Matrox™ Release Notes

Matrox™ Extio 3 Series

Software version 1.00.05

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Graphics for Professionals

Overview

This document describes the current release (version 1.00.05) of the Matrox Extio 3 Series hardware, OSD (On-Screen Display), and Extio Central Manager software. Matrox provides these notes to describe known issues and limitations with the Extio 3 Series software package.

First-time setup of point-to-point mode

When using your devices *out of the box* and setting them up for the first time, the on-screen display (OSD) on the Receiver (Rx) device will show an initial log-in screen.

To enable point-to-point mode, click the **Enable Point-to-Point mode** button on the log-in screen. (Point-to-point uses a direct link between the Tx and Rx devices, without going through a network switch.) Selecting this option will reboot your devices to complete the configuration process.

If your devices are configured to use point-to-point mode, don't use the devices on a network. To revert to a network configuration, you need to perform a configuration reset of the devices (this is also the case when going from a network configuration to a point-to-point configuration).

For more information on performing a configuration reset, see your Matrox Extio 3 Series User Guide.

Notes

- **Firmware** – Update your Transmitter (Tx) and Receiver (Rx) devices to firmware version 1.00.05.069 before using your devices.

- **Firmware** – To ensure the proper functioning of your devices, the firmware version installed on your Tx and Rx devices must match.

- If you lose your connection to a display or Extio device, try turning your monitor ON/OFF or rebooting your Extio device. If that doesn't fix the problem, try performing a configuration reset of your Extio device. For more information on rebooting and resetting your Extio device, see your Matrox Extio 3 Series User Guide.

- **Matrox Mura IPX Series** – Extio 3 Series supports Mura IPX Series software version 3.01.00.163 or later.

- **Networked mode –** Make sure all of your Extio 3 devices are detected in Extio Central Manager software and the allowed connections (configured through **Connection Broker** in Extio Central Manager) are also reflected in the

OSD (On-Screen Display). If the OSD of an Rx unit doesn't reflect these allowed connections, verify that all Extio 3 devices have a valid IP address.

Limitations

- **Power management –** When using the XTO3-N3408CTX or XTO3-N3208CTX card, power management on the host system isn't currently supported. [1076]

- **Transceiver (Tx) unit** – The **Video Out** (DisplayPort 1.1) and **USB 2.0** connectors aren't yet enabled.

- **Dell™ Precision™ Rack R7920 Workstation or PowerEdge™ R740** – If your XTO3-N3408CTX or XTO3-N3208CTX card is installed in PCIe slot 1, that slot may not work. We recommend using a slot other than slot 1. If you need to use slot 1, then you need to disable that slot. To disable the slot, enter the **System Bios,** then click **Integrated Devices → Slot disablement,** and make sure the slot is marked as **Disabled**. When you're done, save your changes and reboot your system. [803]

- Switching while performing USB 2.0 transfers isn't supported (for example, transferring data from the USB key attached to the Rx unit to the system), and may result in lost devices or data. Also, a lost connection between a Tx or Rx while performing USB 2.0 transfers may result in lost USB devices or data. For the USB devices to be redetected, unplug and then replug your USB device.

- **USB** – USB 3.x devices that use *USB Attached SCSI* (UAS) or *USB Attached SCSI Protocol* (UASP) aren't supported.

- **USB** – USB network devices aren't supported.

- **Touchscreen devices** – To access the OSD, a keyboard is required.

- **Firmware Updater** – When the Updater has completed, a message may appear stating that not all Extio 3 devices were properly updated. If this occurs, close the updater and re-launch it. If the devices report that they need an update, proceed with the update. If the update fails again, please contact Matrox Technical Support.

- **Firmware Updater** – While performing an update in point-to-point mode, your displays will go blank (black). The displays will return once the update process has completed.

- **Extio Central Manager** – The **Multi-device settings** option isn't yet enabled in Extio Central Manager.

Contact us

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Matrox values your business and offers professional support for your Matrox product. For more information, contact your Matrox representative or our technical support at kvmsupport@matrox.com.

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