Cinegy Support Tools 24.4 Release Notes

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Table of Contents

Cinegy Support Tools 24.4 2
Major Improvements 2
Known Limitations 2

Cinegy Support Tools is a set of tools for collecting technical data about Cinegy installations.

Its primary purpose is to simplify the support procedure and provide customers with an easy way to collect and review different technical parameters of their Cinegy products installation, helping in troubleshooting potential issues that may occur.

The current Cinegy Support Tools package includes **Cinegy Reporting Tool** - a tool that generates reports on the installed Cinegy products, their settings, available log and dump files, etc. The information collected while generating a report can also be automatically uploaded to a dedicated FTP server.

For help and support please contact the Cinegy Support Team via the e-mail address.

Cinegy Support Tools 24.4

Cinegy Support Tools Release: 24.4
Cinegy Support Tools Build: 24.2.20.772
Reporting Tool: 24.2.20.772
Report Viewer: 24.2.20.772
Cinegy Support Tools Release Date: April 23, 2024

Major Improvements

– **General**

- application icons and splash screens are rebranded
- upgraded .NET Framework to 4.6.1

– **Cinegy Reporting Tool**

- added to the "System information" group the information about timezone collected for local machine (US 7517)
- implemented the collection of information about Cinegy Subtitling Service (US 7437)
- implemented the collection of setting and log files for Cinegy Studio PRO (USs 7358, 7359)
- implemented the collection of information about Cinegy Convert Client (defect 15805)
- implemented the collection of information about Cinegy Route (defect 16733)
- implemented the collection of information about the Cinegy MAM Service and the Cinegy Image Service (defects 16740, 16741)
- implemented the collection of information about Cinegy CG (defect 16874)
- fixed issue with the collection of information about Cinegy EAS Gateway (defect 16362)
- fixed issue with the collection of data for Cinegy Air PRO (defects 16513, 16853, ticket XCU-819-31970)
- fixed issue with the collection of data from mapped network drives (defect 13733)
- fixed issue with the collection of logs from non-default locations for some Cinegy products (defects 16732, 16847)
- fixed issue with the collection of logs for Cinegy Convert tasks (defect 16734)
- fixed issue with the collection of logs for Cinegy Convert Agent Manager (defect 16735)
- fixed issue with the collection of logs for Cinegy Playout (defect 16576)
- fixed issue with uploading to ftp in some specific cases (defect 16843)

– **Cinegy Report Viewer**

- enabled Large Address Aware to prevent application crash when viewing specific reports (defect 16330, ticket HZK-158-87118)

Known Limitations



These limitations will be addressed in the next releases.

- The old version of Cinegy Support Tools should be manually uninstalled before the new version deployment.
- Cinegy Planner database data collection is not currently supported.
- Cinegy Multiviewer logs collection may fail in case the custom path is selected.
- Some RTP Output parameters are not collected correctly.