



# Grass Valley

## **Mync**

Media Player, Organizer and Uploader

### **Release Notes**

Software Version 10.31.8487 (March 2022)

[www.grassvalley.com](http://www.grassvalley.com)

## **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](#)

## Important Notification

### Supported OS

Windows 7 OS and Windows 8.1 OS are no longer supported. You are only able to use this build on Windows 10 OS and Windows 11 OS.

### If Windows Defender SmartScreen prevents the installer from starting

If Windows Defender SmartScreen prevents the installer from starting, please follow the following steps.

- 1) Right-click the installer file then select "Properties"
- 2) Open "Digital Signatures" tab then make sure the file has the digital signature of "GRASS VALLEY K.K."
- 3) Open "General" tab then check [Unlock] checkbox
- 4) Click [Apply] button, then click [OK] button
- 5) Start the installer again

### About offline usage

From 10.30, the maximum offline usage period is shortened from 60 days to 30 days.

### Updating from an earlier build

If you update Mync from build 10.20 or earlier, there are the following precautions:

- The entry screen for eID appears at the first startup, so enter your eID and the password then click [Login]  
*\*Internet connection is required for this process*
- The case of updating Mync from earlier than 1.80, note that system requirements are different
- From version 1.80, QuickTime for Windows is no longer used  
*\*For the detail, please read Design Limitations section*

## Mync System Requirements

The following are the system requirements of this build.

CPU	CPU with AVX2 support: Intel 4th Gen or newer or equivalent AMD CPU
Memory	8 GB or more RAM for SD/HD clips/storyboards. 16 GB or more or 4K/8K clips/storyboards.
Network	Internet connection is required for validation of license and eID <i>*Internet connection is required regularly for validation</i>
OS	Windows 10 64-bit version 1903 or later Windows 11 64-bit <i>*Windows 7 and Windows 8.1 are no longer supported</i>

*\*System requirements are subject to change without notice*

## New Features

*This build provides the following additional / improved features:*

- Added "Get settings automatically" option to the floating license server settings of GV License Manager  
*\*IMPORTANT: Don't use this option if EDIUS Hub Server does not exist*
- Support Canon Cinema RAW Light files shot by Canon EOS C70 and EOS R5 C

## Update History

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

- Uncompressed RGB 10 bit MOV file is not imported correctly
- Registered option licenses don't work properly until the OS is restarted  
*\*Modified GV License Manager to prompt to restart the OS when licenses are registered*
- Mync does not use 12th Gen Intel Processors efficiently
- If the computer name has been changed, Mync will crash after starting
- H.264 / H.265 hardware decoding makes Mync unstable when running in Intel 11th Gen Processor families with a NVIDIA GPU installed (SFDC00801094)
- Decoding H.264 / H.265 clips by using hardware decoder makes Mync freezes if the CPU is one of 12th Gen Intel Processors
- Export is very slow is the storyboard contains a MXF file on Amazon S3 (Mync Cloud only) (SFDC00810899)
- Updating Floating License Server fails  
*\*This fix is only valid if both the installed and installing versions are 10.31 or later*
- Mync crashes when import a file shot by GoPro HERO 10

## Known issues

*This build has this known issue:*

- Updating Floating License Server fails if the installed version is 10.30 or earlier  
**Workaround:** Uninstall the old version first

## Design Limitations

### **Restrictions by no support of QuickTime for Windows**

In Mync version 1.80 and later, QuickTime modules are no longer used even though installing QuickTime Essentials. As the result, the following file formats are no longer supported:

- Still Image File Formats: Flash Pix; Mac Pict; QuickTime Image
- Video File Formats (Import / Export): M4V or some MOV file formats  
*\*MOV files whose video formats are general ones such as MPEG-2, H.264/AVC, ProRes, etc. are*

*able to be imported / exported*

- Video File Formats (Export): 3GP (MOV); 3G2 (MOV)
- Audio File Formats: MOV (other than Linear PCM and AAC); QuickTime Audio

**IMPORTANT NOTE**

If the library or a storyboard contains type of above clips, they will be off-line in Mync version 1.80 and later