

## Release Details

<b>Version:</b>	7.7.209
<b>Release Date:</b>	May 2026
<b>Target audience:</b>	Customers on FTR Gold 7.7
<b>Components affected:</b>	FTR Gold suites FTR Player
<b>OS Supported:</b>	<ul style="list-style-type: none"> <li>• Windows 11</li> <li>• Windows Server 2022</li> <li>• Windows Server 2025</li> </ul>
<b>Patch:</b>	<a href="https://ftr-products.s3.ap-southeast-2.amazonaws.com/FTR+Gold+7/Patch/FTR+Gold+Patch+7.7.209.zip">https://ftr-products.s3.ap-southeast-2.amazonaws.com/FTR+Gold+7/Patch/FTR+Gold+Patch+7.7.209.zip</a>

## Summary

This release includes a patch with all the bug fixes and improvements for Gold products version 7.7:

### New Changes:

- Fixes a recorder crash issue with IP camera when network is disconnected.
- Fixes an access violation during log sheet editing.
- Excludes Realtek ASIO driver from recording system when scanning available ASIO devices.
- Fixed an issue where patching could get stuck when run without administrator privileges.
- Fixed a service start/stop error during the patching process.
- Fixed a Monitor runtime error that occurred after recorder reconnection.
- Fixed an issue where Player failed to save when source files were located on a network folder.
- Supports FTR Warehouse Server 7.8.
- Implements the feature to ingest TRMs in 5min segments.
- Fixes a streaming issue that occurred when upgrading Recording Suite from version 5.7.1.
- Fixes an issue causing the Player to stop randomly during video recording.
- Fixes video artifacts appearing during seeking in the Player.
- Fixes an issue where log sheet files were not replicated to the monthly folder on Warehouse Server.
- Enables replication even when Warehouse Server is unreachable.
- Fixes a video-recording issue with the Blackmagic Mini capture card.
- Improves performance when converting tagged recordings.
- Fixes a regression affecting in-court playback.
- Fixes a playback issue when the next sealed session is inaccessible.
- Fixes a fake error reporting log sheet save location on warehouse is not accessible.
- Prevents duplicate entries from being added to search folders for removable devices.
- Displays a specific error message when an account is locked out in the Replicator.
- Fixes an issue where the patch incorrectly installed additional services on Annotation Suite.
- Resolved an issue preventing the patch from being applied on Reporter Server.

- Fixes a patch-installer problem that prevented updating `TheRecordCommunicatorServer.exe` in the standalone Player.
- Updates the Reporter user manual.
- Refines the patch installer to automatically start streaming services when streaming is enabled.
- Fixes patcher failures that occurred when replacing files.

### **Earlier Changes in 7.7.133:**

- Improves the error message displayed when no audio signal is detected for a few seconds.
- Adjusts handling of HTML hyperlinks to accommodate changes in specific versions of Edge/Chrome.
- Enables Player Service to automatically resume confidence monitoring after failures.
- Resolves a runtime error that occurs when searching log sheets.
- Ensures the “Sealed” state remains untouched when recording stops.
- Fixes the issue where the frame rate is always set to 30fps regardless of what gets chosen on the video settings page.
- Fixes the issue where the recording stops after 5 seconds when frame rate on the video is more than 30fps.
- Allows users to record video at 15fps. This will require the user to set the frame rate to 15fps on the video settings page.
- Allows log sheet archiving to Warehouse server to retry saving every 60s when it has lost the connection to the Warehouse server. When it notices that the server is reachable, it will save the log sheet and stop polling the server.
- Fixes the issue in Monitor where in-court playback audio starts stuttering after playing for a period of time.
- Fixes the issue in Player where the UI incorrectly shows streaming when streaming has not been enabled.
- Improves monitoring experience when Monitor fails to connect to Recorders due to critical COM errors. The Recorder will be placed into a *sleep* state and automatic reconnects will be halted until the user selects to reconnect in the UI. The *sleep* state is only a local state within the Monitor, the Recorder will be left to function normally.
- Fixes the issue in Player where playback stops playing at end in file mode when there are more than 8 channels of audio with sampling rate at 48kHz.
- Improves messaging in Monitor when multiple users share the same Monitor machine.
- Fixes licensing issue where licensing shows as expired while it’s still active.

- Fixes the issue in Monitor where the added recorder in the available recorder list is not saved until it gets added onto the recorder panel.
- Improved messaging to alert the users when a newly added log note is not linked to the playback time.
- Fixes the issue where the Player Service crashes after a long period of recording.
- Supports Player Service with customized play at end distance.
- Refines a misleading licensing message when recorder is not running in FTR Reporter.
- Removes the “Realtek ASIO” device from audio device list in Reporter.