

AJA Desktop Software v17.1.3 Release Notes

Windows v17.1.3 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 v17.1.3:
 - For setup and control of your AJA KONA, Io or T-TAP Pro products, including firmware updates.
- AJA Control Room v17.1.3:
 - For high quality capture, monitoring, playback and output.
- AJA System Test v17.1.3:
 - 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 v17.1.3:
 - For setting up video I/O for use with Telestream Wirecast.
- AJA NMOS v17.1.3:
 - Optional SMPTE ST 2110 application providing discovery, registration and control for AJA IP devices.

Operating System

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, check the “Additional Details” 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 AJA is aware of, with additional software support being added frequently. 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:

- **Adobe** - Premiere Pro, After Effects, Photoshop, Character Animator, Audition 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

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 X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- KONA LHi
- KONA LHe Plus
- T-TAP Pro
- Io X3
- Io 4K Plus
- Avid Artist DNxIV

Recommendations in v17.1.3

- 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 v17.x still works with "End-of-Life" (EOL) products, including Io XT, Io 4K, KONA IP, Io IP, T-TAP, and DNxIP. However, releases after v16.2 were no longer qualified with end-of-life products. Therefore, 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>

Fixes and Improvements in v17.1.3

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 and Fixes in this release:

- #863 – Fixed an issue where incoming SCTE104 packets would never be seen in the output signal for SD workflows using 525i or 625i.
- #950 – This release adds support for Adobe Creative Cloud 2025 to the AJA Desktop installer package. Consequently, this release removes support for Creative Cloud 2022 from the installers.
- #976 – Fixed an issue affecting Adobe Premiere Pro 26.6.x (and possibly other versions) in which Premiere would crash on playback when an AJA device was attached, and NDI audio was used.

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 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 "PCIE1" and "PCIE3" 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

Note that additional information, as well as known issues, is located in the previous (v17.1) release notes at <https://www.aja.com/support>

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:

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