



# **XRE Transcoder**

Multiformat/codec Video File Transcoder

## **Release Notes**

Software Version 8.51.2215 (July 2017)

## Grass Valley<sup>®</sup> 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

## New Features of Version 8.51.2215

*This update provides the following additional features:*

- Support to proceed two transcode jobs simultaneously
- Support to transcode to Apple ProRes mov clip
- Support to have 4K (QFHD / DCI 4K) transcode preset
- XRE Transcoder automatically searches existing clip in watch folder to proceed transcoding
- Support segment encoding when transcoding to MPEG, XDCAM or XAVC clip
- Support to display transcode progress bar

## Update History

*The following issues are fixed or improved in this version:*

- Transcode job fails with invalid data error for \*.R3D clip
- Incorrect icon appears if a clip is dragged for transcode
- Completed job appeared twice on the logs when exporting to certain clip
- Cannot export CMF clip to K2 SAN via Watch Folder
- Confirmation dialog appears even if only .ewc2 file exists in Watch Folder
- XRE Transcoder does not respond Watch Folder settings is modified to different format
- Transcode job is not created if XRE Transcoder already connected to server and a clip exists in Watch Folder
- Unhandled file dialog is prompted when duplicating watch folder settings
- Transcode job is created for both original and copied watch folder settings

## 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.