Matrox® Release Notes

Matrox® Mura™ C4K Series, Mura™ IPX Series, and LUMA Pro Series

Software version 4.06.00

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Overview

This document describes the current release of the Matrox Mura drivers (v4.06.00) for Mura C4K Capture Series, Mura IPX 4K Capture Series and LUMA Pro Series graphics cards.

Matrox provides these notes to describe bug fixes and improvements to the software, API, and driver.

Mura 4.06.00 or above requirements for setup

The following is required to configure your system with LUMA Pro Series cards:

- All monitors connected to the outputs must be identical.
- Use the same brand and model of DP-HDMI 4K or HD active dongles.
- After installing LUMA Pro drivers, always reboot the system.
- Always use the default Windows mouse pointer.
- The resize bar must be enabled if available in the system BIOS.
- Make sure to have KB5036980 (April 23, 2024) or later installed if using Windows 11, or KB5036979 (April 23, 2024) or later if using Windows 10.
- For the recommended on-board driver version and installation procedure, see “Supported consoles” on page 15.
- If your Windows 11 24H2 suddenly becomes slow and sluggish after a Windows update, the issue is probably due to one of the security updates. To fix this issue, go to Windows Update Troubleshooter and remove KB5063878 (August 12, 2025). [LS-577]

What’s new in this release

- HDCP is supported with the Mura C4K card when paired with the LUMA Pro Series cards.
- Added VWExtOut API support to Mura C4K under Windows.
- Performance improvements have been made under Windows 11 24H2 and Windows 11 LTSC.
- Performance improvements have been made with Luma Pro A380 Octal.

Bug Fixes:

- Fixed an issue with Lock EDID with/without unused displays that modified the display configuration or layout. [LS-493/LS-553]

- Fixed an issue where in Independent/Clone mode, removing the framelock master output to unused outputs prior to reboot resulted in unexpected layout change and all outputs to recover back. [LS-554]
- Fixed the issue where some corruption and/or frame drops occurred on some less ideal networks. [MURADX-5831]

Operating system support

This release supports the following configurations and operating system combinations for LUMA Pro.

Configurations

- Up to four (4) LUMA Pro A310 Quad standalone cards or with multiple Mura IPX / Mura C4K Capture Series cards
- Up to four (4) LUMA Pro A380 Quad standalone cards or with multiple Mura IPX / Mura C4K Capture Series cards
- Up to four (4) LUMA Pro A380 Octal standalone cards or with multiple Mura IPX / Mura C4K Capture Series cards

Operating systems

- Windows® 10 64-bit (version 21H2 and up)
- Windows® 10 64-bit LTSC (version 21H2)
- Windows® 11 up to 24H2
- Windows® 11 64-bit LTSC (version 24H2)

For more detailed product information, go to https://video.matrox.com/en/products/video-walls/luma-pro-series.

Notes and limitations

Known performance limitations

The following are known issues that may be fixed in a future release:

- LUMA Pro A380 Octal supports up to six (6) 4Kp60 captures coming from up to two (2) Mura C4K cards at full framerate. Use lower resolutions to capture and display more streams.
- Various Matrox hardware have different IP Stream decoding capabilities. The following are the typical number of YUV 4:2:0 streams that can be expected from a single card at different resolutions and refresh rates, and with different codecs:

  H.264 (AVC)

	Mura IPX Series	LUMA Pro A310 Quad	LUMA Pro A380 Quad	LUMA Pro A380 Octal
4Kp60	2	7	8	16
1080p60	8	16	16	32
1080p30	16	21	22	42
720p30	38	32	32	57

  H.265 (HEVC)

	LUMA Pro A310 Quad	LUMA Pro A380 Quad	LUMA Pro A380 Octal
8Kp60	2	3	5
4Kp60	11	13	22
1080p60	19	19	36
1080p30	22	22	44

  Note: Adding more streams or performing certain operations may affect performance.

- Some systems may exhibit bus transfer performance issues that won't allow you to attain the suggested performances listed above.
- The maximum encoder frame size is 4K. To encode a larger portion of the desktop, the region can be set as a greater value, but the streamed value needs to be 4K. The encoding horizontal resolution must be a multiple of sixteen (16), and the vertical resolution must be a multiple of two (2).

- There may be audio-video synchronization issues with IP sources containing B-frames.
- There may be audio-video synchronization issues with IP sources transcoded by the IPX card.
- Applying a geometric rotation angle to a streaming window may cause a drop in rendering performance.
- The render rate may be affected if the outputs don't all use the same refresh rate.
- Changing the configuration on a multi-GPU video wall installation may take several minutes.
- Upon installing the Mura 4.06.00 package under Windows 10 or Windows 11, *Fast Boot* will be disabled.
- Performance may be affected when running the video wall on Windows 11. [MURADX-4961/MURADX-5574] When using Windows 11, if lower performance is experienced, it is recommended to set **Best Performances** under Visual Effects. To do so:
    1. Open the Control Panel and select **System and Security**.
    2. Open **System** and then click on **Advanced system settings** on the right side.
    3. In the **Performance** tab, click on **Settings** located in the **Performance** section.
    4. Select **Adjust for best performance**.

Notes and limitations with Mura IPX 4K Capture Series cards

The following are known issues while using Mura IPX 4K Capture Series cards.

- For audio, the following limitations exist:
  - No support for audio-only streams.
  - Support sampling rates from 32 KHz to 96 KHz.
  - Audio support may affect latency.
- Stream mode/resolution changes are not supported during encoding.
- Interlaced video is currently not supported on Mura IPX 4K Capture Series cards.
- A desktop encode region can't span more than one (1) display in PowerDesk.
- Power management is not supported and should be disabled.
- Regarding the synchronization of IPX physical inputs across multiple IPX cards:
  - To preserve input synchronization across multiple IPX cards, all signals being captured by the Mura IPX system must be framelocked, and the framelock cable (CAB-FL-F) must be connected to every IPX card within the system.
  - This functionality is enabled when in the *Background* or the *noBackground NoWindowFrames* mode.
- MURA IPX 12G-SDI – 12G-SDI is supported only on connectors 2 and 4. 6G-SDI isn't supported. Not all 12G-SDI and 3G-SDI standards/formats are supported. For more information, contact DWCSupport@matrox.com.
- Mura IPX Decode cards can decode multicast/unicast and unencrypted/encrypted video streams from Extio 3. Extio 3 Encrypted stream is supported only when HDCP is disabled. Use latest Extio 3 driver 3.07.00 (audio streams are not supported). Please contact Matrox for more information regarding IPX and Extio 3 software and firmware version compatibility.
- Encrypted Extio 3 stream is unsupported with Mura IPX SDI Capture cards. [MURADX-4893]
- Starting RTSP streaming or recording on a system with multiple Mura IPX 4K Capture Series cards may result in an Encode error if a decode-only card is present in the mix. [MURADX-1587]
- While playing a baseband or an IP audio source, disconnecting and re-connecting the audio connector may cause a loss of audio. The workaround is

to toggle the ON/OFF audio control to recover from this issue. [MURADX-5004]

- If using the IPX capture cards on an IPV6 network, the user must configure the Mura IPX 4K Capture Series card to be in the *IPV6 only* mode. Otherwise, you will not be able to decode streams encoded by that IPX card. [MURADX-4879]
- It is not advised to mix “External Outputs” (DMA feature) with regular video output windows. Some settings and features are not compatible between the two. Please contact Matrox for more information. [MURADX-2412]

Notes and limitations with Mura C4K Capture Series cards

The following are known issues while using Mura C4K Capture Series cards.

- Capturing four 4K60 signals to a single LUMA Pro card is not currently supported. To use the full capabilities of the Mura C4K card, use 2 or more LUMA Pro cards. Support for capturing 4x 4K60 inputs and displaying on a single LUMA Pro card is planned for the next Mura release. [MURADX-5989, MURADX-6153]
- Sometimes audio may not be captured properly with 4K60/4K50 sources. [MuraDX-6257 / MURADX-6516]
- Interlaced is not currently supported. [MURADX-6261]
- Inputs on the same Mura C4K card can be synchronized. Synchronization between inputs from different Mura C4K cards is not guaranteed. [MURADX-6271, MURADX-6265]

Notes and limitations with LUMA Pro Series cards

The following are known issues while using LUMA Pro Series cards.

- GPU Decoding might cause a memory leak with specific Windows versions. To prevent these leaks, make sure to have KB5036980 (April 23, 2024) or later installed if using Windows 11, or KB5036979 (April 23, 2024) or later if using Windows 10. [MURADX-5357]
- Matrox recommends using the monitors’ preferred resolutions.
- EDID management and stretch mode are not supported when outputting 8K resolutions.
- When installing multiple cards in a system, mixing different models of LUMA Pro cards is not supported.
- Installing the drivers for multiple LUMA Pro cards within one system can take up to 10 minutes.

- Windows 11: The wall position of a web page **(IE)** cannot be controlled using Mura control for Windows. The source position can only be controlled from the LUMA Pro Series controller system and not Mura control. [MURADX-4727]
- Active State Power Management (ASPM) is not supported. Power management options must be disabled after the driver installation. Otherwise, you may encounter issues with PowerDesk. [LS-231/MURADX-5738/MURADX-4002]
- When using multiple QH2Go appliances with a LUMA Pro card, ensure to use QH2Go firmware version 2.03.00 or later.
- Framelocking multiple cards:
  - All outputs attached to the Windows desktop must have the same timing (resolution and refresh rate). If you change the resolution or the refresh rate of an output, always click on the “Apply settings to all outputs” button before applying the configuration.
  - DP to HDMI 2.1 (8K) active dongles are not supported.
  - When there is an EDID override set on an output, a physical monitor needs to be connected to that output for framelock to work.
  - Power Management options must be disabled, as Frame Lock becomes inactive if the system enters sleep mode. [LS-313]
- HDR is not supported. Make sure it is disabled in the Windows Display Settings [LS-421]
- After installing LUMA Pro drivers, some displays may stay black until the system is rebooted. [LS-130]
- Windows 11 might have lower performances in some use-cases [MURADX-5574]. If you use Windows 11 and encounter lower performance, it is recommended to set Best Performances under Visual Effects.

  To set this:
  - Open the Control Panel and select **System and Security**.
  - Open **System** then click on **Advanced system settings** on the right side.
  - In the **Performance** tab, click on **Settings** located in the **Performance** section.
  - Select **Adjust for best performance**.
- GPU decoding of IP Streams does not work natively on "N" versions of Windows without Media Feature Pack installed. To get GPU Decoding to

work, in Add or Remove Programs, go into Optional Features and install the Media Feature Pack. [MURADX-5352]

- Color decimation is not supported with the GPU decoded IP streams. [MURADX-5624]
- 10-bit IP streams are currently not supported with the GPU Decode feature. [MURADX-5433]
- “Rendez-vous” mode is not supported with GPU decoded SRT streams. [MURADX-5737]
- To avoid issues with EDID emulation and hot-plug, always use the default Windows mouse pointer. [LS-328/378]
- LUMA Pro A380 Octal maximum output resolution is limited to 5K. For 8K output resolution support, use LUMA Pro Quad Series cards. [LS-518]
- Running Microsoft applications like PowerPoint or Excel in full screen while in 4x1 stretch may cause corruption or system freeze. [LS-521]
- Outputs will not be synchronized if Windows is not activated. [MURADX-5632]
- You may see a temporary drop in performance when the Windows background changes. For best performance, do not use the “Slideshow” Windows background. [MURADX-5688]

Notes and limitations with third-party graphics support

- Third-party graphics is currently not supported in this release.

Notes and limitations with HDCP capture

By default, HDCP mode is disabled after the driver is installed.

- Enabling HDCP capture may reduce rendering performance. [MURADX-6361, MURADX-6193]
- In a system with multiple LUMA Pro and Mura C4K cards, you may see a white snow flash for a short period when starting the HDCP 1.4 source. [MURADX-6508]
- All monitors and repeaters in the current output desktop configuration must be HDCP-compliant, powered on, and connected with HDCP-compliant cables. If HDCP capture cannot be properly enabled, you may encounter issues such as output corruption, monitors blinking periodically, streaming windows turning blue, and system freezes.

- A source device connected to the HDMI input of a Mura IPX Series card must support the number of downstream devices in your display wall, plus one (1).
- HDCP sources will not be displayed on a video wall if any monitor is on a revocation list.
- The following functions are not available when HDCP is enabled on the video wall controller:
  - Desktop encoding
  - Print Screen
  - Remote desktop access to the video wall controller
  - Input encoding of HDCP content (input encoding of non-HDCP content remains possible)
  - HDCP source previews
- Streaming a mix of HDCP 1.4 and 2.2 sources simultaneously on a single Mura IPX 4K Capture Series card is not supported. [MURADX-4644]
- HDCP capture is only supported with Mura C4K capture on a LUMA Pro controller when a mix of Mura IPX and Mura C4K capture series cards is present in the system. [MURADX-6161]
- HDCP capture is unsupported when onboard console is enabled on a LUMA Pro controller, [MURADX-6171]
- HDCP is unsupported if LUMA Pro Series output resolution is at 8K. [MURADX-6338]
- When disabling LUMA Pro outputs using PowerDesk, you must reboot the system to clear the HDCP settings. [MURADX-6339]
- When starting the wall with Mura C4K HDCP sources in "NoBackground" mode, you may end up having green displays. The workaround is to enable "No windowsframe", or start the wall in "Background" mode. [MURADX-6549]

Notes and limitations with the Network API interface

The following are known issues and limitations when using the Network API interface:

- Microsoft .NET 4.5.2 needs to be installed for the Network API to function correctly.
- Not all Network API commands are supported in all supported display wall hardware configurations. For a complete list of supported commands, see the “Capabilities” functionality in the Network API document.

- The following third-party applications have been validated by Matrox:
  - VLC® – 3.0.21 in 64-bit
  - VNC® – 5.05, 6.0
  - Google Chrome - 140.0.7339.128 in 64-bit
  - PowerPoint Viewer – 2010 with SP1 for PowerPoint Viewer
  - PowerPoint 2016 – from Office 2016
- Z-order is not supported with third-party applications.
- Size and transparency of text and image overlays may not be adjusted properly within transitions.
- The *SetSourceImageOverlay* and *AddSourceTextOverlay* commands aren't supported with source applications running on the host system.
- The Network API can only report modes common to all monitors.
- Borders, text overlays, and image overlays aren't properly handled when using geometric rotation angles on streaming windows.
- The *ResumeAutoTransitionStart* command starts transitions right away even without the */restart* option.
- The same caption can be set on two (2) different windows of the same layout.
- Shutting down the system while streams are up on the wall is not supported.
- Audio from a VLC source can only be played on the Windows default audio device.
- On a Windows 11 system, you cannot connect via IPV4 after connecting via IPV6 until you remove or rename *TelnetServer.conf*. [MURADX-4775]
- The maximum downscaling that is allowed for encodes is 32x the frame size. [MURADX-2792]
- The Network API is only forward compatible. There may be some issues if downgrading from 4.06.00 to previous driver versions. [MURADX-5164]
- There are some stability issues with older versions of VLC. It is highly recommended to use version 3.0.21. [MURADX-5058]
- When decoding an IP Stream with audio, the video needs to be visible to be able to hear the audio. [MURADX-4995]
- SDP sources may not work properly and crash after setting a window if the SDP file content is invalid. [MURADX-2317]
- When using the NETSETUP command, trying to change the IP address of the display wall controller may return an invalid IP error. [MURADX-2176]

- The parameter /EX (ExternalTS) is not supported with GPU decoded IP sources. [MURADX-6253]
- For UDP multicast to work, you must provide the /?localaddr parameter to the end of the URL string. [MURADX-6293]
- User profiles created with some newer browser versions may provide an error message. The workaround is to delete the user profiles and let the NetAPI recreate them on a new launch. [MURADX-6348]

Notes and limitations with PowerDesk software

The following are known limitations when using PowerDesk software on a Windows system:

- When starting PowerDesk immediately after a system restart, PowerDesk may not start. We recommend waiting a while and then trying to restart PowerDesk.
- The horizontal resolution of your stretched mode layout can't be higher than 16384 pixels on any Windows operating system.
- PowerDesk configuration changes are unsupported while Network API is in use.
- Network API must always be run with the “AsUser” parameter if “AsUser” is required. If Network API was run without this parameter, the database will need to be deleted before using the “AsUser” parameter. [MURADX-6272]
- With a LUMA Pro based controller, when applying a vertical stretch configuration, the display wall will automatically zoom. The user must re-adjust the settings to 100% using Windows Display settings.
- It may be difficult to tell when the outputs are slightly misaligned when accessing the video wall via PowerDesk.
- To enable or disable EDID emulation, all outputs of the graphics card need to be in independent mode. [DS-367]
- Hotplug is not supported while in stretch mode. PowerDesk may be disconnected. [DS-401]
- Active State Power Management (ASPM) is not supported. Power management options must be disabled after installing the driver. Otherwise, you may encounter system stability issues. [LS-231]
- Desktop Management is currently not supported. [LS-47]
- When using DP to HDMI 2.1 dongles, 8K60 RGB 444 resolution is unsupported with Matrox LUMA Pro Series. [LS-273]

- After a fresh OS install of Windows 10 LTSC 21H2 and 22H2, installing LUMA Pro Series driver may result in BSOD. Rebooting and re-installing the LUMA Pro Series driver the second time around will go through installation successfully. [LS-533]
- Onboard console support is limited to Windows 11 24H2 [LS-513]
- On a system with LUMA Pro A380 Octal, "PCI Memory Controller" device will be listed in the Device Manager with an error because there is no driver installed for the device. If you would like to get and install the driver to resolve the issue, contact Matrox technical support. [LS-538]
- Some monitors may not work properly with LUMA Pro Series cards if the monitor refresh rate is very high. [LS-582]
- On a Windows 10 LTSC system with LUMA Pro Series in the independent mode with framelock enabled, changing the display resolution from any other resolution to a 4K resolution may cause the Windows Start menu button and the Search box in the bottom left corner of the desktop to become unresponsive. The workaround to recover from this issue is to reboot the system. [LS-551]
- When LUMA Pro Series is installed in the system, after a fresh OS installation of Windows, you must follow this order of installation to avoid black displays [LS-578, LS-432]:
    1. Install the drivers for onboard graphics first, then disable it.
    2. Install the chipset and network drivers.
    3. Do Windows update as the last step and reboot.

Notes and limitations with Matrox Extio 3

The following are known limitations when capturing a stream from the Matrox Extio 3 KVM extender:

- Decoding of Extio 3 streams is not supported on the LUMA Pro with the GPU Decoding feature.
- Extio 3 Encrypted stream is supported only when HDCP is disabled.
- Use the latest Extio 3 driver 3.07.00 (audio streams are not supported). Please contact Matrox for more information regarding IPX and Extio 3 software and firmware version compatibility.

Driver installation on a Windows system

Before you begin

- Make sure you have administrator rights on your system. You need administrator rights to install certain software and change certain settings.
- Make sure that the necessary exceptions are added to your firewall to allow network communications. The Network API uses port 23 for telnet and port 46272 for HTTPS and Preview Surfaces.

Setting up your LUMA Pro controller (with or without Mura IPX Series 4K capture cards)

1. Install and connect your LUMA Pro Series, and your Mura IPX Series 4K capture cards.
2. Install the Matrox Mura Drivers for LUMA Pro based systems by running *Matrox.Setup.exe*. This will take several minutes. If a virus scan software is active during the installation process, the installation will take significantly longer to complete (up to two or three times longer than if it's disabled). Don't shut down or turn off your system until the installation is complete.
3. Restart the system once the installation is completed successfully.
4. Run Matrox PowerDesk to configure your desktop layout (multi-display setup). Make sure to use the same monitor brand/model on all LUMA Pro Series outputs, and the same brand/model active dongles.
5. We strongly recommend enabling EDID emulation on your LUMA Pro Series outputs to disable HPD events and prevent an undesired output configuration change. To enable EDID emulation, follow these steps:
   a. Open PowerDesk and go into **Multi-Display Setup**.
   b. Click **EDID management** and accept the notice that appears.
   c. Select **Apply EDID emulation for selected outputs**, then click **Select all** from the list.
   d. Click either **Emulate EDID from output** or **Emulate EDID from file** and select the EDID to be emulated.
   e. Accept the changes and restart the system.
6. **Windows 10** or **Windows 11**– To avoid any issues, fast startup needs to be disabled. This is done automatically during driver installation.

Supported consoles

Onboard console support is limited to Windows 11 24H2 LTSC. The following are the on-board graphics currently tested and supported as console displays when paired with LUMA Pro Series cards.

On-board Graphics	Driver version of On-board Graphics
Intel 770	32.0.101.6556
ASPEED	9.0.10.116 (1.0.0.16)

Note: The on-board graphics driver must be installed before installing the Mura 4.06.00 driver package.

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.

You can get technical assistance by contacting Matrox technical support at dwcsupport@matrox.com.

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