

Ultrix Carbonite 9.1.10

- Release Date: May, 2025.



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.

v9.1.10 Features

New Personality Option

A new Personality option **Panel Xpt Memory Store** has been added that allows you to lock out the ability to store memories from the source bus of the TouchDrive control panel. This does not change the functionality of the Memory area.

- **On** — the source buttons on the control panel can be used to store memories.
- **Off** — the source buttons on the control panel cannot be used to store memories.

v9.1.6 Features

No New Features

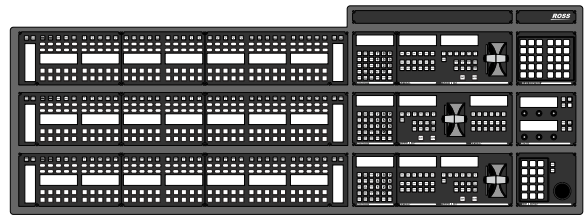
This version of software fixes a number of bugs and does not introduce any new features.

v9.1.0 Features

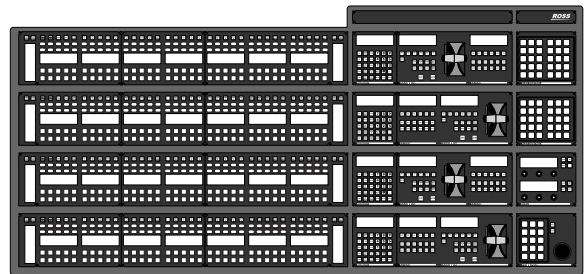
TDx Series Panels

Support has been added for the new TDx3 and TDx4 panels. These new panels come with the Dual Delegation Keyer row supporting two independent keyer rows with integrated mnemonics in the buttons.

TDx3 Panel



TDx4 Panel



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-5662 — Fixed a custom control to allow ME follow to be turned off.
- CR-5966 — Fixed a TSL tally ID mismatch issue affecting TSL 5 chroma key bus messages.
- CR-6300 — The 3-knob menu will now correctly follow the selected key when switching between different ME and MiniME™ buses.



- CR-6302 — Resolved an issue that caused **DashBoard Restart** to not work when **User Group Menu** access for **Configuration** was disabled.
 - CR-6331 — General logging improvements.
 - CR-6353 — Fixed an issue that causes a crash when loading large media files into a Media-Store.
 - CR-6358 — Resolved a bug that caused a crash when selecting a non-existent keyer.
 - CR-6377 — Fixed down converted output to properly follow reference TOF.
 - CR-6412 — Licensing logs now regenerate properly when Ross Keys are changed.
 - CR-6422 — Fixed an issue where DashBoard menus would not display for Satellite panels after disabling a menu.
 - CR-6455 — Update the list of **Available Upgrade** files so that new DashBoard connections will receive the complete list.
 - CR-6460 — Update the lost of **Available Sets** so the new DashBoard connections will receive the complete list.
 - CR-6476 — Fixed a selection issue on TouchDrive panels when switching between a Key and an Aux of the same number.
 - CR-6491 — Fix a bug in the aux selection of the 3-knob menu when selecting aux using the User Select buttons.
 - CR-6493 — Adjust internal message queue size to prevent failures when loading large switcher sets.
- 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.

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

- **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.
- **Can't Recall Memory Without Inclusions** — The ability to store or recall a memory without inclusions to recall just a Media-Store or Aux bus is not available. If you need a memory to recall just a Media-Store or Aux bus, you must include a sacrificial inclusion, such as a chroma key.

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 Ultrix Carbonite.

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	9.1.10	The current version is shown on the Status tab in DashBoard.
Ultrix FR12	6.5.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
Ultrix FR5	6.5.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
Ultrix FR2	6.5.0 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
Ultrixcore BCS	5.6.5 (or higher)	The current version is shown on the Product tab of the System Status node in DashBoard.
DashBoard	9.14	Refer to the documentation that came with DashBoard for information on getting the current version number.

Product	Version	To Verify
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	3.2.0	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.

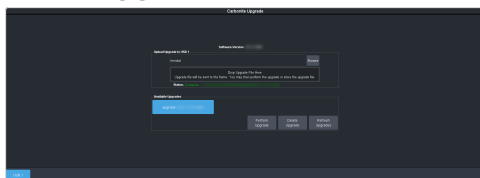
Tip: Switcher sets are not backwards compatible. Keep an archive copy of your sets in case you want to downgrade to the previous software version.



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

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.

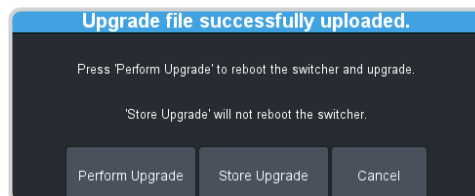
1. Click **Navigation Menu > Configuration > System > Upgrade.**



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.

Error Message	Description
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**.