



**Osprey® MultiMedia Capture Driver  
Release Notes  
Driver Version 4.5.1.34**

November 2009

For the following Card(s):  
Osprey 240e and Osprey 450e

For the 32-bit version of Microsoft Windows XP, Server 2003, Vista Business, Server 2008 Enterprise SP2, and Windows 7

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## **Introduction**

This is a "Series IV" AVStream video and audio capture driver for all models of ViewCast Osprey video capture cards listed above.

This driver is built on Microsoft's AVStream / DirectShow® driver model.

This driver works only with genuine Osprey video capture cards designed and marketed by ViewCast Corporation of Plano, TX USA.

## **New Features (from version 4.4)**

- Gating mechanism added to prevent two different client threads from acting on device core at same time.
- The online help is revised for explanation of the function of the control group.

## **Recent Updates**

(Pre-release version- still in test)

- The Mark/Sync control is removed.
- Video proc amp is recalibrated for all products.

## **Troubleshooting**

If the installation program for this driver appears to hang, press Alt-Tab to ensure the installation screen is not hidden.

The 'Digital Signature Not Found' window may appear during the installation. Select the 'Continue Anyway' button to dismiss this dialog.

## **Implications Related to 4.5 Patches**

This release 4.5 completely replaces all previous Osprey drivers for the capture cards listed above. All installations of previous Osprey drivers must be removed prior to installing this version.

## **Testing the Driver:**

The "OspreyConfig" application is available to verify operation of the Osprey driver. This application is available under: Start\All Programs\ViewCast\AVStream\Utilities

## **Manuals and Help:**

Refer to the Osprey User Guide for detailed information about the Osprey drivers.

## **Latest Drivers and documentation:**

Before installing, check the ViewCast Corporation Website at [www.viewcast.com](http://www.viewcast.com) for the latest drivers and documentation.

If there is no newer driver at the time of your installation, periodically check the Website for newer versions.

## **Known issues in version 4.5:**

Release 4.5 is not WHQL-certified.

PCI bus numbers of 16 or higher:

The drivers support multiple Osprey single-channel cards (up to 15) on a PCI bus. Due to PCI bus limitations, attempting to enumerate 16 or more devices will cause failures. This may affect users who require a large number of cards in a single system. These cards have on-board PCI bridge chips that create one additional PCI bus for each card. As a result, adding multiples of these cards to a system may quickly create more than 16 PCI devices on a system. The drivers will fail to function properly with cards on PCI bus number 16 or higher.

Horizontal Delay: When adjusting the Horizontal Delay on the RefSize tab, the negative delay may not allow adjustment beyond negative 6.

When setting the video standard to SECAM, the video format to RGB32, and the input to composite or S-video, you may experience color inconsistencies.

The RefSize should not be adjusted after enabling closed caption because the closed caption text may be unreadable.

On a machine imaged with Windows 7, the Osprey audio devices may persist in the Windows Media Encoder audio device selection drop-down after the driver is uninstalled due to an uninstalled registry entry.

Upgrading Driver with Windows Server 2008: If upgrading drivers while an Osprey card is installed note the following issue and process (example is with an Osprey 240e):

- During an upgrade installation of the 4.5.1.29 driver , Device manager may show only the Osprey-2X0 Bridge Device. Osprey-2X0 device may not appear.
- In this situation, "Other devices" under Device Manager should show an unidentified device.
- Clicking "Update Driver Software/Search automatically for updated driver software/Don't search online" will install the Osprey-2X0 driver software with the message "Windows has successfully updated your driver software. Windows has finished installing the driver software for this device: Osprey-240e.
- Click the Close button and reboot the machine.
- After reboot, Device Manager now shows both Osprey-240e and Osprey-240e Bridge Device.

## Driver Installation:

The examples provided are Microsoft Windows XP and other OS versions may vary. Depending on your system setup, you will have multiple options for the installation of the Osprey MultiMedia drivers.

If you are installing the driver on a Window 2008 OS, note that Microsoft does not include some key files needed to create a Windows Media video stream. Please research your application and understand the implications before beginning the installation. Microsoft has some information on Windows Media Service components at:

<http://www.microsoft.com/windows/windowsmedia/forpros/server/version.aspx>

### Requirements for Windows Server 2008

- 1) Install the Desktop Experience Feature
- 2) Set Windows Audio to automatic and start the service
- 3) Install Windows Media Encoder x64, or x86 (not both)

The following is the recommended procedure for the installation of the Osprey-240e/450e Driver. Select the Custom radio box during the install process to select installation of specific video default options.

Note: If you are installing an Osprey-240e or Osprey-450e in a system that currently has an older Osprey card, it is recommended you install the latest driver for the legacy card, and then install the Osprey-240e/450e driver. Both drivers will co-exist but the Osprey-240e/450e driver should be the last installed.

If you need to re-install this Osprey 240e/450e driver, you must uninstall any previous Osprey 240e/450e drivers and reboot. You do not need to uninstall other card drivers that are not Osprey 240e/450e drivers.

In all cases, the most efficient and complete installation method is to install from the product CD. If you download from the Website, you may have either a setup program or a Microsoft Installer File (msi) to execute or open after you have installed the Osprey card(s). The installer automates the Plug and Play steps required to install the drivers and ensures they are performed correctly. It also installs the bundled applets and users guide. If you have multiple Osprey capture cards in the system, it sets all of them up at once.

It is possible to install the Osprey drivers using the Hardware Installation Wizard. Select Have disk and navigate to the card specific Drivers directory located on the installation disk to select the inf or msi file. This is an advanced feature and will not be supported by additional documentation or Customer Support. Use this method at your own risk.

The installer provides a Custom installation option, which allows selected installation.

Although the installer allows drivers to reside across mapped network drives, this method is not recommended because it will not allow a proper uninstall.

The recommended procedure is to install the driver software prior to installing the Osprey card in the computer. After the install is run, as soon as an Osprey card is installed in the PC, it is detected and its drivers are detected automatically.

Note: If the Osprey 240e/450e is installed prior to installing the driver, you may get multiple instances of the “Found New Hardware Wizard” prior to rebooting the machine. If this is the case, do not close the wizard, proceed through the “Found New Hardware Wizard” and then reboot.

The recommended procedure is:

1. Select the install option on the CD or Double-click the setup.exe file to start the installation.
2. If you choose to do a custom install, select Destination Folders and Program Folders when prompted.
3. You will then be prompted to preinstall the drivers. Select Yes to continue. Follow the prompted instructions.
4. The Osprey software is now fully installed. It will be ready for use after you install the Osprey card in your computer.
5. When you are ready to install the card, shut down your computer. Install the Osprey card, then power up the computer. The OS will detect the newly present Osprey card, and begin to activate the pre-installed driver. The Osprey card will then be ready for use.
6. Reboot your system. The Osprey card will then be ready for use.

**Support Contact information:**

voice: 972-488-7156

email: [support@viewcast.com](mailto:support@viewcast.com)

web: [www.viewcast.com](http://www.viewcast.com)