

HyperMax 11.0.2

- Release Date: September, 2025.



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.

v11.0.2 Features

Ultriscape PiPs

The number and size of Ultriscape PiP supported by HyperMax has been increased. HyperMax now supports up to 12 PiPs from each SDPE blade. PiPs can now be set to Size-C in Ultriscape.

HyperMax Restart

You can now restart the HyperMax application (**Other > Restart Frame Application**) or the entire Ultrix™ router (**Other > Reboot Frame**) from the WebUI.

v11.0.1 Features

No New Features

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

v11.0.0 Features

HyperMax

Support for the new Carbonite HyperMax Hyperconverged production platform.

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:

- GAL-1640 — Fixed an issue where some MultiViewer boxes would display pink.
- GAL-1864 — HyperMax CPU Upgrade list is now sorted.
- GAL-1876, GAL-2224 — CPU log file improvements and now use ZIP.
- GAL-1920 — Fix MiniME™ Box Mask discrepancy.
- GAL-1965 — MaxConfig cleanup and improvements.
- GAL-1970 — Expand memories to work with 7 SDPE blades assigned as MaxScene.
- GAL-1971 — Improve DVE timing when playing MediaWipes in a CC.
- GAL-1985, GAL-2061 — Various fixes for robustness, memory, and thread management.
- GAL-1989 — Fix issue that could block change between HD to UHD.
- GAL-1996 — Performance improvements for simultaneous transitions.
- GAL-1997 — Fix problem with RollClip attribute for memory recalls.
- GAL-2006 — Fix issues when system has 7 SDPE blades assigned as MiniME™.
- GAL-2025 — Performance improvements for Memory Recall as Effects Dissolves.
- GAL-2043 — Correct memory page permissions for satellite panels.
- GAL-2051 — Add follower validation to prevent conflicting blade status data in DB.
- GAL-2055 — Load Sets from NFS will now show initial contents.

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- GAL-2056, GAL-2060, GAL-2069 — Fix Aux Tallies Interfering with Other Source Tallies.
- GAL-2062 — Selection for flex/positioner modules are now visible.
- GAL-2063 — Adjust PLL settings to fix issues with 3D DVEs not working.
- GAL-2068, GAL-2157 — Memory leak fixes and critical task improvements.
- GAL-2073 — Disable websocket connections on blades not assigned as ME P/P.
- GAL-2091 — Media-Store channels from a MaxScene now show the channel name on the MultiViewer.
- GAL-2098 — Fix internal media names to match SDPE roles.
- GAL-2115 — Fix Bus Follow Re-entries for local sources.
- GAL-2116 — Don't allow background and preset follows on their own background and preset bus.
- GAL-2154, GAL-2203 — Trigger OGLML regen when IP or slot is changed.
- GAL-2159 — Fix camera shot attribute for memory recalls.
- GAL-2172 — Fix resend mechanism and swap buses in the local crosspoint to fix transition glitches.
- GAL-2194 — Fix last Ultrix™ Source not showing in the Input Ultrix Sources list.
- GAL-2208, 2184 — Improve Controller to Frame communications for Ultrix™ Sources.
- GAL-2212 — Cleanup and improve WebApi logging.
- **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

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:

The logo for Ross Video, featuring the word "ROSS" in a bold, black, sans-serif font. The letters are slightly shadowed, giving it a 3D appearance. A horizontal line is positioned below the letters, starting from the left edge of the "R" and extending to the right edge of the "S".

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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 GPIOs 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.
- **Can't Set NTP Timezone from WebUI** — You cannot set the timezone from the WebUI if the NTP server has not been added. Remove and re-add the NTP server to properly set the timezone.

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	11.0.2	The current version is shown on the Status tab in DashBoard.
Ultrix FR5-NS	6.7.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
Ultrix FR12	6.7.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
Ultracore BCS	6.7.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
DashBoard	9.15.1 (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.

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- **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**.

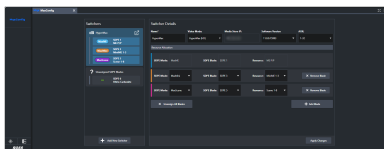


6. Select the version of software you want to upgrade the switcher to and click **Upgrade selected version**.

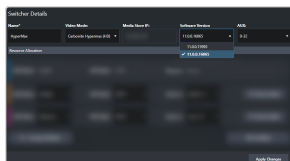
Note: This stage upgrades the CPU and unpacks the upgrade files for the SDPE blades.

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 **Software Version** list.



10. Click **Apply Changes**.



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.

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