



# Service Host Release Notes

Version 2.4



## Service Host





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## **Antivirus Considerations**

Vizrt advises customers to use an AV solution that allows for custom exclusions and granular performance tuning to prevent unnecessary interference with our products. If interference is encountered:

- **Real-Time Scanning:** Keep it enabled, but exclude any performance-sensitive operations involving Vizrt-specific folders, files, and processes. For example:
  - C:\Program Files\[Product Name]
  - C:\ProgramData\[Product Name]
  - Any custom directory where [Product Name] stores data, and any specific process related to [Product Name].
- **Risk Acknowledgment:** Excluding certain folders/processes may improve performance, but also create an attack vector.
- **Scan Scheduling:** Run full system scans during off-peak hours.
- **False Positives:** If behavior-based detection flags a false positive, mark that executable as a trusted application.

## **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**

2025/12/18

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# 1 Service Host 2.4.0

**Release Date:** 2026-12-18

These are the release notes for Service Host version 2.4.0. This document describes the user-visible changes that have been made to the software since release 2.3.0.

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## 1.1 New Features

Key	Summary
<a href="#">SH-731</a>	<a href="#">Use Matrox Utils 11.1.101.2163 and update dependencies</a>

[1 issue](#)

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## 1.2 Known Issues

- 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.
  - Special characters are not supported when trying to rename services while using Firefox.
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## 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 (LTSC 21H2)
- Windows 11 (LTSC 24H2)



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

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## 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 [8.40a](#) 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 require licenses.

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## 2 Channel Recorder with Service Host 2.4.0

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### 2.1 Driver Versions

 **Important:** When upgrading from 10.4 to 11.x Matrox driver, follow these mandatory steps:

- Uninstall old Matrox driver.
  - Cold Boot (Turn off computer for at least 20 seconds).
  - Switch Computer on.
  - Continue installation of new driver.
- For Matrox video cards, driver version [11.1.101.2163](#) 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.

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### 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.

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### 2.3 New Features

Key	Summary
<a href="#">SH-577</a>	<a href="#">Use viz_trace to generate trace information</a>

[1 issue](#)

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### 2.4 Fixed Issues

Key	Summary
<a href="#">SH-699</a>	<a href="#">Channel Recorder doesn't stop if recording spans over midnight and its outpoint is changed</a>

[1 issue](#)

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## 2.5 Known Issues

- An invalid decimal value in the GUI configuration is allowed to be saved in the XML configuration file.
- When the *timecode-source* is set to TIME\_OF\_DAY and *discontinuous-tc* is enabled, Channel Recorder does not record the actual time of day.
- In case a pre-release of the Matrox-Driver was installed, it is necessary to follow the procedure described below.
- Unregister *mvfDsxCore.dll*.
  - a. Click **Start > Run** (or use the Windows command line: **Search > CMD >** (Right click) **Run as Administrator**)
  - b. Type `REGSVR32 /U "C:\Program Files\Matrox DSX-TopologyUtils\System64\mvfDsxCore.dll"` and press **ENTER**.
- Shut down X.info in the task manager.
- Delete *mvfDsxCore.dll* from the folder *C:\Program Files\Matrox DSX-TopologyUtils\System64\*.
- Start X.info.

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## 3 Documentation

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



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## 4 Support

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