Acuity™ 15.0a Upgrade Notes

- Release Date: December, 2025.

Important: *If you are upgrading from **v5.0**, or earlier, please contact Ross Video Technical support for upgrade instructions.*

Important: *GV Grass Valley® editor protocols are not supported when the switcher is operating in a UHDTV1 video format at this time.*

Note: *For the 12.1a upgrade you may have to add a second Panel file to support different revisions of TouchDrive hardware from the same frame.*

Note: *As of version 14.0a, you can now verify the authenticity of the upgrade files. Refer to Upgrade File Verification.*

Feature Enhancements

A number of features have been added, or updated, to this version of software. This section provides a brief introduction to these features, and how to use them.

15.0 Features

TouchDrive Support

Support has been added for the TouchDrive control panels.

RCP Mnemonic Names Setup

As of version 15.0 you don't need to set up a separate **RCP Label** device on the switcher. The mnemonic labels are automatically uploaded with the **RCP Control** connection.

CC Banks on Acuity® Double-Down Panels Rows

You can now assign the keyer rows on the Double-Down Acuity® panels to custom controls.

1. Press the **SEL** button (mnemonic button on the Double-Down) on the panel row you want to set the key bus assignment for.
2. Press **Select CC Bank**.
3. Press the button for the custom control bank (**BANK *X***) that you want to assign to the bus or row.

Tip: *Select different **Set**buttons to show more CC Bank options.*

RossTalk Updates

The following command has been added or updated.

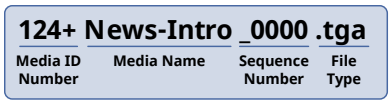
- `USERVAR ALLVAR:?` — Return all user variables.

The ME sources selection has been expanded for the hardware you are using.

- Possible ME Sources (*ME*) for Acuity®
  - **Preview** — `ME:`*`ME number`*`:PV`
  - **Program A/B** — `ME:`*`ME number`*`:PGM:` (selects PGMA or PGMB depending on what is selected on the panel)
  - **Program A** — `ME:`*`ME number`*`:PGM:A`
  - **Program B** — `ME:`*`ME number`*`:PGM:B`
  - **Program C** — `ME:`*`ME number`*`:PGM:C`
  - **Program D** — `ME:`*`ME number`*`:PGM:D`
  - **Program E** — `ME:`*`ME number`*`:PGM:E`
  - **Program F** — `ME:`*`ME number`*`:PGM:F`
- Possible ME Sources (*ME*) for Ultrix Acuity
  - **Preview** — `ME:`*`ME number`*`:PV`
  - **Program A** — `ME:`*`ME number`*`:PGM`
  - **Program B** — `ME:`*`ME number`*`:PGMB`
  - **Program C** — `ME:`*`ME number`*`:PGMC`
  - **Program D** — `ME:`*`ME number`*`:PGMD`
  - **Program E** — `ME:`*`ME number`*`:PGME`
  - **Program F** — `ME:`*`ME number`*`:PGMF`

Add Media-Store ID to File Name

You can add a media id number to the beginning of the file name by using the `+` symbol as a separator. For example `124+Intro.tga` appears in the Media-Store folder as `Intro` with the media id number 124. The same applies to animation sequences.



CC Logic On-Air Status

Four new tests have been added to CC Visual Logic to test if a bus is on-air or on-preview.

- **==(A)** — if *X* and *Y* buses are both on-air return true.
- **==(P)** — if *X* and *Y* buses are both on-preview return true.
- **!=(A)** — if *X* or *Y* (only one) buses are on-air return true.
- **!=(P)** — if *X* or *Y* (only one) buses are on-preview return true.

New Device Support

The following devices or commands/interfaces were added or updated for this version of software.

New Devices

No devices were added or updated for this version of software.

New/Updated Commands

No commands were added or updated for this version of software.

Bugs Addressed

The following bugs were addressed in this version of software:

- ACT-3122 — Fixed errors when inserting a Custom Control into another CC during recording, preventing corruption and unintended dual-bank recordings.
- ACT-3759 — Corrected AMP clip list loading with Tria servers where only partial clip lists appeared after refresh.
- ACT-3776 — Added AUX buses as valid XPT sources for RossTalk commands.
- ACT-4146 — Satellite panels now appear correctly on the Software Status webpage.
- ACT-4290 — Resolved inability for a satellite panel to control video server devices when both main and satellite attempted communication.
- ACT-4325 — Fixed Roll Clip enable/disable toggle in VTR/VDCP source configuration.
- ACT-4360 — Corrected Panasonic PTZ drift by ensuring pan/tilt stop commands are issued properly.
- ACT-4386 — Corrected the percentage indicator when loading animations to ME MediaStore.
- ACT-4387 — Fixed inability to insert before or modify the first event of the first Custom Control.
- ACT-4391 — Prevented crashes when adding mismatched “End If” statements to Custom Controls.
- ACT-4392 — Resolved Panasonic camera control failures when too many cameras were connected.
- ACT-4395 — Enabled assigning CC banks to keyer rows on Acuity panels.
- ACT-4413 — Aux backsplash now receives proper ME re-entry glow indications.
- ACT-4421 — Satellite panels can now control individual PBUS devices rather than only the “ALL” group.
- ACT-4426 — Fixed rare cases of frame-to-panel messages being dropped or corrupted under heavy threading.
- ACT-4448 — Corrected issue where personality menu changes were not saved unless the menu was exited before storing.
- ACT-4178 — MV Media-Store sources now appear correctly in Initialize Panel Bus Map.
- ACT-4455 — Corrected MV Media-Store mapping on TD-Classic so enabled MV stores display and behave correctly.

- ACT-4472 — Fixed red text display for UHD resolutions in the Media Store Browser.
- ACT-4477 — Removed unused RoboCam configuration from the Acuity frame.
- ACT-4523 — Fixed missing or corrupted panel communications after a four-finger reset.
- Added support for ARP (Acuity Rack Panel) on native hardware.

Known Issues and Limitations

Keep these notes in mind when upgrading your switcher to this version of software. Contact Ross Video Technical Support if you have any questions about performing a software upgrade.

External Devices

The following issues have been identified when working with external devices:

- **TargetMachine Settings** — Check all TargetMachine extra option settings after performing an upgrade. Extra option settings may revert to default values after an upgrade.
- **Video Servers (VDCP)** — You may experience communication problems after performing an upgrade. Please verify the channel and sub address settings for the video server on the BNC Menu. These values must match the settings on the video server you are trying to control.
- **EVS maXS** — If you experience pausing during clip playback, perform the following procedure whenever the control panel is restarted:
  1. Set the **Port Cmd** option to **Yes**.
  2. On any bus, select each crosspoint that is associated with an EVS maXS channel.
  3. Set the **Port Cmd** option to **No**.
- **Avid AirSpeed and OverDrive®** — If you are using the Avid AirSpeed Video Server with the OverDrive® Production Control System, you must set the Playback Mode to PB from the Extra Options on the Communications 1-2 menu on the switcher.
- **GVG Profile Video Server, Looping** — The GVG Profile Video Server does not support Looping at this time. Turning looping on may cause undesired video aberrations when the loop is performed.
- **Audio Memory Custom Control** — The Euphonix Audio Mixer does not support Audio Memory Custom Controls at this time.
- **Harris Inscriber CG Custom Controls** — When you create a custom control for the Inscriber, you cannot include Select Effect or Run Effects commands.
- **Harris Inscriber Before Version 5.0** — If the Inscriber is set to before 5.0 on the Communications Menu, the switcher may stop loading pages on the CG correctly. Setting the Inscriber to 5.0 or later, confirming, and then back to before 5.0 should clear the problem.
- **Harris Inscriber G-Scribe Strata Layers** — For the G-Scribe, you do not need to set the Strata Layers, the software will configure this automatically.
- **Robotic Camera Control and Editors/OverDrive®** — If you are using the Robotic Camera Control menu while the Editor Remote Enable is active, you may experience menu errors.
- **Avid Deko** — If you are trying to control the Avid Deko from the switcher over ethernet, please contact Ross Video Technical Support for information on interface issues.
- **Gallery Sienna Looping Clips** — Looping of a clip from the switcher is not supported at this time.
- **Gallery Sienna Clip Control** — Selecting and cueing a clip from the switcher is not supported at this time. Only basic transport commands such as play, pause, stop, rewind, and fast forward are supported.
- **Execute Macro Custom Control Commands** — When you create a custom control with multiple Execute Macro commands in it, you must insert a 10-15 frame pause between all the Execute Macro commands.

- **Miranda HMP-1801 Clip Names** — The cumulative size of all clip names on the HMP-1801 must be less than 100 characters for the switcher to properly interface with it.
- **Miranda HMP-1801 Recorded Clip Names** — When you record a clip on the HMP-1801 from the switcher, the clip is named the same as the last clip you recorded on the HMP-1801. You must rename the clip after it has been captured.
- **GPI Outputs on Reboot** — The GPI outputs may trigger, or come up in an unknown state, when the switcher is restarted or rebooted.
- **Canon Camera Manual Control** — The Canon Cameras do not report their current state to the switcher. Under manual control, this means that the expected value that the switcher has, and the actual value on the camera, may not be the same. This can result in a small adjustment to a value from the switcher causing a dramatic change on the camera as the switcher and camera synchronize values.
- **Canon Camera Iris Control** — In Manual mode, the iris control from the switcher controls the iris function of the camera. In Auto mode, the iris control from the switcher controls the AE level of the camera.

Operational Notes

The following issues have been identified when working with the switcher:

- **Relative Custom Control (MultiPanel)** — You cannot run the same relative custom control on different control panels at the same time.
- **Stopping Custom Controls (MultiPanel)** — Only the control panel that starts a custom control can stop that custom control.
- **ME-Store Animation Playback** — If you change any values in the Installation menu while an ME-Store animation is playing, the animation will re-start when you confirm the Installation menu changes. Global-Store animations are unaffected.
- **Border/Trails Video Delay** — Turning Borders or Trails on for a key will cause a one (1) frame delay in the video on the keyer.
- **Switching Between Borders and Trails** — If you switch between a Trails mode to a Border mode and back again, the key may flash when a Trails mode is selected the second time.
- **Key Trails on a Flying Key** — If you apply a Key Trail or Key Smear Trail to a Shaped Flying Key, a visible black line may be displayed next to the key.
- **Satellite Control Panels and NTP Servers** — If the switcher is connected to a Network Time Protocol (NTP) server, the satellite panels only receive date and time information when they first connect to the frame.
- **MultiViewer Overlay Cropping** — The overlay borders on the MultiViewer output cover a portion of the active video. This is equal to 24 lines per frame on the large boxes, and 48 lines per frame on the smaller boxes. This only effects the MultiViewer output.
- **Recall Installation May Reboot Boards** — If you recall an installation register that requires a hardware reconfiguration, the required boards will reboot when the recall is confirmed.
- **All-All Reset in Custom Controls** — If you include an ALL+ALL reset of the control panel in a custom control, it must be the last or only event in the custom control.
- **OverDrive® Assigned Channel Names** — OverDrive can assign names to channels, and channels to faders on the Audio Control module. These settings persist even after the Editor has been disabled. You must perform an All+All reset to return the names and fader assignments to the switcher default assignments.
- **Global-Store Capture Won't Complete** — If you perform a Global-Store capture and the capture complete message does not appear (the **Capture** button remains gray),

you must restart your switcher to regain the capture functionality.

- **ME-Store Cannot be used for Video Wash** — If an ME-Store is selected on the bus that is selected for a video wash, a Global-Store channel is shown instead. The menus and mnemonics are not updated to show which Global-Store is selected instead.
- **Maximum Custom Control** — It is possible to run out of space in the custom control buffer before reaching the maximum number of custom controls. The size of a custom control depends on its complexity. The more basic the custom control, the less space it takes in the buffer and the more custom controls you can have.
- **WebDAV Not Supported** — WebDAV is no longer supported for transferring files onto the switcher.
- **VNC Viewer Not Supported** — The VNC viewer service from the WebUI is no longer supported by the current versions of Internet Explorer®, Firefox®, or Google Chrome™ or the latest version of Java™.
- **Background + Key DVE Transition** — If you perform a background and keys DVE transition on Program A, the keys will be turned on for Program C, D, E, and F as well.
- **AuxKey Bus Hold** — If you do not assign all the buses of an AuxKey to an Aux bus, the bus hold feature will not operate on those buses.
- **Default Auto Key Alpha Settings** — The default setting for the Auto Key Alpha personality option has been changed from Relaxed to Strict. In some cases this may cause the personality setting to switch to Strict.
- **Hardware Status Reporting Error** — The software version and build date for some cards in the switcher may not report properly after an upgrade. This is caused by the timing in which the boards and cards boot up and report their status. This does not impact the functionality of the cards.
- **Hardware Status Stuck at InProgress** — Some cards in the switcher may not properly report that they have completed the upgrade. The hardware status page will report the upgrade as in progress even after the card has completed the upgrade. This does not impact the functionality of the cards.
- **Beep on Bootup** — The Acuity™ control panel with the 4820AR-235-01 Control Panel CPU will beep when the control panel boots up. This is normal behaviour.
- **Panel Row Mapping** — When you upgrade to version 5.0 and OS42, the mapping of panel rows on the control panel will be reversed. You must remap the modules to panel rows to correct the order.
- **Borders in UHDTV1** — You can only have a matte color for a border applied to preset pattern key or a wipe in UHDTV1.
- **Color Bars** — When the MultiProcessor Input or 12G MultiProcessor Input boards power up, or re-acquire reference, an internal self-test shows color bars on all inputs and outputs of the board. This will temporarily replace the inputs and input MultiViewer with color bars. This is normal behavior.
- **Global-Store Audio Not Supported on Older CPU** — Global-Store Audio is only supported on the newer Frame CPU, 4810AR-002 (P1022).
- **Global-Store Load Times** — Loading media items is much faster (up to 3 times) with the new Frame CPU (4810AR-002) compared to the older Frame CPU (4800AR-002) when running version 8.0a software.
- **Floating DVE on MultiViewer** — The floating DVE outputs (**MV*X* DVE*Y***) for DVE 2 and DVE 4 are ignored during a DVE wipe and do not show the actual alpha signal for the DVE key.
- **Device Errors on Load Setup** — Devices should always be set up on the same port in different switcher sets. If different devices are set up on the same port in different sets and you load one of those sets, messages for one device can be sent to the other resulting in invalid messages or unexpected behavior.

- **AuxKey Tallies** — An AuxKey can only be tallied as on-air when it is cut on-air.
- **DVE Menu Adjustments** — The buttons on the DVE menus adjust the value an amount that is too small to always register a change onscreen or on the menus. You may have to use the knobs or press the menu buttons multiple times to change the value.
- **Audio Capture** — When you capture audio in the Media-Store, all available audio channels are captured to RAM. Only when the media is stored is the number of channels corrected to what was selected during the capture.
- **Media-Store Re-build Time** — When you upgrade to 9.0a, or higher, the thumbnails for the Media-Store items must be re-built and may appear corrupt during the process. This re-build may take several minutes, depending on the number of media items you have. If you have a single frame cut point in your media item, you may have to re-insert the cut point.
- **Key 5-8 in 4-Keyer Switcher** — If you don't have the 8-Keyer option installed, keyers 5-8 used to be selectable but would only show black. Keyers 5-8 are now not selectable in a 4-Keyer system.

Hardware Issues

The following issues have been identified when working with the switcher:

- **3D DVE Upgrade** — If you upgrade to the 3D DVE option for the 4RU frame, a minimum of two (2) power supplies are required.
- **MultiProcessor Input Upgrade** — If you are replacing a Video Input board with a MultiProcessor Input board, ensure that all of the inputs are set to the same format that the switcher is operating in. If an input is not set to the same format that the switcher is operating, the MultiProcessor Input board may become unresponsive.

Security & Network Vulnerabilities

The following exploits have been identified:

- **CVE-2024-6387: Remote Unauthenticated Code Execution Vulnerability in OpenSSH server** — At this time this exploit is only theoretical for 64-bit operating systems such as that used in Acuity™.

Software Upgrade

Software upgrades are performed from the web interface to the switcher frame. You must download the upgrade files and have them on a computer connected to the switcher over Ethernet to perform the upgrade.

Important: *If you are upgrading from **v5.0**, or earlier, please contact Ross Video Technical support for upgrade instructions.*

Upgrade Compatibility

Before upgrading your switcher, review the following version compatibility information.

Table 1: Upgrade Compatibility

Product	Compatibility
TouchDrive Control Panel	YES — This version of software has been tested with TouchDrive Control Panel.
Acuity® Control Panel	YES — This version of software has been tested with Acuity® Control Panel.
OverDrive® Production Control System	YES — This version of software has been tested with OverDrive®.
Ultrix Acuity	NO — The Ultrix Acuity system is not supported by this version of software.
Acuity®	YES — The Acuity® frame is supported by this version of software.

Downgrade Compatibility

Contact Ross Video Technical Support for information on downgrading to a previous version.

Note: Always check the hardware compatibility, Hardware Compatibility on page 7, to make sure that the boards and cards in your switcher are compatible with the software version you are downgrading to.

- **15.0a** — If you downgrade from 15.0a, or later, to an earlier version, the TouchDrive control panel is not supported.
- **9.2a** — If you downgrade from 9.2a, or later, to an earlier version, some devices that previously used a FlexDevice driver may not be configured correctly.

Hardware Compatibility

Before upgrading or downgrading your switcher, review the following hardware compatibility information.

Important: The Octane® frame is not compatible with Acuity™ software. If you are upgrading from Octane® to Acuity™ you must contact Technical Support for information on getting a new frame and supported boards.

Table 2: Hardware Compatibility

Version	Hardware
15.0a or higher	• 4800AR-043-XX — Video Processor is no longer supported.
7.0b or higher	• 4810AR-065-02 — 12G MultiProcessor Input • 4810AR-066-02 — 12G Output • 4820AR-236-01 — Control Panel CPU (sled)
5.0 or higher	• 4820AR-235-01 — Control Panel CPU (sled) • 4820AR-243-01 — Touchscreen Display (AP-TOUCHSCREEN-A)
4.0 or higher	• 4800AR-043A-03 — 3G Video Processor board • 4810AR-002-06 — Frame CPU board • 4810AR-063-02 — MultiProcessor Input board • 4810AR-064A-03 — Video Output board
2.1 or higher	• 4810AR-063-01 — Input Processor Board

Backup Switcher Registers

Because the software upgrade process automatically returns the switcher to default values, it is important that you back up all switcher registers to the hard drive.

To Back up Switcher Registers

1. Press **HOME** > **Disk** > **Destination / Source**.
2. Use the **Disk Type** knob to select **Hard Drive**.
3. Use the **Set Names** knob to select the Setup you want to store the registers to.
4. Press **Store**.
5. Press **All** to store all categories of registers to the selected Setup.

Prepare the Switcher Before an Upgrade

Recalling the factory default settings for the switcher before the upgrade ensures that all the boards, cards, and modules on the switcher are in a known state, and are ready to accept an upgrade. The switcher must then be set back to the proper reference format before the upgrade.

To Perform a Factory Default

1. Press **HOME** > **Setup** > **Installation** > **More** > **More** > **Recall Factory**.
2. Default every register on the menu in turn.
3. Press **HOME** > **Confirm**.

Power Down all Satellite Panels

To ensure that all control panels upgrade properly, you should power down any satellite panels before performing the upgrade. After the upgrade has been completed, you can power on each of your satellite panels and upgrade them.

To Set Video Reference

The factory default procedure resets the reference format. You must set the reference back to the input reference that is connected to the switcher before starting the upgrade.

Important: A valid reference signal must be present to perform the upgrade. If an external

reference is not available, use an internal reference.

1. Press **HOME** > **Setup** > **Installation** > **More** > **Reference**.
2. Use the **Ref Board** knob to select the board you have connected reference to.
3. Use the **Ref Format** knob to select the format of the input reference.
4. Use the **Video Format** knob to select the video format you want the switcher to operate in.
5. Press **HOME** > **Confirm**.

Performing the Upgrade

Depending on the number of boards, cards and modules in the switcher, and the current version of software on them, it will take between 15 and 40 minutes to complete the upgrade.

Note: *After the Factory Default is performed, the Bus Maps and Output BNC settings have been changed to the default settings. Ensure that you can find a source button that is assigned to a valid input, and that you have a monitor connected to a default Aux Bus output of your switcher. You will need to verify that the switcher is passing video properly after the upgrade.*

To Upgrade the Switcher Software

The files you need for the upgrade depend on the hardware you are upgrading:

- **Acuity™** — `frame-<version>-<build>.tgz`
- **Acuity™ Panel** — `panel-<version>-<build>.tgz`
- **TouchDrive (HW Rev 2)(Qseven®)** — `panel4-<version>-<build>.tgz`
- **TouchDrive (HW Rev 3)(AMD Ryzen™)** — `panel36-<version>-<build>.tgz`
- **TouchDrive (4882AR Series and x3/x4)(AMD Ryzen™)** — `panel36-<version>-<build>.tgz`

1. Open a web browser and navigate to the IP address of the switcher frame. You are prompted to enter a user name and password. The defaults are **user** and **password**.
2. Click **Upgrade**.

   The **Upgrade Page** lists all the previous upgrade packages that were stored on the hard drive of the frame.
3. Enter a name for the upgrade package in the **New_Name** field.

   This must be unique and descriptive enough to allow you to easily identify it at a later point. Upgrade package names can only include numbers, letters, periods, and underscores or dashes. Spaces and other symbols are not allowed.
4. Click **Choose File**.
5. Locate the **frame** upgrade package file you want to upload to the switcher on your computer.
6. Click **Open/Choose** to select the file.

   The file path and name appears in the **Select File to Upload** field.
7. Click **Upgrade Selected Version**.

   Important: *Do not reload/refresh the web page while the upgrade file is being downloaded and activated. It can take several minutes for the file to be uploaded to the switcher, depending on network congestion.*
8. Click **Choose File**. This will be to add the matching panel upgrade file.
9. Locate the **Panel** upgrade package file you want to upload to the switcher on your computer.

   Note: *You must select the correct Panel file for the hardware revision of TouchDrive panel you have. If you need to support multiple hardware revisions of panels you can add an additional Panel file later. Refer to* *To Add a Panel File on page 9* *for more information.*
10. Click **Open/Choose** to select the file.

    The file path and name appear in the **Panel File to Upload** field. If the switcher is unable to verify that the file is an upgrade package, an error message is displayed.
11. Click **Add This File**.

12. Wait while the switcher uploads the file. This may take a few minutes.

> ***Note:*** *If you receive a warning that the upgrade has failed because the flash is full (*`Rsync failed, is flash full?`*), check the remaining Application Flash in the Storage Capacity section of the* ***System Info*** *page. If the remaining capacity is less than 2M, you must delete a number of FlexDevice drivers to free up space for the upgrade. You can re-install the FlexDevice drivers after the upgrade. Once you have freed up the required space, try the upgrade again.*

13. If you have an additional panel file to upload, click **Open/Choose** to select the file.

> ***Important:*** *If you are upgrading from a version before 12.0a, you must add the second panel file manually. Refer to* *To Add a Panel File on page 9.*

> ***Note:*** *If you do not have a second panel file to upload, click* ***Skip This File/Step*** *to proceed with the upgrade.*

14. Click **Add This File**.
15. Wait while the switcher uploads the software. This may take a few minutes.

> ***Note:*** *If you receive a warning that the upgrade has failed because the flash is full (*`Rsync failed, is flash full?`*), check the remaining Application Flash in the Storage Capacity section of the* ***System Info*** *page. If the remaining capacity is less than 2M, you must delete a number of FlexDevice drivers to free up space for the upgrade. You can re-install the FlexDevice drivers after the upgrade. Once you have freed up the required space, try the upgrade again.*

16. Click **Confirm Upgrade** to perform the upgrade and restart the switcher.

    This cycles the logs on the switcher and propagates the upgrade to all the boards, cards and modules on the switcher.

> ***Note:*** *If a message asking you to Reboot the control panel appears on the control panel menu, click* ***Cancel****. You will be rebooting the entire switcher in a later step.*

17. Allow the switcher to propagate the upgrade to all the blades. A timer is shown to indicate how long to wait before checking the status page.
18. Wait for the **System Information** page to be displayed and the upgrade to complete.

> ***Tip:*** *The progress of the upgrade is shown at the top of the* ***System Information*** *page.*

- Periodically reload/refresh the **System Information** page until all the items listed have Done as their Status.

Upgrade Errors

Table 3: Error Messages and Resolutions

Error Message	Resolution
If the message `The software versions of the panel and frame do not match` is shown, you need to upgrade your panel.	Press **HOME** > **More** > **System Shutdown** > **Upgrade Panel**. Depending on the upgrade that is required, it may take several minutes for the upgrade to complete. The control panel should reboot after the upgrade is complete.
If the message `PMCs need to be upgraded; please go to Panel Modules menu` is shown, you need to upgrade your PMCs.	Press **HOME** > **Setup** > **More** > **Panel Modules** > **Upgrade PMCs**.

To Add a Panel File

Add a second panel file to the switcher to support multiple panel hardware revisions.

> ***Note:*** *If you are upgrading from 12.1a, or higher, you can add the additional panel file during the normal upgrade procedure.*

1. Open a web browser and navigate to the IP address of the switcher frame. You are prompted to enter a user name and password. The defaults are **user** and **password**.
2. Click **Upgrade**.

   The **Upgrade Page** lists all the previous upgrade packages that were stored on the hard drive of the frame.

3. Select the software version and build currently installed on the switcher that you want to add a Panel file to.

   *Tip: The Panel files that are currently included with a software build are listed in the **Other Files** column.*

4. Click on the "**-**" (dash) between **Upgrade selected version** and **Delete selected version** to show the **Advanced Options** section.
5. Select **Add/Replace Additional Files**.
6. Click **Upgrade selected version**.
7. Click **Choose File**.
8. Locate the other **Panel** upgrade package file you want to upload to the switcher on your computer.
9. Click **Open/Choose** to select the file.

   The file path and name appear in the **Panel File to Upload** field. If the switcher is unable to verify that the file is an upgrade package, an error message is displayed.

10. Click **Add This File**.

Restoring the Switcher After the Upgrade

Rebooting the switcher after the upgrade ensures that all the boards, cards, and modules on the switcher are properly upgraded and initialized. If a board, card or module was not properly upgraded, the switcher attempts to upgrade and initialize it again with the reboot. Once the upgrade is complete, you can restore your switcher registers.

To Reboot the Switcher

1. Press **HOME** > **More** > **System Shutdown** > **Shut Down**.
2. Toggle the power switches in the frame and control panel to Off.
3. Wait at least 6 seconds for the System Status Indicators on the frame to go out.
4. Toggle the power switches in the control panel and the frame, to On.
5. Toggle the power switch on the control panel Control Panel CPU to On.

Upgrading Satellite Panels

With the upgrade complete, you can power on each of the Satellite Panels, connect them to the frame, and upgrade them. Power on each Satellite Panel, in order, to upgrade it. Ensure that a Satellite Panel is upgraded properly before powering on the next one.

Refer to the *Setup Manual*, for information on adding Satellite Panels to the switcher.

Tip: If the message `The software versions of the panel and frame do not match` is shown, restart the Satellite Panel to trigger the upgrade.

To Restore Switcher Registers

1. Press **HOME** > **Disk** > **Destination / Source**.
2. Use the **Disk Type** knob to select **Hard Drive**.
3. Use the **Set Names** knob to select the Setup you want to store the registers to.
4. Press **Recall**.
5. Press **All** to recall all categories of registers from the selected Setup.