



Service Host Release Notes

Version 2.1



Service Host





Copyright © 2022 Vizrt. All rights reserved.

No part of this software, documentation or publication may be reproduced, transcribed, stored in a retrieval system, translated into any language, computer language, or transmitted in any form or by any means, electronically, mechanically, magnetically, optically, chemically, photocopied, manually, or otherwise, without prior written permission from Vizrt. Vizrt specifically retains title to all Vizrt software. This software is supplied under a license agreement and may only be installed, used or copied in accordance to that agreement.

Disclaimer

Vizrt provides this publication “as is” without warranty of any kind, either expressed or implied. This publication may contain technical inaccuracies or typographical errors. While every precaution has been taken in the preparation of this document to ensure that it contains accurate and up-to-date information, the publisher and author assume no responsibility for errors or omissions. Nor is any liability assumed for damages resulting from the use of the information contained in this document. Vizrt’s policy is one of continual development, so the content of this document is periodically subject to be modified without notice. These changes will be incorporated in new editions of the publication. Vizrt may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time. Vizrt may have patents or pending patent applications covering subject matters in this document. The furnishing of this document does not give you any license to these patents.

Technical Support

For technical support and the latest news of upgrades, documentation, and related products, visit the Vizrt web site at www.vizrt.com.

Created on

2022/09/27

Contents

1	Service Host 2.1.0	5
1.1	New Features.....	5
1.2	Known Issues.....	5
1.3	Supported Hardware and Software.....	5
1.4	Installation.....	6
1.5	Activation.....	6
2	Channel Recorder with Service Host 2.1.0	7
2.1	Driver Versions.....	7
2.2	Upgrade Notes.....	7
2.3	Fixed Issues.....	7
2.4	New Features.....	7
2.5	Known Issues.....	8
3	WebRTC Preview with Service Host 2.1.0	9
3.1	Driver Versions.....	9
3.2	Known Issues.....	9
3.3	Supported Hardware and Software.....	9
4	Documentation	10
5	Support	11

- [Service Host 2.1.0](#)
 - [New Features](#)
 - [Known Issues](#)
 - [Supported Hardware and Software](#)
 - [Installation](#)
 - [Activation](#)
- [Channel Recorder with Service Host 2.1.0](#)
 - [Driver Versions](#)
 - [Upgrade Notes](#)
 - [Fixed Issues](#)
 - [New Features](#)
 - [Known Issues](#)
- [WebRTC Preview with Service Host 2.1.0](#)
 - [Driver Versions](#)
 - [Known Issues](#)
 - [Supported Hardware and Software](#)
- [Documentation](#)
- [Support](#)

1 Service Host 2.1.0

Release Date: 2022-09-27

These are the release notes for Service Host version 2.1.0. This document describes the user-visible changes that have been made to the software since release 2.0.0.

1.1 New Features

Summary	Key
ServiceHost-2.1.0 - X.mio5 12G Implementation for ChannelRecorder	SH-550
ServiceHost-2.1.0 - Integrate Matrox DSX Core licensing API	SH-542

[2 issues](#)


1.2 Known Issues

- Configuration page needs to fetch the license information. This results in a wait time until the configuration pages for plug-ins show up.
 - Service Host is not forward compatible. Configurations created with a newer version will not work on older versions.
 - Service Host is not able to start Viz Engine if DCH type of Nvidia driver is installed. Try to configure Service Host to start Viz Engine on User Session or **clean** install "Standard" type of Nvidia driver instead.
 - Service Host is not able to start Viz Engine when it is configured to start Viz Engine on User Session when no users are interactively logged on.
 - For WebRTC plug-in, the Nvidia Standard Driver is mandatory. DCH drivers are known to be incompatible.
 - WebRTC doesn't work on Viz Engines with enabled video boards. For preview capabilities, consider using NDI instead.
 - Special characters not supported when trying to rename services while using Firefox.
-

1.3 Supported Hardware And Software

This software has been tested to run on the following systems:

- Windows Server 2019 (64-bit), Windows Server 2022
- Windows 10 (64-bit), Windows 11

 **Note:** Only English language Operating System(s) are supported.

1.4 Installation

- Administrator privileges are required to install Service Host.
 - OpenSLP is installed along with Service Host if not present.
 - The WIBU Codemeter runtime 7.40 is installed if not already present.
-

1.5 Activation

Service Host does not require any license; however, it installs the WIBU Codemeter runtime. Several Service Host plug-ins like Channel Recorder or WebRTC preview do require licenses.

2 Channel Recorder With Service Host 2.1.0

2.1 Driver Versions

- For Matrox video cards, driver version Unable to render include or excerpt-include. Could not retrieve page. is required. This version is mandatory. Pre-Release versions are not supported.
 - Uninstall previous versions of Matrox DSX.Utils/DSX Topology Utils prior to installing this driver.
 - Install drivers only from a local drive.
 - Reboot between uninstall and install of drivers and once again after the installation has finished.
 - Matrox Vfw codecs are included in this driver, so uninstall previous versions of the Matrox Vfw codecs and do not install any Matrox Vfw codecs over the regular driver installation.
-

2.2 Upgrade Notes

- Old version of Channel Recorder (1.x) should be uninstalled before installing this version.
 - The Server Search list may be reset when upgrading Codemeter Runtime. Please make sure that the Server Search list is correct after an upgrade.
-

2.3 Fixed Issues

Summary	Key
No issues found	


2.4 New Features

Summary	Key
DSX.Core support for Channel Recorder	SH-564
Implement X.mio5 12G for ChannelRecorder	SH-551
2 issues	

2.5 Known Issues

- An invalid decimal value in the GUI configuration is allowed to be saved in the XML configuration file.
- In case a pre-release of the Matrox-Driver (for example, 10.3.030.504) was installed, it is necessary to follow the procedure described below.
 - a. Unregister *mvfDsxCore.dll*.
 - i. Click **Start > Run** (or use the Windows command line: **Search > CMD >** (Right click) **Run as Administrator**)
 - ii. Type `REGSVR32 /U "C:\Program Files\Matrox DSX-TopologyUtils\System64\mvfDsxCore.dll"` and press **ENTER**.
 - b. Shut down X.info in the task manager.
 - c. Delete *mvfDsxCore.dll* from the folder `C:\Program Files\Matrox DSX-TopologyUtils\System64\`.
 - d. Start X.info.

3 WebRTC Preview With Service Host 2.1.0

 WebRTC is only supported in combination with Viz Engine 3.14.4. Newer versions of Viz Engine are not supported!

3.1 Driver Versions

- Nvidia driver 462.31 Standard is recommended.
-

3.2 Known Issues

- Nvidia Standard Driver is mandatory. DCH drivers are known to be incompatible.
 - WebRTC is not supported on Systems with Matrox boards.
 - Only progressive formats are supported.
 - HDR output is not supported by WebRTC Preview.
 - Audio is not supported by WebRTC preview.
-

3.3 Supported Hardware And Software

WebRTC has been tested on the following platforms:

- Windows 10 (64-bit).
- Windows Server 2019, Windows Server 2016.

A Nvidia GPU supporting nvEnc is required.

4 Documentation

Documentation for Service Host, Channel Recorder, and WebRTC are available in the Service Host documentation at the [Vizrt Documentation Center](#).

5 Support

Support is available at the [Vizrt Support Portal](#).