CARBONITE HyperMax Upgrade Notes

HyperMax 11.2.0

- Release Date: March, 2026.

> ***Important:*** *Please review the* ***End User Software License Agreement*** *before installing or using this software.*

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.

v11.2.0 Features

64 Aux Buses

The number of aux buses available to the switcher has been increased to 64.

Frame Redundancy

Two switchers can now be set up in a Sender and Listener pair. The Sender is the primary switcher for your production and the Listener is the redundant or backup switcher. Both the Sender and Listener should be configured similarly with the same media assets. When an action is performed on the primary switcher, it sends that command to the redundant switcher. If the primary switcher goes down, the redundant switcher can be used to continue the production.

> ***Note:*** *The primary and redundant switchers do not have to match exactly. Different switchers can be paired together, but you must remain aware of the resource limitation that this can expose. If the redundant switcher does not have the resources to duplicate the primary switcher, the redundant switcher will use the resources it has.*

Multiple Switchers in the Same Frame

MaxConfig can now set up multiple independent HyperMax switchers within the same Ultrix™ frame. Each switcher must have an SDPE blade assigned as ME P/P. Additional blades can be added or removed from each switcher as required.

Looping Shift

Multiple shift buttons can now be replaced with a single shift button that loops through all the shifted buses. Press the looping shift button repeatedly to go to the next shift bus until coming back to the main bus. The loop progresses through the shift buses in one direction only.

Individual Bus Maps

Bus maps can now be assigned to individual buses separately. This allows you to assign a different map to a keyer bus than the background/preset bus.

New Devices Supported

No new device support or commands were added to this version of software.

New Devices

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

New/Updated Commands

> ***Note:*** *New RCP Aux Panel Label files have been released. There are separate files for Auxes and standard input/outputs.*

Bugs Addressed

The following bugs were addressed in this version of software:

- CR-5978 — RossTalk now includes Scene video and alpha sources.
- CR-8656 — MaxConfig improved for reliability and performance.
- CR-8936 — The Strobe Preprocessor Effect is now available in the Custom Controls editor.
- CR-8944 — You can no set a Predelay value for a GPO Tally.
- CR-8982 — The serial number of the Frame CPU is now shown on the Frame Boards page of the WebUI.
- CR-9328 — Fixed an issue where field dominance was off by a field.

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- CR-9407 — Fixed an issue where using a Custom Control to load media items into numerous Media-Store channels at once would not succeed.
- CR-9411 — Fixed an issue where too many external inputs could be assigned to a MaxScene blade.
- CR-9421 — An Aux bus can now follow an ME bus.
- CR-9423 — Fixed an issue where a memory recall during a transition would not recall the on-air status of a key properly.
- CR-9675 — Improved Aux routing reliability when Multi-Level switching is enabled.
- CR-9693 — Fixed an issue where loading a media item by recalling a memory was not showing up in MediaManager.
- CR-9801 — The current version of software running on Ultrix™ is now shown on the System Status page of the WebUI.
- CR-9836 — Increase the files included in the export logs.
- CR-9878 — Fixed an issue where a key taken on-air with an effects dissolve memory recall was not being reported as on-air to Caprica.
- CR-9929 — Fixed an issue on TouchDrive panels where touching two mnemonic displays at the same time could change the source on the selected key.

Known Issues and Limitations

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

Operational Notes

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

- **Corrupt USB** — If you remove the USB drive while the switcher is writing to it, the USB could become corrupted and will need to be re-formatted.
- **External Re-Entry Video Errors** — A video timing error can occur when a video output of the switcher is routed back into the switcher using an input BNC. If video timing errors do occur, assigning a frame synchronizer to the input BNC will remove the timing errors.
- **Stills with same Name** — You cannot have two or more Media-Store files with the same name but different file extensions in the same folder. The switcher treats capital and lowercase letters as the same.
- **Transitions with Show Alpha** — If the show alpha feature is on, only cut transition are possible on the ME. The switcher will perform a cut at the end of the transition duration instead of the selected transition type.
- **720p in BT.2020 SDR** — The combination of 720p and the BT.2020 color gamut in SDR is not documented in the applicable standards and may not be supported by other downstream devices.
- **Sets Not Backwards Compatible** — If you save a set in one version, you may not be able to load the set in an older version of switcher software.
- **Decimal Accuracy** — DashBoard and the 3-knob menu show numerical values slightly differently. DashBoard shows values accurate to 2 decimal places and the 3-knob menu shows values rounded to 1 decimal place.
- **Jumbo Frames Not Supported** — Ethernet frames with more than 1,500 bytes of payload (Jumbo Frames) are not supported at this time. If your device has an option to send jumbo frames, it must be turned off to properly communicate with the switcher.
- **MediaWipe and DVE Wipe** — If you switch back and forth between a DVE transition and a MediaWipe DVE transition, the DVE transition may only perform a cut at the end of the transition duration. Select a different DVE transition pattern and then switch back to the pattern you want to fix the issue.
- **AES Fixed Sources** — The audio sources are fixed for all AES ports. You cannot assign a different audio source to an AES port at this time.

- **Tallies and GPIs on ME P/P Only** — Only the **Tally** and **GPIO** ports on the blade assigned as ME P/P are supported at this time.
- **MaxScene Assignment Limit** — HyperMax can only support 2 blades being assigned as MaxScene at this time. Assigning more than 2 blades as MaxScene may cause the switcher to become unresponsive.
- **MaxMini Assignment Limit** — HyperMax can only support 4 blades being assigned as MaxMini at this time. Assigning more than 4 blades as MaxMini may cause the switcher to 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 HyperMax.

Software Upgrade

Depending on the version of software you are upgrading from, your menus may be arranged or appear differently.

Software Compatibility

Before installing any software, review the following version compatibility information.

Note: *Compatibility, unless otherwise indicated, shows the combination of software versions that were tested together. Other combinations may not have all the features introduced with the most recent version of software.*

Table 1: Version Compatibility

Product	Version	To Verify
HyperMax	11.2.0	The current version is shown on the **Status** tab in DashBoard.
Ultrix FR5-NS	7.0.0 (or higher)	The current version is shown on the **Product** tab of the **System Status** node in DashBoard.
Ultrix FR12	7.0.0 (or higher)	The current version is shown on the **Product** tab of the **System Status** node in DashBoard.
Ultricore BCS	7.0.0 (or higher)	The current version is shown on the **Product** tab of the **System Status** node in DashBoard.
DashBoard	9.16.0 (or higher)	Refer to the documentation what came with DashBoard for information on getting the current version number.
TouchDrive Panel	3.3.1 (or higher)	The current version is shown on the **Status** page in DashBoard for the TouchDrive node.

To Upgrade the Switcher Software

Connect to the CPU to upload and install the upgrade files on the switcher.

Note: *Save your switcher setup information to a set on a separate USB drive before upgrading. This switcher set can be used as a backup in case there is a critical error during the upgrade.*

Tip: *Switcher sets are not backwards compatible. Keep an archive copy of your sets in case you want to downgrade to the previous software version.*

Important: *Do NOT turn the system power off during the upgrade. Doing so may corrupt the switcher software or damage the switcher components.*

Tip: *The switcher copies the system logs to the internal NFS drive before the upgrade. This information can be useful for Technical Support if there is an issue with the upgrade.*

1. On your computer launch your FTP client.
2. Open an FTP connection to the switcher using the following settings.
   - **Protocol** — `FTP`.
   - **Host** — the IP address of the Frame CPU.
   - **User** — `user`.
   - **Password** — `password`.
3. Copy the `upgrade-full-####.hypermax` upgrade file to the `/upgrade` folder.
4. Open a web browser and navigate to the IP address of the CPU. You are prompted to enter a user name and password. The defaults are `user` and `password`.

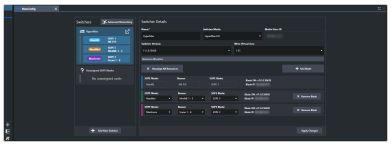
5. Click **Upgrade**.

6. Select the version of software you want to upgrade the switcher to and click **Upgrade selected version**.

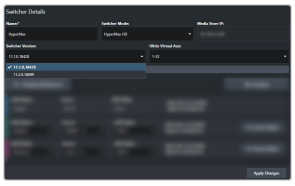
> ***Note:*** *This stage upgrades the CPU and unpacks the upgrade files for the SDPE blades. It can take some time to complete.*

> ***Tip:*** *You can delete an upgrade package by selecting it and clicking* ***Delete selected version****. This deletes the upgrade package, not the unpacked upgrade files in the upgrade folder.*

7. Click **Confirm Upgrade**.
The screen will pause for a time as the file is unpacked and the upgrade started. When the upgrade file is installed the CPU will reboot and a timer will count down until it is clear to move on to the next step.
8. Click **MaxConfig**.



9. Select the switcher that you want to upgrade and select the new software version from the **Switcher Version** list.



10. Click **Apply Changes**. A countdown timer will appear to indicating that the SDPE blades are being upgraded and rebooting.

> ***Important:*** *When you click* ***Apply Changes****, the configurator will update the software on all the SDPE blades you selected a change for. Do NOT attempt to make additional changes to the configuration until all the blades are back up and running as you assigned them.*