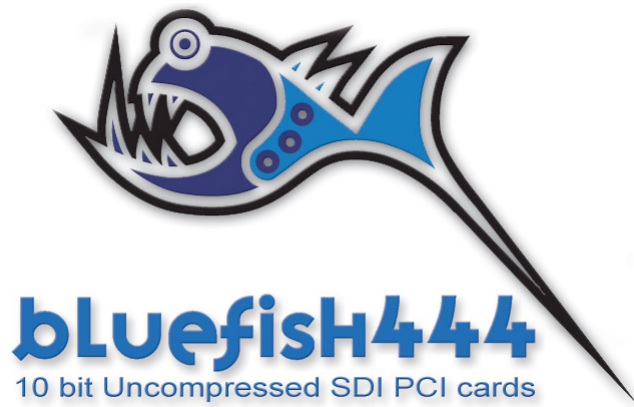


Bluefish444 Installation Guide & Release Notes



Bluefish444 Installer 5.2.121  
Thursday, July 19, 2007



## Introduction

Welcome to the retail installer release from Bluefish444, version 5.2.121.  
This installer supports the SDK version 5.2.6.11

## Software Updates

### Symmetry 3.3.7

Symmetry is Bluefish444's proprietary integrated DI acquisition, review and play out software for Windows and is included with all Bluefish444 video I/O cards.

Symmetry was designed as a Digital Intermediary capture and playback solution for digital content creators, composers and editors for film and broadcast that desire to work with industry file formats supporting 10/8 bit RGB or 10/8 bit YUV workflow color spaces.

Symmetry's flexibility and simple to use interface means that it easily integrates into any video or film post production environment, and is the perfect companion tool for solutions that do not support sufficient I/O.

Bluefish444 continually updates Symmetry's feature set allowing customers to constantly upgrade to new features – at no charge. Symmetry is a FREE integrated software solution for the Bluefish444 I/O video card product range.

- Digitize and export 10 bit RGB DPX/Cineon and TARGA sequential files.
- Encode to MPEG 2 real time to HD 1920 x 1080 with the RAGE N|Code hardware option with the HD|Fury and HD|Lust.
- Digitize and export 10 bit QuickTime and 8 bit AVI uncompressed files.
- Connect to dual link and single link VTR 4:4:4/4:2:2 sources.
- Use it as a mini editor for assembling clips and sequences for YUV or RGB workflows or as a preview station.
- Supported and certified by AVID Nitris, Chrome Matrix, Assimilate Scratch, Iridias and Nucoda.
- An effective I/O digitizing station and preview tool for a range of compositing effects and CGI applications such as Eyeon Fusion, D2 Software NUKE, Adobe After Effects, Bauhaus Mirage, Autodesk MAYA and 3D Studio MAX, LightWave, Softimage and many more.

### New Features and Updates

- Added Support for reading Embedded time code in QuickTime that is compatible with Apple Final Cut Pro import capture and export.
- Extended COM port support.
- Added support for USB to RS 232 devices, Certified with Keyspan USA-19H

### Adobe Production Studio

Bluefish444 continues to support Adobe solutions with direct support for Adobe Premiere Pro 2.0, Adobe After Effects 7.0, Adobe Audition 2.0 and Adobe Photoshop CS2.

### Adobe Premiere Pro 2.0

Bluefish444 continues to support Adobe Premiere Pro 2.0 with real-time playback preview of effects and supported 3<sup>rd</sup> party file formats with adjustable quality supported in Premiere Pro 2.0. Effects and transitions are rendered only on export so as to maintain the true 10 bit YUV uncompressed quality to your workflow. The range off effects previewed in real time is system dependant.



Bluefish444 has also added the ability to playback any supported file format, either uncompressed or compressed (dependant on system performance) that can be imported by Premiere Pro 2.0, such as AVI, TGA, Jpeg, Tiff and QuickTime etc.

Once again rendering the timeline during editing and playback is no longer required, only for intensive effects and during exporting to tape.

Playback performance is scalable, so as Premiere Pro 2.0 and system performance increases, so does the ability to add more streams of video, audio, stills, effects and transitions.

Bluefish444 has also added an offline capture module providing the ability to digitize to DV-AVI compressed file format via SD SDI or SD analog sources. At approximately 1/10<sup>th</sup> the file size of uncompressed SD 10 bit YUV v210 QuickTime files, makes it a perfect solution for SD or HD offline editing in conjunction with the project trimmer feature. Not only is the quality incredible but it is also compatible with Premiere Pro DV editing mode.

Note; Bluefish444 Premiere Pro 2.0 plugin's are not compatible with earlier versions of Adobe Premiere Pro.

Adobe Premiere Pro 2.0 also supports serial VTR deck control. Serial VTR control is supported via the COM port not the Bluefish444 VTR ports. You can use the same VTR cable supported by Symmetry shipped with the Bluefish444 hardware

### **SD Greed Support**

The SD Greed driver status currently replaces the SD Envy solution. Embedded audio is supported only for OEM solutions and is not supported for this retail version release.



## **Installer Contents & Versions.**

### **Installer 5.2.121**

#### **Included Software**

- Driver SDK Version, 5.2.6.11
- Symmetry 3.3.7
- Bluefish444 Feature Application.
- Adobe Production Studio Plug ins.
  - Adobe Premiere Pro 2.0. Open HD Certified Plug-ins
  - Adobe After Effects 7.0.
  - Adobe Audition 2.0.
  - Adobe Photoshop CS2.
- QuickTime Codec v3.3.0.6.
  - Includes Bluefish444 QuickTime 10bit V210 codec
  - Supports 8 and 16 bit RGB and 10bit YUV V210 pixel formats.

For other 3rd Party support, please contact your software vendor for driver version compatibility and support for this installer.

<http://www.bluefish444.com/support/compatibility/software/>

#### **New Features, Updates and Fixes.**

##### **Symmetry 3.3.7**

Fixed a performance issues during capture when using the pre create option causing intermittent dropped frames.



## New features, Updates and Fixes.

### 5.2.120

Driver v 5.2.6.11

#### Premiere Pro 2.0

Bug fixes and updated features

Fix: Crash that occurs when a capture window is opened

## Installer History

### 5.2.119

Driver v 5.2.6.11

#### Symmetry 3.2.6

##### Bug fixes and updated features

Fix: Scaling not being applied for TGA files and for SD Greed card

Fix: AVI file format audio+video sample rate for playback with Windows media player

### 5.2.118

Driver v 5.2.6.11

#### Symmetry 3.2.6

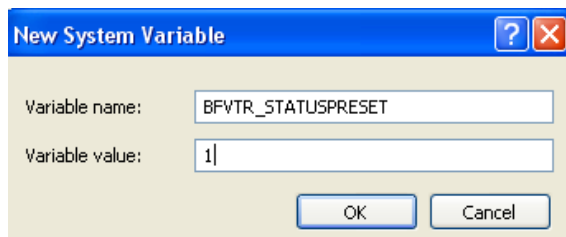
##### Features Added

- Increase EDL entries limit from 999 to 9999.
- Added "BFVTR\_STATUSPRESET" variable to fix DVW-A500 deck issues
- Added "BF\_NOMASK\_ONGRAB" variable to disable frame numbers in Grab Frame

For information on how to add environment variables, please refer to the Symmetry manual.

#### Adding Environment Variables

1. Bring up properties of My Computer
2. Select Advance and Environment Properties
3. Under System Variables select NEW
4. In Variable name enter the Variable you want to add e.g.
5. Select OK





### **Bug fixes and updated features**

- Fix: AVI file size support extended to 10 Tb from 512 MB
- Fix: Audio only export to tape
- Fix: Link\Unlink media

### **Premiere Pro 2.0**

- Removed workaround for 720 capture clip length bug in Adobe Premier Pro 2.0 previous builds - fixed by Adobe in the latest patch- ensure you have updated Adobe Premiere Pro 2.0 .
- Improved and optimized the Safe Area and Safe Title preview

## **5.2.116**

### **Driver v 5.2.6.11**

- Added fix for Microsoft server 2003 for systems with more than 4GB installed using /PAE.

### **Symmetry 3.2.5**

#### **Features Added**

- MPEG 2 Encoding via RAGE NCode hardware (Accelera 3000).
- EDL Handles support.
- New Settings Panel.
- Multi card selection feature (allows you to select what Bluefish444 card Symmetry is to use if more than one is installed).
- VTR Offsets for capture and playback.
- Interleaved audio for MPEG2 - 2 channels, QuickTime - 2 channels, AVI - 2/4/6/8 channels.
- EDL inclusive OUT point.
- Ignore Change Tape dialog option for Tapes with multiple reel's.
- Multiple clip importing in to BIN.
- Remember last active page in Master Settings which will be restores for the next Symmetry session.
- EDL speed processing,

### **Bug fixes and updated features**

- Fix: Issue where saved projects with EDL captures would be offline when re opened and not maintain media links.
- Fix: reading frame rate in QuickTime files.
- Fix: TGA files sequences are now opened correctly when importing into BIN.
- Fix: Import of 720p files now reads base time code correctly.
- Fix: Check for maximum supported audio channels in interleaved audio formats.
- Fix: Loop playback for audio only clips in play list.
- Fix: Audio trimming.
- Fix: EDL export points where not read correctly.

### **3.2.4 beta**

- Fix: Enable slider if OpenClip is successful.
- Fix: Error messages when no tracks selected for Capture.
- Fix: Update tracks after Master Settings dialog - fix wrong tracks capture.
- Fix: fix icon for audio only files.



- Fix: fix crash when MPEG2 selected and not working.
- Fix: fix Audio\Video start offsets in Loop Playback.
- Fix: Set file format to default (QuickTime V210) if existing file is not supported any more - fix crash when MPEG2 selected and not working.
- Fix: set flip mode no matter which format is selected - fix work for RGB, fix change from flip to non-flip formats.
- Fix: Disable scaling support for all non-RGB files (QuickTime, AVI, MPEG).
- Fix: "mpg" files support.
- Fix: Selection of DF\NDF radio buttons.
- Fix: MPEG2 batch capture (locking resources for following captures).
- Fix: fix reading different (YUV order) bug.
- Fix: Disable adding files into Play List with different tracks set – fix crash.

### **Premiere Pro 2.0**

- Added fix for Japanese (Unicode) file support.

### **After Effects 7.0**

- Crash when HD modes where selected on SD card.

## **5.2.10**

### **Installer**

- Fix. ASIO registration (conflict with Audition and PPRO2)

### **Firmware**

- Add: 720P 50 Support to High definition cards

## **Symmetry 3.1.6**

### **Features Added**

- Add new project manager feature when Symmetry first starts.
- Removed Scratch folder setting in settings panel.
- Add 1280 X 720 P 50 support
- Add: EDL CMX 3600 support
- Add: Project creation and management features.
- Add: Total time in Play List
- Add: Store last file type in Open dialog
- Add: Sort offline files.
- Add: Offline clip command.
- Add: Project root mapping.
- Add: Clip info backup in project file - offline clips.
- Add: Select all and Select Offline commands.
- Add: Option to link missing media files for .sym clips or recapture them.

### **Bug Fixes and updated features**

- Fix for importing sequential files from Bright Storage solution
- Addressed an issues for initially creating projects when you first start Symmetry
- Symmetry no longer creates empty folders
- Loop playback has been fixed
- Export to MAC of QT files.
- Fix: Sort video\audio only clips.
- Shortened status window video mode message
- Open bigger frame size modes crash.
- Crashes on changing video modes.



- Crashes on delete clip\clear list.
- Crashes on shutting down.
- Trim inclusive for out point.
- Redraw play list area.
- EDL issues when reading files for print to tape.
- Clip creation faults.
- New Project crashes.
- Flip mode playback.
- Sort offline clips
- Program crashed after using mouse select with **DEL**, while deleting clips previously captured (deleting from BIN area)
- "Incorrect In and Out points" appeared message after using "L" shortcut key (without press 'Enter') when adding first log-clip in sequence.
- In/Out input fields doesn't hold entered time code without pressing Enter/Tab after input.
- Time code fields goes zeros when "Capture In/Out" process starts. So, there is no way to see what is capturing now.
- When in Capture Mode(Capture button is on), "Log Clip" and "Capture In/Out" buttons sets to disabled when deleting a file from the BIN area. And changing Set In/Set Out fields doesn't make it enabled again.
- No sound when playback second time or using "Loop Playback".
- Added "Drop frame" message on "Frame Back" button (AVI, Cineon, TGA format)
- Audio dropping during playback in 1080p/23.97 mode
- Pressing *Ctrl+P* several (4-6) times in Playback mode make Symmetry crash.
- Left and Right tracks of audio channels changed randomly when playback captured clip with different left/right audio data (720p59, 1080p23, tone on 1st,3rd,5th,7th channels).
- Linking different length Audio and Video files ("Link AV" button) keep Video file time code in new clip, despite of actual length.
- VTR goes seek mode when trying export *Playlist* files.
- Symmetry crashed working with EDL file.

## Adobe Premiere Pro 2

### Features Added

- Add: Drop frame indicator
- Add: Metadata header always written.
- Add: PSF modes support.
- Added 1280 720P 50 Support

### Bug Fixes and updated features

- NTSC widescreen capture now fixed.
- Field order in render files fixed.
- Source window playback performance increased.
- Scaling in preview.
- Exporting a audio only file will result in a compiler error if using the Bluefish 10 bit YUV codec.
- Adobe Bug # 1321872 Issue: Loop playback of in to out points resets to head of clip after first cycle.
- Fixed aspect ratio and scaling larger then 100% in capture window
- Cannot start playback of timeline while in direct manipulation mode.
- There is a momentary flash of vector scope view when loading clips into the source monitor.
- Modification of scope controls does not update scope display until a play/scrub command has been sent.
- Fix crash after stop record during tape seek.



- Fixed 720p mode preview. line width for v210 1280 wasn't calculated right
- Change RT indicator to constantly show red square on the left if at least one drop frame happened.
- Fix: bug with playback of the audio only files. Sync events are now deactivated with SDI deactivation during one session.

### **After Effects 7.0**

- Fix: Alpha channel issue that caused the output to go black with Wildblue|AV card
- Fix: Export to QT
- Fix: Debug dll link removed.
- Fix bug when file is always exported in same frame rate.
- Fix when SDI output was always in one mode

### **DirectShow**

- Add: TLB file.

### **QuickTime Codec**

- Fix: 720p 50 mode

## **5.2.8.5**

The following items have been addressed and fixed in the 5.2.8.5 beta installer.

### **Premiere Pro 2.**

#### **Bug Fixes.**

- Fix for ASIO audio driver not been selectable.
- Fixed preview when changing View Zoom Level.
- Fixed adding clips to source window from BIN and timeline by double clicking.
- Fixed large file import crash.
- Addressed field order in render files.
- Fixed a one line offset in preview.
- Fixed adding clips from bin and timeline to source window.
- Fixed scaling in preview.
- Fixed a field order issues when rendering and exporting.
- Added a workaround for the ASIO audio driver not being selectable in the Audio Hardware menu.

### **Symmetry 3.0.2 beta.**

#### **Added Features.**

- Total time in play list is now added.
- Store last file type in open dialog.
- Ability to Sort offline files in Bin.
- Add unlink a re link media
- Added Project media mapping

#### **Bug Fixes.**

- Sort video\audio only clips fixed.
- Adjusted status window video mode message size.
- Fixed crash when opening bigger frame size modes.
- Fixed crash when changing video modes.
- Fixed crash when deleting clips or clearing a Bin or Play list.
- Fixed Issues with QuickTime files not opening in Final Cut Pro.
- Fixed crash with incorrect thumb nail re draw
- Fixed an export to tape issues that caused Symmetry to crash.
- Fixed Batch capture issues.



- Fixed stability issues when changing video modes.
- Fixed issues when change video formats causing Symmetry to crash.
- Added inclusive for out point when trimming.

### **AE 7.0**

Note there is current reported bug with AE that we are addressing with adobe, this affects Wild blue AV customers only not Bluefish444 HD customers.

The issues is related to the Wildblue AV cards which receives alpha information from AE. AE under certain circumstances like, specific elements in a time line or changing the quality settings of the preview will give an incorrect alpha value causing the Wildblue AV to go black on output.

## System Requirements

For a list of detailed certified systems and configurations please go to the following link  
<http://www.bluefish444.com/support/compatibility/hardware/>

### Symmetry

<b>Uncompressed HD and SD</b>	
OS	Windows XP SP2, Windows XP 64 SP2, Server 2003
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.

<b>High Definition MPEG 2 Encoding</b>	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Systems:	HP 9300/9400 Dual AMD 2.2 Ghz and above. HP 8400 Dual Core 2 Xeon 2.2 Ghz and above. HP 8200 Dual Intel 3.0 Ghz and above.
Hardware	Bluefish444 HD Fury, HD Lust. Aspex Accelera 3000 with Accelera 2.0.2 installer pre installed.

\*system performance and encoding performance may be different on different computer systems outlined above.

<b>Standard Definition MPEG 2 Encoding</b>	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation:	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Systems:	HP 9300/9400 Dual AMD 2.2 Ghz and above. HP 8400 Dual Core 2 Xeon 2.2 Ghz and above. HP 8200 Dual Intel 3.0 Ghz and above.



Hardware	Bluefish444 Aspex	HD Fury, HD Lust, SD Greed Accelera 3000 with Accelera 2.0.2 installer pre installed.
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\*system performance and encoding performance may be different on different computer systems outlined above.

## Adobe Production Studio

Uncompressed HD and SD V210 10 bit YUV	
OS	Windows XP SP2
CPU	Dual AMD Opteron 2.4 GHz or AMD dual core. Intel Xeon 3.0 Ghz or Dual Core 2 Duo Xeon 2.4 GHz above.
RAM	2 GB HD +.
Disc drive	8x or faster CD/DVD drive.
Installation	HARD DRIVE: 20MB free space
Video:	Direct show capable card support resolutions at 1280 by 1080 with direct X 9 or above.
Input	Keyboard and mouse.
Controller	SCSI u320 Dual Channel

## Storage Requirements.

Storage requirements need to be of good quality and sustain a constant data rate of over 240 MB per second for 10 bit RGB HD DPX I/O, higher for 2K.

For MPEG 2 you can support HD capture with less storage requirements as the data rate for MPEG 2 is approx 2 MB per second depending on your compression settings.

### Uncompressed

#### 2K, HD 4:2:2/4:4:4 (10 bit YUV (v210), 10 bit RGB)

##### SCSI

- Adaptec dual channel u320 controller 39320 A/R
- 10 Drive JBOD with 5 10 k u320 SCSI Drives per Channel
- RAID 0.

##### Fiber Channel

- Two PCI-X Atto FC 42XS
- Two Huge Media Vault 4210
- RAID 0.

#### Standard Definition (10 bit YUV, 10 bit RGB)

- SCSI/FC to SATA JBOD RAID
- 3 or more SATA drives RAID 0 (Performance may vary dependant on mother board and SATA controller.

### MPEG 2

MPEG 2 is a compressed format, therefore less storage is required compared to Uncompressed formats.

HD 1920 x 1080 YUV @ uncompressed is approximately 140 MB per second and higher.

With RAGE NCode, encoding 1920 x 1080 @ 59.94 to 20 Mbit per sec or less can be achieved.



**High Definition**

- 4 SATA drives RAID 0
- 2 SCSI hard drives RAID 0
- 2 SAS drives RAID 0

**Standard Definition**

- 1 SATA 10 K drive



## Installation

### Installing the Bluefish444 Hardware.

Bluefish444 provides detailed information on tested and certified hardware configurations for a range of common motherboards and well known systems.

Please refer to the Bluefish444 website for more detailed information and slot configuration for Systems and motherboard types.

<http://www.bluefish444.com/support/compatibility/hardware/>

1. Shut down your system
2. Make sure you are earthed and discharge any static build up before handling the Bluefish444 card and adding PC devices internally.
3. Remove the power cable from your system.
4. Remove your system case
5. Identify a free PCI slot as outlined in the hardware configuration for your Bluefish444 certified motherboard or system.
6. When handling the Bluefish444 card, be careful not to handle the card incorrectly. Hold the card on the PCI shield top and at the top back. This will reduce any damaging of the bluefish444 card circuitry.

Note HD|Lust hardware requires two slots.

## Software Installation

Before installing the Bluefish444 software the following requirements must be met;

- Administrator rights to your system,
- QuickTime 7.1.5 and above is pre installed,
- Windows XP service pack 2 with latest .NET framework installed,
- DirectX 9C,
- Latest Graphic card drivers,
- Latest system drivers and BIOS updates,
- Supported Bluefish444 hardware installed in the correct PCI slot for your system configuration,
- You have the correct storage array requirements for the solution you intend to use.

### For Uncompressed I/O

1. Install the Bluefish444 hardware in the correct slot for your recommended computer system. For a list of certified systems and configurations please go to the following link; <http://www.bluefish444.com/support/compatibility/hardware/>
2. Run the latest installer

### For MPEG 2 Encoding

1. Install the Aspex 3000 Accelera hardware in the slot recommended for your computer system first.
2. Install the Aspex 2.02 driver installer.
3. Copy your key into the Activation TAB of the Accelera client control panel
4. For Symmetry encoding;

In the Clients TAB, disable/uncheck "Enable Workaround for MainConcept demo application.

For MainConcept encoder you must re enable this

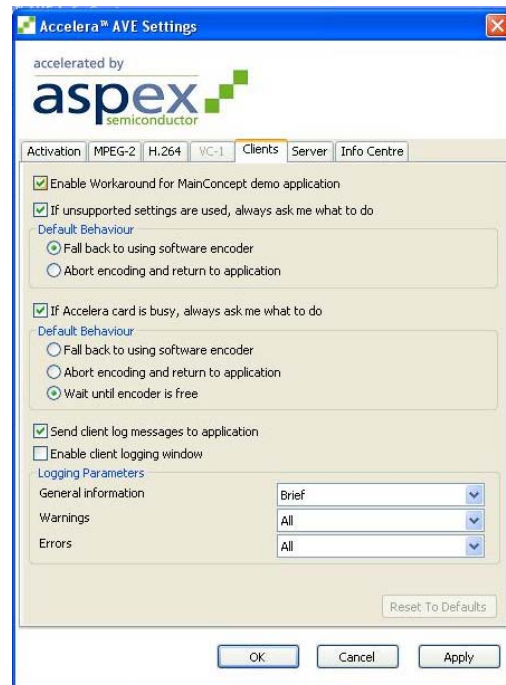
5. Install the Bluefish444 hardware in the correct slot for you recommended computer system. For a list of certified systems and configurations please go to the following link <http://www.bluefish444.com/support/compatibility/hardware/>
6. Install the latest Bluefish444 installer supporting Symmetry MPEG file format.

#### NOTE;

If you have installed a Bluefish444 installer before the Aspex installer, you must re install the Bluefish444 installer again to activate the MPEG 2 encoding option.

The Bluefish444 installer detects the installed Aspex hardware during installation and installs the relevant files.

If the Aspex hardware/software is not installed, MPEG 2 encoding in Symmetry will not be available.





### **Deck Control plug-ins**

Adobe Premiere Pro 2.0 and Symmetry ships with built in Serial VTR control using the system COM ports.

You can use the supported rs-422 (9 pin COM port) to rs-232 cable supplied.

Symmetry and Premiere Pro do not support the Bluefish444 VTR ports available on the Bluefish444 hardware such as the SD|Greed and HD|Lust cards. Please use your computer system COM ports.

### **USB to RS 232 Converters**

We have tested the USB to RS 232 Keyspan USA-19H converter for Symmetry only. Please contact Adobe Support if you have any issues with this device and Adobe Premiere Pro



## New Installations.

If this is the first time a Bluefish444 card has been installed in your system;

1. Turn on your system with a supported Bluefish444 video card.
2. When Windows loads, you may be presented with "New Hardware Found" Dialog box.
3. Close the Dialog box.
4. Run the Bluefish444 installer v XXX
5. Say yes to all prompts to continue.
6. Select yes to shut down the system.

If your system does not shut down automatically;

7. Go to "Start" menu button and select "Turn Off Computer".
8. Select "**Turn Off**" to shut down your system
9. Restart your system

You may under certain circumstances see another "new hardware found" dialog box, this is because the firmware introduces a new Rev ID, and so to the operating system it is a new device.

10. In the "found new hardware Wizard" dialog box select "install the software automatically" option.
11. Select next.
12. Select "Continue Anyway
13. Select finish
14. Launch Symmetry and the Bluefish444 feature application to test your configuration.



## Installing over a Previous Installation

We highly recommend at all times to uninstall any previous Bluefish444 installers before installing a later version.

### Uninstall Bluefish444 Installers.

1. Make sure you have closed all applications,
2. In the Windows Control panel, go to **Add or Remove Programs**,
3. Uninstall all Bluefish444 installers in the Add remove programs dialog box for example.
4. Restart your system.
5. Follow steps for 'new installations' above

## Manual Removal of Bluefish444 files and Drivers

### Step 1 Uninstall Bluefish444 Installers.

1. Make sure you have closed all applications,
2. In the Windows Control panel, go to **Add or Remove Programs**,
3. Uninstall all Bluefish444 installers in the Add remove programs dialog box

### Step 2 Remove Bluefish444 Drivers and System files.

Note, you will be deleting files that are in system folders, ensure you do not delete incorrect files as this may affect the operation of your system.

You will also need to turn on "show system files and folders"

4. In "Windows Explorer" select tools and folder option in the menu bar
5. Select the "View" tab
6. In advance settings scroll to "Hidden files and folders"
7. select "Show hidden files and folders"
8. Go to the C:\Windows\inf folder and open it
9. Select the Search Utility and select the "Files or Folders" option.
10. In the "What do you want to search for" option box select "A word or phrase in the file"
11. Type in "Bluefish"
12. A file name beginning with OEMX.inf will be presented, X donates a numeric value e.g. OEM11.inf.
13. Delete the file.
14. Type in and search for the following files and delete all instances of them.
15. In C:\Program Files delete the **Bluefish444** folder and all the contents,
16. In C:\WINDOWS\system32 folder delete the following files;

- BlueDriver.sys
- BlueSetupApi.dll
- BlueVelvet3.dll
- BlueVelvet3\_d.dll
- BlueVelvet.dll
- BlueVelvet\_d.dll
- BlueVelvetCom.dll
- BlueDriverMT.sys
- BluehancUtils.dll
- Puffer.dll
- BXQTPremiere.dll
- BFFileAdapters.dll
- FileInterChangeDll3.dll
- BlueFishFilters.ax

Note; Some of these files may or may not be present due to the uninstall process in step 3,

### Step 3 Delete Plug-in's.

17. In the Start menu, select the Search Utility and select the "Files or Folders" option.
18. In the "What do you want to search for" option box select " All Files and Folders".
19. Type in and search for the following files and delete all instances of them.

For After Effects

- Bluefish444IO.aex
- bluefishemp.aex
- bluefishio.aex

For Adobe Premiere Pro 1.0/1.5

- bluefish444asio.dll
- cm-Bluefish-Compiler.prm
- im-Bluefish-Import.prm
- pm-Bluefish-Playback.prm
- rm-Bluefish-Record.prm

For Adobe Premiere Pro 2.0

- BFCompile.prm
- BFImport.prm
- BFPlayback.prm
- BFRecord.prm
- Bluefish444 Editing Mode.xml
- Bluefish444ASIO.dll
- Rm-bluefish-record-dv.prm

### De-register Direct show filters

20. To un-register the bluefish444 directshow filters
21. Type in "Cmd" in the run app in the start menu
22. Type in cd c:\program files\bluefish444\directshow\
23. Enter the following command
24. Regsvr32 -u BlueFishFilters.ax
25. Press enter



### Step 4 Uninstall Driver via device manager.

26. In the "Device Manager" (Device Manager can be opened by right clicking the "My Computer" icon in the desktop and select "manage". This will open the Computer management window. Select the "Device Manager".)
27. In "Sound, Video and Game Controllers" right click the "Bluefish444 X device" and select "Uninstall".
28. Follow onboard prompts.
29. Restart your system.

System is now cleared, From this point you can proceed to " new installation" steps



## Support Contact Details.

Bluefish444 provide unlimited email and phone support to all registered customers for the life of the product warranty.

<p><b>World Wide Support</b></p> <p><a href="mailto:support@bluefish444.com">support@bluefish444.com</a></p> <p><b>Australasia / APAC</b></p> <p><b>Bluefish444 Head Office</b> 9am to 5pm (GMT+10 hours) <b>T:</b> +61 3 9682 9136 <b>Email:</b> <a href="mailto:support@bluefish444.com">support@bluefish444.com</a></p> <p><b>North America</b></p> <p><b>USA Tech Support</b> <b>T:</b> + 1 (775) 727-6950 <a href="mailto:support-usa@bluefish444.com">support-usa@bluefish444.com</a></p>	<p><b>Europe</b></p> <p><b>Bluefish 444 Europe Ltd</b> Joel Street Farm, Joel Street, Pinner, Middlesex, HA5 2PD. United Kingdom</p> <p><b>T:</b> +44 (0)20 8429 8345 <b>F:</b> +44 (0)20 8866 8207 <b>Email:</b> <a href="mailto:support@bluefish444europe.com">support@bluefish444europe.com</a></p>
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In order to resolve your issues quickly please ensure that you provide the following information when contacting support.

- System configuration and manufacture, Mother board type and Devices installed.
- SCSI or RAID controller card type.
- Storage array configuration,
- OS version.
- Applications installed
- Bluefish444 Serial number and product type.
- Installer version.
- Contact number
- Company name



### **FAQ's**

A list of frequently ask questions listed by application type.

Link <http://www.Bluefish444.com/support/FAQ>.

### **Hardware compatibility guide.**

This site has detailed information on tested and certified hardware categorized by motherboards, systems and integrators.

Link <http://www.Bluefish444.com/support/compatability>.

### **Software compatibility guide.**

Current list of released retail software that is compatible with the Bluefish444 product range.

Refer to this site often as new supported products a frequently released.

Link <http://www.Bluefish444.com/support/compatability>.

For phone support you must register your product online at the Bluefish444 web site.

### **Tech Support**

If you have any questions please contact support at [support@bluefish444.com](mailto:support@bluefish444.com).

Email Support is free for the life of the warranty. For phone support you must register your product at <http://www.bluefish444.com/support/techsupport>.



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