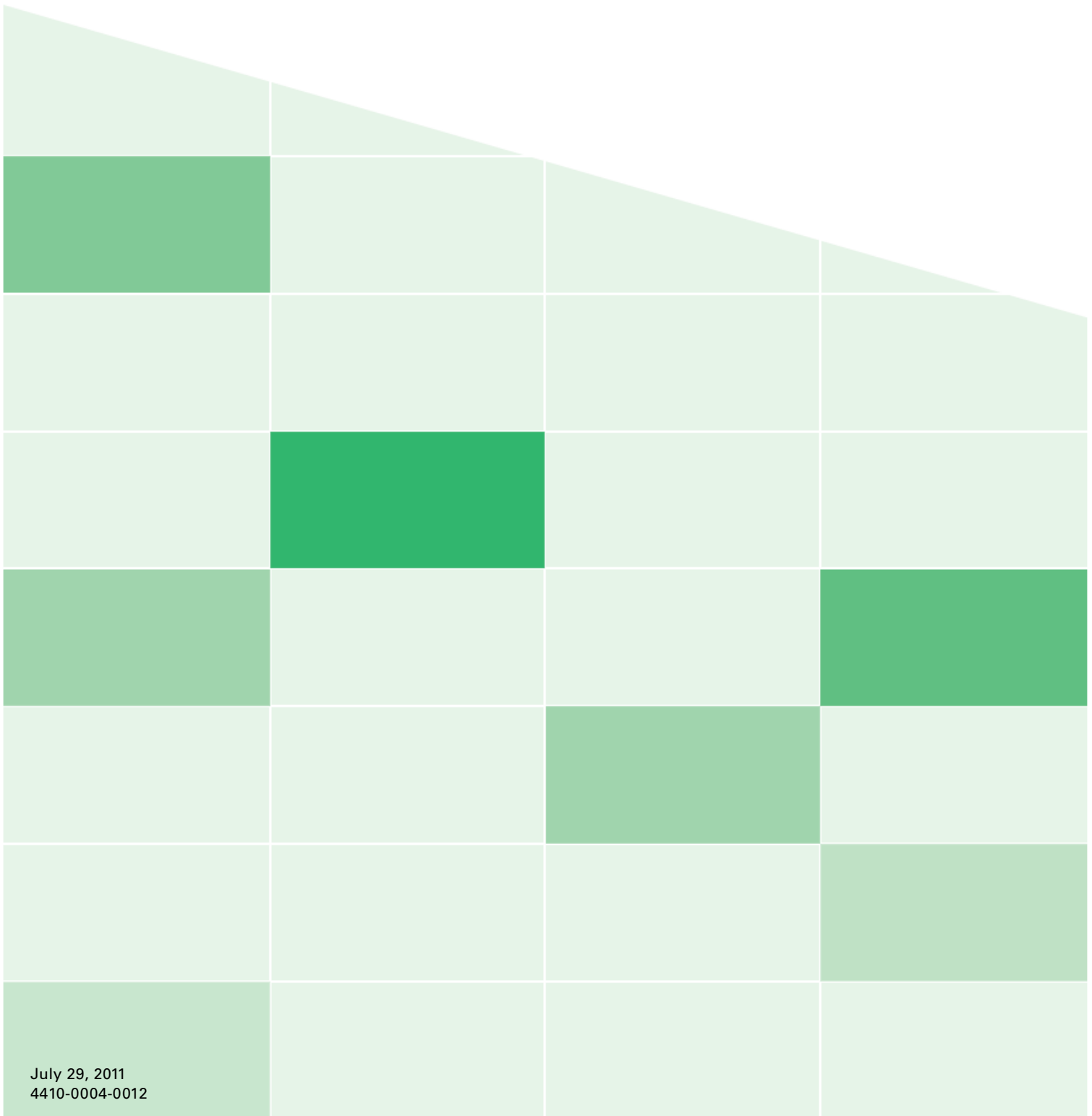




VBrick StreamPlayer

StreamPlayer v5.2 Release Notes



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About VBrick Systems

Founded in 1997, VBrick Systems, an ISO 9001 certified vendor, is a privately held company that has enjoyed rapid growth by helping our customers successfully introduce mission critical video applications across their enterprise networks. Since our founding, VBrick has been setting the standard for quality, performance and innovation in the delivery of live and stored video over IP networks—LANs, WANs and the Internet. With thousands of video appliances installed world-wide, VBrick is the recognized leader in reliable, high-performance, easy-to-use networked video solutions.

VBrick is an active participant in the development of industry standards and continues to play an influential role in the Internet Streaming Media Alliance (ISMA), the MPEG Industry Forum, and Internet2. In 1998 VBrick invented and shipped the world's first MPEG Video Network Appliance designed to provide affordable DVD-quality video across the network. Since then, VBrick's video solutions have grown to include Video on Demand, Management, Security and Access Control, Scheduling, and Rich Media Integration. VBrick solutions are successfully supporting a broad variety of applications including distance learning and training, conferencing and remote office communications, security, process monitoring, traffic monitoring, business and news feeds to the desktop, webcasting, corporate communications, collaboration, command and control, and telemedicine. VBrick serves customers in education, government, healthcare, and financial services markets among others.

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This document provides release notes for the VBrick StreamPlayer Product Family of software applications, and includes the following. Any information contained within this document is to be considered VBrick Systems customer confidential and should not be reproduced nor distributed to non-VBrick Systems customers.

What's New in 5.2

StreamPlayer v5.2 includes the following updates:

- Support for VBrick Rich Media Studio 1.2.
- Support for VBrick IP TVGateway v1.0.
- Fixed issue with compatibility between Progressive Download Flash and StreamPlayer recorder. The recorder only records closed captions from VB7000 appliances with versions equal to or greater than 3.0.

StreamPlayer Overview

The StreamPlayer Product Family empowers viewers to watch live high quality MPEG video and audio on PCs anywhere the network reaches. StreamPlayer automatically displays a “Program Guide” that lists live or stored videos that are available for viewing. Users simply click on the program name, and they are instantly watching television quality video on their PCs. StreamPlayer also allows Closed Captions to be displayed on screen for MPEG-1, MPEG-2, and MPEG-4 streams. StreamPlayer Family consists of the products shown below.

Note StreamPlayer Plus software can be installed on Windows 7, Vista, and Windows XP (Home and Professional Editions) only.

- **StreamPlayer** – is a free desktop installed software program used either for viewing MPEG-1, MPEG-4, Windows Media, and H.264 streams or files. MPEG-2 viewing is only available with this free program if an MPEG-2 decoder (e.g. a DVD player) is present on the computer.
- **StreamPlayer with MPEG-2 Playback** – includes all of the functionality of StreamPlayer as well as the ability to view MPEG-2 streams or files.
- **StreamPlayer Plus** – is a desktop install version that, in addition to viewing MPEG-1, MPEG-2, MPEG-4, Windows Media, and H.264 streams, allows recording and basic editing of MPEG-1 and MPEG-2 video streams and recording of MPEG-4, H.264, and Windows Media streams. Additionally, as part of the StreamPlayer Plus package, a software component called the Capture Driver may be installed. Capture Driver provides the ability to accept an MPEG-1 or MPEG-2 stream and convert it into uncompressed

digital video. Capture Driver can be used with any software program which inputs video using PC capture cards. It allows the video to be more easily converted to .jpg images, edited, or re-encoded into other non-MPEG video formats using third party software.

- **StreamPlayer WM** – plays MPEG-1 and Windows Media streams. Can also play MPEG-2 video if the user has a preexisting MPEG-2 decoder (e.g. a DVD player) on their machine.
- **StreamPlayer Web Deployment Kit** – provides a free software component used for viewing within a Web Page. Administrators can use files installed by [SetupStreamPlayerWebDeploymentKit_5_x_x.exe](#) to setup web pages that automatically download the components necessary for viewing MPEG-1, MPEG-2, and MPEG-4 streams for easy distribution to viewers.

Installation

Detailed installation instructions are available in the *StreamPlayer Admin Guide*. Please refer to this document for instructions on how to install all StreamPlayer components. Capture driver is separately installed by rerunning the Setup after installing the StreamPlayer or StreamPlayer Plus software. If there is an earlier version of StreamPlayer or StreamPlayer Plus already present in the system the Setup program automatically upgrades the old installation to the new version.

Note When installing StreamPlayer for the first time or re-installing a newer version, the computer should be restarted before launching the application if prompted.

Potential Software Conflicts

Apple Bonjour

StreamPlayer has a known conflict with Apple's Bonjour software. Bonjour is a discovery service that locates computers, printers, and services present on the network. It is built into Mac OS X v. 10.2 or higher and is included with iTunes and other software. When Bonjour and StreamPlayer are installed on the same machine, StreamPlayer will not discover and display multicast streams available on the network (or it may discover the streams and lose them after a few minutes). To work around this issue, StreamPlayer will detect and alert you with the following popup if Bonjour is installed. For best results, disable Bonjour.



CyberLink PowerDVD

The StreamPlayer installation folder includes a utility to work around compatibility issues with CyberLink's PowerDVD. If PowerDVD is installed on your computer, you may experience pixelated video when playing movies through the Windows Media Player. To work around this issue, run [AntiPixelator.exe](#) and then reboot your computer.



Caveats

This section addresses known issues in this release, most of which have an easy workaround. For more information about any item, or help with an issue not listed here, contact your reseller or VBrick Support Services.

- Local playback of .mp4 files with closed captions will not display the closed captions. Playback of live streams, or playback from VOD servers, is not affected and will display the closed captions.
- When playing a stream from an H.264 encoder, and the **Target Frame Rate** on the encoder is less than 30 frame/sec, the audio will be out of sync for UDP playback. To work around this issue, either increase the frame rate on the encoder, or increase the Buffer Size for **UDP Playback** (in StreamPlayer Preferences > MPEG/H264) to 1500 msec. If you are running significantly off-template (at a high bit rate and low frame rate) modifying the buffer size will not repair the out-of-sync issue. In this case, you must increase the **Target Frame Rate** on the encoder. (9429)
- Windows 7 only. The Windows Media Player will not play video launched from StreamPlayer with the default settings. To enable video from StreamPlayer on Windows 7, go to Start > Control Panel > Windows Firewall > Advanced Settings > Inbound Rules. Right-click on **Windows Media Player (UDP-In)**, select **Properties**, and enable UDP-In on the **General** tab. (8772)
- Vista or Windows 7. To avoid potential conflicts with UAC (User Account Control), if you are running Vista or Windows 7, StreamPlayer is installed by default in `C:\Users\Public\VBrick\StreamPlayerPlus`. (8761)
- When recording H.264 multicast transport streams, the actual record time **Duration** may be less than what was specified in StreamPlayer. (8768)
- QuickTime 7.6 only – To play H.264 streams, you must set Direct3D video acceleration to off in QuickTime Preferences. (This option is enabled by default.) Go to Edit > Preferences > QuickTime Preferences > Advanced > Video > DirectX and uncheck **Enable Direct3D video acceleration**.
- When Bonjour (Apple's service discovery protocol which is automatically loaded via an iTunes or Safari update) is present on your local network, it removes the session announcements (SAPs) from VBrick appliances and no Program Names are shown in StreamPlayer. To workaround this issue, go to Start > Control Panel > Administrative Tools > Services and double-click on Bonjour. On the General tab, set **Startup type** to **Manual** and **Service status** to **Stopped**. Alternately, if you need Bonjour, go to the Preferences > Program Announcements page in StreamPlayer and change the Server Announce Address to match the Multicast Destination IP Address on the VBrick encoders.
- StreamPlayer is not supported on machines running Windows 98 or Windows 2000.
- Do not use **Control Panel > Add or Remove Programs** to modify or repair the StreamPlayer installation. To update or reinstall StreamPlayer, double-click on the setup program and follow the prompts.
- Changing the encoder settings during playback will lead to playback freezing.
- Display card drivers on XP machines should be up to date for the closed caption overlay to work properly.
- If using a Tablet PC in Tablet mode, you may experience 100% CPU utilization. For best results, do not view video in Tablet mode.

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- In some cases, users may receive this error message when attempting to play a video:
0xC00D10B3: Windows Media Player cannot play this file. Connect to the Internet or insert the removable media on which the file is located, and then try to play the file again.

This problem occurs because Microsoft Windows Media Player automatically tries to detect whether the player is connected to a network. If Windows Media Player cannot detect a network connection, and if you try to play online content, you receive an error. This problem may also occur if your browser is set to **Work Offline**. To force the player to always assume that the player is connected to a network, follow these steps:

1. Go to **Tools > Options**.

2. On the **Player** tab, under **Player settings**, check the **Connect to the Internet** (overrides other commands) check box. Please see the following URL for more information:
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;838101>

- We do not recommend running StreamPlayer Plus on Tablet PCs while in Tablet Mode. Running Tablet PCs in laptop mode works fine.
- When playing an HTTP tunneled or RTSP Interleaved stream, Windows Media Player may take several seconds to close after clicking on the **Close** button.
- The **Wrap** function in MPEG-4 recording not supported. MPEG-4 files created in batch can be played individually but multiple files cannot be selected and played as a group.
- Do not change the encoded bit rate during the recording process. If the bit rate is changed on the encoder during recording, the resulting file will not be valid.
- The recorder starts recording when it gets an "I" or Key frame. Therefore, long intervals between "I" frames (which is set on the VBrick MPEG-4 encoder) delays the recording process and might slightly reduce the length of the actual recording.
- When playing an SDP file, a popup window might appear when using Windows Media Player, indicating that "The selected file has an extension that is not recognized by Windows Media Player, but the Player may still be able to play it." Selecting "Don't ask me again for this extension." and entering **Yes** plays the video.
- When StreamPlayer or StreamPlayer Plus are used to access the EtherneTV-NXG VoD server in conjunction with the Cisco VPN client, users should install the VPN client version 4.0.2 or above. This is a limitation in previous versions of the Cisco VPN client.
- Errors in file recording and local file playback can be caused by decoder conflicts. For example, other software players and StreamPlayer/StreamPlayer Plus use .mp4 file types. The last one to be installed is the one with which the file type is associated. If another software player is installed after StreamPlayer, it associates the .mp4 file extension with itself. File associations are set and changed in File Explorer, Tools >> Folder Options, under the File Types tab. To change the association, go to **MP4** and associate it with Windows Media Player. If that doesn't work, uninstall the other software player and reinstall StreamPlayer Plus.
- Editing options not currently available for MPEG-4 streams.
- An application error occurs in XP installations if there are previous uninstalled versions on the desktop. The error is on installation only and does not affect operation. There appears to be incompatibility between the installation and Windows HotFix (SP2) Q328310. To avoid the error, do a fresh install (i.e., uninstall all old versions of the StreamPlayer before proceeding with the new installation).
- Statistics within Windows Media Player will not display for live streams through Windows Media Player 7.1.

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- An error results if an attempt is made to edit or FTP multiple saved files that were not created in the same batch recording. Only files in the same batch recording can be FTP'd concurrently.
 - On rare occasions while un-installing StreamPlayer Plus, the uninstall program might complain that it is unable to remove the file [VBExchange.exe](#) because it is locked. In this case, please wait for about a minute before proceeding with the uninstall.
 - Closed Caption data may lag slightly behind the video. The delay is not significantly different than what one would see with Closed Captioning on a television.
 - On XP, Closed Captioning Overlay works best when Service Pack 1 or higher is installed.
 - On XP, if the latest Direct-X version is installed on the machine, it is recommended that the driver for the display adapter be updated.
 - When Closed Captioning Overlay on video is selected, statistics will not display the selected and actual frame rate.
 - Windows Media Player windows need to be closed before changes in the Closed Captioning settings on StreamPlayer or StreamPlayer Plus are registered.
 - For PCs running XP, only one Windows Media Player window can provide Closed Captioning Overlay unless Service Pack 1 or higher is installed.
 - On PCs running XP, when Closed Caption Overlay is enabled for MPEG-1 or MPEG-4, the video size is twice as normal.
 - On MPEG-4 streams that contain only closed caption stream (no audio or video) playback will display Closed Caption only in the overlay mode.





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