

## Ultrix Carbonite 9.0.0

- Release Date: June, 2024.



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



**Important:** Ultrix™ 4.8.0, or higher, requires Ultrix Carbonite version 7.0.0, or higher.

## 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.

### v9.0.0 Features

#### Ross Platform Manager Licensing

RPM licenses are issued by the Ross Activation Server under a Customer Product Key. The Product Key is then added to a Ross Platform Manager that multiple switchers can access to request software licenses. Each switcher must request and release licenses from/to the Ross Platform Manager.

RPM licenses can easily be requested or released from a switcher to a pool of licenses on the Ross Platform Manager. This allows you to move licenses between different studios depending on production needs by releasing licenses from one switcher and requesting them by another.

**Note:** A network connection to the Ross Platform Manager is required to request or release RPM licenses.

**Note:** Ross Keys licenses are not impacted by RPM licenses. All licenses are cumulative and can be combined on the same switcher.

**Tip:** A new switcher set register has been added to store RPM license requests.

#### TSL 5 Input Expanded

The switcher now supports using the Index and Control bits in the TSL 5 protocol messages to trigger tallies and GPI outputs.

- **Index** — the base address from 0 to 65534.
- **Control** — the control data using bits 0-5. The bit-pairs for tally color are not supported. Only a single bit can be assigned.

#### Mnemonic Line Break

A line break can now be added to a source name by entering a vertical bar, or pipe, symbol (|) where you want the break. For example, entering CAM|1 would be **CAM** and then **1** on a separate line.

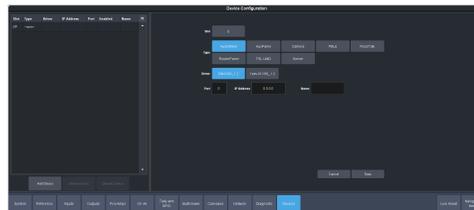
#### Bus Copy

You can now copy the contents of one bus to another using DashBoard.



#### Device Naming

You can now apply a name to each device you set up to control from the switcher. These names appear on menus to help identify a particular device.



#### RossTalk Disable

You can now disable RossTalk connections to the switcher. The switcher refuses connections on port 7788.



## Access Configuration Menu

Configuration items that control how the switcher is accessed remotely, or through user profiles, have been moved to a separate menu.



## 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:

- Fixed a bug where an OGP device connecting to Ultrix Carbonite caused a blocking system call.
- Reduced boot times.
- Fixed issues with PiPs in UltriScape.
- Fixed issue with XPression RossTalk device not sending commands from SoftPanel.
- Fixed mask size changes between DVE memory recalls with effects dissolve.
- Various other bug fixes and improvements.

## 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.
- **Ultrix™ Reference** — When you change the switcher mode, the format and frequency the switcher is operating in change. You must update Ultrix™ to send a compatible reference signal to the switcher.
- **Missing Audio on Video Mode Change** — If you have a media item with audio loaded into a Media-Store channel and change the video mode the switcher is operating in, the audio will stop playing. You must unload and re-load the media item for the audio to play normally again.
- **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.

- **Incorrect Dynamic Range and Color Gamut PID** — The 4 output HD-BNCs on the SDPE will always carry the SDR BT.709 PID, even if the actual video has been changed. The output video will be in the correct color space but may carry the incorrect PID.
- **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.
- **Outputs 17 and 18 Do Not Have Audio** — Outputs 17 and 18 from the switcher (Aux A and B) cannot have audio routed to them in Ultrix™.
- **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.
- **Wrong Color Gamut PID in UHDTV1** — If the switcher is operating in UHDTV1 and BT.2020, with Ultrix™ 5.2, Ultrix™ will report BT.709.

## 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.

**Note:** Contact Ross Video Technical Support for information on upgrading Ultrix™.

## 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.



**Important:** Ultrix™ 4.8.0, or higher, requires Ultrix Carbonite version 7.0.0, or higher.

**Table 1: Version Compatibility**

Product	Version	To Verify
Carbonite	9.0.0	The current version is shown on the <b>Status</b> tab in DashBoard.
Ultrix™	5.5.0 (or higher)	The current version is shown on the <b>Product</b> tab of the <b>System Status</b> node in DashBoard.
DashBoard	9.10.0	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	3.1.0	The current version is shown on the <b>Status</b> page in DashBoard for the TouchDrive node.

## 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.

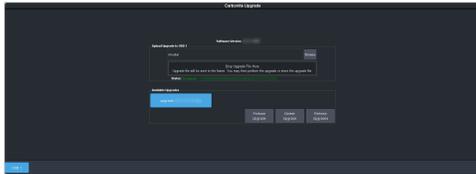


**Important:** Do NOT turn the switcher power off during the upgrade. Doing so may corrupt the

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.

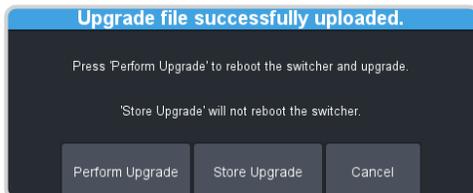
1. Click **Navigation Menu > Configuration > System > Upgrade.**



2. Locate the software upgrade file (upgrade-x.x.x.xxxx.ul tx\_carb) 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. Restart router to ensure proper communications between the switcher and router.

## 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.

## 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**.

**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**.