

XRE Transcoder

Multiformat/codec Video File Transcoder

Release Notes

Software Version 8.31.1333 (December 2016)

Grass Valley[®] Product Support

For technical assistance, to check on the status of a question, or to report a new issue, contact Grass Valley Product Support via email.

Web Technical Support

To access support information on the web, visit the product support webpage on the Grass Valley website. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

- World Wide Web: <http://www.grassvalley.com/support/>
- Worldwide Technical Support: [Please use our online form](#)

Phone Support

Customers with service contracts can use the following numbers to call support.

United States/Americas	+1 801 222 5204
Europe, Africa & Middle East	+44 (0) 20 8867 6305
Asia (except China/Korea)	+86 21 5869 8668

Design Limitations

Using Windows Media Video (.wmv) Clips as Source

XRE Transcoder requires to install Desktop Experience if the XRE Server is running on Windows Server OS. Please follow the below steps to install the feature.

NOTE: It will take approx. 20-30 min for installation and the XRE server will need to be restarted afterwards

- 1) Open Windows Control Panel then choose Program and Features.
- 2) Click 'Turn Windows features on or off'.
- 3) Server Manager screen will appear. Right-click on Features then choose [Add Features] context menu.
- 4) Add Features wizard will run. Check 'Desktop Experience' then click [Next] button.
- 5) You will be asked to add Ink and Handwriting Services. Click [Add Required Features] button.
- 6) Click [Next] button.
- 7) Click [Install]. The selected features will be installed.
- 8) Click [Close] button.
- 9) You will be asked to restart the server. Click [Yes] button to finish the installation of features.
** If you click [No], you will need to restart the server manually. Installation of selected features is not finished until restarting the server.*
- 10) Installation will resume after restarting the server. Once it has finished, click [Close] button.

Using QuickTime clips as Source

If you use below QuickTime clips as source, you need to install QuickTime Essentials.

Still Image File Formats: Flash Pix; Mac Pict; QuickTime Image

MOV Video File Formats: 3GP; 3G2; M4V or some MOV file formats

Audio File Formats: MOV (other than Linear PCM and AAC); QuickTime Audio

To install Quick Time Essentials, please refer to [the guide](#).

Once Quick Time Essentials installed, please enable Quick Time importer on both XRE Transcoder and XRE AdminConsole.

- 1) Choose [Setting] > [Plug-in settings] in XRE Transcoder.
- 2) Plug-in settings will appear. Go to Quick Time pane then check "Enable QuickTime Importer" option.
- 3) Click [Apply] then [OK] button.
- 4) Open XRE AdminConsole then double-click Plug-in icon.
- 5) Plug-in settings will appear. Go to Quick Time pane then check "Enable QuickTime Importer" option.
- 6) Click [Apply] then [OK] button.