Viz Social Release Notes

Version 1.0

Powered by Never.no

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Technical Support

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

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1 Viz Social 1.0.0

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Viz Social is a new solution from Vizrt Group providing search, moderation and publication of social media content to on-air graphics. It is a collaboration with Never.no, where they deliver the search and moderation service. Viz Social replaces the previous social solutions, while also providing much more functionality and an up-to-date user interface.

As this is a new product offering the release notes will not contain references to new features, upgrades or changes, however a feature list has been added below.

1.1 System Requirements

Viz Social is a web application that runs as a cloud service in AWS. It feeds curated social content to the Vizrt broadcast environment, for instance Viz Trio or Viz Pilot Edge. The service connects to the broadcaster network through the application known as DCS (Dynamic Content Scheduler) which is typically installed locally on the broadcasters network with connectivity to the internet.

For details and a better understanding of the different options available please refer to the Viz Social Installation Guide.

1.2 Feature List

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· 100 simultaneous users (depending on capacity)
· 10 Stories (can be increased)

Gather
Searches (100 simultaneous):

- · Twitter both restricted and unlimited search
- · Facebook
- · Instagram
- · YouTube
- · Other standard formats such as RSS/SMS/ATOM feeds

Build Formats

- · Unlimited Carousels
- · Nested Carousels
- · Polls
- · Competitions
- · Including posting/replying/commenting/sharing/liking within Story

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Publish   · Vizrt outputs - Viz Trio, Viz Pilot Edge, MSE, Datahub   · Standard outputs such as XML, JSON, HTML5   · Customized outputs (separately quoted)
Chrome plug-in extension
Analysis and reports
iPad Prompter

1.3   Known Issues And Limitations

See also chapters **Chrome Extension > Constraints** and **Volume and Performance Limits** in the User Guide for further information.

- Viz Engine/Viz Artist
  - Viz Social 1.0.0 has been tested with Viz Engine and Viz Artist 3.14.92401. Full support for Viz Engine and Viz Artist 4.x will be made available in a later release.
  - Plug-ins (BEEON-82)
    - Viz Social includes access to a set of Viz Engine plug-ins. The current set of plug-ins are supported by Viz Engine 3.14.x. Plug-ins with full support for Viz Engine 4.x will be released shortly. This includes a full set of 3247 emojis. Emoticons are supported in the scene *STV_TextHighlight_Emoji*, but only a set of 874 emojis are currently included. Full Unicode support will be available with Viz Engine 4.x.
- Preview server is not fully integrated with the current Viz Social solution. (BEEON-116)
- YouTube
  - Search option requiring login to Google account is not available, specifically the ability to monitor a chat under a live YouTube stream. Other YouTube search options are available as they do not require login. (BEEON-105)
  - Current quota limits to maximum two simultaneous YouTube searches (one element in Gather is one search) per day.
  - When hovering mouse over error icon in YouTube source the text "quota" is not visible in error message. (BEEON-123)
- Chrome Extension
  - When adding content from the Chrome Extension it may take up to 60 seconds before the content is visible in Viz Social. (BEEON-108)
  - In Chrome, if a user click on the Viz Social icon and select the **This can read and change site data > When you click the extension** option the extension no longer functions as intended. To indicate this the Viz Social Chrome extension logo is grayed

out. The option must be set to *On Facebook.com/twitter.com*. (BEEON-111, BEEON-113)

- There are some constraints to the correct functioning of the extension:
    - Depending on the policies of a social network, different considerations apply. These restrictions are imposed by the social networks and therefore are the same as for Viz Social itself:
    - Twitter: public Tweets and Tweets readable by the selected Twitter account can be retrieved. Private Tweets cannot be retrieved.
    - Facebook: Posts / Comments on Facebook Pages you own can be retrieved. Status updates and Posts in Groups / Events cannot be retrieved.
    - Instagram: public Instagram Posts can be retrieved. Private Instagram Post cannot be retrieved.
    - YouTube: public YouTube videos can be retrieved. Private YouTube videos cannot be retrieved.

- Scenes
    - A Scene Archive is made available as examples for designers to create their own branded scenes. The corresponding Viz University training should be referenced for information about the scenes. If for some reason *Z:* drive connectivity is lost in the DCS machine, the generated pages point to the local *C:* drive which causes errors. (BEEON-122)
    - In some cases, a unicode linebreak may cause unwanted behavior in playout even while looking correct in preview. (BEEON-147)
- Polls
    - User can successfully publish poll feed using poll scene to Viz Trio, however it is not possible to unpublish the generated Trio page from Viz Social. A user can only manually delete the Trio page from within Viz Trio. (BEEON-126)
    - There is no **Next** button to playout poll feed with associated poll scene to playout server configured in Trio profile. (BEEON-127)
    - The bars in payload scene do not animate in local Trio preview, the animation is shown only when played out. (BEEON-129)
    - The poll workflow only works with the *Options source* selection under *Project template*, not the *Social message source* template. Polls has a different mapping and field layout in the exported messages. (BEEON-132)
- Viz Trio related issues requiring updates
    - Local Trio page preview error when unpublishing from Viz Social. (BEEON-83, TRIO-4732)
    - *image_prefix* not included (BEEON-86)
        - The Trio client does not include the *image_prefix* when importing the *Multiple_Message* scene, causing the initialization to be incomplete. (TRIO-4730)
    - Error message when initializing Trio page
        - "Parameter is invalid" error appears when initializing Trio page generated using *video_toggle_scene_3_modified.via*. Likely related to TRIO-4730. (TRIO-4735)
    - Profile names (BEEON-121)
        - If Trio profile name is updated in Viz Trio, it is not updated in Viz Social and playout is not possible.

- Concept and variants (BEEON-103)
    - Pagelist: The model XML made by Trio import must be updated to work with the REST interface, it should support proper model XML with regards to *alternative_concept* and *alternative_variant*. (TRIO-4714)
    - Inline element in playlist: If the concept is set on an inline element in the Trio playlist, Viz Trio does not display it correctly or play it out correctly. (TRIO-4715) Variant can be set in Trio per element, but needs update of model XML. (TRIO-4714)
- Preview of YouTube videos in Trio
    - When previewing a scene which has YouTube video in it in Trio, the **Play** and **Stop** buttons do not point directly to the video as may be expected. The **Play** and **Stop** button send commands to Viz Engine to start and stop the animations in the scene. (BEEON-119)
- MediaSequencer related issues requiring updates
    - Concept and variants (BEEON-103)
        - <ref> element in playlist: If a user alters the variant on such an element in Viz Trio, then Viz Trio sets the attribute *alternative_variant* on the <ref> node. MediaSequencer does not yet support this in the REST interface. (MSE-7640)
- System status and error messages. Viz Social is not able to monitor the status of other components and as such can not provide sufficiently user friendly error messages in all instances. (BEEON-89)
    - No informative message to user when Viz Engine in connected output channel is down/off air. (BEEON-61)
    - {"error":"Failed to update format.. appears after updating a destination with deleted Trio template. (BEEON-71)
    - {"error":"Failed to update format: ... error shown when updating destination using MSE destination when MSE is turned off. (BEEON-76)
    - Status of MSE can not be seen in the Viz Social status panel. (BEEON-77)
    - Status of DataHub can not be seen in the Viz Social status panel. (BEEON-78)
    - DataHub appears in the destination list even when DataHub service is turned off. (BEEON-79)
    - Pressing **Refresh destinations** does not disable the MSE destinations list when MSE is off. (BEEON-80)
- **Update** button is enabled even when user selects the same mapping tag from the dropdown in Build panel. (BEEON-65)
- The maximum 'Number of items' in playout settings should depend on type of template used in destination, number cannot be less than 0. (BEEON-67)
- "Cannot find a page with name 00000028-132289251248699406" error in Viz Trio when unpublishing using the *4Messages_Tutorial* template configured to use four items. (BEEON-70)
- Analyse function:
    - User can enter invalid color combination in set color section, no warning message shown to user after pressing **Apply** button. (BEEON-141)

2   Documentation

Documentation for Viz Social is available at the Vizrt Documentation Center:

- Viz Social User Guide
- Viz Social Deployment Guide

3   Support

Support is available at the Vizrt Support Portal.