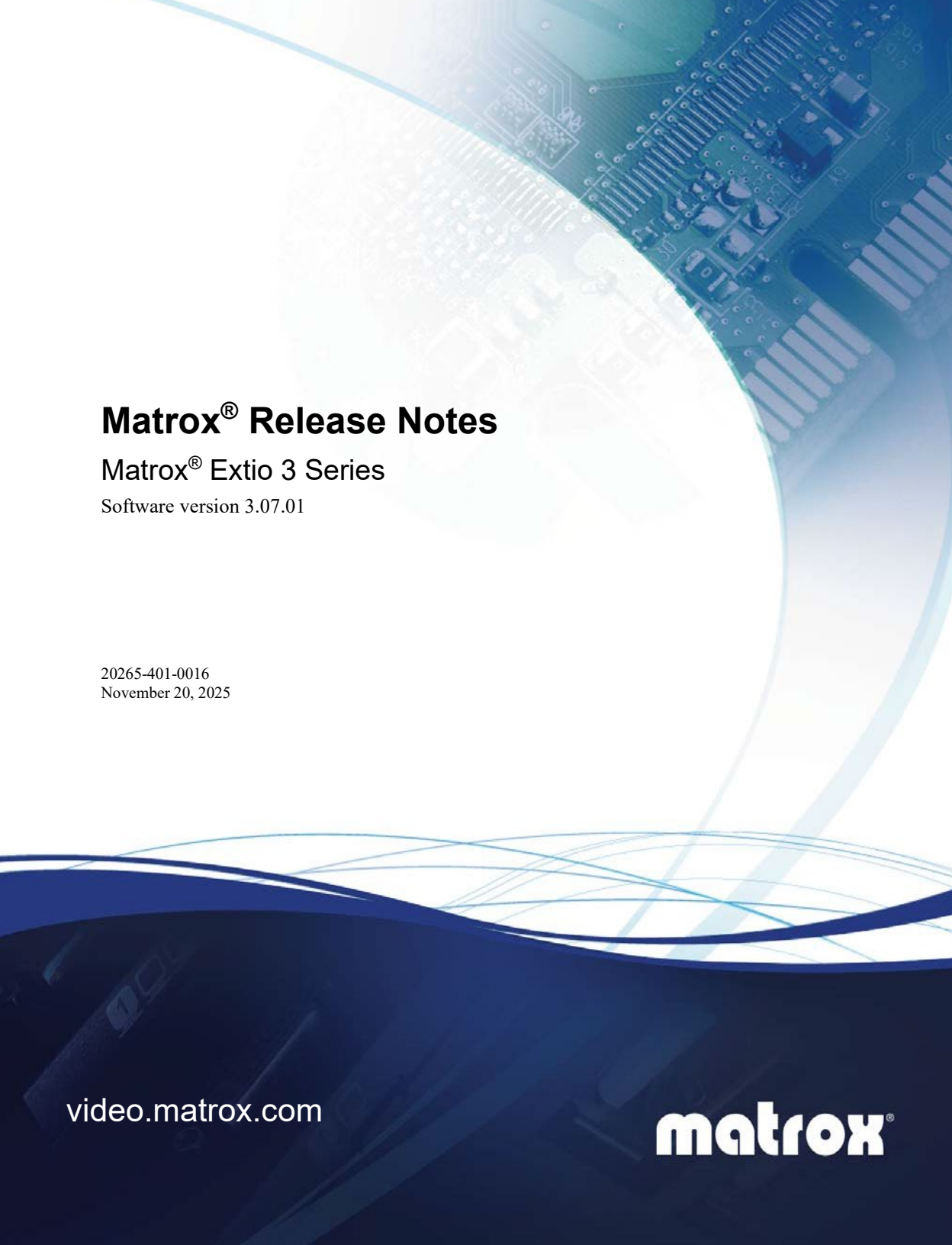




Matrox® Release Notes

Matrox® Extio 3 Series

Software version 3.07.01

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Overview

This document describes the current release (version 3.07.01) of the Matrox Extio 3 firmware, OSD (On-Screen Display), and the Extio Central Manager software. Matrox provides these notes to describe new features, bug fixes, and improvements to the Extio 3 Series hardware and software.

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 device shows an initial log-in screen.

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

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

What's new

In this section, you will find the fixes and improvements done in the 3.07.01 packages.

Fixes and improvements

- Fixed an issue with MAC Sonoma 14.7.7 and Sequoia 15.5 operating systems where the mouse and keyboard were not being detected.
- Fixed an issue on Dell T5860 systems where the keyboard and mouse only functioned once in the operating system.
- Fixed an issue where rebooting one of the transmitter sources caused the tiling to freeze on occasion when using the Dual Tile View option.

Notes and limitations

- When installing Client-Provided Certificates with wildcards, the following error message will be displayed in the Firmware Updater: “Unable to update the device(s)...”. You can just close the message and continue with the update. The certificate will be installed correctly.

- **IPv6 support:**
 - LAN only – IPv6 is supported only on the Networked-LAN mode of operation. It is not supported in Point-to-Point, WAN, or VPN operation modes.
 - Link redundancy is not supported in IPv6.
 - Operate in IPv4 *or* IPv6 mode - Extio3 devices do not support operation in IPv4 and IPv6 at the same time.
 - Downgrading the firmware version to an earlier version that doesn't support IPv6 can result in the device not being seen on the IPv6 network.
- **Log off an inactive user** – The **Logout** button stays active even if the auto-login feature is enabled. **Note:** The **Log out users when idle** option should not be enabled if the **Automatic login** permission is allowed for a device under **Manage users**.
- **Tablets** – When using pen or graphic tablets that support touch and pen devices, the pen functionality will not be transferred to the next transmitter in an aggregated layout.
- **OEM-provided self-signed certificates** – These certificates are not supported in this release.
- **Only accept devices with client-provided certificate** – When this option is selected in the Extio Central Manager software, the client-provided certificate must be installed in the Extio 3 devices. If not, the devices will become unresponsive (red tile) and the Connection Broker will not open.
- **Client-provided certificate** – For you to be able to deploy a client-provided certificate on a device, the signing Certificate Authority must be installed in the Trusted Root Certification Authorities Certificate Store of the system that is running the firmware updater.
- **Absolute mouse position (operating system limitation)** – As of the Microsoft Windows 10 updates released in May 2021, the absolute mouse position feature is broken. This feature allows Matrox Extio 3 to support multi-monitor systems in aggregator mode. This operating system limitation affects Matrox Extio 3 when using two or more independent displays from a single host/Tx as part of an aggregation. You will not be able to access any display except the primary of each host/Tx. This limitation does not impact multi-monitor systems running in stretched desktop mode.
 - **Matrox KVM mouse driver** – To resolve the issue mentioned above, a mouse driver is available for download on the Matrox website under the Extio 3 main download page. This driver is only

needed when using the configurations mentioned above that are affected by the Absolute mouse position operating system limitation.

- **Touch screen** – Once the displays are configured, unplugging the USB cable and plugging it back will cause the touch screens to be detected and will reopen the configuration window. Therefore, it is not recommended to change the USB ports after the device has been configured.
- **Touch screen** – It is recommended that you disable the USB power management feature of the USB hub that the Tx unit is connected to. This is to prevent some touch screens from losing USB communication due to the USB hub going into a power management state.
- **Guest connections** – With guest connections, the following aren't currently supported: RS232, audio Line In and microphone.
- **Firmware Updater** – To update the firmware, the *UpdaterFromHost.exe* file installs on Windows a USB mass storage device representing the Extio 3 transmitter unit. On certain systems, the Group Policy Object (GPO) may prevent the *UpdaterFromHost.exe* file from installing the USB mass storage device. To allow the installation of this Matrox device, you may need to apply an exception to your GPO rules (for example, by adding *USBSTOR\DiskMatrox__Virtual_Storage_1.00*). For more information on modifying your GPO rules, contact your system administrator.
- **Firmware** – Update your Tx and Rx devices to the latest firmware version *before* using them. To update new units or units already configured in networked mode, use *UpdaterOverNetwork.exe* to update your units. If you're updating units already configured in point-to-point mode, use *UpdaterFromHost.exe* to update your units.
- **Firmware** – To ensure proper functioning of your devices, the firmware version installed on your Tx and Rx devices must match.
- **Firmware** – When updating your firmware, make sure your Extio 3 setup is using **either** point-to-point mode **or** networked mode, and not a mix of operating modes. [2277]¹
- **Firmware** – ASMedia 3.1 USB controllers may cause issues with the firmware update in Point-to-Point. For systems that have an ASMedia 3.1 USB controller, we recommend using one of the other host USB controllers, such as Intel.
- **Matrox Mura IPX Series** – This firmware release isn't compatible with Mura IPX Series software version 3.00.00 or older.

¹ Tracking reference number

- If all of your devices are seen and configurable in Extio Central Manager, but the OSD of an Rx device doesn't reflect the connections that were configured in the **Connection Broker**, verify that the devices all have a valid IP address and that the network ports are accessible.
 - If your devices are on a unicast network, on multiple subnets, or on a WAN network, use the new **Transmitter Discovery** option (in Extio Central Manager) to detect devices that may not be automatically discovered.
- **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 a slot other than slot 1, you will need to disable slot 1. 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]
- **USB devices** – Some older keyboard and mouse combos that use a Bluetooth® mini-receiver aren't supported in networked mode. These devices may be used in point-to-point mode but need the manufacturer's device drivers. [1262]
- On some GPUs, outputs may have temporal dithering enabled. This may result in blocky images. To avoid this, make sure your GPU settings are configured to use RGB as the output color format and the maximum level (i.e. *Full*) as the output dynamic range. [1632]
- Hot plugging SFP modules isn't supported. A reboot may be required after adding an SFP module to your device to ensure proper detection and functionality. [1963]
- **Random loss of Sync while in point-to-point mode** – You may lose monitor sync briefly if the display refresh rate reported in the OSD of your Extio 3 receiver doesn't match the refresh rate of your monitor. For example, this may occur if the GPU reports a refresh rate of 59 Hz. Setting the refresh rate to 60 Hz should solve the issue.
- If you're using an adapter to connect your monitor to your Extio 3 device, only active adapters (sold separately) are supported. Passive adapters aren't supported.
- When using aggregator mode and switching via keyboard shortcut, the mouse pointer will remain visible on all displays in the last position before the USB was switched. [2355]
- When using some 2560x1600, 2560x1440, and 2560x1080 monitors with the DVI input of the display in Point-to-Point, you will need to verify that the

Optimized Video Mode option is checked in the OSD, otherwise you may experience black screens.

Known issues

- **Device detection** – After adding a new Tx device and configuring it using Extio Central Manager software, it can take up to 45 seconds for the new Tx device to appear in the OSD as an available connection option for the Rx.
- **USB** – Switching while using USB 2.0 devices (i.e. USB keys, hard drives, scanners, etc.) isn't supported and may result in lost data or devices (need to unplug/replug device to redetect). We recommend stopping all USB 2.0 transfers before switching.
- **USB** – Loss of connection between a Tx and an Rx (power interruption, network failure or fiber failure) while doing USB 2.0 transfers may result in lost devices (need to unplug/replug device to redetect) or lost data.
- **Firmware Updater** – When the Updater has completed, a message may appear stating that not all Extio 3 Series 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.
- **Monitor detection** – After updating your firmware, one of the displays connected to your Rx may be lost. To fix this, we recommend you turn off the monitor and then turn it on again.
- **Monitor detection** – After rebooting your Tx or Rx, one of your displays may be lost. To fix this, we recommend you turn off the monitor and then turn it on again.
- **Point-to-point mode** – When rebooting your source system or host system, the connection between the Tx and Rx devices may be lost. To fix this, we recommend you use the **Refresh connection** option in the OSD.
- **Wake-on-LAN** – When using the wake-on-LAN feature with an N3408CTX or N3208CTX card installed in HP Z440 workstations, the devices may become unresponsive and require the system to be rebooted. [1819]

Aggregator mode compatibility

Operating system	Single monitor	Multiple monitors	
		Independent mode	Stretched mode
Windows 10 (version 16xx) ²	Yes	Switching via mouse is not supported except when the Matrox KVM mouse driver is installed. Switching via keyboard shortcut supported.	Only primary stretched desktop is supported. Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 18xx) ³	Yes	Switching via mouse supported. ⁴ Switching via keyboard shortcut supported.	Switching via mouse supported. Switching via keyboard shortcut supported.
Linux (version 18.04)	Yes	Switching via mouse supported. Switching via keyboard shortcut supported.	Switching via mouse supported. Switching via keyboard shortcut supported.
macOS (version 10.13.6)	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	N/A

² While using USB switching with a 4x1 monitor layout, the mouse pointer is visible on all four (4) displays.

³ Certain limitations may occur (for example, the mouse pointer may disappear).

⁴ With the Microsoft Windows 10 updates released in May 2021, the absolute mouse position feature is broken. This limitation affects Matrox Extio 3 when using two or more independent displays from a single host/Tx as part of an aggregation. You will not be able to access any display except the primary of each host/Tx.

Contact us

The Matrox web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit us at video.matrox.com.

If you have any questions or comments about our products or solutions, contact us at video.matrox.com/contact.

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