

Matrox® **Release Notes**

Matrox® MaeveX™ 5100 Series
Software version 1.05.02

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Graphics for Professionals

Overview

This document describes the current release of the Matrox MaeveX 5100 Series hardware and software. Matrox provides these notes to describe bug fixes and improvements to MaeveX hardware and PowerStream software.

What's new in this release

This release contains new options.

- The following were added to the list of available resolutions when using **Force display mode** in the **Local output** settings of PowerStream for encoders and decoders:
 - 1920 × 1080, 59.94 Hz
 - 1920 × 1080, 29.97 Hz
 - 1920 × 1080, 25 Hz
 - 1920 × 1080, 24 Hz
 - 1920 × 1080, 23.98 Hz
 - 1280 × 720, 59.94 Hz
 - 1280 × 720, 30 Hz
 - 1280 × 720, 25 Hz
 - 1280 × 720, 24 Hz

When forcing a resolution with a lower frame rate than your source or stream, image stuttering may occur. For better image quality, we recommend using the same frame rate at the source as what is outputted by your encoders and decoders.

Upgrading to a more recent version of PowerStream

If you're currently using Matrox PowerStream software and firmware, and you want to upgrade to a newer version of the software, we recommend *not* uninstalling your currently installed version of Matrox PowerStream software and firmware. Otherwise, any Matrox MaeveX units that were manually added to the environment will no longer appear.

If you choose to uninstall your currently installed version of Matrox PowerStream software and firmware before upgrading to a newer version of Matrox PowerStream software and firmware, contact Matrox Technical Support.

First-time PowerStream installation

If you're installing Matrox PowerStream software and firmware for the first time, PowerStream automatically detects the MaeveX units and adds them to your environment. You'll need to manually add any units outside the subnet of the controller system that remain undetected.

To manually add a unit to your environment:

- 1 In PowerStream, open the **Environment** panel.
- 2 Click the **Add unit** icon of the panel.
- 3 Enter the IP address of the unit you want to add.
- 4 When you're done, click **OK**.

For more information, see Matrox PowerStream help.

Downgrading your firmware version

If you add a new MaeveX unit that uses a more recent version of the firmware to a MaeveX environment that uses an older version of PowerStream software, PowerStream won't be able to access the new unit (the status of the unit tile will be light gray). For PowerStream to access and use the new unit, you'll need to downgrade the firmware version of that unit.

Notes and limitations

- Windows Server 2012 and Server 2008 R2 – Windows Server operating systems disable the SSDP Discovery service by default. For your units to be automatically detected on your subnet, this service needs to be enabled. For more information on enabling this service, see Windows documentation.
- Before daisy chaining your decoders, make sure each decoder is powered. This enables the decoder's internal network loop, allowing the DHCP server to allocate an IP address to the daisy-chained decoders.
- Audio distortion may occur if the analog audio input voltage level is too high. If this occurs, we recommend reducing the analog input signal voltage level from the host system (turn down the input volume).
- HDCP (High-Bandwidth Digital Content Protection) isn't supported and may result in a blank screen (black) while using the confidence preview output method, or in intended distorted display (blank screen or snowy display) while using the pass through output method.
- You can't stream and record at the same time (encoder).

- If failsafe is enabled (decoder), the feature overrides source-to-destination *no signal* DPMS remoting.
- USB and SD® Card connectivity aren't supported.
- Certain non-Matrox graphics cards may not properly support certain resolutions. For example, they don't output full-screen images in a 1920 × 1080 resolution (you can replicate this connecting your display directly to your graphics card). For information on the capabilities of your graphics card, contact your graphics hardware manufacturer.
- Your Maevox units can only be detected on a DHCP network. To locate a Maevox unit outside the DHCP subnet, first detect the Maevox unit on the subnet, then set the Maevox unit to a fixed IP address known to be available on the LAN outside the subnet. Remove the Maevox unit from the subnet and place it in the intended location on the LAN.
- Multicast streaming requires networking hardware that supports and is properly configured for IPv4 multicasting. Otherwise, only unicast streaming will be supported.
- Switching between dynamic and static IP addresses isn't supported while encoding or decoding. Before you change the IP address, make sure you stop encoding or decoding.
- If you're using PowerStream software to set a static IP address, make sure the IP address you want to set isn't already allocated to another device on the network.
- When switching between the **Use pass through** and **Use confidence preview** output methods on the encoder, the source system's HDMI® digital audio may be disabled. To re-enable the HDMI digital audio, disconnect and reconnect the HDMI input cable on the Maevox encoder.
- **Windows 10/8/7** – If your controller system doesn't have access to a DNS server or if response from its DNS server is slow, PowerStream may take a long time to start up (several minutes). To avoid this delay, configure your controller system to use a fixed IP address (such as local host – 127.0.0.1) as its DNS server.
- To ensure compatibility with autonegotiating network switches and routers, your Maevox units use autonegotiation for their network speed and duplex settings. We recommend you configure the networking hardware your Maevox product is connected to so that it also autonegotiates these settings. We also recommend you make sure the speed and duplex settings of your Maevox units and networking hardware match. If image corruption occurs, make sure your networking hardware (and the ports connected to your Maevox units) aren't overloaded and dropping data packets. If necessary, increase the bandwidth allocated to the ports connected to your Maevox units, or try using different ports.
- Connecting a networked device other than a Maevox decoder (such as a computer, networked display, etc.) to the second network port of a Maevox decoder is currently unsupported.

- Connect a local monitor to a Maevox encoder's local output (**HDMI OUT**) *before* enabling the **Pass through** mode in PowerStream. If you're using **Pass through** without a local monitor present, the source system may not output a valid signal, making capture impossible.
- If your source forces a signal of 1920 × 1200 @ 60 Hz, it will be automatically encoded and streamed as a 30 fps signal.
- Updating the firmware in parallel while your decoder units are daisy chained isn't supported. Decoder units that are daisy chained must be added to the Firmware Update Utility's list of units to update and updated one unit at a time.

PowerStream API

- The current version of Maevox PowerStream software and the Maevox firmware are *fully compatible* with the latest Maevox PowerStream API (version 1.05.00). For more information on the Matrox PowerStream API, or to obtain a version of the API, contact Matrox Technical Support (maevexsupport@matrox.com).

Contact us

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