

AJA Desktop Software v17.5 Release Notes

v17.5 macOS 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 v17.5:
 - For setup and control of your AJA KONA, Io or T-TAP Pro product, including firmware updates.
- AJA Control Room v17.5:
 - For high quality capture, monitoring, playback and output.
- AJA System Test v17.5:
 - 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 v17.5:
 - For setting up video I/O for use with Telestream Wirecast.

Note: As of this release, AJA NMOS is no longer available to install. (It is not required for the new KONA IP25)

Note: If you encounter an issue where the KONA IP25 becomes unresponsive, make sure to completely power down the computer system and then restart to make sure that the card is completely power cycled.

Fixes and Improvements in v17.5

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:

- Support for the new AJA KONA IP25 card – See details here: <https://www.aja.com/products/kona-ip25>
- #1047 – Fixed an issue that was impacting AJA devices when used with Apple Final Cut Pro that was resulting in a 5 to 6 frame audio / video out of sync condition on playout. The audio was ahead of the video – audio would start on play, then video would come in 5 to 6 frames later.
- #185 - Fixed an issue that was causing the AJA KONA 5 to pass certain HD rates via 3G B incorrectly.

- #179 - Fixed an issue in which Crosspoints were being routed incorrectly for RGB via 3G A in the AJA KONA 5 and Io 4K Plus devices.
- #826 - Fixed an issue in which AJA Control Room would crash when switching clips.
- #651 - Fixed an issue in which AJA Control Room output would be corrupted after moving between some formats, when using the AJA Io 4K Plus.
- #918 - Fixed an issue in which AJA Control Panel would display a LUT screen with visual anomalies.
- #68 - Fixed an issue in AJA Control Panel in which Dual Link Capture would show improper routing.
- #670 - Fixed an issue in AJA Control Panel where the "in use by" message displayed in the upper right of the UI would only display "OEM Application" when using Telestream Wirecast or Open Broadcast Software (OBS), rather than displaying the name of one of those applications that was being used.
- #970 - Fixed an issue impacting the AJA NTV2 SDK in which the NTV2QtPreview tool was not working correctly.
- #771 - Fixed an issue impacting the AJA NTV2 SDK in which the NTV2QtPreview tool would show an invalid route when using HDMI In.
- #271 - Fixed an issue that was causing AJA Control Room to crash when switching clips during playback and frames were being dropped.
- #270 - Fixed an issue in which AJA Control Room would inadvertently display a macOS tool tip in combination with a Windows tool tip.
- #913 - Fixed an issue affecting some KONA and Corvid models in which selecting certain buffer sizes when using NTV2 interface AncSetFrameBufferSize causes the ancillary data to drop out during playback. The problem buffer sizes are 64K, and 128K - this does not occur for any other buffer size, including 16K, 32K, 63K, 65K, 127K, and 129K.

Operating System Information

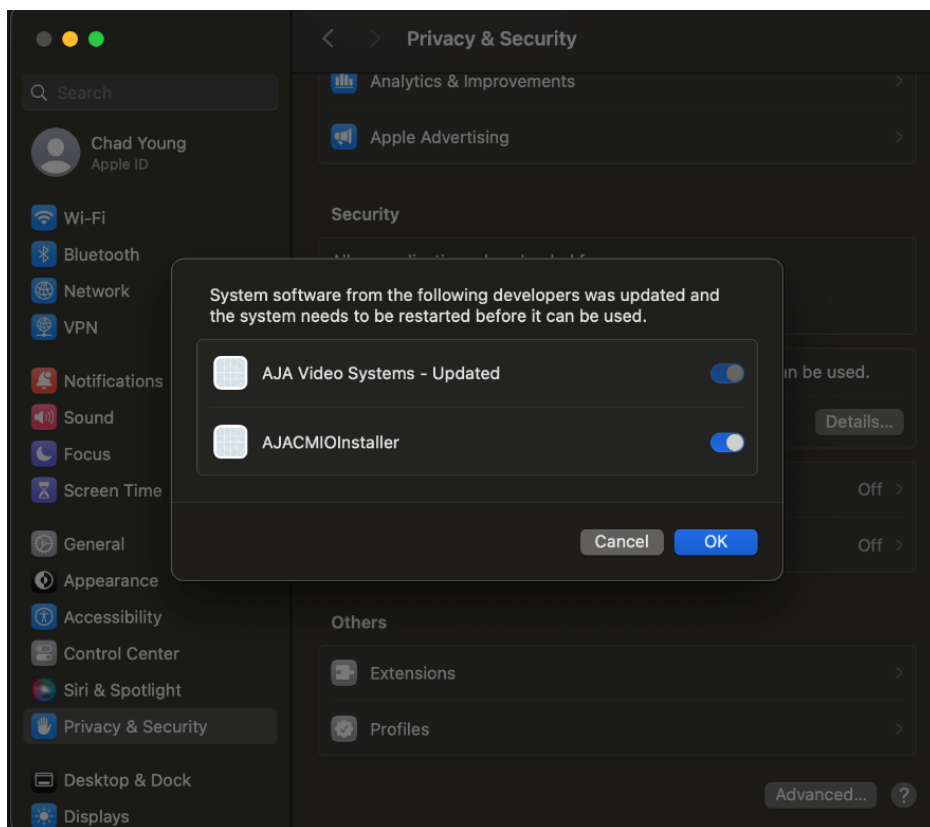
This version of AJA Desktop Software supports Macs with both Intel processors and Apple silicon running macOS 13.x (Ventura) or later. It also supports older versions of macOS with Intel processors, from macOS 11.x (Big Sur).

- **Before running this installer, the best practice is to uninstall all previous versions of AJA Desktop software.**

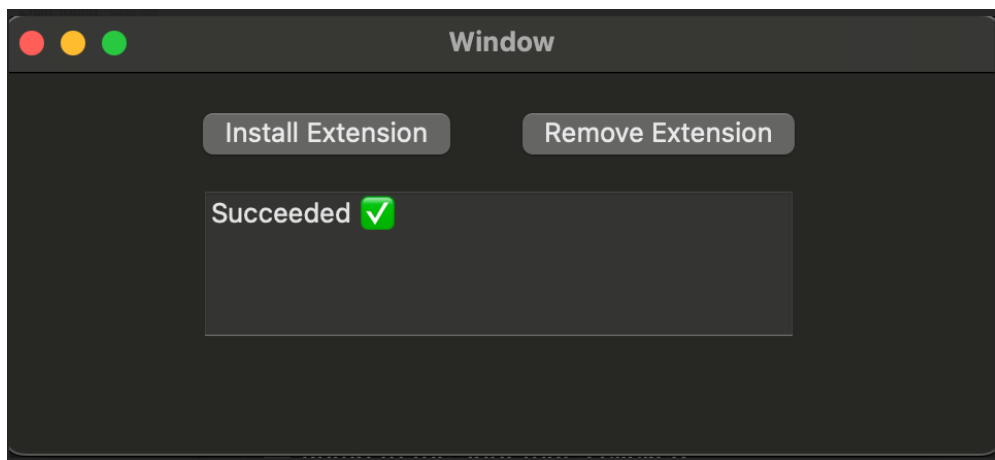
IMPORTANT:

This release now utilizes the latest [Apple Core Media I/O framework](#) to enable support for custom camera devices in macOS. Note that if you are running a version of macOS prior to 13.x (Ventura) you will lose core media I/O functionality such as the ability to properly run Apple Final Cut Pro or other media applications. If you need to run earlier versions of macOS, we recommend that you remain on AJA Desktop software version 17.0 or earlier.

Upon initial installation of this release, you will see the following message to enable the Core Media I/O extension:

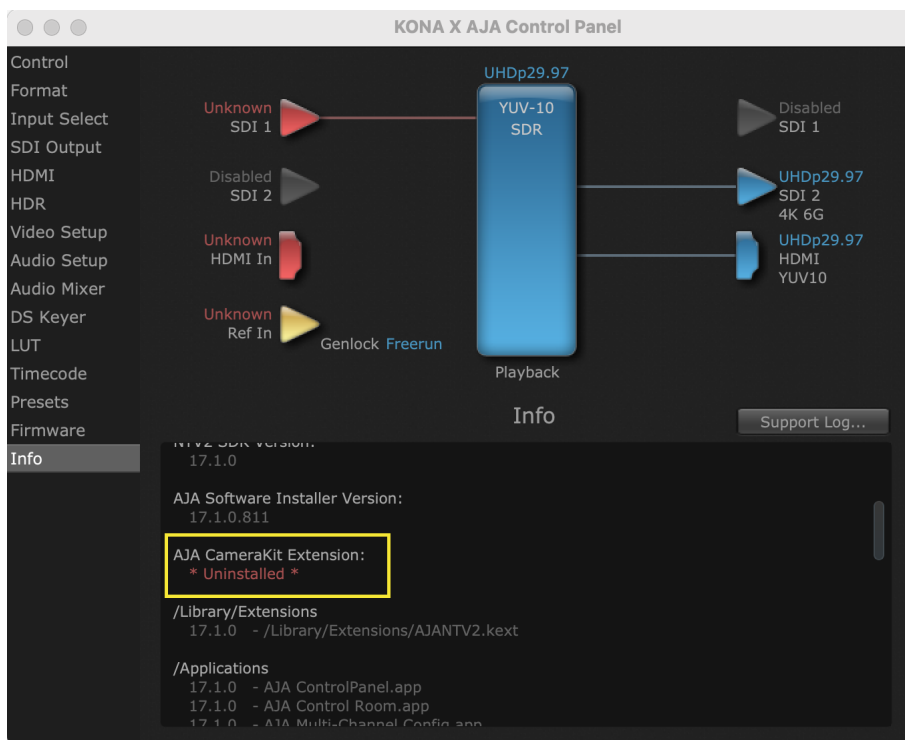


Select both options and click “OK”

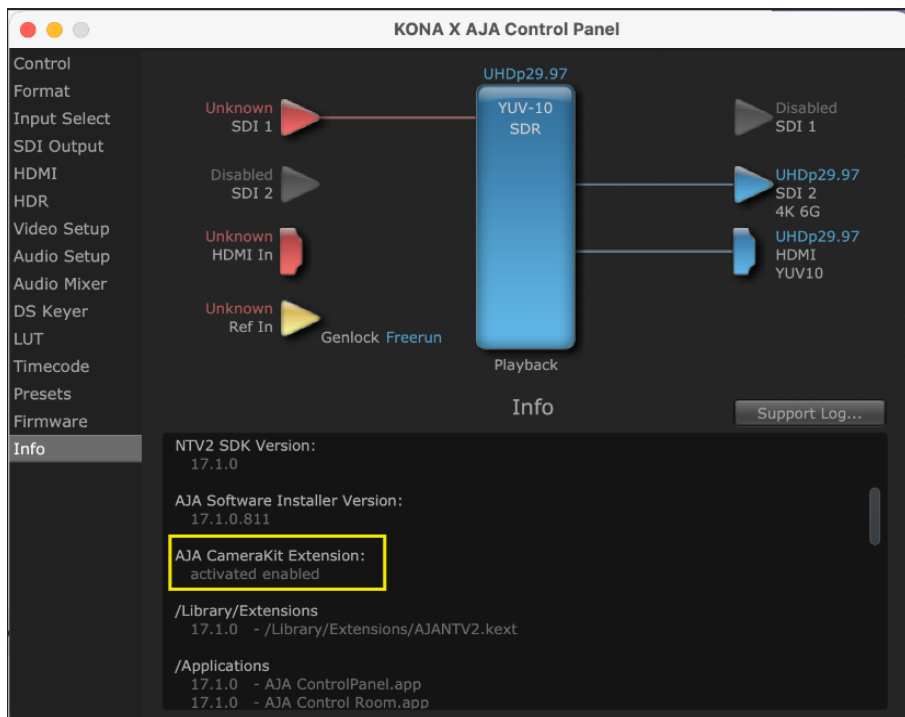


After installation you will briefly see the above notification, which indicates that the installation of the extension was successful. The window will close on its own when complete.

Note that if the extension is not installed, you will see the following information in AJA Control Panel – red text under AJA Camera Extensions:



A successful installation will display as the following:



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 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 new 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 (New this release)
- KONA X
- KONA 5
- KONA 4
- KONA 1
- KONA HDMI
- KONA LHi
- KONA LHe Plus
- T-TAP Pro
- Io 4K Plus
- Io X3
- Avid Artist DNxIV

Recommendations in v17.5

- 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 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. 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 Corvid HEVC (CORVID-HEVC-ATX6) is no longer being tested with new software releases.
- 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

- When installing AJA retail packages on macOS Ventura, if prompted, install Rosetta in order to continue installation.
- “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 IO 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 may be doubled and overlapped depending on the configuration of captions in Premiere. If this occurs, try toggling Premiere 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

- #1223 – Regarding KONA IP25 - As a current solution to limit the risk of over subscription (with AJA Desktop Software) KONA IP25 supports UHD input streams on IP 1 and IP 2. IP 3 and IP 4 support input streams up to 3G.
- #1218 – Regarding KONA IP25 - if upstream sending device network interface is disrupted, there is a potential to occasionally induce crackling on KONA IP25 audio input. Resetting the audio input of that stream in the web UI or the KONA IP25 will alleviate the issue.
- #1220 – Regarding KONA IP25 – Enabling outputs while other outputs are already streaming may result in momentary glitches to the existing output streams. In order to avoid this potential, enable all the outputs you intend to use ahead of time.
- #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.
- #100 - AJA Control Room may hang indefinitely when making a change to the Host Audio Monitor and thus require a restart to recover.
- #265 - AJA Control Room can perform destructive resizing under certain conditions when scaling video without GPU acceleration. When users perform the following steps: Launch Control Room, Go to Preferences – Viewer, Disable GPU Acceleration, Add a video and send to the Viewer, Resize the Viewer either independently or by changing application dimensions, Repeat the last step more than once – Each resize is scaled from the previous Viewer image rather than from the original source.
- #512 - Cross Dissolve performed In or Out in Adobe Premiere do not always output to an AJA KONA, Corvid or Io device.
- #262 - AJA Control Room does not properly handle “Click and Drag” within Time Fields for certain video files.
- #695 - AJA Control Room may hold displayed captions when moving the play head forward or back. The previously displayed captions will remain on both canvas and output indefinitely.
- #776 - The AJA KONA LHi is not detecting RP188 timecode.
- #272 - AJA Control Room may fail to update position in the viewer when the play head is moved during a frame drop condition.
- #273 - AJA Control Room alerts may fail to display during playback mode when No Device is selected.
- #222 - AJA Control Room improperly allows device switching during Capture, when at least two devices are available to the system.
- #223 - AJA Control Panel RGB Range dropdown selection is not always accurate to what is being output on Frame Buffer or SDI output.
- #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.
- #235 - AJA Control Room may crash when ending a capture during a frame drop condition.

- #197 - AJA Control Panel may become sluggish and CPU load runs high after detaching devices.
- #139 - Issue with AJA Control Room affecting Apple M1 Studio: SD ProRes 422 captures with 8-bit buffer setting may exhibit scrambled video. The workaround is to use 10-bit v210 buffers.
- #268 - AJA Control Room may crash when a “Reserve Buffer Size” setting is entered.
- #266 - AJA Control Room may exhibit a memory leak when playing H.264 at increased playback speeds. This memory leak can eventually lead to a program hang, or a crash requiring a restart.
- #219 - AJA Control Panel window may fail to show when clicking the Dock icon or app icon in Finder. Workaround: Click on the menu bar (tray) icon.

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

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