

# Wwise 2013.2

## Release Notes

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# 1 New Features

## 1.1 7.1 Channel Support

Wwise voice pipeline now fully supports 7.1 on Windows, Xbox One and PS4 which includes sources, panning, effects, meters, multi-channel creator, etc.

## 1.2 Improved Support For Xbox One and PS4

Background music output and XMA/ATRAC hardware codecs are now supported on Xbox One and PS4.

## 1.3 Secondary Output Devices

“Secondary Outputs” refers to any of the game controller speakers or headphones that are not the main TV/Speakers. An independent audio mix can be crafted for each secondary output which opens up interesting sound design avenues and game feedback mechanisms.

## 1.4 GenAudio AstoundSound®

GenAudio AstoundSound® represents a set of incredibly realistic 3D audio technologies

- **AstoundSound® 3D RTI** transforms any discrete mono audio input into a highly accurate spherical audio experience.
- **AstoundSound® Fold-down** transforms a discrete 5.1 mix at the source, and virtually recreates it via a stereo output, allowing for effective virtual surround sound.
- **AstoundSound® Expander** works by expanding the stereo signal by virtually placing the left and right stereo sound sources anywhere within the spherical soundscape; above, below, in front or behind the listener, even at greater virtual distances, creating a wider sense of space for the listener.

## 1.5 Crankcase Audio REV

REV is a suite of tools and engine physics simulation that allows transforming static recordings of accelerating vehicles into fully dynamic engine simulations. The result of the granular synthesis used by REV is far more exciting and realistic than traditional loop models because they retain all the characteristics of the recordings they are derived from.

15 vehicle models are available at the launch of 2013.2 and this list will expand over time. Game developers can also build their models from their own audio recordings by using the REV Analysis Tool.

## 1.6 Workgroup Enhancements

A series of useful enhancements have been added to Perforce and Subversion source control plug-ins:

- Automatic “mark for add” when importing audio files
- Wwise project status is shown in the title bar
- File Manager view now shows files as a hierarchy or as a flat list

- Revert is now accessible from the Project Explorer view
- Support for Perforce Streams

## 1.7 Wave Viewer

The Wave Viewer is a lightweight standalone audio file viewer and player application that can also be used to compare different versions of the same wave files in Perforce or Subversion.

## 1.8 New Generate SoundBanks Shortcuts

New shortcuts to generate SoundBanks:

- Generate All SoundBanks on All Platforms (Ctrl+Alt+F7)
- Generate All SoundBanks on Current Platform (Ctrl+Shift+F7)
- Generate Selected SoundBank(s) on All Platforms (Alt+F7)
- Generate Selected SoundBank(s) on Current Platform (Shift+F7)
- Generate SoundBanks with Current Settings (Ctrl+F7)

New context menu on soundbanks to generate Soundbanks on all platforms or on current platform.

## 1.9 Miscellaneous

- The output bus can be linked/unlinked from a platform
- Import assets to project: When a new Wwise project is created, it's now possible to select which samples and presets (such as Altiverb IRs, Convolution Reverb, REV models, and SoundSeed Air) should be added to the project.
- Music Transitions can now be organized in groups.
- Audio Input plug-in now available for iOS.
- Now possible to click URLs (http, file, etc...) in list controls like the Advanced Profiler.
- Now possible to download and extract the files from the installer without having to install Wwise (Administrative Install).

## 2 Important Migration Notes (2013.2)

Please refer to the Installation and Migration Guide for general advice about migrating projects to a new version of Wwise.

## 3 Requirements and Other Important Information

We have compiled a list of specific requirements and other important information that you should know before working with Wwise.

## 3.1 General

**External components required for installation.** The following external components are required to run Wwise:

- Microsoft® .Net Framework Version 2.0, which is included in the installation package.
- DirectX® February 2010 or later, which is required to run the Game Object 3D Viewer in Wwise and the Xbox 360 controller on Windows. To update your version of DirectX, visit the Microsoft web site (<http://www.microsoft.com/directx>).

**Note:** If you have an older version of DirectX, Wwise will run normally, but the Game Object 3D Viewer will not be available and you will not be able to test motion in Wwise.

**Visual Studio DLL Dependencies.** The following versions of Microsoft Visual Studio are used to build the Wwise libraries:

- VC 2008 version: 9.0.30729.6161 Wwise libraries have a dependency on a specific version of the CRT DLL. If you are using a different version of Visual Studio, or if you do not want your game to depend on that version of the CRT DLL, you can link to the libraries from the Debug (StaticCRT), Profile (StaticCRT) and Release (StaticCRT) folders instead. For more information on the Visual Studio DLL dependencies, refer to the “Platform Requirements” section of the SDK documentation.

## 3.2 Motion Devices

**Connect game controllers to high power USB ports.** Motion devices need to be connected to a high power USB port. If the USB port does not have sufficient power to run the motion device, the system will unmount the device to protect both the operating system and the device itself. The USB ports in the front of a computer are generally not powerful enough to run a motion device, so you should connect them to the USB ports at the back of the computer.

## 3.3 Project Migration

**Wwise Installation and Migration Guide.** When you are ready to upgrade to a newer version of Wwise, you need to follow a coordinated protocol to ensure that your projects created in the previous version are migrated smoothly to the newer version. For more information, it is strongly recommended that you refer to the Wwise Installation and Migration Guide, before you upgrade.

## 3.4 SoundBanks

**SoundBanks version has been updated.** The version of the SoundBanks has been updated since the previous Wwise versions. This means that you will need to regenerate all your SoundBanks so that they are compatible with the current version of Wwise.

# 4 Known Issues and Limitations

Audiokinetic is constantly working to provide you with the highest quality software; however, you should be aware of the limitations and issues in this version of Wwise.

## 4.1 Wwise Known Limitations

The following list describes the limitations in this version of Wwise.

- Audio Busses
  - If you are ducking a bus that is playing a series of short sounds within a looped sequence container set to Continuous, you may experience a loss in ducking between the short sounds or at the loop point of the container. To avoid this behavior, you can either add sample accurate transitions between the sounds within the container, or set the ducking recovery time to anything but zero.
- Audio File Management
  - The audio pipeline uses real-time sample rate conversion nodes when playing sounds that differ from the platform's native sample rate (48 kHz for Windows, Xbox 360 and PLAYSTATION 3). To prevent possible conversion rate aliasing artefacts, content that does not require pitch-shifting such as music should be converted to match that of the native platform. For Windows, it is also possible to have a native format of 24 kHz using the audio quality option that is available from the SDK.
  - The Vorbis encoder library may result in poor audio quality for sounds using sample rates below 16 kHz. The Vorbis codec was specifically tuned for higher sample rates and performs very well above 16kHz. Audio quality below the 16kHz sampling rate, however, can vary considerably depending on the encoding settings used and the audio asset itself.
  - Minor artefacts may result when the Wwise loop fixing algorithm specified in some formats' conversion settings is applied. These artefacts, which result from slight time-stretching or pitch-shifting in the algorithm, are less noticeable for sources with a long duration.
  - During the audio conversion process, loop regions that are shorter than the sample boundaries (format-specific) are removed.
  - Looping music clips may lose timing accuracy each time the loop point is crossed due to loop fixing. However, the Play and Stop position in the segment are always sample accurate.
  - It is not recommended to try to align the last and the first samples of two contiguous XMA-converted clips.
- Containers
  - Although you may use a switch container as a child of a random or sequence container with sample accurate transitions, transitions will not be sample accurate if the switch container plays more than one sound simultaneously.
  - The maximum number of children in any type of container is 65535. Although Wwise lets you create more than 65535 in the authoring application, no parent-child link can be made between the parent and the child above this limit. Without the link, these child objects cannot receive any notification updates during playback, including changes to volume, positioning, and so on.
  - There are several restrictions and limitations that currently exist when using the crossfade, sample accurate, and trigger rate transitions with random and sequence containers. For a complete list, refer to the [Wwise Knowledge Base](#).
  - If the playback instance limit is reached for a random or sequence container using Trigger Rate as the transition type, the currently playing sound as well as the container itself will be killed.
  - Sample accurate transitions of random or sequence containers are ignored on the Wii platform with source plug-ins and Vorbis formats.

- Effects
  - Since you cannot apply a crossfade when bypassing or un-bypassing an effect, you may experience clicking when using the Enable/Disable Bypass event action.
  
- Interactive Music
  - A music switch transition rule cannot use both the options “Sync To - Same Time as Playing Segment” and “Use transition segment”. Whenever “Use transition segment” is enabled, “Sync To - Entry Cue” is used instead.
  - The Break event action has no effect on objects of the Interactive Music hierarchy. Its functionality may be reproduced with the help of a music switch container.
  - The empty space on a track before a clip will be considered as the clip’s pre-entry, possibly causing music transitions to occur later.
  - Run-time sample rate conversion makes sounds longer by approximately 12 samples per minute, causing slight inconsistencies for music objects. Sources in the following sample rates are affected: 44100Hz, 22050Hz, 11025Hz.
  - The wave data displayed in the Music Segment Editor for a converted file represents the original file and not the converted file.
  
- Live Edition
  - Some operations are not allowed during playback or when connected to a game, but are erroneously possible to edit using the List View or the Multi-Edit features. These operations include:
    - \* Modifying the Output bus or the Override bus option.
    - \* Enabling/Disabling voice limitation system.
  - Editing these during playback could cause instability in the game and could require restarting the sound engine to recover.
  
- PlayStation 3 platform
  - In order for streamed Vorbis files to play correctly on the PlayStation 3, the granularity of the I/O must be a multiple of 16 bytes.
  
- Positioning
  - If you add or remove a point along the path during playback, the sound will continue to play, but there will be no propagation. The next time you play back the sound, the changes that you made will be applied.
  - Wwise uses an “equal power” schema to ensure that no audio source exceeds 0dB in any speaker. As a result, all stereo sounds set to 2D positioning will be played 3dB quieter by Wwise. To maintain the same mixing reference, boost the 2D sounds by 3dB.
  
- Projects
  - When a project is saved to a mapped network drive, performance may be seriously affected. If you decide to save your projects to a mapped network drive, Audiokinetic will not support these projects.

- When “User Account Control” (UAC) is enabled on Windows Vista more recent versions, Wwise sample projects installed under “Program Files” or “Program Files (x86)” can’t be opened with the 64-bit version of the Wwise authoring application because of permission issues. While these projects can be opened with the 32-bit version of the Wwise authoring application even when UAC is enabled, we strongly advise against it as the cache, Originals, and GeneratedSoundBanks folders will be “virtualized”, and will thus be using the wrong folders. To workaroud this issue, do one of the following:
  - \* Move the project to a location where you have full read/write permissions. Note that the IntegrationDemo executable will search for SoundBanks in the relative path where they would normally be generated, so you should also move the IntegrationDemo executable, if you plan to use it. (This option is recommended).
  - \* Disable UAC. Since UAC is a security feature introduced in Windows Vista, we do not suggest disabling it as it may render your computer vulnerable to malicious software and other forms of attacks.
  
- Remote Connections
  - If the IP address of a computer changes while the Remote Connections dialog box is open, the computer will be displayed in the Available list using the LAN IP address instead of the usual “Local Host” IP address. If you connect to this computer, this computer will be added to the History list using the LAN IP address even if the same computer is already in the list using the “Local Host” IP address. Wwise doesn’t recognize that these two entries are the same remote computer. The next time you use Wwise, both entries will remain in the History list. Despite the duplication, you can connect to the computer using either entry.
  - Refer to this Wwise Knowledge Base article for information on troubleshooting the remote connection: <http://kb.gowwise.com/questions/137>
  
- SDK
  - Debug versions of the Wwise SDK sample effect and source plug-ins cannot be used with the Wwise authoring tool.
  
- SoundBanks
  - If a sound exists in more than one SoundBank, a transition will not be applied between the two instances of the sound when one SoundBank is unloaded and another one is loaded. In this case, the first instance of the sound will stop and the second instance will start from the beginning.
  - Note: Using the PrepareEvent mechanism will prevent this sort of problem from happening.
  
- Streaming
  - If the hard disk on the Xbox 360 and the PlayStation 3 have not been read for a while, you may experience longer read times than normal. When this occurs during critical streaming situations, notifications of source starvation will be sent to the Wwise error log.
  
- Wii platform
  - The value returned by `AK::StreamMgr::IAkLowLevelIOHook::GetBlockSize()` must be a multiple of 32 (bytes) in order to play back ADPCM files.
  - On the Wii platform, streamed audio files with file and loop lengths of less than 20ms may not play correctly.



## 4.2 Wwise Known Issues

The following list describes the relevant outstanding issues that could not be resolved in this version of Wwise.

- Android
  - **WG-20084**: Android sources must be compiled on a path containing no space. The default installation is in 'C:\Program Files\Audiokinetic' and contains a space character. It will not compile for the Android platform.
- Audio Conversion
  - **WG-19165**: AAC encoding may crash or stall when run from a remote desktop.
- Audio Files
  - **WG-11260**: Audio from file with too many markers fails to play. If the marker data chunk in the file header is larger than the granularity of the file streaming, the code fails to read the header.
- Blend Containers
  - **WG-15729**: Playback may fail when chaining multiple containers in continuous mode and step mode and finally Blend Containers with multiple sounds.
- Contents Editor
  - **WG-14785**: Objects displayed in the Contents Editor are not sorted alphabetically, which can make it difficult to find objects quickly.
- Effects
  - **WG-14931**: Rendered effects are not listed in the Edit tab of the SoundBank Editor.
- Game Object 3D Viewer
  - **WG-15054**: Game objects with multiple positions are not shown in the Game Object 3D viewer.
  - **WG-16246**: The Game Sync Monitor doesn't update as expected until you add or remove a watch from the Watches list.
- Game Simulator
  - **WG-16071**: Game Simulator is not detecting game pad inputs on Vista 64 bit.
- General
  - **WG-15941**: When using certain UI schemes in Vista, the property sliders may not react as expected.
- Integrity Report
  - **WG-15569**: The integrity report message "Streamed XMA files do not support region loops" may be displayed even when the audio file doesn't contain a region loop.

- Interactive Music
  - **WG-14711**: Two 'bar', 'beat' or 'grid' notifications may be sent in a row at segment synchronization points.
  - **WG-15728**: When a transition segment is added to the Any to Any transition and then removed, the music segment and corresponding media file is still included in the SoundBank, in error.
  - **WG-16261**: If a double switch reversal occurs during the playback of a music switch container that has music switch containers as children, the wrong music segment may be played.
  - **WG-16269**: Effect tails are trimmed when effects are inserted in objects of the interactive music hierarchy.
- Keyboard Shortcut manager
  - **WG-19947**: OS keyboard shortcuts using the "Windows" key can't be remapped in Wwise.
- Motion
  - **WG-14852**: Motion FX objects do not work as expected within a Dialogue Event.
- Multi-Channel Creator
  - **WG-16302**: Sample loop markers within a source file are not kept in the multi-channel files generated by the Multi-Channel Creator.
- Obstruction/Occlusion
  - **WG-15678**: When updating the Obstruction/Occlusion curves in Wwise while connected to a game, the curve information is not propagated to the game, as expected.
- Playback Limit
  - **WG-15124**: Playback limit involving Motion busses may continue to be applied even though it is greyed out in the Wwise application.
- Profiler
  - **WG-14176**: The RR and RL columns on the Listeners tab of the Advanced Profiler are inverted.
  - **WG-15476**: Error message missing in the profiler when Wwise detects two similar media files that don't have the same size.
  - **WG-15617**: When an error occurs in the profiler, Wwise displays the event ID, but not the event name.
  - **WG-19418**: Hitting repetitively reconnect when connecting on the HIO device ends up popping "Wrong protocol version". Simply ignore and reconnect.
- Projects
  - **WG-14579**: Projects may become corrupted when migrating a project that contains a missing plug-in.
- RTPCs
  - **WG-14506**: Audio glitches may occur when using a Peak Limiter as well as a Parametric EQ that has an output level driven by an RTPC.

- SDK/Sound Engine
  - **WG-15501:** Memory address may be reused by switch container after a game object is unregistered causing Wwise to play a different sound than is expected.
  - **WG-16185:** Speaker volume matrix callback is not called for 2D sounds in `IsInitiallyUnderThreshold`.
- SoundBanks
  - **WG-13305:** SoundBank output text files become inconsistent when a project contains two switches/states with the same name in two different groups.
  - **WG-14186:** When SoundBanks are generated, Wwise loses registered game objects registered by the `SoundFrame` preventing sounds from playing.
  - **WG-19736:** (PS3 only) When duplicate sounds are respectively tagged RSX and regular stream, bank generation randomly tags the file as RSX or not.
  - **WG-22373:** Occasional crash in `AkCopyStreamedFiles` when exporting stream files. Solution: in "Project Settings/SoundBanks/Post-Generation Step" replace the "-hideprogressui \$(IsRunningFromCmdLine)" part of the command line with "-hideprogressui true".
- Source Plug-ins
  - **WG-16232:** Clipping may occur when using the Pink or Red noise color setting within the SoundSeed Air - Woosh source plug-in.
- Wii
  - **WG-15250:** Glitches may occur when pausing music segments on the Wii platform due to inconsistencies between the music and lower engines.
  - **WG-17439:** Breaking a looping and streaming sound with a very small looping region on the Wii can cause the sound to stop with the error: "File or loop region is too small to be played properly".
- Workgroups
  - **WG-15558:** When using the Perforce plug-in, the file history scrolls unnecessarily as the information is received.
  - **WG-15559:** When using the Perforce plug-in, the history returned by P4 truncates the description removing useful information.
  - **WG-16257:** Wwise may crash when loading a work unit that includes an audio source with a space at the beginning of its filename.
  - **WG-20587:** Issues may arise when creating nested Work Units whose path on disk exceeds `MAX_PATH` (255) characters.

## 5 Complete Changelist

The following sections list and describe the changes made to Wwise between version 2013.1.3 and version 2013.2.

## 5.1 Platform SDK updates

- Xbox One: updated to XDK August 2013 QFE 3
- Xbox 360: updated to XDK 21256 September 2013
- PS4: updated SDK 1.020
- WiiU: updated to SDK 2.09.11

## 5.2 New Features

Refer to [New Features](#) for more details.

- [7.1 Channel Support](#).
- [Secondary Output Devices](#).
- [Improved Support For Xbox One and PS4](#).
- [GenAudio AstoundSound®](#).
- [Crankcase Audio REV](#).
- [Workgroup Enhancements](#).
  
- **WG-17159** New shortcuts to generate soundbanks. Refer to [New Generate SoundBanks Shortcuts](#).
- **WG-18359** New context menu on soundbanks to generate Soundbanks on all platforms or on current platform.
- **WG-18484** Added new Wave Viewer application that can show, diff and playback wav files. Refer to [Wave Viewer](#).
- **WG-19043** Duration of events is now exported in SoundbanksInfo.xml.
- **WG-19784** Project now comes back to non-dirty when undoing up to last save.
- **WG-19873** New button "Exclude All" in the Game Syncs tab of the Soundbank editor.
- **WG-19955** New option when importing new audio files and creating work units: Add to Source Control. Refer to [Workgroup Enhancements](#).
- **WG-20554** Added microphone demo and SoundInput examples to Mac IntegrationDemo.
- **WG-20638** Revert is now accessible in Project Explorer for both Perforce and Subversion plug-ins.
- **WG-20810** The installer now has the possibility to download and extract the files without installing.
- **WG-21536** Now possible to add randomizers on the loop count of random and sequence containers.
- **WG-21809** (Xbox One) Hardware assisted in-memory XMA + SRC on Xbox One.
- **WG-21812** File Manager: Can now show files in flat or tree mode.
- **WG-22146** Now possible to configure the Soundbank Log to change severity on pre or post generation step messages.
- **WG-22147** Removed the -autoclose and -hideprogressui arguments from the Copy Streamed File application. Now the copy streamed file application is always command line.

- **WG-22960** Wwise now supports importing 32-bit float WAV files as exported with ProTools.
- **WG-23140** 7.1 available on PS4, Xbox One and Windows.
- **WG-23225** Perforce now show the "-" status for directories instead of "Local Only"
- **WG-23226** Perforce and Subversion: wproj status is now shown in Wwise titlebar.
- **WG-23227** User interface entries starting with protocol names ([http:](#), [ftp:](#), [mailto:](#), [file:](#), etc) are now clickable and executed with shell API for integration with other tools
- **WG-23275** Source Editor now scale waveforms with fade-in and fade-out curves.
- **WG-23308** Channel names are now shown in the Source Editor.
- **WG-23413** The Output Bus can be to be linked/unlinked to a Platform.

### 5.3 API Changes

- **WG-23042** Added output channel configuration to `AkSpeakerVolumeMatrixCallbackInfo`; also re-named input configuration to `uInputConfig` (formerly `uChannelMask`).
- **WG-23169** Added the language code (`in_szLanguageCode`) to the `Help` function in `AK::Wwise::IAudioPlugin`.
- **WG-23170** Added virtual `GetUndoManager()` function to `IPluginPropertySet`. This enables plug-ins to access the undo system.
- **WG-23240** You can now specify the listener bitmask in `RegisterGameObj`.
- **WG-23256** Added function `OnPluginMediaChanged()` to `AK::Wwise::IAudioPlugin`.
- **WG-23422** Speaker angles can now be specified using `SetSpeakerAngles()`.
- **WG-23503** (Android) expose OpenSL pointer in the SDK (`AkPlatformInitSettings`)
- **WG-22480** (iOS) Added platform settings to handle audio behaviours for background-foreground switching and inter-app mixing.
- **WG-23561** (iOS) Fixed profiler reconnection failure after the suspend-wakeup UI sequence. Added new API to reinitialize communication module using current settings.

### 5.4 Behavior Changes

- **WG-16917** Follow Capture Time is now automatically enabled when starting a capture.
- **WG-23144** "Default" bus channel configuration property has been replaced by "Parent". The former value used to mean "hardware device configuration", while "Parent" means "parent bus configuration". The resulting configuration of "Parent" buses may therefore be different with this new version.
- **WG-23043** Downmix equations have been made compliant with AC3 standards. This may result in slight changes in your mix when downmixing from different channel configurations.
- **WG-22922** 3D objects are panned according to the channel configuration of the bus into which they are mixed. This means that 3D objects panned into a stereo bus sound with the same volume whether they are in the front or in the back, while they previously sounded 3 dB lower due to the standard downmix recipe where surround channels are attenuated by 3 dB.

## 5.5 Performance Changes

- **WG-22992** Performance improvement when updating massive number of RTPC values at every game frame.
- **WG-23404** Reduced memory usage in Default Pool.
- **WG-23423** (Unity) Performance improvement in Unity integration with game object calls.
- **WG-23648** (3DS) Volume computation now faster on the 3DS.

## 5.6 Miscellaneous Changes

- **WG-20563** Perforce client SDK was updated to version 2013.1

## 5.7 Bug Fixes

- **WG-19561** Fixed: Query only finds the last effect shareset placed in the four effect slots.
- **WG-20383** Fixed: when a sound is shorter than its prefetch time, it is sometime impossible to use the prepare mechanism to load the prefetch data in memory.
- **WG-22972** Fixed: Out-of-place effect bypass is incorrect when input config is mono and output is stereo: only left channel passes through.
- **WG-22999** Fixed: Music Switch Container Editor - switch/state columns are too small, can't view long switch names.
- **WG-23009** Fixed: Crash when opening a project in authoring tool.
- **WG-23031** Fixed: Source Editor constant power crossfade loop curve is not constant power.
- **WG-23110** Fixed: xWMA encoding of 5.0 file results in mixdown to stereo.
- **WG-23223** Fixed: Stereo IR not working in "filter mode" with configurations having more than 4 channels.
- **WG-23281** Fixed: Assert during interactive music context reversal.
- **WG-23294** Fixed: Unloading work units from the actor mixer hierarchy may not reload properly.
- **WG-23376** Fixed: Adding and removing out of place effects while live editing was causing random crashes or unexpected behaviors.
- **WG-23447** Fixed: Invalid bandwidth displayed in profiler when using Stream Manager for writing.
- **WG-23450** Fixed: rare crash when generating soundbanks while background analysis is in progress.
- **WG-23454** Fixed: Potential crash in Soundbank Editor's edit tab.
- **WG-23477** Fixed: iZotope Trash Multiband Distortion has printf.
- **WG-23534** Fixed: crash in AAC decoder when dummy-sink mode is on.
- **WG-23547** Fixed: init.bnk generation fails silently if existing file is read-only.
- **WG-23549** Fixed: Stop action not functioning on certain sounds, if the sound engine has been running for several days.

- **WG-23627** Fixed: Unexpected source starvation in the interactive music hierarchy with trimmed streamed sounds with zero-latency.
- **WG-23632** Fixed: Potential crash when media relocation happen on bank unload.
- **WG-23638** Fixed: Distortion 2 not processed in iZotope Trash Multi-Band Distortion.
- **WG-22261** Fixed: (Android) IntegrationDemo crashes on Android 4.x systems.
- **WG-23540** Fixed: (Android) Device hardware volume buttons don't work properly.
- **WG-23563** Fixed: (Android) Audio click on Nexus 7 devices.
- **WG-23125** Fixed: (iOS) Interruption handler failed to restart the AUGraph/AudioUnit on certain iOS 6 devices.
- **WG-21902** Fixed: (iOS) Updated interruption handler API for user to retry failed interruption handling on app side to get around an iOS6-specific random glitch.
- **WG-23155** Fixed: (iOS) Loss of audio when enabling mixing with built-in music app and controlling music using remote control.
- **WG-23132** Fixed: (iOS) IntegrationDemo crashes on iOS-6.x simulators and devices.
- **WG-23153** Fixed: (iOS) Fixed the bug where a sample rate specified in platformInitSettings does not work.
- **WG-23236** Fixed: (iOS) Fixed freezing in IntegrationDemo when using remote-control to pause/resume background music player app while IntegrationDemo is running under mute-other-apps platform settings.
- **WG-23351** Fixed: (iOS) Profiling crashes if the custom event memory pool is unnamed.
- **WG-23603** Fixed: (iOS) Interruption handling may fail when sound engine is not initialized.
- **WG-23508** Fixed: (iOS, Unity) Crash during start up in app interruption listener.
- **WG-23451** Fixed: (PS4) Loaded banks memory size is displayed as 0 bytes when connected in profiler.
- **WG-23497** Fixed: (Vita) volume isn't updated when changed below threshold while paused.
- **WG-23421** Fixed: (Wii U) Memory corruption with LPF in specific scenarios.

## 6 Need Help?

### 6.1 Using Help

Wwise Help contains detailed information on each interface element in Wwise.

To open Help from within Wwise, do one of the following:

- Click the Help icon in the title bar of any of the views or dialog boxes.
- From the menu bar, click **Help** > **Wwise Help**.
- Press **F1**.

## 6.2 Contacting Support

Audiokinetic has established a complete [online support center](#) for our maintenance and evaluation customers. The following resources are available:

- A [feedback form](#) to submit details about bugs, crashes, and/or to suggest a feature, or make any general inquiries.
- Access to all the latest product [downloads](#).
- The [Wwise Knowledge Base](#) with knowledge base articles, tips, and tricks.
- [Video tutorials](#).

You can also contact us directly at: [support@audiokinetic.com](mailto:support@audiokinetic.com).

**Note:** Email support is only available for maintenance and registered evaluation customers.

## 6.3 Got Comments?

We'd appreciate any comments or suggestions you may have about these release notes or any other piece of our documentation. Just send them to [documentation](#).