Matrox® Release Notes

Matrox® Extio 3 Series

Software version 3.00.00

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Graphics for Professionals

Overview

This document describes the current release (version 3.00.00) of the Matrox Extio 3 firmware, OSD (On-Screen Display), and Extio Central Manager software. Matrox provides these notes to describe new features, bug fixes, and improvements to Extio 3 Series hardware and software.

First-time setup of point-to-point mode

When using your devices *out of the box* and setting them up for the first time, the on-screen display (OSD) on the Receiver (Rx) device show an initial log-in screen.

To enable point-to-point mode, click **Enable Point-to-Point mode** on the log-in screen. (Point-to-point uses a direct link between the Transmitter (Tx) and Receiver (Rx) devices, without going through a network switch.) Selecting this option reboots your devices to complete the configuration process.

For more information on performing a configuration reset, see your Matrox Extio 3 Series User Guide.

New features

■ **Aggregator mode** – The new aggregator mode feature enables your Extio 3 receiver unit to gather video streams from multiple Extio 3 transmitter units into a single layout. For this release, creating and switching aggregator mode layouts is supported only through the OSD (on-screen display). Switching between sources in an aggregator layout can be done either with the mouse or keyboard shortcut.

■ **Extio Central Manager** – Software has the following new features and updates:

- **Connection** page (Receiver) – Added a connection status view of the receiver that shows which transmitter units are currently connected to each receiver output.

- **Monitors** page (Receiver) – Added a monitor behavior option for managing monitors not currently used in an aggregator mode layout.

- **Audio** page (Receiver) – Added new audio configuration settings for audio source control of aggregator mode layout. (The OSD has also been updated accordingly.)

- **Keyboard shortcuts** page (Receiver) – Updated to support switching between aggregator mode layouts.

- **More options** page (Receiver) – Added an option that enables administrators to control access of individual receiver units to the OSD.

■ Support a mix of N3208 and N3408 unit connections in both standard networked mode and aggregator mode layouts.

■ Added cable detection support on the Tx units. (The OSD has also been updated accordingly.)

■ **Transmitter Discovery** – Added ability to detect and connect to units that are on unicast-only networks or on a WAN network.

■ **Extio Central Manager** – Added a new filter that reduces the amount of information shown on the device tiles (in the main interface). This helps improve the performance of the software when there's a large number of devices on the network.

■ **Firmware** – Increased the stability of the firmware through multiple fixes and improvements.

Notes and limitations

■ **Aggregator mode** – The **Link Redundancy** feature isn't currently supported while using aggregator mode.

■ **Guest connections** – With guest connections, the following aren't currently supported: RS232, audio Line In and microphone.

■ **Firmware Updater** – To update the firmware, the *UpdaterFromHost.exe* file installs a USB mass storage device on the Extio 3 transmitter unit. On certain systems, the Group Policy Object (GPO) may prevent the *UpdaterFromHost.exe* file from installing the USB mass storage device. To allow the installation of this Matrox device, you may need to apply an exception to your GPO rules (for example, by adding *USBSTOR\DiskMatrox__Virtual_Storage_1.00*). For more information on modifying your GPO rules, contact your system administrator.

■ **Firmware Updater** – When downgrading the firmware from 3.00.00 to 2.01.00 (or lower), the displays will go blank during the update process. To see the progress of the update, refer to the status LED (on the device) and the firmware updater status. [2504]

■ **Extio Central Manager** – Installing new units with or updating units to the 2.01 firmware while the 1.00.06 Extio Central Manager is still running will result in the updated units not listed, or listed as lost, in the UI. To correct this, uninstall the 1.00.06 version and install the 2.01 version of the Extio Central Manager software. [1781]

- **Firmware** – Update your Tx and Rx devices to firmware version 3.00.00 *before* using your devices. To update new units or units already configured in networked mode, use *UpdaterOverNetwork.exe* to update your units. If you're updating units already configured in point-to-point mode, use *UpdaterFromHost.exe* to update your units.

- **Firmware** – To ensure proper functioning of your devices, the firmware version installed on your Tx and Rx devices must match.

- **Firmware** – When updating your firmware, make sure your Extio 3 setup is using **either** point-to-point mode **or** networked mode, and not a mix of operating modes. [2277]

- The following features aren't yet enabled:

  - Local output support (Video out) on the Tx device is expected in an upcoming release.

  - The USB connectors on the front of the Tx device are currently disabled.

- **Power management** – When using an XTO3-N3408CTX or XTO3-N3208CTX card, power management on the host system isn't currently supported. [1076]

- **Matrox Mura IPX Series** – This firmware release isn't compatible with Mura IPX Series software version 3.00.00 or older.

- If all of your devices are seen and configurable in Extio Central Manager, but the OSD of an Rx device doesn't reflect the connections that were configured in the **Connection Broker**, verify that the devices all have a valid IP address and that the network ports are accessible.

  - If your devices are on a unicast network, on multiple subnets, or on a WAN network, use the new **Transmitter Discovery** option (in Extio Central Manager) to detect devices that may not be automatically discovered.

- **Dell™ Precision™ Rack R7920 Workstation or PowerEdge™ R740** – If your XTO3-N3408CTX or XTO3-N3208CTX card is installed in PCIe slot 1, that slot may not work. We recommend using a slot other than slot 1. If you need to use slot 1, you need to disable that slot. To disable the slot, enter the **System Bios,** then click **Integrated Devices → Slot disablement**, and make sure the slot is marked as **Disabled**. When you're done, save your changes and reboot your system. [803]

- **USB devices** – Some older keyboard and mouse combos that use a Bluetooth® mini-receiver aren't supported in networked mode. These devices may be used in point-to-point mode but need the manufacturer's device drivers. [1262]

- On some GPUs, outputs may have temporal dithering enabled. This may result in blocky images. To avoid this, make sure your GPU settings are configured to use RGB as the output color format and the maximum level (i.e. *Full*) as the output dynamic range. [1632]

- Hot plugging SFP modules isn't supported. A reboot may be required after adding an SFP module to your device to ensure proper detection and functionality. [1963]

- **Random loss of Sync while in point-to-point mode** – You may lose monitor sync briefly if the display refresh rate reported in the OSD of your Extio 3 receiver doesn't match the refresh rate of your monitor. For example, this may occur if the GPU reports a refresh rate of 59 Hz. Setting the refresh rate to 60 Hz should solve the issue.

- If you're using an adapter to connect your monitor to your Extio 3 device, only active adapters (sold separately) are supported. Passive adapters aren't supported.

- When using aggregator mode and switching via keyboard shortcut, the mouse pointer will remain visible on all displays in the last position before the USB was switched. [2355]

- **Windows 7 only** – When using aggregator mode and mouse position, we recommend using either a single independent desktop or a stretched desktop. For more information, see "Aggregator mode compatibility." [2349]

Known issues

- After adding a new Tx device and configuring it using Extio Central Manager software, it can take up to 45 seconds for the new Tx device to appear in the OSD as an available connection option for the Rx.

- **USB** – Switching while using USB 2.0 devices (i.e. USB keys, hard drives, scanners, etc…) isn't supported and may result in lost data or devices (need to unplug/replug device to redetect). We recommend stopping all USB 2.0 transfers before switching.

- **USB** – Loss of connection between a Tx and an Rx (power interruption, network failure or fiber failure) while doing USB 2.0 transfers may result in lost devices (need to unplug/replug device to redetect) or lost data.

- **Firmware Updater** – When the Updater has completed, a message may appear stating that not all Extio 3 Series devices were properly updated. If this occurs, close the updater and re-launch it. If the devices report that they need an update, proceed with the update. If the update fails again, please contact Matrox Technical Support.

- **Firmware Updater** – While performing an update in point-to-point mode using firmware version 2.01.00.000 or higher, a message will appear on your screens showing the progress of the update. Your displays will go blank (black) for short periods during the process. The displays will return once the update process is complete.

- After updating your firmware, one of the displays connected to your Rx may be lost. To fix this, we recommend you turn off the monitor and then turn it on again.

- After rebooting your Tx or Rx, one of your displays may be lost. To fix this, we recommend you turn off the monitor, and then turn it on again.

- **Point-to-point mode** – When rebooting your source system or host system, the connection between the Tx and Rx devices may be lost. To fix this, we recommend you use the **Refresh connection** option in the OSD.

- **Wake-on-LAN** – N3408CTX and N3208CTX cards support wake-on-LAN.

- **Wake-on-LAN** – When using the wake-on-LAN feature with an N3408CTX or N3208CTX card installed in HP Z440 workstations, the devices may become unresponsive and require the system to be rebooted. [1819]

Aggregator mode compatibility

Operating system	Single monitor	Multiple monitors	
		Independent mode	**Stretched mode**
Windows 7[1]	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	Only primary stretched desktop is supported. Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 16xx)[2]	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	Only primary stretched desktop is supported. Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 18xx)[3]	Yes	Switching via mouse supported. Switching via keyboard shortcut supported.	Switching via mouse supported. Switching via keyboard shortcut supported.
Linux (version 18.04)	Yes	Switching via mouse supported. Switching via keyboard shortcut supported.	Switching via mouse supported. Switching via keyboard shortcut supported.
macOS (version 10.13.6)	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	N/A

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[1] While using USB switching, the mouse position is limited to the first display.
[2] While using USB switching with a 4x1 monitor layout, the mouse pointer is visible on all four (4) displays.
[3] Certain limitations may occur (for example, the mouse pointer may disappear).

Contact us

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