Mync

Media Player, Organizer and Uploader

Release Notes

Software Version 10.30.8291 (December 2021)

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 then 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 *Internet connection is required regularly for validation
OS	Windows 10 64-bit version 1903 or later Windows 11 64-bit *Windows 7 and Windows 8.1 are no longer supported

System requirements are subject to change without notice

Update History

The following issues are fixed or improved in this version:

- Mync doesn't recognize metadata of high frame rate clips higher than 119.8p shot by Panasonic Semi-Pro

Known issues

This build has this known 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

- Installed option licenses don't work properly until the OS is restarted
  Workaround: Restart OS after installing option licenses

- Mync freezes when decoding H.264 / H.265 clips by using hardware decoder if the CPU is one of 12th Gen Intel Processors
  Workaround: Stop using hardware decoder

- Mync does not use 12th Gen Intel Processors efficiently
  Workaround: Change the Power mode of Windows to "Best Performance"
  *See the help of Windows for the steps

- If the computer name has been changed, Mync will crash after starting
  Workaround: Change the computer name back

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