

Matrox Axio

Release Notes

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About these release notes

These release notes provide a list of new features, known issues, and other important last-minute information applicable to Matrox Mtx.utils 5.1.2. Matrox Mtx.utils 5.1.2 **replaces** the Matrox Axio.utils software for Matrox Axio products. These release notes supplement the *Matrox Axio Installation and User Guide*.

Visit our website for the latest downloads

To ensure that you have the latest software updates and documentation available for your Matrox Axio system, check the Matrox Axio Support section of our website at www.matrox.com/video/support. Our website also offers up-to-the-minute information about Matrox products, access to our user forums, and special promotional offers.

What's new in this release?

Matrox Mtx.utils 5.1.2 provides the following new features for Matrox Axio products:

- Support for Adobe Premiere Pro CS5 version 5.0.3.
- Stability improvements, including improved RS-422 device control.
- New functionality for Adobe Premiere Pro Multi-Camera workflows. You can choose between single-camera preview (active camera only) and quad-camera preview (all four camera previews) on your video monitor.
- Matrox WYSIWYG support for the 64-bit version of NewTek LightWave 3D 9.6, and the 32- and 64-bit versions of LightWave 3D 10.

Installing this release



Important Matrox Mtx.utils 5.1.2 replaces the Matrox Axio.utils 4.2.1 and earlier software for use with Axio products. You must therefore uninstall all previous Axio.utils software by choosing **Start > All Programs > Matrox Axio.utils > Uninstall Matrox Axio.utils**. When prompted, choose to remove the Matrox effect patterns. After uninstalling Matrox Axio.utils, you must also uninstall your Adobe CS4 software and upgrade to CS5 as follows:

- If you want to upgrade all your Adobe CS4 software to CS5, uninstall all your Adobe CS4 software, then install your CS5 software.
- If you don't want to upgrade all your Adobe CS4 software to CS5, you can uninstall only the Adobe software that you use with Matrox Axio (such as Premiere Pro, After Effects, and Encore), and then install the CS5 versions of these programs.

Once you've removed Matrox Axio.utils and installed your Adobe CS5 software, you should also install any other third-party programs for which you want to install the Matrox WYSIWYG plug-ins, such as eyeon Fusion.

You can download and install the Mtx.utils version 5.1.2 software from the Matrox Axio Support section of our website at www.matrox.com/video/support. If you want to set up Matrox wipes in your Adobe Premiere Pro sequences and you haven't yet installed the Matrox effect patterns, make sure that you also install the Matrox effect patterns that are available for download with the Matrox Mtx.utils software for Axio products.

Working with Axio and RT.X2 CS4 projects using this release

When you open a Matrox Axio or RT.X2 Adobe Premiere Pro CS4 project using this release with Adobe Premiere Pro CS5, your Matrox sequence will open in Desktop mode. To work with the sequence, you must copy and paste it to a new Matrox sequence as follows:

- 1 Select your Matrox CS4 sequence in the **Timeline** panel.
- 2 Press **CTRL+A** to select all the clips in the sequence, and choose **Edit > Copy**.
- 3 Choose **File > New > Sequence** and under **Available Presets** in the **New Sequence** dialog box, select the appropriate Matrox preset for the new sequence.
- 4 With the new empty Matrox sequence active in the **Timeline** panel, choose **Edit > Paste** to copy the contents of your old sequence to the new one.



Note Because the Matrox Flex GPU effects are no longer supported, if you created these effects in your Matrox CS4 sequence, they will be displayed as offline in your new Matrox CS5 sequence.

- 5 You can now delete your old Matrox sequence and save your project.

Known issues

Please be aware of the following issues when using Matrox Axio with Matrox Mtx.utils version 5.1.2:

Installation and general operation

- When installing Matrox Mtx.utils, you may receive a message that some device drivers have not been installed successfully. You can ignore this message, as the device drivers will be successfully installed once the Mtx.utils installation is complete. (Ref# 52208)

- To improve the brightness of live video windows (such as the Adobe Premiere Pro Source and Program Monitors in a Matrox sequence) on a system that has an NVIDIA display card, use your display card's control panel to set the dynamic range for video to full. In the NVIDIA Control Panel under **Video**, select **Adjust video color settings**. In the displayed dialog box, select **With the NVIDIA settings**, click the **Advanced** tab, and from the **Dynamic range** list, select **Full (0-255)**. Apply this setting to all the displays on which you preview video using Matrox software. (Ref# 56660)
- After adding a Matrox CompressHD card to your Matrox Axio system, even though Matrox X.info detects your new hardware, the Matrox presets for encoding to Matrox H.264 Blu-ray format may not be present in Adobe Encore. If this happens, uninstall and re-install Matrox Mtx.utils. (Ref# 56582)
- Some programs may include the Matrox ASIO driver in their list of available audio drivers. This driver, however, can be used only with Adobe Premiere Pro. The driver has been renamed to **Matrox ASIO Driver for Adobe Premiere Pro** to help avoid confusion. (Ref# 39189)
- If you are using clips from a FireStore DR-HD100 portable recorder, you should connect it directly to the 1394 connector on your computer and not the 1394 connector on your Matrox X.linkSD or X.linkHD breakout box. Connecting the FireStore drive to an X.link breakout box will cause the breakout box to overheat. (Ref# 42021)
- Adobe Photoshop CS5 does not support Matrox .avi files. (Ref# 51248)

Adobe Premiere Pro

- When using Matrox RS-422 device control to record a 1080p @ 23.98 fps sequence to an NTSC deck, the deck may not start recording if you set the time base for the Matrox RS-422 device control settings to 30 fps. If this happens, change the time base to 24 fps and perform the export to tape again. (Ref# 56656)
- When using the Multi-Camera Monitor in a Matrox sequence, clicking a camera preview takes about a second to update the active camera on the monitor, but the switching point in your sequence is updated immediately. (Ref# 54773)
- When using Matrox RS-422 device control to capture a clip with set In and Out points, if you press ESC to stop the VTR while seeking to the In point, the VTR won't stop immediately, but will stop once it reaches the In point. (Ref# 54144)
- When you place NTSC or 480/486p clips on the timeline in an Adobe native DV sequence on a system that has Matrox Mtx.utils installed, the clips appear with a red render bar. However, if you've enabled GPU-accelerated

effects in your project, the clips will either be realtime or have a yellow render bar. (Ref# 53587)

- When you scrub realtime interlaced clips in a Matrox sequence, Premiere Pro uses the scrubbing mode (Frame, 1st Field, or 2nd Field) that you've specified in the **Matrox Playback Settings** dialog box, but uses the display mode selected in the Program Monitor for scrubbing clips that have a yellow render bar. To avoid discrepancies in your video preview when you scrub interlaced clips in your Matrox sequence, set your Matrox scrubbing mode and Premiere Pro display mode to the same settings, such as **Frame and Display Both Fields**. (Ref# 55026)
- If you set the playback or paused resolution in the Program Monitor to anything other than full resolution, the video output may become jittery. If this happens, set the playback/paused resolution to full. (Ref# 54129)
- If you experience issues when exporting a clip that has an empty audio track from a Matrox sequence or using the clip with another Adobe program via Dynamic Link, do the following:
 - 1 In the *Media Cache Files* folder for your project, delete the *.cfa* and *.pek* files for the clip that has the empty audio track.
 - 2 Restart Premiere Pro and open your project again. (Ref# 53291)
- In order for a P2 *.mxf* file containing 29.97 fps video that was shot at 23.98 fps to appear as a realtime clip when added to a Matrox 29.97 fps sequence, you must apply the **Interpret Footage** command to the clip and clear the **Remove 24p DV Pulldown** option. (Ref# 53233)
- If you cancel a capture to a Matrox *.m2v* file, the captured *.m2v* file will be deleted, but any associated *.wav* files won't be deleted. You'll need to delete the *.wav* files manually. (Ref# 51124)
- When you select 24-bit as your **Capture Format** on the **Audio Capture Settings** page for a Matrox *.m2v* capture, your audio files are captured in 24-bit format, but Premiere Pro will display the properties of the audio files as 32-bit. (Ref# 51147)
- If audio doesn't play back for 32-kHz audio clips in your Matrox sequence, try deleting the audio conform (*.cfa*) and *.pek* files for those clips. The next time you play back your sequence, new audio conform and *.pek* files will be created for your 32-kHz audio clips, and the audio should play back correctly. (Ref# 50340)
- To avoid problems when capturing clips, rendering previews, or exporting your sequence to disk, make sure that the total length of your Premiere Pro project's folder path name and file name is not longer than 128 characters. (Ref# 49841).

- When Adobe Premiere Pro's Motion effect or the Matrox direct manipulation controls are enabled, scrubbing over your clip will be jerky and slow. As a workaround, deselect the Motion effect by selecting another control (such as **Opacity**) before scrubbing over your clip. (Ref# 34145)
- When creating a Matrox wipe transition, you may see dotted lines in your output. To eliminate the dotted lines, apply softness to the wipe. (Ref# 33122)
- If your sequence's video format and SDI genlock source format do not match, garbage may appear in your video's output when it's played back. Ensure that the genlock source you've connected to the SDI input of your X.linkHD or X.linkSD breakout box has the same video format as your sequence. (Ref# 34856)
- When batch capturing video clips with multiple associated stereo audio files, each clip's *.avi* file with only the first associated stereo *.wav* file will be imported automatically into the Premiere Pro **Project** panel. If you batch capture video clips with associated mono audio files, neither the *.avi* files nor associated mono *.wav* files will be imported automatically. You can manually import any files that are not automatically imported by choosing **File > Import** from the Adobe Premiere Pro main menu. (Ref# 34652)
- When you import DV and MPEG-2 I-frame video clips with a 720×480 resolution into a Matrox sequence, the image size displayed in the **Project** panel and the **Properties** window will be 720×486. To see the real resolution of the clip, look at the **Actual Image Size** in the **Properties** window. Your clips will be processed and output correctly when you export to file or print to tape. (Ref# 31737)
- If you're using a lot of 10-bit clips in your sequence, you should set the **Video Processing Format** in the **Matrox Playback Settings** dialog box on the **General** page to **10-bit**. Playing back 10-bit clips in a sequence that is set to process video as 8-bit may cause dropped frames. (Ref# 36753)
- When capturing material or changing the capture settings for an HD sequence on Axio HD, the master output must also be HD. Therefore, if you change the master output to NTSC or PAL (to downconvert the video), and then open the **Capture** panel or the **Matrox Capture Settings** dialog box, you'll get a message warning you that the master output will be set to match your sequence's video format. When you've finished capturing material or changing the capture settings, you can change the master output back to NTSC or PAL. (Ref# 37649)
- If you are using the Japanese version of Adobe Premiere Pro, the **Save File** dialog box may not appear when you stop a capture. You may also get errors when trying to render. To avoid these problems:

- Choose **Start > Control Panel > Clock, Language, and Region > Region and Language** (Windows 7) or **Regional and Language Options** (Vista), and click the **Administrative** tab. Under **Language for non-Unicode programs**, click **Change system locale**, click **Japanese (Japan)** from the list, and click **OK**. (Ref# 38454 & 38417)
- When capturing on an Axio LE system, Adobe Premiere Pro will report dropped frames if you select SDI as your video input source and AES/EBU as your audio input source, but you don't have an AES/EBU audio source connected. Your captured material, however, will not contain any dropped frames. (Ref# 38870)
- If you disconnect your audio during a voice-over recording, there will be no audio recorded after you disconnect the input. Even if you reconnect the audio input, the audio will not start recording again. For example, if you are performing a two-minute recording and disconnect and reconnect your input after a minute, the captured file will contain only one minute of audio and the remaining minute of the recording will be silent. (Ref# 38975)
- If you use the **Customize Matrox Wipes** dialog box to make changes to a Matrox transition after it has been rendered, the changes you make will not be updated in the Transition preview or on your Program Monitor until you click **OK**. (Ref# 39018)
- To use Matrox Axio's voice-over feature, when you create or open your project you must open the **Matrox Capture Settings** dialog box (choose **Project > Project Settings > General** and click **Configure**), even if you don't need to adjust the capture settings for your voice-over. (Ref# 38905)
- It is recommended that you do not work with Adobe Premiere Pro's Multi-Camera Monitor open, as scrubbing the timeline will be slow and your Program Monitor output will not update correctly. (Ref# 39764 & 39977)
- If you choose **Alpha** as the display mode for your Program Monitor, the preview in the Program Monitor will not be correct. (Ref# 39903, 40435, & Adobe PR # 1285541)
- When capturing material from a tape with a bad video signal, you may receive a Macromedia error and the captured footage will consist of blue or black video. (Ref# 40496)
- If you have multiple Matrox wipe transitions in a sequence, and you modify the default transition and save it, any previous wipes that were applied using default transition settings will have the new default transition settings applied as well. Wipe transitions that were not applied with default wipe transition settings won't be affected. (Ref# 41988)
- If you trim a Matrox project that contains *.avi* files created using a Matrox VFW MPEG-2 I-frame or a Matrox VFW Uncompressed codec and the audio for the files is not 48,000 kHz, those files will be offline when you

open the trimmed project. To avoid this problem, set the audio to 48,000 kHz when creating the files. (Ref# 41996)

- If you delete files from the Media Cache folder of a Matrox project while that project is open, Adobe Premiere Pro may freeze. (Ref# 42062)
- When capturing VariCam material, your clip will be captured from your specified In point up to the Out point (not from the In point up to duration), and the actual duration of your captured clip is determined by the frame rate of your source material. Therefore, the Out point you specify before capture will not match the actual Out point of your captured clip. (Ref# 41699 & 41813)
- If you apply Adobe GPU effects or transitions in a complex Matrox sequence, Adobe Premiere Pro may crash when you play back your sequence or preview clips, and you may get an error when you export the sequence. (Ref# 42515, 44046, 44287, & 44099)
- Canopus .avi files that contain 44.1-kHz audio are not supported in real time in your Adobe Premiere Pro projects. (Ref# 43100)
- If your hard drive is almost full when you capture clips, Adobe Premiere Pro will issue a warning message and may become unresponsive after you click **OK** and close the **Capture** panel. (Ref# 42634)
- You can't export clips that have mono audio to a Matrox .avi file from Adobe Premiere Pro's **Project** panel. (Ref# 42183)
- To avoid problems when exporting your sequence to tape, make sure that you don't set your project to use Adobe Premiere Pro's "auto save" preference. (Ref# 44020)
- If you want to use a DVCPRO50 clip that was created using a legacy Matrox product (such as DigiSuite) in Adobe After Effects, you must first use Adobe Premiere Pro's Project Manager to create a copy of the clip and use that clip in Adobe After Effects. To preview the clip, you must play the clip back from the timeline. (Ref# 42413 & 44452)
- Some clips may incorrectly appear as "offline" in your Adobe Premiere Pro sequence. To resolve this issue, select the "offline" clips in the sequence, right-click the clips and clear the **Enable** option, then right-click again and select **Enable** to re-enable the clips. (Ref# 44606)
- You cannot capture audio when performing a VariCam capture. If you want to batch capture VariCam clips, you must indicate that you want to capture video only by selecting **Video** on the **Logging** pane of the **Capture** panel under **Setup**. Otherwise, when you drag your captured clips to the **Timeline** panel, Adobe Premiere Pro will crash. (Ref# 47982)
- The first time you capture a Matrox .avi file using Adobe Premiere Pro after installing Matrox Mtx.utils, you need to configure your Matrox .avi capture

settings. To do this, choose **Project > Project Settings > General**. From the **Capture Format** list, select **Matrox AVI** and click **Configure**. (Ref# 50243)

- When you export an NTSC or PAL clip using the Matrox DV/DVCAM Video for Windows codec, your clip may appear darker after the export. As a workaround, use Adobe Premiere Pro's DV NTSC or DV PAL codec to export your NTSC or PAL clips to DV format. (Ref# 50460)
- When working in a Matrox DV-PAL sequence, don't capture clips to Matrox MPEG-2 I-frame or uncompressed format. A Matrox DV-PAL sequence is for working with PAL DV clips only. If you want to capture PAL clips to Matrox MPEG-2 or uncompressed format, you must use a Matrox PAL sequence. (Ref# 54240 and 54611)

DV-1394 devices with Adobe Premiere Pro

- To use a DV-1394 device with Axio HD or Axio SD, you must connect the device to the 1394 port on your computer instead of the 1394 connector on your X.link breakout box. Your DV-1394 device will be detected by Premiere Pro and will be available in the **Matrox Capture Settings** dialog box. (Ref# 43785)
- On a Windows 7 system, make sure that your DV-1394 device is turned off when you connect it to your system, and turn the device on only after Windows has started. (Ref# 54963)
- If you are experiencing DV-1394 capture or export to tape issues, make sure that all drivers on your system are up to date (card drivers, chipset and BIOS drivers, etc.), and that you have the latest Windows updates. On a Windows 7 system, you must also change the 1394 host controller driver on your system as follows:
 - 1 In Control Panel, choose **Hardware and Sound > Device Manager**.
 - 2 Double-click **IEEE 1394 Bus host controllers**.
 - 3 Right-click the name of your 1394 host controller, and choose **Update Driver Software**.
 - 4 When prompted, select **Browse my computer for driver software**.
 - 5 Select **Let me pick from a list of device drivers on my computer**.
 - 6 In the provided dialog box, make sure that **Show compatible hardware** is selected, and from the list of available device drivers, select **1394 OHCI Compliant Host Controller (Legacy)**.
 - 7 Click **Next** to install the driver. (Ref# 52781 and 52867)
- When capturing material from a multi-standard DV-1394 device, if you switch the device's video standard from PAL to NTSC or vice-versa, you

must activate the device in the new standard by pressing Pause or Play prior to opening the Adobe Premiere Pro **Capture** panel. (Ref# 34350)

- If you have a Sony DSR1500A, to avoid having missing audio when you export your sequence to tape, add about one second of black video and silence to the start of your sequence. In the **Export to Tape** dialog box, select **Delay Movie Start by** and specify **14 frames**. (Ref# 36158)
- When using certain Sony devices to perform an HDV capture, when you press Pause the correct frame may not be displayed in the **Capture** panel. This problem, however, does not affect your captured clips. (Ref# 37517)
- If you choose a DV - 24P preset for your sequence, make sure that the work area is larger than about three frames before starting an export to tape or Premiere Pro may become unresponsive. (Ref# 38137)
- If you turn on a Panasonic AJ-HD1200A DVCPRO HD deck without a tape loaded and open Adobe Premiere Pro's **Capture** panel, you will receive an error. To avoid the error, load a tape in the deck before opening the **Capture** panel. (Ref# 38602)
- Switching tapes while you are using a Panasonic AJ-HD1200A DVCPRO HD deck may result in the loss of your video output and video preview in the **Capture** panel. To restore it, turn the deck off and on again. (Ref# 38603)
- When working with a Matrox sequence, Adobe Premiere Pro's Scene Detect will not work properly when you capture material from an HDV device that you've set to downscale HDV to DV. Instead of capturing the clips to individual *.avi* files, all the clips on the tape will be captured to the same *.avi* file. To avoid this problem, capture your clips in HDV and perform the downscaling when you import them into your Matrox sequence. (Ref# 39403)
- If your tapes do not have continuous time code, your Out points may be incorrect when using Adobe Premiere Pro's Scene Detect to capture DVCPRO HD material over the 1394 interface. (Ref# 41074)
- To perform a DV-1394 export to DVCPRO HD on Matrox Axio HD, you must set the video processing format for your sequence on the **General** page of the **Matrox Playback Settings** dialog box to 8-bit. (Ref# 44833)

Adobe Media Encoder

- When you export a Matrox PAL sequence to MPEG2-DVD format using Adobe Media Encoder, set the **Field Order** to **Upper** under **Basic Video Settings** in the **Export Settings** dialog box. Otherwise, your export may be blurry. (Ref# 51007)
- If you find that switching the export format in the **Export Settings** dialog box sometimes takes a long time, such as when you switch from Microsoft AVI to MPEG2-DVD, rename the *SurCodeWrapper.vca* file on your system

(for example, rename the file to *SurCodeWrapper.vca.bak*). This file is usually installed by Adobe Premiere Pro in the following folders:

- \Program Files\Adobe\Adobe Premiere Pro CS5\MediaIO\codecs\
- \Program Files\Adobe\Adobe Media Encoder CS5\MediaIO\codecs\

Be aware that after renaming the *SurCodeWrapper.vca* file, you won't be able to export audio to SwCode Dolby Digital, but you will still be able to export audio to Dolby. (Ref# 55279 and Adobe Ref# 2603943)

Adobe Encore

- Adobe Encore may crash when you use the application for the first time after installing Matrox Mtx.utils. If this happens, turn off User Account Control (UAC), then restart Adobe Encore. When you quit Adobe Encore, you can turn UAC back on. For details on how to turn UAC on or off, see your Windows documentation. (Ref# 54385)
- When you import Matrox 1440×1080 MPEG-2 I-frame clips into an Adobe Encore project, the clips may be imported with an incorrect pixel aspect ratio. To correct this, use the **Interpret Footage** command to change the pixel aspect ratio of the clips to **HD Anamorphic (1.333)**. (Ref# 54886)

Matrox A/V Tools

- If you are running multiple instances of Matrox A/V Tools, the video output settings specified in the active A/V Tools session will also be used for all other instances of A/V Tools that you are running. (Ref# 50865)

Matrox Video for Windows (VFW) codecs

- Autodesk 3ds Max and Combustion 4 do not support exporting to a Matrox .avi file with alpha (the alpha channel will be opaque). (Ref# 42251)
- If you want to use a Matrox VFW Uncompressed HD codec to render 1080i clips that you'll be importing to Autodesk Combustion, you must render video only (that is, the .avi file must not contain any audio). (Ref# 44598)
- When rendering to a Matrox NTSC .avi file using 3ds Max, the frame rate for the video is automatically set to 30, and you can't manually change the frame rate to 29.97 fps, which is the required setting for NTSC video with the Matrox VFW codecs. Therefore, your rendered Matrox NTSC .avi file will be invalid. (Ref# 42190)



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