - PR

v2.0.0.2 QPFR

~~~~~

Fixed QPFR Desktop shortcut to point as the correct configurator

[TeamSupport Tickets: 8409]

06 Nov 2019 - PR

v4.1.0.112

~~~~~

Added version 3.0 EDL that allows "clip list" EDLs to have clips with different framerates.

[TeamSupport Tickets: 8786]

30 Oct 2019 - PR

v4.1.0.1112 Branch

~~~~~

Quantum PFR using new new v6 REST Web Service API to restore partial files

[TeamSupport Tickets: 8409]

31 Oct 2019 - PR

v4.1.0.109

~~~~~

Fix cleaning up the temporary AAF and MED file when the transfer completes in the AAF Rewrap workflow. Needs Delete on Completion set on Avid Publish.

Use frame Aspect Ratio from Avid bounding box as opposed to the stated aspect ratio when parsing Atoms.

[TeamSupport Tickets: 8609]

18 Oct 2019 - PR

v4.1.0.106

~~~~~

Embedded the .cab file in the installer for the AAF rewrap service

[TeamSupport Tickets: 8609]

15 Oct 2019 - PR

v4.1.0.106

~~~~~

Fix Mixed non-drop Time code track and n/1001 video track rates going to AMT-3 wrapper

[TeamSupport Tickets: 8768]

Added AAF Rewrap service and mamAAFRewrap plugin

[TeamSupport Tickets: 8609]

14 Oct 2019 - PR

v4.1.0.104

~~~~~

Fixed codec type selection for DV 25, DVCPro 25 and MX 40 when writing to AMT3 wrapper

[TeamSupport Tickets: 8768]

2 Sep 2019 - PR

v4.1.0.101

~~~~~

Fail if MXF raw media is known to be too short in EDL transfer.

[TeamSupport Tickets: 8755]

Fixed writing MXF files with data tracks and Pre-charge

[TeamSupport Tickets: 8704]

06 Sep 2019 - PR

v4.1.0.99

~~~~~

Fix dependencies for AMT3 Wrapper DLL

[TeamSupport Tickets: 8743]

Added ProRes transcode & writing to MXF Atoms on Avid standalone and Interplay -- only 1080i and 1080p full raster sources, no Skinny

[TeamSupport Tickets: 8701]

03 Sep 2019 - PR

v4.1.0.96

~~~~~

Added the ability to read ProRes AAF & Atoms from Avid Media Composer. 1080i @ 50 and 59.94, 1080p @ 23.976, 25 and 29.97. Prores, Proxy, LT and HQ

[TeamSupport Tickets: 8701]

Fixed the way we output pre- and post-charge in AMT v3 atoms.

Make K2 Server transfers behave as though NO_PART_TRANSCODE has been set on the destination, to cope with not having index tables available to create transcode stages.

[TeamSupport Tickets: 8704]

Removed requirement for EDL source media MXF files to be Atoms (note they must still be single track, but they may be Frame wrapped)

[TeamSupport Tickets: 8296]

Added ability to read AAF files that refer to MXF OP1a media files as well as atoms

[TeamSupport Tickets: 8608]

16 Aug 2016 -SB

v4.1.0.88

~~~~~

AMT3 atoms - fix drop frame flag on timecode track

[TeamSupport Tickets: 8666]

28 Jun 2019 - SB

v4.1.0.85

~~~~~

Fix installers (specifically missing component used in AMT3)

[TeamSupport Tickets: 8592]

12 Jun 2019 - SB

v4.1.0.84

~~~~~

Fix the slot-ID link between ANC data track and the Tape MOB in transfers to Avid. Cures Avid's problems with more than 16 Audio tracks.

[TeamSupport Tickets: 8592]

Ignore the missing FrameSampleSize attribute when browsing Media Central generated files -- fails later if we need it to identify the video type.

[TeamSupport Tickets: 8460]

20 June 2019 - SB

v4.1.0.81

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FIMS - allow Interplay passwords that contain non-valid URL characters by using the extended server parameters instead of embedding in Interplay URI

[TeamSupport Tickets: 8496]

13 Jun 2019 - PR

v4.1.0.80

~~~~~

Merged branch to allow MEWS to read from FTP servers

[TeamSupport Tickets: 8490]

Fixed reading the short "5 Frame Chunk" of audio at the end of a 29.97fps GXF file.

[TeamSupport Tickets: 8641]

Resolve frame sequence number problem when reading GXF files with multiple segments and ANC data tracks

[TeamSupport Tickets: 8626]

Fix the index (ctts) table generation in QT files for H.264 Long GOP with mixed open and closed GOPS (I and IDR frames) - makes the video play smoothly

[TeamSupport Tickets: 8629]

Added 1/3 scale 1080p H.264 proxy preset in MP4 files, only in generic file server. Main Profile Level 30. Allowed the target bit rate to be selected in the config.

[TeamSupport Tickets: 8598]

Merges from 4.0...

Fix Marquis-style relink of sequences in case of standalone Media Composer (got broken when making changes for Interplay relink)

[TeamSupport Tickets: 8623]

Fix configuration of Avid Publish where the default share path uses a drive letter but is not c:\medwaymedia\...

[TeamSupport Tickets: 8617]

Changes to the way we write QT sample to chunk tables to reduce the size of PFR index files and the amount of memory churn in the PFR indexer.

(e.g. a 1 hour index now only allocates 2 million bits of memory instead of 4 million when reading the index)

[TeamSupport Tickets: 8566]

Pass Interplay credentials separate from the Interplay URI to prevent problems with special characters

[TeamSupport Tickets: 8544 8496]

12 Jun 2019 - PR

v4.1.0.72

~~~~~

Resolve start time for master clips when generating Frecuencia-Latina marker metadata

[TeamSupport Tickets: 8600]

17 May 2019 - PR

v4.1.0.71

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Following change for de-interlacing, the scaler was using wrong 10-bit YUV format

[TeamSupport Tickets: 8576]

Set NEXIO\_BROWSE\_TIMEOUT to set inactivity timeout (in seconds) on Nexio server browser (default is 600 )

Fixes to BP-PFR to make Repeated restore partial requests work consistently

[TeamSupport Tickets: 8554,8485]

29 Apr 2019 - SB

v4.1.0.66

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UK DPP metadata does not generate a *_MQ.xml output so test for its existence instead of fail because missing (Avid SendTo only)

[TeamSupport Tickets: 8538]

38 Mar 2019 - SB

v4.1.0.63

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Implemented FTP Reader server type for MEWS

Added ability to "tail chase" FTP and FTPS in the MEWS FTP Reader server.

[TeamSupport Tickets: 8490]

Look in the publish media folder as well as the metadata temp folder for the \_MQ file to be converted to an \_MQMD for reading and transferring to Nexio

[TeamSupport Tickets: 8353]

Allow Avid atoms created by Medway (not AMT) to be edited while capture with \_MEDWAY\_PROXY metadata in the AAF.

[TeamSupport Tickets: 8461]

14 Mar 2019 - PR

v4.1.0.54

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Restore Medway's ability to restart pending and progressing transfers after being restarted.

[TeamSupport Tickets: 8464]

25 Feb 2019 - PR

v4.1.0.52

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Made importing metadata after parse work in the case where the \_MQMD.xml file has a "\$SRV." or other host prefix.

[TeamSupport Tickets: 8353]

Added a slash between the path and the file name when looking for a "\$SRV.\*\_MQ.xml" metadata file to send to Nexio.

[TeamSupport Tickets: 8353]

22 Feb 2019 - PR

v4.1.0.48

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Sequence parking can omit proxy atoms using SEQUENCE_PARK_OMIT_PROXY_ATOMS=true

[TeamSupport Tickets: 8417]

06 Feb 2019 - PR

v4.1.0.47

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When writing sequence archives from mixed proxy and HiRes sequences write the HiRes as OP1a and leave the proxies as atoms. Add the HiRes MobIds to the to the Asset XML, so when reading such an archive the atoms created can be relinked to the sequence.

[TeamSupport Tickets: 8269]

Fixed major memory leak in reading GXF files

[TeamSupport Tickets: 8349]

22 Jan 2019 - PR

v4.1.0.43

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Added ANC data tack to GXF parser and convert and cache MXF style ANC data packets during GXF read.

Updated the GXF parser to handle DVCPROHD

[TeamSupport Tickets: 8349]

10 Jan 2019 - PR

v4.1.0.41

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Added outputchannelindex to audio tracks in Adobe FCP XML to make them left and right panned in the Audio Track Mixer window.

[TeamSupport Tickets: 8372]

Fix error in Index Table's Delta Entry Array when the MXF file had KAG=1 (typically AS-11 files suffered from this)

[TeamSupport Tickets: 8383]

RedBee FTP: Escape all non-alphanumeric characters in the user name and password before passing to cUrl

[TeamSupport Tickets: 8375]

Fixed problem with calculation of IndexByteCount value in Footer partition for XDCAM media.

[TeamSupport Tickets: 8216]

07 Jan 2019 - PR

v4.1.0.35

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Added the VS2017 runtimes to the installers

[TeamSupport Tickets: 8351]

28 Nov 2018 - PR

v4.1.0.30

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The deinterlacer has been modified to cope with mixed bit depth sequences. It converts the input to the output bit depth before deinterlacing.

[TeamSupport Tickets: 8238,8321]

16 Nov 2018 - PR

v4.1.0.29

~~~~~

Fix the RedBee FTP server not waiting for the first buffer to be written before reusing it.

[TeamSupport Tickets: 8328]

Made Generic File server recognise and straight transfer "MPEG-2 MP@HL" using a "MPEG-2 pass-through codec" (mainly for BP-PFR)

Added <numOutputChannels> to adobe XML generation to allow for multi channel audio rather than default stereo -- set AUDIO_FILE_LAYOUT=MONO server attribute

[TeamSupport Tickets: 8251]

13 Nov 2018 - PR

v4.1.0.27

~~~~~

Added mqAMT3Wrapper DLL to enable the AMT3 DLL to be loaded only when it is needed rather than linked directly in.

Fixed some chroma/luma pixel ordering problems created in the conversion from V210 to Y210

[TeamSupport Tickets: 8315,8321]

12 Nov 2018 - PR

v4.1.0.25

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Added FrameFormer dll to the installer package

[TeamSupport Tickets: 8238]

Implements InSync De-Interlacer - requires new licence capability (but should work in eval mode)

[TeamSupport Tickets: 8238]

07 Nov 2018 - SB

v4.1.0.18

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Fix the installed libCURL so the Redbee FTP service supports ftps

[TeamSupport Tickets: 8280]

25 Oct 2018 - PR

v4.1.0.17

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Added missing libeay32 and ssleay32 DLLs from RedBee FTP Service installer
Added "AVC LongGOP 12/25/50" and "H.264 Proxy" codecs to Sequence Archive
Treat proxy source media as private assets in sequence parking.

[TeamSupport Tickets: 8269]

24 Oct 2018 - PR

v4.1.0.15

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Fix RedBee FTP service fileExists API call so it ignores error returns from the FTP server during the connection process

[TeamSupport Tickets: 8261]

Improve decode speed to DNxHD HQX

[TeamSupport Tickets: 8196]

merge changes from v4:

v4.0.0.240

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Added extra command argument quote doubling to calls to InterplayProgress

[TeamSupport Tickets: 8206]

18 Oct 2018 - PR

v4.0.0.236

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Improve decode speed to DNxHD HQX

[TeamSupport Tickets: 8196]

Major effort to update the Mac client build to be compatible with 4.0 Medway server.

Apple will drop 32-bit App support in the next 12 months or so, so took opportunity to convert the Mac client to be 64-bit.

Change to memory management also forced change over to ARC (Auto Ref Counted) memory allocation and management from old-style garbage collection scheme.

05 Oct 2018 -SB

22 Oct 2018 - PR

v4.1.0.6

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Medway 4.1 build with...

RedBee FTP transfer Web-service

AMT3 writing to Interplay

Some HDR (HLG) support in AVC/H.264

[TeamSupport Tickets: 8177]

26 Sept 2018 -SB

v4.0.0.229

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Fixed write of transcoded MPEG to Avid where source has post-charge frames (typical of Omneon QT media)

[TeamSupport Tickets: 8171]

Make sure the medwaySync doesn't create a new suspended MedwaySrvr.exe process on exiting.

[TeamSupport Tickets: 8147]

10 Sept 2018 -SB

v4.0.0.224

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Fixed the regular expression processing so it actually shows the failure message and allows no expressions in the config

[TeamSupport Tickets: 7801]

22 Aug 2018 - PR

v4.0.0.222

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Added Regular expression validation of markers in the Red Bee/Ericsson AAF Splitter Avid SendTo processor

[TeamSupport Tickets: 7801]

PFR Changes for SpectraLogic:-

Allow indexes to be created in a configured location.

Make the installers silent to run in their installer.

Allow the rewrap file to be put at in any location

[TeamSupport Tickets: 8135]

Setting LXF number of audio tracks requires special where 16 channels of audio being written.

[TeamSupport Tickets: 8130]

21 Aug 2018 - SB

v4.0.0.218

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Fix bug when writing 16 channel audio to Nexio (as LXF)

[TeamSupport Tickets: 8130]

20 Aug 2018 - SB

v4.0.0.216

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Made sure the S3 cloud writer closes it's stream before releasing the part object to be reused, so the temp file can be deleted correctly.

[TeamSupport Tickets: 8134]

16 Aug 2018 - PR

v4.0.0.215

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Increase max audio channels to 16 for Nexio servers

[TeamSupport Tickets: 8130]

v4.0.0.214

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Added more logging to S3, more exception handling, fixed handling of errors, fixed retrying failed writes.

Fixed AWS signatures when file names contain "("

10 Aug 2018 - PR

v4.0.0.212

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Create Slate Graphic clips in FCP XML for import into Premiere

[TeamSupport Tickets: 8120]

Added segmented marker workflow for Frecuencia Latina SAM plugin

[TeamSupport Tickets: 7996]

Add support to read QT movies with V2 audio descriptor ('lpcm' audio)

[TeamSupport Tickets: 8096]

Remove the "set user privileges" from the indexer setup as it's not required for Xendata.

[TeamSupport Tickets: 8092]

07 Aug 2018 - PR

v4.0.0.206 -- PFR Xendata

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First build v4 Xendata PFR

16 July 2018 - PR

v4.0.0.205

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Copy the Ericsson MD5 sidecar to the failed folder. Do not delete the original so they can retry without having to regenerate it.

[TeamSupport Tickets: 8074]

Retry saving temporary AAFs when they are locked by another engine that hasn't gone away yet.

[TeamSupport Tickets: 8052]

Enabled reading UHD XAVC-I media from K2 (transcoding only -- see TS ticket)

[TeamSupport Tickets: 7981]

12 July 2018 - PR

v4.0.0.201

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Fix for RTVE Instinct W/F - Instinct will include un-rendered audio transitions which we can ignore

[TeamSupport Tickets: 8049]

Fix writing index tables for XAVC-I Class 300 & 480, CBG & VBR.

Fix the Maximum bit rate written to the AVC sub descriptor so it can be read back correctly when parsing class 480.

[TeamSupport Tickets: 7981]

22 June 2018 -SB

v4.0.0.199

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Fix Interplay Browse name filtering - force match of whole string only

[TeamSupport Tickets: 8041]

Add support for Cloud licencing to MEWS - this is still experimental at this stage

[TeamSupport Tickets: 8038]

19 June 2018 - SB

v4.0.0.196

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Fix bug in calculation of IndexByteCount for MXF files that have full index.

[TeamSupport Tickets: 8026]

14 June 2018 - SB

v4.0.0.195

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Change to the Frecuencia Latina SAM plugin to use metadata from the sequence in preference to the master clip.

[TeamSupport Tickets: 8019]

Medway client filters now correctly save their state/list values in the registry

[TeamSupport Tickets: 8021]

Limited support to delete EDL source media by providing DELETE_ON_COMPLETION server attribute in the EDL ProcessParameters section.

NOTE this could have disastrous consequences if used in an EDL where the same source media is referenced multiple times.

[TeamSupport Tickets: 8022]

07 June 2018 -SB

v4.0.0.192

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Stop the AAF browser halving the frame rate (and doubling the duration) when it's progressive 50, 59.97 or 60fps

Adjust the H.264 level to match Main concept's idea of the maximum value.

[TeamSupport Tickets: 7971]

30 May 2018 - PR

v4.0.0.191

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Fixed Parsing AVC-I class 300 VBR in OP1a or atoms, getting confused with 480 CBG

[TeamSupport Tickets: 7774]

29 May 2018 - PR

v4.0.0.189

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Added PFR support for indexing and retrieving partials of 4K DNxHR and XAVC Intra 300 & 480 formats in OP1a files.

[TeamSupport Tickets: 7952]

25 May 2018 - PR

v4.0.0.185

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Fixes Interplay Publish using different metadata capture definition files per "Publish" when Auto Transfer configured.

[TeamSupport Tickets: 7947]

Removed another Quantum reference from Spectralogic BlackPearl PFR

[TeamSupport Tickets: 7986]

18 May 2018 - SB

v4.0.0.180

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Don't update the clip duration in the database during TWR

[TeamSupport Tickets: 7904]

10 May 2018 - PR

v4.0.0.178

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Added AVC-I 1080p to K2 supported codec list to enable writing to K2

Enable reading AVC-I 1080p from K2 by ignoring bad height in MXF descriptor.

Enable DISCARD_DATA_TRACKS=true server attribute on all "MXF OP1a Standard" writing.

[TeamSupport Tickets: 7912]

04 May 2018 - PR

v4.0.0.177

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Fix applying audio pan to AAF sequences after transitions where source media is chunked

[TeamSupport Tickets: 7936]

Implemented "Datos Interplay Metadata Service"

[TeamSupport Tickets: 7951]

02 May 2018 - PR

v4.0.0.176

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Add Server Attribute to allow override of the default file to use for Interplay Metadata Capture

To retrieve Mob ID into Interplay metadata capture, specify import name "MOB ID"

[TeamSupport Tickets: 7926,7947]

Master Clip duration now correctly determined for multi-segment Masters.

[TeamSupport Tickets: 7853]

MOB-ID format in EDL is different to internal representation - need to convert to make them the same between proxy and hi-res

[TeamSupport Tickets: 7853]

v4.0.0.174

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Get Sequence framerate from the parsed composition.

[TeamSupport Tickets: 7853]

26 Apr 2018 -SB

v4.0.0.172

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Patch to get PFR indexer to cope with missing SPS information in AVC-I

[TeamSupport Tickets: 7902]

Fix temporal offset calculation in H.264 Long GOP (picture order counter doesn't get reset on IDR).

[TeamSupport Tickets: 7938]

Added "Name" field special case to Frecuencia Latina SAM MAM plugin

[TeamSupport Tickets: 7792]

24 Apr 2018 - PR

v4.0.0.169

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Fix minor refactor bug that meant post-processing of metadata to generate XML incorrectly "failed"

The config now works for a clean system which has not had "sendto" configured previously

Fixed installer - no longer has dependency on DNxHR.dll

[TeamSupport Tickets: 7853]

23 Apr 2018 - SB

v4.0.0.167

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Fixed DaletSendTo to handle use case where a previously relinked asset was used in a new sequence - in this case the relinked asset does not want to be re-ingested

[TeamSupport Tickets: 7853]

The Interplay metadata lookup in the HD workflow was not using correct credentials (RTVE)

[TeamSupport Tickets: 7789]

Merge changes from v3 to support extra AVC-I sizes & frame rates in Medway and PFR

18 Apr 18 - SB

v4.0.0.162

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Added MXF\_PRESET=FOR\_AS\_11\_DPP to give a "MXF OP1a Standard" file that can be used in the DPP metadata tool.

[TeamSupport Tickets: 7889]

The "u" workflow needs to "U" workflow

[TeamSupport Tickets: 7789]

10 Apr 2018 - PR

v4.0.0.156

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Force the first frame size of Avid AVC-I atoms created by AMA-ing OP1a files and conforming -- note we ignore the fact they are way too big and use "regulation" RP2027 sizes.

[TeamSupport Tickets: 7882]

RTVE: Fix for missing duration field in the dublist entry

[TeamSupport Tickets: 7789]

Merged the Web Monitoring branch

[TeamSupport Tickets: 7761]

22 Mar 2018 - PR

v4.0.0.150

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BBC Wales "send to...": Catch the case where the Mob doesn't have any "comments" i.e. it's a render or some other effect.

[TeamSupport Tickets: 7843]

13 Mar 2018 - PR

v4.0.0.149

~~~~~

Look in the attribute list as well as the user comments for the `_MEDWAY_PROXY_SOURCE` value in Dalet relink

[TeamSupport Tickets: 7836]

Make sure the K2 reader closes the FTP connection after reading the file.

Stop Nexio failing initial browse when movie has no nice name.

[TeamSupport Tickets: 7835]

v4.0.0.145

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Fix mp4 reading where it includes an rtmd (real time metadata)

[TeamSupport Tickets: 7827]

01 Mar 2018 -SB

v4.0.0.144

~~~~~

Set the first frame size to AVC-I standards if the source has had an extra SPS+PPS added and is 512 bytes too big

[TeamSupport Tickets: 7813]

Ericsson send to config now creates the proper workflow specific folder and will create other folders if they don't exist.

[TeamSupport Tickets: 7806]

26 Feb 2018 - PR

v4.0.0.142

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Removed changing timecodes in Ericsson MD5 XMLs

[TeamSupport Tickets: 7809]

22 Feb 2018 - PR

v4.0.0.141

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Fix EDL adding handles to sub-clips when SourceFirstFrame is specified.

[TeamSupport Tickets: 7800]

16 Feb 2018 - PR

v4.0.0.139

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Implemented server attributes in EDL <ProcessingParameters>

[TeamSupport Tickets: 7762]

Changed name of ini file to TVE\_Emissions.ini

[TeamSupport Tickets: 7719]

31 Jan 2018 - PR

v4.0.0.136

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Added the missing vcomp100.dll required by ImageMagick

[TeamSupport Tickets: 7715]

Fix memory leak in MEWS FIMS server -- not releasing SOAP objects correctly

Merges GVG 6 hour Avid Reserved index stuff from v3.1.0.1434

[TeamSupport Tickets: 7452,7745]

22 Jan 2018 - PR

v4.0.0.132

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Change the Display width in CDCI descriptors in MXF and Avid Atoms for for AVC-I 50 which skinny formats.

[TeamSupport Tickets: 7723]

05 Jan 2018 - PR

v4.0.0.131

~~~~~

Fix the upgrade to the latest Image Magick.

[TeamSupport Tickets: 7715]

03 Jan 2018 - PR

v4.0.0.128

~~~~~

Support for Dynamic Workspace for non-Interplay workflows.

Relink will put Hi-Res assets into same workspace.

Database version updated.

[TeamSupport Tickets: 7698]

20 Dec 2017 - SB

v4.0.0.127

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Make the Intermediate file names recognisable in the RTVE Vantage workflow

[TeamSupport Tickets: 7702]

Made Master Mob ID the same when creating full clip relinkable media

[TeamSupport Tickets: 7696]

18 Dec 2017 - PR

v4.0.0.125

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Make the "DaletSendTo" handle segmented master clips

[TeamSupport Tickets: 7696]

14 Dec 2017 - PR

v4.0.0.124

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Fixed clipID number for Mews when transferring multi-clip EDLs

[TeamSupport Tickets: 7693]

Add support for AWS server-side encryption.

Adds server attribute AWS_S3_ENCRYPT whose value indicates the scheme type of SSE to use (for S3-SSE set to "AES256")

Also tidied up browsing/transfers to newly created AWS buckets, where the DNS has not propagated and we need to handle TEMPORARY-REDIRECTs.

[TeamSupport Tickets: 7688]

Added Handles to the BBC Wales - Dalet send to config dialog

[TeamSupport Tickets: 7691]

13 Dec 2017 - PR

v4.0.0.123

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Fix first 17 frames shown as offline in Avid Interplay

[TeamSupport Tickets: 7669]

11 Dec 2017 - PR

v4.0.0.120

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Fixed missing "\" in folder creation in Dalet relink send to configurator

[TeamSupport Tickets: 7684]

06 Dec 2017 - SB

v4.0.0.119

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Add DNxHD 1080p 36 proxy codec to Interplay

[TeamSupport Tickets: 7674]

05 Dec 2017 - PR

v4.0.0.118

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Fixed the service account in MarquisLogging

30 Nov 2017 - PR

v4.0.0.116

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Added ParentID containing the tape name to the EDL clips generated from Ericsson's Ardome XMLs

[TeamSupport Tickets: 7659]

Removed the -service argument from Marquis Logging

[TeamSupport Tickets: 7673]

29 Nov 2017 - PR

v4.0.0.115

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Speculative change to fix issue with Dalet browse not displaying all the categories

[TeamSupport Tickets: 7658]

27 Nov 2017 - PR

v4.0.0.113

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The MarquisLogService is still problematic but if you ignore the error, and the run :

>MarquiLogService -service

In an admin cmd prompt it should work OK

[TeamSupport Tickets: 7656]

24 Nov 2017 - PR

v4.0.0.112

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Use Ericsson generated mob_id for the UID instead of the tape field.

[TeamSupport Tickets: 7659]

23 Nov 2017 - PR

v4.0.0.111

~~~~~

Attempt to improve the buffered FTP write performance to K2s.

[TeamSupport Tickets: 7631]

20 Nov 2017 - PR

v4.0.0.109

~~~~~

Remove Disney specific configuration from DaletBrowse2 metadata dialog plugin.

Added capability for Downscaling 1080i to SD (GFS and Avid destinations)

[TeamSupport Tickets: 7653,7654]

16 Nov 2017 - PR

v4.0.0.107

~~~~~

Add more error logging to checksum calculation and initialise the result buffer size correctly

[TeamSupport Tickets: 7647]

Added metadata to the EDLs generated by the Dalet SendTo plugin.

[TeamSupport Tickets: 7638]

Round the calculated duration of a QT clip to cope with Avid generated 29.97fps that come out to a fractional number of frames.

[TeamSupport Tickets: 7643]

Fixed typographical error in DLL name

[TeamSupport Tickets: 7613]

14 Nov 2017 - PR

v4.0.0.104

~~~~~

Added missing DLLs to plugins folder for FTP Archive plugin

[TeamSupport Tickets: 7613]

Offset the marker time code by the Sequence base TC in Frequencia Latina plugin

[TeamSupport Tickets: 7641]

Fixed subclip out of bounds error in Dalet SendTo if a sub clip includes the last frame of the master.

[TeamSupport Tickets: 7638]

09 Nov 2017 - PR

v4.0.0.103

~~~~~

Added Dalet SendTo application, configurator and Installer

[TeamSupport Tickets: 7638]

07 Nov 2017 - PR

v4.0.0.102

~~~~~

Added support for AVC Long GOP to Interplay server type.

[TeamSupport Tickets: 7639]

06 Nov 2017 - PR

v4.0.0.101

~~~~~

Merged FTP Archive post processor plugin branch

[TeamSupport Tickets: 7613]

Merged Frequencia latina changes from v3

[TeamSupport Tickets: 7546]

03 Nov 2017 - PR

v4.0.0.100

~~~~~

Ericsson "send to config" now reloads the last workflow configured

[TeamSupport Tickets: 7256]

Fix the calculation of the first estimated completion time for Ericsson Scheduall mam plugin

[TeamSupport Tickets: 7256]

Fix for partial transfers through MEWS

[TeamSupport Tickets: 7608]

More Ericsson metadata changes

[TeamSupport Tickets: 7255]

26 Oct 2017 - PR

v4.0.0.96

~~~~~

Updated the XML converter to get the fields in the right place

Fixed the EDL parser so it picks up the metadata file if the UID has / in the name

[TeamSupport Tickets: 7255]

v4.0.0.92

~~~~~

Added RTVE News Archive workflow service

[TeamSupport Tickets: 7576]

More metadata changes for Ericsson

[TeamSupport Tickets: 7255]

17 Oct 2017 - PR

v4.0.0.91

~~~~~

Changed UID and Clip Title in generated XML to get them in the right place in Interplay

[TeamSupport Tickets: 7255]

Implemented writing markers to CSV files for Frequencia Latina

[TeamSupport Tickets: 7546]

13 Oct 2017 - PR

v4.0.0.84

~~~~~

Changed the Ericsson Metadata added to the generated EDL

[TeamSupport Tickets: 7255]

09 Oct 2017 - PR

v4.0.0.82

~~~~~

Added Ericsson MD5 calculator plugin

[TeamSupport Tickets: 7316]

05 Oct 2017 - PR

v4.0.0.81

~~~~~

Made Ericsson Ardome XML to EDL converter work on multiple folders

[TeamSupport Tickets: 7255]

03 Oct 2017 - PR

v4.0.0.78

~~~~~

Made Interplay head frames letterboxed for 16x9 aspect ratio

[TeamSupport Tickets: 7510]

12 Sep 2017 - PR

v4.0.0.77

~~~~~

Fixed stripping SPS/PPS from AVC-I frames going into Avid.

[TeamSupport Tickets: 7519]

Made sure we take account of audio fill clip when it is discarded due to being within a transition.

[TeamSupport Tickets: 7515]

Implemented Sequence Relinkable parking

[TeamSupport Tickets: 7475]

08 Sep 2017 -- PR

v4.0.0.75

~~~~~

Fixed a couple of issues making INTERPLAY\_HEAD\_FRAMES fail.

[TeamSupport Tickets: 7510]

Cleanup MEWS jobs after 24 hours

[TeamSupport Tickets: 7502]

The engine processes will now kill themselves if the MEWS server has died

[TeamSupport Tickets: 7501]

05 Sep 2017 - PR

v4.0.0.71

~~~~~

Fixed handling of AUDIO_FILE_LAYOUT=STERIO or MONO in Standard MXF wrappers in GFS and S3 servers.

[TeamSupport Tickets: 7496]

First cut a reading in-record files from Nnexio.

[TeamSupport Tickets: 7284]

Fix Medway (not AMT) atom index table, where reserved index space is bigger than 256*64K

Made failure case: open-ended record too long, explicit (i.e. beyond reserved index space).

[TeamSupport Tickets: 7141]

29 Aug 2017 - PR

v4.0.0.67

~~~~~

Fixed the case where a single gain key frame falls outside the clip after transition offsets applied

[TeamSupport Tickets: 6977]

04 Aug 2017 - PR

v4.0.0.64

~~~~~

Made sure the spanned marker name is NTFS file name safe when splitting the AAF

Corrected spelling of ERICSSON_SCHEDULEALL server attribute.

Tidied up failure logging in memEricssonScheduAll

Added InterplayFolder and ISIS_WS_Path options to the xml to EDL processor.

[TeamSupport Tickets: 7255,7257]

28 Jul 2017 - PR

v4.0.0.63

~~~~~

Fixed video start offset when master clip is chunked in (Airspeed generated media?)

[TeamSupport Tickets: 7359]

Fix chunked audio where the clip is in the first chunk

[TeamSupport Tickets: 7359]

24 Jul 2017 - PR

v4.0.0.61

~~~~~

In the case of chunked master clips in an AAF we need to add the StartTime of the chunk as well as the offset of the whole clip. (already done for video, but not audio)

[TeamSupport Tickets: 7359]

Fix bug in returning creation time from assets in Interplay

[TeamSupport Tickets: 7391]

Add a 5 second timeout when checking for final "upload complete" response from K2

[TeamSupport Tickets: 7351]

Added Ericsson mam plugin to Ericsson XML converter installer

[TeamSupport Tickets: 7256]

Added mam plugin to send HTTP POST to ScheduAll for Ericsson.

[TeamSupport Tickets: 7256]

20 Jul 2017 -SB

v4.0.0.57

~~~~~

Changed the error message to "Unsupported Codec" when writing AVC-I 1080p in QT.

[TeamSupport Tickets: 6587]

Assed server attribute AVID\_RESERVED\_INDEX=n to allow setting the maximum index size in atoms or AMT transfers.

[TeamSupport Tickets: 7141]

Read the footer partition in OP1a where the header is open (as well as the not complete.case).

[TeamSupport Tickets: 7367]

Added mam plugin to move the complete transfers to a success or failure folder in interplay

[TeamSupport Tickets: 6933]

Fixed QT Long GOP source clip failure to calculate last I frame.

[TeamSupport Tickets: 7006]

13 Jul 2017 - PR

v4.0.0.53

~~~~~

Added support for transcoding 1080i to DNxHD 36 at 1080p.to Avid and GFS destinations.

[TeamSupport Tickets: 7362]

Support for H264/AVC Long GOP

[TeamSupport Tickets: 7203]

06 Jul 2017 - PR

v4.0.0.50

~~~~~

Support for H264/AVC Long GOP - includes support for pre and post charging so single sub-clip transfers do not require transcoding (particularly important for PFR)

[TeamSupport Tickets: 7203]

v3.1.0.404 BlackPearl

~~~~~

Changed MakeDirectoryIterative so it does not call CreateDirectory() on the root of a UNC share to stop this failing on an Avid Nexis drive.

[TeamSupport Tickets: 7168]

Added trailing "\" to configured path in Blackpearl PFR if required

[TeamSupport Tickets: 7168]

02 May 2017 - PR

v4.0.0.47

~~~~~

Added EricssonClient installer for Ericsson "Avid Send To" EDL processor.

[TeamSupport Tickets: 7257]

Added fpa markers for Ericsson XML transfers.

Fixed reading from K2

[TeamSupport Tickets: 7255]

Enabled pre-charge to be set in PFR index files and made PFR read the correct frames.

[TeamSupport Tickets: 6975]

Added timecode\_out and framerate read from Ericsson XML

Added markers to EDL and installer

Added first cut of Ericsson XML processor service

[TeamSupport Tickets: 7255]

Made the Up and Down scaling configuration options behave consistently.

[TeamSupport Tickets: 7004]

Implemented S3 Cloud as an EDL Essence source.

[TeamSupport Tickets: 7259]

Upgrade SQLite to v3.17.0

[TeamSupport Tickets: 7171]

21 Jun 2017 - PR

v4.0.0.37

~~~~~

Modified the way we parse Audio Pan time lines and hence fixed the way it's applied to the track.

[TeamSupport Tickets: 6977]

Merged Changes from 3.1.0.400 Blackpearl PFR

[TeamSupport Tickets: 7168]

Fix S3 write error when writing short QT media files.

[TeamSupport Tickets: 7156]

Apply Key Frame gain across avid rendered Transitions

[TeamSupport Tickets: 6977]

26 Apr 2017 - PR

**** Merged V3 Changes ****

v3.1.0.395

~~~~~

Ensure when creating folder in Interplay that there are no trailing space characters.

[TeamSupport Tickets: 7103]

31 Mar 2017 -SB

v3.1.0.394

~~~~~

Re-established mixed audio sample rate in an Avid sequence as an error condition during parse.

[TeamSupport Tickets: 7090]

Extend BR metadata capture

[TeamSupport Tickets: 7089]

Fix K2 sub-clip handling (EDLs)

(This is exactly the same issue as exhibited by the Nexio server)

[TeamSupport Tickets: 7078]

29 Mar 2017 -SB

v3.1.0.391

~~~~~

Fix Nexio sub-clip handling (EDLs)

[TeamSupport Tickets: 7078]

21 Mar 2017 -SB

v3.1.0.388

~~~~~

Changed the way we read the source and destination movies to make it quicker to start enormous databases.

Reinstated mediaId index on tMovieClips that could get lost in a database update.

[TeamSupport Tickets: 7074]

16 Mar 2017 - PR

v3.1.0.387

~~~~~

Fix dragging onto Overall view in Meday Client

[TeamSupport Tickets: 7053]

Fix bug where Medway Server terminated when reading poorly constructed QT movie

[TeamSupport Tickets: 7032]

Force error on EOF if clip not in-record

[TeamSupport Tickets: 7045]

Previous change removed a second URL decode, where there was a failure in case when the filename contained an % symbol. There was a legacy URL encoding of the file path (for when we wrote back to AAF file which we no longer do) which was causing the MED file output to contain URL encoded paths. This URL encoding step has now been removed.

[TeamSupport Tickets: 7043]

15 Mar 2017 - PR

v3.1.0.383

~~~~~

Edit Bridge "as sequence" publish to Interplay now picks up the Interpaly project path from the XML EDL file correctly.

[TeamSupport Tickets: 7033]

03 Mar 2017 - PR

v3.1.0.379

~~~~~

Force MedwayEngine to crash on critical error in order to generate a crash dump

- this will be removed in subsequent builds

[TeamSupport Tickets: 6950]

20 Feb 2017 - SB

v3.1.0.376

~~~~~

Added support for generation of metadata output for transfers originating from a Nexio server

[TeamSupport Tickets: 6999]

17 Feb 2017 - PR

v3.1.0.375

~~~~~

Fix problem in audio processor that caused transfer of multi-channel per track audio to fail with buffer overflow.

[TeamSupport Tickets: 6999 6752]

16 Feb 2017 -SB

v3.1.0.374

~~~~~

Fix InterplayFileLookup when media contains an ANC data track.

[TeamSupport Tickets: 6982]

Add support for EDL-style transfers to K2 servers

[TeamSupport Tickets: 6986]

13 Feb 2017 -SB

v3.1.0.369

~~~~~

Fix doubling of audio gain in Avid transitions when clips have whole clip gain applied (as opposed to key-frame/rubber banding)

[TeamSupport Tickets: 6953]

2 Feb 2016 -SB

v3.1.0.368

~~~~~

Calculation of AUDIO EOF status when reading from TriCaster had potential to overflow and return the incorrect status value, namely MQ_S_NO_MAM_SUPPORT.

[TeamSupport Tickets: 6950]

26 Jan 2017 -SB

v3.1.0.365

~~~~~

Fixed processing of DIVA restored ProRes QT movie

[TeamSupport Tickets: 6920]

13 Jan 2017 -SB

v3.1.0.364

~~~~~

Omeneon QT Ref audio layout fixed for MONO output

[TeamSupport Tickets: 6815]

6 Jan 2017 - SB

v3.1.0.361

v4.0.0.30

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[TeamSupport Tickets: 7053]

15 Mar 2017 - PR

v3.1.0.395

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v3.1.0.391

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[TeamSupport Tickets: 6999 6752]

16 Feb 2017 -SB

v3.1.0.374

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[TeamSupport Tickets: 6986]

13 Feb 2017 -SB

v3.1.0.369

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2 Feb 2016 -SB

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26 Jan 2017 -SB

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[TeamSupport Tickets: 6920]

13 Jan 2017 -SB

v3.1.0.364

~~~~~

Omeneon QT Ref audio layout fixed for MONO output

[TeamSupport Tickets: 6815]

6 Jan 2017 - SB

v3.1.0.361

~~~~~

Reinstated ANC Data track reading

[TeamSupport Tickets: 7056]

v4.0.0.28

~~~~~

Fix AMT write of 1080p DNxHD45 - the AMT specification XML was incorrect

Added 4K support to Interplay writer - this is delegated through the Avid writer so should not be a big problem

[TeamSupport Tickets: 7054]

9 Mar 2017 -SB

v4.0.0.27

~~~~~

Extend support for DNxHD36/45. now supported in Avid and GFS workflows, including transcode

[TeamSupport Tickets: 6976]

[Dev Update]

- Updated Poco to v 1.7.6
- Added support for AWS V4 authentication
- Extended to support AWS regions (via server attribute) - can be ignored for other S3 implementations
- Removed chunk writing to S3 (via mqEssenceS3 class) as it is not properly implemented by Amazon
- S3 writer will write simultaneously on up to 4 threads (improves throughput??)

[TeamSupport Tickets: 6801 6193]

Fixed issue writing IMX to MXF-EVTR file format

[TeamSupport Tickets: 6737]

Add support for H264 in MEWS - extends to support full resolution video as well a proxy format.

[TeamSupport Tickets: 6801]

Updated boost libraries to 1.63.0 64bit only

[TeamSupport Tickets: 6800]

Merged PFR (BlackPearl) to Medway 4

[TeamSupport Tickets: 6800]

6 Mar 2017 -SB

v4.0.0.18

v3.1.0.1383

~~~~~

Added Fill between the PrimerPack and the Preface to get the latter on a KLV boundary

[TeamSupport Tickets: 6997]

07 Apr 2017 - PR

v3.1.0.1380

~~~~~

Added SUPPRESS_MPEG2_USER_DATA=true server attribute to remove 708 closed caption user data space from encoded MPEG2 frames.

Added SUPPRESS_MXF_NAME server attribute for removing the name from the Material Pack

Fixed some flags in the index creation (maybe if I knew what they were for)

[TeamSupport Tickets: 6997]

04 Apr 2017 - PR

v3.1.0.1376

~~~~~

Changes for ARD Conformance

General MXF:

Set MXF version to 1.3 for XDCAM style (previously this was only done for AS-11/DPP).

Copied Active Format Descriptor from source MXF to destination (or set it to: 16:9 or 4:3 full frame). This will still be overridden by AFD metadata capture.

Changed the index table parser to make better use of full index tables repeated in footer.

Changed the index table writer to repeat all the indexes in the footer.

Added Single Index Location, Single Essence Location and Forward Index Indicator flags to index tables.

Added IsRIPPresent flag to preface

Set Body SID to 1 and Index SID to 2 -- not sure if this is required, shouldn't matter.

Added empty Package Metadata Set to each frame's system item.

Added 2000000 bytes padding to the header (previously only 8000 was added to AS-11/DPP)

CDCI/MPEG2 Descriptor changes

displayF2Offset set to 0

colorSiting set to 0

imageStartOffset, imageEndOffset set to 0

identicalGOP set to false

constantBFrames flag set to false

codedContentType set to indicate interleaved of progressive

imageAligenment set to Top Field First

fieldDominance set to Top Field First.

paddingBits set to zero

Added essence duration

Set SampledHeight of 1080i to 540 (rather than 544)

Audio Descriptors

Set Locked flag

Set sample rate to 48000/1 instead of 25/1

Added essence duration

28 Feb 2017 - PR

v3.1.0.372

~~~~~

Add support for EDL-style transfers to K2 servers

[TeamSupport Tickets: 6986]

10 Feb 2017 -SB

v3.1.0.369

~~~~~

Fix doubling of audio gain in Avid transitions when clips have whole clip gain applied (as opposed to key-frame/rubber banding)

[TeamSupport Tickets: 6953]

2 Feb 2016 -SB

v3.1.0.368

~~~~~

Calculation of AUDIO EOF status when reading from TriCaster had potential to overflow and return the incorrect status value, namely MQ_S_NO_MAM_SUPPORT.

[TeamSupport Tickets: 6950]

26 Jan 2017 -SB

v3.1.0.365

~~~~~

Fixed processing of DIVA restored ProRes QT movie

[TeamSupport Tickets: 6920]

13 Jan 2017 -SB

v3.1.0.364

~~~~~

Omeneon QT Ref audio layout fixed for MONO output

[TeamSupport Tickets: 6815]

6 Jan 2017 - SB

v3.1.0.361

~~~~~

Fix string initialisation...

[TeamSupport Tickets: 6925]

16 Jan 2017 -SB

v4.0.0.14

~~~~~

Fix configuration failure when setting MPEG codec bitrate.

Config now properly displays the assigned value of bitrate to 2 decimal places (there was a rounding up error)

[TeamSupport Tickets: 6898]

Merged Tricaster fixes from v3.1

Renamed the POCOxxx64 DLLs correctly

4 Jan 2017 -SB

v4.0.0.13

~~~~~

Audio 'stsz' atom reflect correctly the audio bytes per sample when server attribute AUDIO\_TRACK\_LAYOUT changes

the default layout (default was to interleave all audio channels in a single track).

[TeamSupport Tickets: 6815]

Position and resize the overlay text in Graphic clips in EDLs for Disney.

[TeamSupport Tickets: 6829]

MEWS built against the latest FIMS v1.2 wsdl and XSD definitions.

The move to FIMS1.2 appears to be backwardly compatible with out MEWS soap client and has also been tested against GVG Stratus with no ill effects.

[TeamSupport Tickets: 6801]

Added S3 Client to installer

[TeamSupport Tickets: 6737]

Removed support for Invenio

[TeamSupport Tickets: 6737]

First 4.0 x64 official build

[TeamSupport Tickets: 6737]

v3.1.0.351

~~~~~

Fix issues with TriCaster Transfer-whilst-record functionality

[TeamSupport Tickets: 6752]

1 Dec 2016 -SB

v3.1.0.350

~~~~~

Audio read was requesting too few samples of audio at the end of the clip where it was a partial audio read (< 5 frames).

[TeamSupport Tickets: 6752]

30 Nov 2016 - SB

v3.1.0.349

~~~~~

Pad TriCaster audio if it delivers fewer samples than expected at end of record.

[TeamSupport Tickets: 6752]

DGMO metadata change the source for the avid comments field

[TeamSupport Tickets: 6670]

25 Nov 2016 - PR

v3.1.0.347

~~~~~

Force TriCaster read to only return as much audio as required at end of record (as opposed to the full number samples in its buffer)

[TeamSupport Tickets: 6752]

Rebuild of MAC client to incorporate a version number change in mqCOM - the change is not used/implemented in the MAC client.

[TeamSupport Tickets: 6695]

23 Nov 2016 -SB

v3.1.0.389 BlackPearl

~~~~~

Mark AES audio as 8 channels to get the correct audio descriptor in the index file

[TeamSupport Tickets: 6969]

Fix file offsets return value when the request contains the last frame of the file

[TeamSupport Tickets: 6967]

Fix status updates that are broken by making destination folders browsable.

[TeamSupport Tickets: 6800]

Make destination servers browsable

[TeamSupport Tickets: 6800]

07 Feb 2017 - PR

v3.1.0.383 BlackPearl

~~~~~

Put index tester shortcut on desktop

[TeamSupport Tickets: 6914]

Changed creation of folders in configuration to be consistent.

Made "retry failures" notify the web service and tidy up the failed source files.

Marked the configurator as "requires administrator" to run.

Mark the destination servers as sources so they get browsed and the database gets tidied-up after the files are moved.

[TeamSupport Tickets: 6910,6909]

10 Dec 2017 - PR

v3.1.0.399 BlackPearl

~~~~~

Add more logging to PFR indexer status update

[TeamSupport Tickets: 7086]

21 Mar 2017 - PR

v3.1.0.398 BlackPearl

~~~~~

Index status now returns "Not Found" if there is no index, sidecar or original file.

If the original still exists it returns "Not Indexed".

[TeamSupport Tickets: 7029]

27 Feb 2017 - PR

v3.1.0.397 BlackPearl

~~~~~

Made sure the error result gets displayed in the index test application

[TeamSupport Tickets: 7012]

17 Feb 2017 - PR

v3.1.0.396 BlackPearl

~~~~~

Remove Index tester from installer

[TeamSupport Tickets: 7014]

Make the BlackPearl indexer return error message when indexing unsupported files (i.e. AVI).

[TeamSupport Tickets: 7012]

16 Feb 2017 - PR

v3.1.0.393 BlackPearl

~~~~~

Fixed build issue that caused BlackPearl Indexer to return "File not found" when the source had been archived.

[TeamSupport Tickets: 7010]

15 Feb 2017 - PR

v3.1.0.391 BlackPearl

~~~~~

Fix the calculation of the number of frames in a day for 29.97fps media.

[TeamSupport Tickets: 6974]

07 Feb 2017 - PR

v3.1.0.389 BlackPearl

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Mark AES audio as 8 channels to get the correct audio descriptor in the index file

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Mark the destination servers as sources so they get browsed and the database gets tidied-up after the files are moved.

[TeamSupport Tickets: 6910,6909]

10 Dec 2017 - PR

v3.1.0.381 BlackPearl

~~~~~

Fixed handling of 59.94 framerate media

[TeamSupport Tickets: 6800]

05 Jan 2017 PR

v3.1.0.378 BlackPearl

~~~~~

Index file web request nor returns errorCode="" and errorStr="" as attributes in the XML to be consistent with the restore file request

[TeamSupport Tickets: 6800]

03 Jan 2017 - PR

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## Documentation

The following related documents are currently available for the StorNext Partial File Retrieval product:

- Quantum Timecode-Based Partial File Retrieval 2.0 User's Guide ([https://qsupport.quantum.com/kb/flare/Content/stornext/SN6\\_PDFs/Partial\\_File\\_Retrieval\\_Users\\_Guide.pdf](https://qsupport.quantum.com/kb/flare/Content/stornext/SN6_PDFs/Partial_File_Retrieval_Users_Guide.pdf))
- StorNext 6 User's Guide ([https://qsupport.quantum.com/kb/flare/Content/stornext/SN6\\_PDFs/Users\\_Guide.pdf](https://qsupport.quantum.com/kb/flare/Content/stornext/SN6_PDFs/Users_Guide.pdf))

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# Contacting Quantum

## Contacts

For information about contacting Quantum, including Quantum office locations, go to:

<https://www.quantum.com/aboutus/contactus/index.aspx>

For further assistance, or for training opportunities, contact the Quantum Customer Support Center:

| Region        | Support Contact                                |
|---------------|------------------------------------------------|
| North America | 1-800-284-5101 (toll free)<br>+1-720-249-5700  |
| EMEA          | +800-7826-8888 (toll free)<br>+49 6131 324 185 |
| Asia Pacific  | +800-7826-8887 (toll free)<br>+603-7953-3010   |

For worldwide support:

<https://www.quantum.com/serviceandsupport/get-help/index.aspx#contact-support>

## Comments

To provide comments or feedback about this document, or about other Quantum technical publications, send e-mail to:

[doc-comments@quantum.com](mailto:doc-comments@quantum.com)