

## Ultra Solo 10.0.2

- 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.

### v10.0.2 Features

#### TouchDrive MMP Support

Support has been added for the TouchDrive Modular Memory Panels (4882AR Series 2S/3S/3/4/x3/x4 HW Rev 02).

### v10.0.1 Features

#### No New Features

This version of software fixes a number of bugs and does not introduce any new features.

### v10.0.0 Features

#### Ultra Solo

Support has been added for the new Ultra Solo switcher which comes in an All-in-One (CU-SOLO) and Frame only (CUF-112) version.

## 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

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

## Bugs Addressed

The following bugs were addressed in this version of software:

- CR-6204 — Fixed an internal reference issue that caused a TRS position error and intermittent black screen when using Internal Reference mode.
- CR-6255 — Fixed a Clip Player flicker/glitch in HD and UHD TV1.
- CR-6768 — Fixed an issue where the Ultra Solo 1RU Frame-only unit would start the panel application and appear as a Main Panel connection in Dashboard.
- CR-5946 — Fixed an issue where Custom Controls using Bus Source Copy commands would disappear after recalling a disk set.
- CR-6310 — Fixed an issue where mnemonic contrast adjustment no longer worked on C2M and C2 panels connected via CarboNET.
- CR-6290 — Fixed a false "Unit Overheating" message that appeared on the panel display after selecting Prepare to Shutdown from Dashboard.
- CR-9677 — Fixed an issue where performing an OS recovery upgrade from v11.0 to v10.0.2 could change the network configuration from Static IP to DHCP mode.

## 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.

- **Disable UDP TSL Device** — If you disable communications to a TSL device that is using the UDP transport protocol, the switcher will continue to send data to it.
- **MultiViewer Border Covers Part of the Image** — In UHDTV1, the border and tally information around each box on the MultiViewer may cover more of the image in smaller boxes than in larger boxes.

## 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 Ultra Solo.

## Software Upgrade

The switcher software is upgraded from DashBoard either by dragging and dropping the software onto the Upgrade page, or by saving the upgrade file to the USB drive inserted in the frame.

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**

| Software    | Version     | To Verify  |
|-------------|-------------|--|
| Ultra Solo  | 10.0.2      | The current version is shown on the <b>Status</b> page in DashBoard for the Ultra Solo node. |
| RAVE Loader | 5.0.0.19188 | The current version of the application that is used to upgrade the 1RU Audio Breakout Unit.  |

| Software                    | Version   | To Verify   |
|-----------------------------|-----------|---|
| 1RU Audio Breakout Unit     | 4.5.1.326 | The current version of the 1RU Audio Breakout Unit is shown on the menu display of the unit.                        |
| 1RU Audio Breakout Unit-12G | 5.1.2.446 | The current version of the 1RU Audio Breakout Unit is shown on the menu display of the unit.                        |
| DashBoard                   | 9.16.0    | Refer to the documentation what came with DashBoard for information on getting the current version number.          |
| Carbonite Black Panel       | 1.5.530   | A software mismatch message is shown on the control panel if you need to upgrade the software on the control panel. |
| TouchDrive Panel            | 3.3.1     | The current version is shown on the <b>Status</b> page in DashBoard for the TouchDrive node.                        |



**Important:** Depending on the components that need to be upgraded, not all of the upgrade procedures need to be completed.

## To Upgrade the Switcher Software

Use DashBoard to upload the upgrade file to 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.

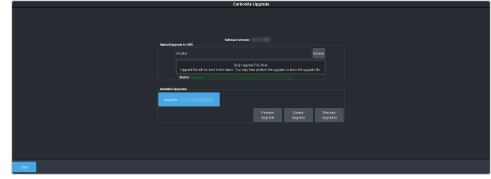
**Tip:** Switcher sets are not backwards compatible. Keep an archive copy of your sets in case you want to downgrade to the previous software version.



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

**Tip:** Insert a USB drive into the USB Port on the switcher. Although not required for the upgrade, the switcher copies the system logs to the USB before the upgrade. This information can be useful for Technical Support if there is an issue with the upgrade.

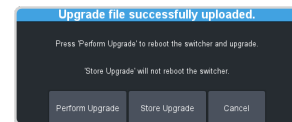
1. Click **Navigation Menu > Configuration > System > Upgrade.**



2. Locate the software upgrade file (upgrade-x.x.x.xxxx.ultrasolo) for the switcher.

**Tip:** You can store the upgrade file to the USB in the switcher without upgrading. For example, you can upload the regular and Mosaic upgrade files to the USB so that you can quickly switch between them.

3. Drag and drop the upgrade file into the **Drag and Drop Upgrade** area on DashBoard. The file is uploaded and you are asked what you would like to do with the file.



- **Perform Upgrade** — perform the upgrade with the file that was just uploaded.
- **Store Upgrade** — store the file locally in the upgrade folder.
- **Cancel** — cancel the process and delete the upgrade file from the switcher.

**Tip:** You can also upgrade from the USB. All upgrade files located on the USB are shown listed. Click the file you want to use and click **Perform Upgrade.**

**Tip:** You can also upgrade by clicking **Browse**, locating the upgrade file, and then clicking **Upload File.**

**Tip:** You can delete an upgrade file by selecting the file and clicking **Delete Upgrade.**

4. Click **OK** to confirm the upgrade.
5. Wait for the DashBoard pages to come back up. This may take a few minutes.
6. Power cycle the frame by switching the power button **Off** and then **On** again. The switcher will come up with the new software version.

## Upgrade Issues

If there is a problem during the upgrade procedure, an error message is shown on the display of the control panel.

**Table 2: Upgrade Error Messages**

| Error Message    | Description   |
|------------------|---|
| USB not inserted | The USB drive was removed or unmounted during the upgrade. Re-insert the same USB drive back into the frame.  |
| USB < 1G free    | The USB drive requires at least 1GB of free space for temporary files during the upgrade. Copy the upgrade file to a larger USB drive and start the upgrade again.  |
| USB failure      | There has been a critical failure with the USB drive. A forced upgrade must be performed and switcher setting will have to be restored from the saved setup. Contact Ross Technical Support for support with this error.              |
| USB file failure | There has been a critical failure with the files on the USB drive. A forced upgrade must be performed and switcher setting will have to be restored from the saved setup. Contact Ross Technical Support for support with this error. |

*Tip: If you have multiple devices to upgrade, click **Next** and select all the devices that you want to upgrade.*

4. Click **Finish**.  
DashBoard uploads the upgrade file to the device and performs the upgrade.
5. Click **Reboot > OK**.

## To Upgrade the Carbonite Black Panel

After the frame has been upgraded and reconnected to the panel, a message may be displayed indicating that a software mismatch. You only need to upgrade the panel or CarboNET if the mismatch message is displayed.

*Note: It is important to upgrade all devices connected to a frame to the same version. This includes in a MultiPanel configuration.*

1. In DashBoard, double-click on the **CarbonitePanel** node for the Carbonite Black panel or CarboNET that you want to upgrade.
2. Click **Upload > Browse**.
3. Locate the CarbonitePanel-v#\_#\_###.bin upgrade file and click **Open**.