

# GoStream®

## Streaming Media System

### **Release Notes**

#### INTRODUCTION

Congratulations on the purchase of your GoStream streaming media system. For a complete overview of the functionality of the system, please review the *GoStream User Guide* and *Quick Start Guide*.

#### SYSTEM RECOMMENDATIONS

For the best performance and ease of use, ViewCast recommends the following:

- Do not install any software on the GoStream. The streaming media system uses an embedded operating system that is preconfigured by ViewCast. Any software, other than ViewCast approved updates, will deteriorate the system performance and may infringe upon the operating system license.
- Register your product at <http://support.viewcast.com/productregistration.aspx> and receive updates/notices about product upgrades.
- User files such as watermarks should be added to the D: drive because the C: drive has limited space and accessibility.
- For additional information on Adaptive streaming for Adobe and Apple, visit their respective websites. Your content delivery network may also have information on using Adaptive within their network.

#### NEW FEATURES AND ENHANCEMENTS

- Configurable video/audio inputs
- SNMP v2.0
- i7-CPU processor
- Niagara SCX® v7.3
- SMPTE 259M and 292M SDI standards
- Solid state drive (120 GB)
- (Optional) Solid state hybrid drive (500 GB/1 TB)

#### KNOWN ISSUES

The notes presented here are specific to the GoStream and the web interface feature of the Niagara SCX management software. For Niagara SCX Encoder Explorer, please see the Niagara SCX Read This First document.

- If you are unable to write the encode file to a network drive, ensure the account the machine is logged in under has an unrestricted write permission to the networked drive.
- The appliance must have an IP address for Niagara SCX and the web interface to work correctly. Plug the machine into a DHCP/DNS network.

- The watermark file must reside on the same machine as the encoder. (ID: 2854)
- You may experience issues with some audio only profiles. (ID: 5363/5362)
- The MPEG-4 3GPP encoder does not support some audio formats. If you select one of the unsupported formats, Niagara SCX defaults to 48 kHz, 16-bit, Stereo.
- Adding a cloned encoder may result in "Enable Push" being selected even though the original encoder did not have it selected. (ID:6539)
- If you create an invalid file name and select the default folder link, a system error is produced. (ID: 7422)
- When you disable the audio source, the right and left audio sliders may still be enabled. (ID: 7424)
- Some quality degradation has been seen when using VLC player on MPEG2 transport stream encoded at 59.94 and 60 fps. (ID:7430)
- An additional audio input source may display when you create the first encoder. (ID:7439)
- SNMP: The frameRate is returning an error for all frame rate values when building a Flash encoder. (ID: 7606)
- SNMP: avencoderObject (frameRate) is missing framerates 30, 50, 59.95 and 69 fps. These frames appear when using the Osprey 800 series cards. (ID: 7607)
- SNMP: Add Statistics Overlay object is missing. (ID: 7608)
- SNMP: You may be unable to change the Adaptive bit rates. If this occurs delete and recreate each bit rate. (ID: 7609)
- SNMP: The SDP File may not update when using sdpFileName object. (ID: 7611)
- SNMP: The object for Callback IP field for the MPEG encoder may be missing. This field is located under the Server Settings on the Output tab. (ID: 7612)
- SNMP: videoInputSource object will not set the source field to Disabled. (ID: 7613)
- SNMP: Video Filter Settings are not being pushed into Transport stream encoder. Brightness, Contrast, Hue and Saturation settings are not being updated via SNMP set.
- Audio may have a popping/hitching sound after a system reboot while listening from the front panel 3.5mm connector. When first configured, the audio source does not have the popping/hitching. It is only after a reboot. (ID: 7629)
- The Preset button may indicate no group is assigned when actually a group is assigned. (ID: 7632)
- The LEDs on the Preset button may continue to flash after all encoders in a group start instead of transitioning to the steady On state. (ID: 7634)
- When modifying an MPEG H264 encoder, the Callback IP Address may populate with an incorrect IP at some point. (ID: 7635)
- A Windows Event log OspreyHDCap error generates when you start an H.264 encoder. (ID: 7638)
- The Add Stream hyperlink may be disabled on the Apple Adaptive encoder. (ID: 7641)
- A Microsoft Smooth encoder may exhibit poor video playback. (ID: 7646)
- A stop error may occur when you attempt to stop a Microsoft Smooth encoder with closed caption overlay enabled. (ID: 7648)
- A Microsoft Smooth encoder may start when the IIS Publishing point is not running. (ID: 7650)

- When an encoder error occurs, the Alarm lamp may not light and an email may not be sent. (ID: 7651)
- You cannot restart Niagara SCX from the front panel of the system. (ID: 7652)
- After you create an MPEG-MPEG2 encoder, the advanced encoder settings may not populate in the advanced encoder settings. (ID: 7655)
- When a Flash encoder has Auto Start enabled and you reboot the system, you may receive an error “Failed to obtain first publish point. (ID: 7664)

## TECHNICAL SUPPORT

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