



# Viz Ticker Release Notes

Version 4.1



# Viz Ticker



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Vizrt does not recommend or test antivirus systems in combination with Vizrt products, as the use of such systems can potentially lead to performance losses. The decision for the use of antivirus software and thus the risk of impairments of the system is solely at the customer's own risk.

There are general best-practice solutions, these include setting the antivirus software to not scan the systems during operating hours and that the Vizrt components, as well as drives on which clips and data are stored, are excluded from their scans (as previously stated, these measures cannot be guaranteed).

### **Technical Support**

For technical support and the latest news of upgrades, documentation, and related products, visit the Vizrt web site at [www.vizrt.com](http://www.vizrt.com).

### **Created on**

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# 1 Viz Ticker 4.1.0

**Release Date:** 2024-01-22

These are the release notes for Viz Ticker version 4.1.0. This document describes the user-visible changes that have been done to the software since release 4.0.0.

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## 1.1 Fixed Issues

- Using a presentation template should no longer prevent unicode characters from being properly stored to message description (TICK-1888).
  - Web Client now stores Path instead of UUID for control geom and images, no longer breaking compatibility with desktop Client (TICK-1894, TICK-1895).
  - A flipping-scrolling carousel now properly sets message run counter as a flipping carousel does (TICK-1897).
  - A message moved inside a feed now properly retains their message take count (TICK-1806).
  - The generated description for elements using presentation template and containing material/geom/image no longer shows full Graphics Hub path (TICK-1154).
  - GPI configuration panel now only shows configuration lines for handler selected (TICK-1437).
  - Unexpected failure to parse individual messages by Ticker Feed could result in failure instead of error-messages to be logged out (TICK-1890).
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## 1.2 Improvements

- Ticker-feed now initiates the first polling after startup immediately instead of waiting a full interval (TICK-235).
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## 1.3 Installation And Upgrading

- The previous version of Viz Ticker Client must be uninstalled before the new one is installed.
  - Viz Ticker Client 4.1.0 only works towards a setup generated, or upgraded, by Viz Ticker Wizard 4.1.0.
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## 1.4 Known Issues And Limitations

- Most changes that are made using Viz Ticker Wizard/System-Tool while Viz Ticker Client is running are not reflected in Viz Ticker Client until it is restarted. Furthermore, some changes might cause Viz Ticker Client to crash. It is recommended to terminate Viz Ticker Client before making changes in Viz Ticker Wizard/System-Tool.
- Viz Ticker Client allows loading data that has been exported from a previous version without giving any warning. However, this causes the data in Viz Ticker system to be incorrect. To

upgrade data from previous versions, please use the upgrade functionality provided by Viz Ticker Wizard/System-Tool.

- Viz Ticker Client allows the user to open, view and edit messages controlled by Viz Ticker Feed. However, there is no point changing the data manually as the messages are overwritten on the next Viz Ticker Feed update. Furthermore, Start/End time may show incorrectly in the UI when setting the begin/end elements in the Viz Ticker Feed source XML since the UI can only be used to visualize certain begin/end combinations.
- In the rundown of a carousel, it is possible to set a message to play-out next on a particular output channel. When using *Set as Next* the *Ticker System* should be **ON** for the chosen Output Channel. Otherwise, the *Set as Next* is ignored when the carousel is later switched on (TICK-22).

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## 1.5 System Requirements

Viz Ticker system consists of:

- Viz Ticker Client
- Viz Ticker Web Client
- Viz Ticker Wizard
- Viz Ticker Feed
- Viz Ticker Service

The Viz Ticker system requires the following minimal software versions in order to operate:

- Microsoft .NET Framework 4.6.1 or later
- Media Sequencer 2.0 or later. Please avoid using Media Sequencer 3.1.0 because of a known issue with the background scene reference in that version.
- Viz Engine 3.9 or later.
- Graphic Hub 2.3.1 or later
- Graphic Hub REST 1.1 or later. Graphic Hub REST 2.0 (or later) is required for the VTW image search functionality.

 **Note:** Graphic Hub REST is only required if message templates are using tab-fields pointing to Graphic Hub resources or if using the VTW image search functionality with Graphic Hub as search provider storage.

Viz Ticker software is 32-bit. It can run on both 32-bit and 64-bit versions of Windows.

Operating systems that have reached their end-of-life cycle and are no longer officially supported by their manufacturers, are not supported for use with Viz Ticker.

### 1.5.1 System Requirements for Viz Ticker OneBox

The Viz Ticker OneBox system requires the following versions of Viz Engine:

- 3.14.5 or above on the 3.x release line, or
- 4.3.0 or above on the 4.x release line

If Viz Ticker OneBox is not enabled, see the requirements above.

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## 1.6 Documentation

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

- [Viz Ticker User Guide](#)
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## 1.7 Support

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

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## 1.8 Previous Versions

In accordance with the [Vizrt Global Support Handbook](#) section *Software Lifecycle*, support for older versions of Viz Ticker ends 24 months after a subsequent minor or major version is released.

Viz Ticker version 4.0 support ends 2026-01-22. At the date of this release, Viz Ticker versions earlier than 4.0 are no longer supported.