



Grass Valley

Mync

Media Player, Organizer and Uploader

Release Notes

Software Version 10.21.8061 (November 2021)

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.

This build has not been verified on Windows 11 OS as of November 1st, 2021.

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

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 periodically for validation</i>
OS	Windows 10 64-bit version 1903 or later <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:

Mync 10.21.8061

- Support Subscription licenses

Mync 10.20.7821

- Support proxy license servers for regions where network performance to the license servers is inadequate

**To find the settings, right-click GV License Manager icon on the taskbar then select "Settings..."*

Mync 10.20.7620

- Support importing Blackmagic RAW files shot by Blackmagic Pocket Cinema Camera 6K Pro
- Support importing Blackmagic RAW files shot by Blackmagic URSA Mini Pro 12K
**GPU is required*

Mync 10.20.7490

- Support to show metadata of MOV/MP4 files at the Properties pane
- Support Apple ProRes RAW files shot by Panasonic DC-S1H with ATOMOS NINJA V
- Support to import XAVC v2.0 8K files
- Support to hide the Import Settings pane
- Support to display clip timecode on thumbnail view
- Support preserving sRGB, DCI-P3 and P3-D65 color spaces when importing MOV and MP4 files
- Support to import a file whose color space is one of following Display P3 series:
 - P3-D65/sRGB
 - P3-D65/HLG
 - P3-D65/PQ
- Support to export ProRes MOV files and HQX AVI files
- Support files shot by Canon EOS-1D X Mark III and EOS R5 with "RAW (Light)" or "IPB (Light)" recording option

Mync 1.90.7266

**No additional / improved feature*

Mync 1.90.7056

**No additional / improved feature*

Mync 1.90.6828

**No additional / improved feature*

Mync 1.90.6765

- Support CRM (RAW video) clips shot by EOS 1D X Mark III and EOS R5

Mync 1.80.6653

**No additional / improved feature*

Mync 1.80.6571

- GUI visibility Improvement

Update History

The following issues are fixed or improved in this version:

Mync 10.21.8061

- Mync crashes when a 24bit Ross Video XPression AVI file is loaded (SFDC00793788)
- Block noise appears during scrubbing a certain XDCAM HD422 MXF file (SFDC00789802)

Mync 10.20.7821

**No fix provided*

Mync 10.20.7620

- Software H.264 decoder cannot decode certain MP4 files properly
- ProRes RAW files cannot be decoded correctly with AMD GPUs

Mync 10.20.7490

- Issues with handling RED files
 - Incorrect default value of highlight roll off and it doesn't match camera default of soft
 - Incorrect highlight roll off and tone map metadata if a file is shot with selecting REDWideGamutRGB in camera
- Mync crashes when opening a corrupted MXF file
- Mync crashes when opening a certain ProRes RAW file
- Mync fails to open certain PNG file (SFDC00773749)
- If MOV or MP4 file whose color space is DCI-P3 is loaded, the gamut is misdetected as BT.709
- Connection to the license server fails because timeout is detected too early
- MXF importer doesn't preserve some color spaces
- ProRes RAW clip is displayed with inexact color

Mync 1.90.7266

**No fix provided*

Mync 1.90.7056

**No fix provided*

Mync 1.90.6828

**No fix provided*

Mync 1.90.6765

- Mync crashes while playing certain .m2p clip
- Mync displays certain DVCPRO HD clip in 4:3 size
- Mync loses all accents of extended Western European character set from closed caption in SD clips
- Mync crashes while playing HEVC clip shot by iPad Pro

Mync 1.80.6653

**No fix provided*

Mync 1.80.6571

**No fix provided*

Known issues

This build has this known issue:

Issue	Decoding H.264 / H.265 clips by using hardware decoder makes Mync unstable if the CPU is one of 11th Gen Intel Processors and a NVIDIA GPU is installed
Workaround	Stop using hardware decoder or the NVIDIA GPU

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