



## ClipMail Software Version 5.1 Release Notes

### ***About this Release (Version 5.1, Build 19395)***

Software Version 5.1 is a minor software release that may be deployed on all Telestream ClipMail appliances: ClipMail Pro, ClipExpress, ClipView and ClipRemote.

### **Caution – Downgrading Certain ClipMail Pros May Render it Inoperable**

- ◆ **ClipMail Pro Above Serial Number 1950.** Due to hardware changes, ClipMail appliances with a serial number greater than 1950 can only be downgraded to operate on ClipMail Software Version 4.1.16731 or Version 5.0.16390. If you attempt to downgrade your software to other revisions, your ClipMail may fail to start properly and the appliance will be inoperable.
- ◆ **ClipMail Pro Above Serial Number 3000.** Due to hardware changes, ClipMail appliances with a serial number greater than 3000 can not be downgraded to previous ClipMail versions. Appliances with these serial numbers only operate on ClipMail Software Version 5.1.19395 and above. If you attempt to downgrade your software to a lower revision, your ClipMail may fail to start properly and the appliance will be inoperable.
- ◆ **Contact Tech Support.** If you have questions about downgrading your ClipMail Pro, please contact Telestream Customer Support at (530) 470-1300 or support@telestream.net for assistance.

### **Special Notes**

- ◆ **ClipMail Client not Supported on Mac OS 9.** ClipMail Client utilizes Java 1.4.1, which is not available on Mac OS 9 or earlier. Telestream recommends upgrading your Macintosh to Mac OS X for continued use of ClipMail Client.
- ◆ **Third Party Application Support.** If you use 3<sup>rd</sup>-party applications to control ClipMail, contact your vendor to determine if their applications are compatible with ClipMail 5.1.

### **New Features**

- ◆ **Improved Parcel Delivery.** If you work in an environment where ClipMails and FTP servers can't reliably complete parcel delivery due to intermittent Internet connections or excessive server load, you can enable ClipMail's automatic re-connect feature. When enabled, failed delivery tasks are re-connected and the file transfer resumes at the last successful file transfer checkpoint. (See ClipMail User's Guide, Improved Parcel Delivery – FP Re-connect on page 7-35 for details.)
- ◆ **DHCP Option Removed.** To improve parcel receipt and delivery reliability, Telestream has disabled the ability to enable DHCP to obtain an IP address from the interface. Beginning in Version 5.1, users must supply a static IP address. If you require DHCP for your ClipMail, please contact Telestream Customer Support.
- ◆ **Improved Delivery Performance.** ClipMail Version 5 uses industry-standard XML packages to accompany parcels. This improves parcel delivery performance and checking Remote mailboxes. This improvement in parcel delivery makes ClipMail version 5 incompatible with ClipMails operating version 4.0 or earlier. To retain compatibility with these ClipMails, contact Telestream's Customer Support.
- ◆ **New Retry Button.** When an error occurs during receipt of a parcel via FTP to your Inbox, ClipMail now displays a Retry button so that you can resume the transfer.

- ◆ **Valid From Address when Sending to MAP and FlipFactory.** When transmitting a parcel to an email address in MAP or FlipFactory, the From address is set to the address in the E-Mail Notification setup, or the email address of the sending ClipMail ([clipmail@192.192.192.1](mailto:clipmail@192.192.192.1), for example), if empty.

### Resolved 5.0.16390 Bugs

The following bugs are fixed in software version 5.1.19395:

- ◆ Index Advanced Playback Clips – When a clip with advanced playback enabled is received, it is indexed if necessary, so that the advanced playback feature is enabled. Additionally, this version fixes the problem that prevented some clips not to be indexed.
- ◆ Keep Parcels on Server – When parcel transfer from an FTP server fails, ClipMail now leaves the file on the server, to provide for resuming transfer later.
- ◆ Reboot After Check Disk Operation – After performing a Check Disk operation, ClipMail now reboots to avoid leaving the system in an unstable state.
- ◆ Limit Parcel Names to 40 Characters – ClipMail now enforces a maximum length of 40 characters for a parcel name uniformly, eliminating naming errors.

### Known 5.1 Bugs and Limitations

- ◆ **MPEG file incompatibility between release 5.1 and 4.0.12292 or earlier.** When a ClipMail system running any version 5.1 software sends to a ClipMail running version 4.0.12292 or earlier, the MPEG files will not be playable. Telestream recommends that systems running 4.0.12292 or less be upgraded to 5.1, 4.1, or the latest 4.0 release.
- ◆ **Enhanced Play feature limitations.** When a ClipMail system has ample memory, the *estimated* maximum clip durations for enhanced play features to be enabled are: 364 Minutes for I-Frame only files and 4368 Minutes for 12-frame GOP files. Older ClipMail Pro and ClipExpress appliances are memory limited. Call Telestream customer support for information on memory upgrades.
- ◆ **Excessive media causes low memory problems.** Older ClipMails (serial numbers below 1000) have a limited amount of memory to hold parcels. This can cause problems due to low memory situations. Version 5.1 displays a low-memory warning dialog in the ClipMail control panel and the ClipMail Client application. Telestream recommends that the ClipMail *NOT* be used to archive media. The number of parcels on a ClipMail should be kept to a minimum for optimal performance. Archive older parcels to an FTP server for retrieval if necessary, via the Remote Box. You can also use Empty Mailboxes to remove all parcels from the system. When a low memory warning occurs, you should delete old parcels and find an appropriate time to reboot the ClipMail.
- ◆ **Sending to ClipMail Pro 1.3.1 Limitations.** Sending Scheduled to ClipMail Pro's with Version 1.3.1 work *with some limitations*. When a scheduled send displays in 1.3.1, it does not display a scheduled icon. Instead, it displays an in-progress icon with no transfer rate in the status. When the transfer actually starts, the 1.3.1 ClipMail updates the transfer rate in the status window.
- ◆ **A/V sync issues with imported MPEG files.** After "seeking" a location in an imported MPEG file, the Audio and Video may be out of sync when playback resumes. Telestream's FlipFactory can be used to create a native ClipMail file and deliver this file to the ClipMail.

### ***Before You Update***

**Note:** No attempt should be made to downgrade from version 5.x to 3.x. If you need to install versions 3.x on a ClipMail, you should contact Telestream Customer Support first.

### **Before you upgrade to 5.1, Telestream recommends that you back up important files.**

Backup your system prior to upgrading. If the upgrade fails, you may lose settings or files. Use ClipMail Client to save your address book and custom MPEG profiles to your PC for later restoration if necessary. You should also note your network settings, DNS server and SMTP server information, in case you need to enter this information in ClipMail again.

**Telestream recommends that you empty all mailboxes before you update the system.** Click the Maintenance tab in your Setup screen and click the Empty Mailboxes button. Note: To save any clips before you empty the mailboxes, back them up by sending them to an FTP server.

### ***Updating ClipMail Software***

Before updating your ClipMail Software, Telestream recommends reading Updating ClipMail Appliance Software, on page 3-29 in the ClipMail User's Guide. Next, follow the instructions immediately following the tips, notes, and cautions, on the same page.

### ***Installing the ClipMail Client Application***

Before updating the ClipMail Client application on your PC or Macintosh, Telestream recommends reading Platform Requirements, on page 6-3 in Chapter 6, ClipMail Client & ClipMail Pro Overview, in the ClipMail User's Guide. Next, follow the instructions immediately following in Installing ClipMail Client on Your Computer, on the same page.