CAPTURE ◯ NE

Reduced functionality in Live View

Ticket details

Zendesk
23 days ago

Hi FirstName,

Thank you for sharing your experience with us. Your request has been forwarded to one of our support staff members.

To help us resolve your issue more efficiently, we kindly ask you to provide a screen recording and the log files related to the problem you are facing.

This will speed up the process and allow us to offer you better service.

Please use the following link to attach files to your support ticket:

https://captureone.sendsafely.eu/dropzone/support/245838/chelsea.graham@snm.ku.dk

Additionally, we would appreciate it if you could mention the following details:

- Your camera model
- Whether the issue occurs during wired or wireless tethering
- The location of your Session/Catalog

We greatly value your cooperation and hope that you can assist us in identifying the issue by providing this additional information.

We look forward to hearing from you.

FirstName LastName

23 days ago

We have recently been experiencing issues with reduced functionality in live view of Capture One (16.4.4.2244) while tethered with our Fuji GFX 100S. We have two nearly identical workstations and this is only an issue at one of them. The controls for fine tuning the live view are grayed out. We have used the Fuji GFX 100 S with Capture One for nearly 2 years. We also noticed that we cannot select the ICC Color Profile for the Fuji GFX 100S while we are experiencing this issue. We have tried uninstalling and reinstalling, disabling other camera types, and disconnecting and connecting the cables.

FirstName LastName
21 days ago

New file submission for ticket #245838 from chelsea.graham@snm.ku.dk

https://captureone.sendsafely.eu/receive/?thread=C4T6-XX7F&packageCode=3XHew4CalqdS2SP6AVbx8spTtNq86MsxOp09qBL0v7I#keyCode=PBkjI-GxaeYgHvwlrfnxXRBBjvyxqmEaFf6loFrYZLs

NOTE: The sender's email address was not verified. Use caution when opening these files.

FirstName LastName
21 days ago

My colleague was on site at one of the locations where we have this camera and software combination. There we have two workstations with the same camera and lens installed. Plus we have a third camera as a back-up well.

I have sent an image and video she took via the link.

Here are her experimentations and findings, if it helps:

I have been trying to figure out why focus adjustment is disabled in Capture One (on workstation WORKHERB0003). Here's what I've found so far:

ISSUES

- Focus: It is not possible to manually adjust the focus in Capture One, as it keeps toggling on and off.
- ISO: Most of the time, the focus and ISO adjustments disable/enable simultaneously.
- ICC Profile: When selecting the ICC profile (Fujifilm GFX100s), it doesn't appear as it does on our other workstation WORKHERB0001. Although it can be found and selected from the dropdown menu, the field remains blank after selection.

TROUBLESHOOTING

- Replacing the tether cable: Replacing the tether cable temporarily stopped the ISO flickering.
- Replacing the camera: I replaced camera 00242 with camera 00081, the exact same model. Initially, it seemed to work with both the orange and red tethering cables, but the issue reappeared when I mounted the camera.
- Replacing the power source: Camera 00018 only started malfunctioning after I installed the dummy battery. The issue persisted even after I replaced it with the original battery pack, though the battery was low on power. Charging the battery might help, as the issue could be related to low current.
- Testing the cameras on WORKHERB0001: I connected both camera 00242 and camera 00081 using both the orange and red tethering cables. All combinations failed, but I was able to select the Fujifilm GFX100s ICC profile.

Chelsea Graham

Technical Team Leader of DaSSCo

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**KØBENHAVNS
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From: Capture One <support@captureone.zendesk.com>
Reply-To: Capture One <support+id245838@captureone.zendesk.com>
Date: Tuesday, 27 August 2024 at 14.53
To: Chelsea Alene Graham <chelsea.graham@snm.ku.dk>
Subject: [Capture One] Re: Reduced functionality in Live View

https://captureone.sendsafely.eu/dropzone/support/245838/chelsea.graham@snm.ku.dk

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FirstName LastName
1 day ago

Is there any update?

Victor
16 hours ago

Hi Chelsea,

Thank you for your time and patience. We apologize for the delay on our end.

Since you reported this issue, the latest version of our software, Capture One 16.4.5, has become available for download. I suggest you start with checking if the issue occurs in the new release.

You can download the latest Capture One 16.4.5 here and view the release notes here.

If you experience any difficulty after running this update, then please let me know.

Best regards,
Victor
Capture One Support

Do you want to know what is going on in Capture One? Check our Help Center for known bugs, recent updates, and our page for improving the product with your ideas:

Known Bugs.

Notice Board

Improve Capture One Pro

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Capture One   Sign in as Capture One employee