

Ultrix Carbonite 7.1.0

- Release Date: March, 2023.



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.

v7.1.0 Features

TSL 5 Support

Support for TSL protocol version 5 has been added as an ethernet device. This includes the following:

- The **TSL UMD** device type has the option for the 3.1 or 5 driver.
- Video Inputs can now have TSL 3.1 or 5 IDs assigned to them.
- Incoming TSL 5 is supported on port 5728.

DashBoard Reboot

You can now force DashBoard to reconnect to all devices from the 3-knob menu of TouchDrive or SoftPanel (Press **MENU** > **Reset** > **NEXT** > **NEXT** > **NEXT** > **NEXT** > **DashBoard Reboot**).

Media-Store Refresh

A Refresh button has been added to the Media-Store page in DashBoard. This allows you to refresh the folder if you have added a media item to the folder but it is not showing up on the menu.

Ross Platform Manager Connections

Ross Platform Manager can store and load configurations onto your switcher remotely.

This allows for a centralized management of system configurations.

A Ross Platform Manager server can connect to the switcher over ethernet to download the working set or upload a new working set over FTP. An uploaded working set is immediately applied to the switcher when it is detected.

Refer to the Ross Platform Manager documentation for more information on orchestration.

Role Based Access Control

The Ross Platform Manager allows for user authentication and role based access through DashBoard. Once set up in DashBoard, Ross Platform Manager allows for control over who can control Ultrix Carbonite based on the roles individual users are assigned to.

Note: Ross Platform Manager does not apply to operation of the switcher from a control panel.

Tip: For information on setting up a Ross Platform Manager server and creating user accounts, refer to the documentation that came with your Ross Platform Manager.

MultiViewer Fixed Labels

You can now assign a Fixed Label to a MultiViewer box. The source label on the box in the MultiViewer will only show the fixed name that is assigned to that box.

Multiple Shifted Buses

You can now have up to 6 shifted buses, in addition to the base bus.



Menu Group Access

You can now disable certain menus in DashBoard to reduce the time it takes for DashBoard to connect to the switcher. When you disable a menu, the switcher stops sending the data for that menu to DashBoard and the



menu is grayed out and the node does not appear in the tree view.



Important: Any change to the menu access is applied to all DashBoard connections that are using that same port.



Important: If you are connecting to the switcher using Caprica or Lightning you must set all menu groups to **On** for the port they are connecting on.

Switcher Information Text File

The switcher information file contains the software version and IP address of the switcher.

When you plug a USB drive into the USB port on the switcher, a `swInfo.txt` file is created at the root directory of the USB. This text file contains the current software version number and IP address of the switcher, as well as other helpful information:

- **SW Version** — the current software version installed on the switcher.
- **IP Address** — the local IP address of the switcher. This will not include any external NAT IP addresses.
- **MicroSD Card Installed** — shows whether the microSD™ card is installed in the switcher.

The last line in the file is the date and time that the file was last created on the USB.

Additional Features and Updates

- You can now rename a Custom Control and Bank from the **Editor** page by entering a new name in the field next to the record button.
- You can now rename an output. In the **Text** column, enter a new name for each output you want to identify differently. The name is used to identify the output on the panel mnemonics as well as on menus.
- RossTalk device control now support both the TCP and UDP connection protocol.
- RossTalk Custom Command CCs now support CRLF (carriage return line feed), CR (carriage return), and LF (line feed) command formats.

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

- **RossTalk Tria** — you can now control a Tria, Mira, or Kiva family of video servers using RossTalk commands directly or through custom control.

Bugs Addressed

The following bugs were addressed in this version of software:

- CR-2354 — Reduced the number of OIDs needed for **Tally and GPIO** menu in DashBoard. This will lead to faster connection times.
- CR-1966, CR-2287, CR-2354, CR-291 — Performance and stability improvements related to DashBoard connections.
- CR-3205 — A PowerSave mode bug was fixed that could crash the panel.
- CR-3142 — Fixed a TouchDrive panel crash that sometimes happens when switching a bus from Chroma Key to an ME or MiniME™.
- CR-2747 — The **Personality>Transition** menu **No Reset** and **Reset** buttons now work correctly.
- CR-2991, CR-2990, CR-2260, CR-2030, CR-2041 — Fixed bugs in Media-Store Cache Manager
- CR-2857 — A corner case was fixed where MultiViewer FS Labels were not updating correctly when in rotation switcher modes.
- CR-2820 — RState commands can now be called from CCs.
- CR-2595 — PaneLink now works for satellite panels when the users pushes KeySel buttons.
- CR-2382 — TD Panel is now able to scroll through all the CC event modifiers.

- CR-2337, CR-2335 — Several Clip Player bugs were fixed, and we added more robust Clip Player logging.
- CR-2100 — Media-Store alphas are now automatically selected when doing a substitution.
- CR-485 — Memories with wipes halfway through will now recall correctly.
- CR-357 — Key rates get copied with key copy.
- CR-290 — TSL port opens once the switcher is ready to receive data.
- CR-2687 — Each thread uses less memory to stop crashes due to no available memory.
- CR-2312 — On-demand refresh for the DashBoard MediaManager.

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.

Software Upgrade

Software upgrades are performed through DashBoard.

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	7.1.0	The current version is shown on the Status tab in DashBoard.
Ultrix™	4.8.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
DashBoard	9.4.1	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.

Product	Version	To Verify
TouchDrive Panel	2.0	The current version is shown on the Status page in DashBoard for the TouchDrive node.

To Upgrade the Switcher Software

Use DashBoard to upload the upgrade file to the switcher.

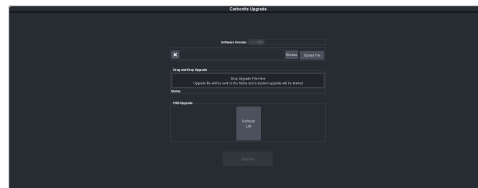
Note: Save your switcher setup information to a set on a separate USB drive before upgrading. This switcher set can be used as a backup in case there is a critical error during the upgrade.

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.

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



2. Locate the upgrade file for the switcher and drag and drop it into the **Drag and Drop Upgrade** area on DashBoard.

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

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

The file is uploaded to the switcher.

3. Click **OK** to confirm the upgrade.
4. Wait for the DashBoard pages to come back up. This may take a few minutes.
5. 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.

*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**.

