Tracking Hub and Studio Manager Release Notes

Version 1.9



Viz Virtual Studio

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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.

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1 Tracking Hub / Studio Manager 1.9.0

Release Date: 2026-11-19

These are the release notes for Tracking Hub and Studio Manager version 1.9.0. This document describes the user-visible changes that have been made to the software since release 1.8.1.

1.1 New Features / Improvements

Key	Summary
VIZVS-3974	Reset a Lens Point
VIZVS-3969	Perspective camera control
VIZVS-3946	Adapt VIPS Airpixel protocol
VIZVS-3896	redesign Trackingflow Analyzer
VIZVS-3884	Renaming camera services
VIZVS-3883	XR Color Correction within Studio Manager
VIZVS-3872	Support of OpenTrackIO
VIZVS-3847	FBX Export
VIZVS-3781	Auto alignment of videowall - Stage1
VIZVS-3755	Load, save, edit lens calibration files
VIZVS-3746	VideoWall Editor UI
VIZVS-3738	Modifier Tool for new Lens files
VIZVS-3492	To display only the specified cameras in the Studio Manager.

1.2 Bug Fixes

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Key	Summary
VIZVS-4047	Tracking Hub: "Calc Nodalpoint into position" is ignored for multi-camera services
VIZVS-4045	DOF from the lens file changes while zooming
VIZVS-4033	Studio Manager memory leak
VIZVS-4026	Tracking Hub crashes when a TC camera service is added
VIZVS-4007	SM freezes when shutting down a lens calibration
VIZVS-3986	Tracking Hub can close by itself when a camera service is deleted while its engine is not connected
VIZVS-3961	NDI service: first START sends the video without tracking
VIZVS-3954	Tracking Hub crashes on CONFIG LOAD sent during startup (command port serves before startup is complete)
VIZVS-3920	Change in config creates service duplicates
VIZVS-3918	Tracking Hub crashes while RECEIVING a large lens file over TCP (regression of VIZVS-3415)
VIZVS-3796	XML Tracker uses wrong TickCounts due to wrong Index alignment
VIZVS-3788	TrackingHub crashes during startup without dump file
VIZVS-3758	Legacy lens files leads to corrupted output in 1.8 (merge to 1.9)
VIZVS-1628	Object rigs offsets are not shown correctly on 3D preview

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1.3 Minimum Hardware Configuration

- Minimum 16 GB Ram
- Dual-Core Intel CPU
- 10 GB of free disk space
- NVIDIA P2000 Graphics Card
- OpenGL Hardware-accelerated Graphics Card

Info: Minimal Hardware Configuration provides sufficient resources for running a Tracking Hub configuration.
The automated lens file calibration requires additional GPU processing power. To benefit from this feature, use the Recommended Hardware Configuration.

1.4 Recommended Hardware Configuration

- HP Z4 G4 - 12-Core CPU
- 64 GB Ram
- 2x Gbit RJ45
- 30 GB of free disk space
- NVIDIA RTX 4000 Ada

1.5 Setup Required for NDI Workflow

- HP Z4 G4 - 6-Core CPU
- 32 GB Memory
- 2x Gbit RJ45
- 256 GB SSD for OS
- 512 GB SSD for Data
- NVIDIA RTX A4000 /16 GB GDDR6

1.6 Supported Drivers and Software

This software has been tested to run on:

- Windows 11 LTSC 64-bit.
- Windows 10 LTSC 64-bit.
- Viz Engine 5.0 or later.
- Service Host 2.1.
- Version 5.45 for Plura PCL-PCI and PCL-PCIe (LV, 3G) timecode reader cards (available on the Vizrt FTP in *Vizrt Drivers/Alperman PCL*).
- Sealevel SeaIO 5.1.3
- Wibu Codemeter 8.30a.

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- AI Core v2.2

> **Note:** Viz Virtual Studio 1.9 Bundle does not include Wibu Codemeter. This needs to be installed separately.

This software has been tested with Viz Arc 2.1.1 or higher.

1.7 Certified Tracking Systems

- Shotoku
- Motion Analysis
- NCam
- Egripment (Trackmen)
- StypeKit
- Vinten
- Free-D
- StarTracker
- Vicon tracking system
- XPecto
- Thoma
- BlackCam
- Spidercam FrameB
- Sony BRC X1000/800
- Sony ILME-FR7
- Sony BRC-AM7
- Sony OCELLUS
- Panasonic AW-UE 150
- Panasonic AW-UE 100
- Vizrt PTZ3 UHD+
- Vizrt PTZ3 HD
- Canon CR-N500
- Canon CR-N300

1.8 Known Issues

> **Note:** Viz Virtual Studio 1.9 comes with AI Core 2.2. In case other AI components like Reality Connect or Viz AI Keyer are installed, make sure they run on the latest version.

1.8.1 NDI

- Security Updates **Windows 11 – KB5063878** and **Windows 10 – KB5063709** can lead to traffic drops in NDI output.

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1.8.2 Studio Manager

- On some machines with an NVIDIA graphics card, the memory (RAM) used by Studio Manager increases steadily while its 3D preview is shown. The cause is the NVIDIA driver setting Threaded optimization; this also affects earlier versions such as 1.8.1. From 1.9.0, the Studio Manager installer sets Threaded optimization to Off for StudioManager.exe, and Studio Manager shows a warning at start-up when the setting is on. If the warning appears: in the NVIDIA Control Panel, go to 3D Settings > Manage 3D settings > Program Settings, add StudioManager.exe, set Threaded optimization to Off and restart Studio Manager. Step-by-step instructions are in Important Checklist Before Installation.
- Lens File Editor: if Tracking Hub restarts or the network connection drops while the Lens File Editor is open, Studio Manager reconnects, but the open editor does not. Changes saved from that editor are not written to the lens file, although the editor shows them as saved, and no message appears. Workaround: after a reconnect, close the Lens File Editor with the window's X button and open it again before editing. (VIZVS-4036)

1.9 Installation

- Administrator privileges are required to install Tracking Hub/Studio Manager.
- If the license dongle driver reports errors, please uninstall and reinstall the driver manually.

⚠ **Note:** Issues have been reported with failing redistributable updates on Windows 10. This can lead to Tracking Hub not starting properly. In case this happens:

- Ensure there is no Microsoft update in queue or in progress (if you are not sure, reboot Windows).
- Manually uninstall any MS Visual C++ 2015-2022 Redistributables (both x86 and x64) and restart.
- Manually install the MS Visual C++ V14 Redistributable (both x86 and x64) and restart.
- Install *VizVirtualStudioBundle-x64-1.9.0*.

⚠ **Note:** Issues have been reported with failing redistributable updates on Windows 10 and Windows 11 related to Microsoft Visual C++ v14 Redistributable 14.50.35719. The Bundle installer will print an error after installation if this redistributable is already installed on the PC. Options to prevent this error:

- Uncheck redist option in bundle if it is already installed.
- Uninstall Microsoft Visual C++ v14 Redistributable 14.50.35719 before starting the bundle installer.

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2 Documentation

Documentation for Tracking Hub and Studio Manager are available at the Vizrt Documentation Center:

- Tracking Hub

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3 Support

Support is available at the Vizrt Support Portal.

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