Matrox® Release Notes

Matrox® Extio 3 Series

Software version 3.04.00

www.matrox.com/video

matrox®

Overview

This document describes the current release (version 3.04) 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 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 3.04 packages.

Fixes and improvements

- Added IEEE 802.1X EAP-TLS support. This support has been included through the ability to add 802.1X certificates through the Firmware Updater.

- Security improvements, including support for TLS 1.3 with the Extio 3 devices, the Extio Central Manager software, and the Firmware Updater have been made.

- Enabled support for viewing Extio 3 encrypted video streams on Matrox Mura DisplayWall v3.08.00 and later.

- Added IGMP v3 network support. This new option is available through the Extio Central Manager software.

- Added hotkey support for switching between Aggregated and Tiled layouts.

- Added Syslog Server logging support through the Extio Central Manager and the API.

- Provided a process for OEM's to localize the OSD resource files using the Firmware Updater.

- Added wildcard support for client-provided certificates.

- Improved the support for the Tx local video output feature. The first available video input signal is sent to the local video output of the Tx appliance. If that video input signal is lost, it will automatically switch to the next available one, and switch back to the original signal when it's redetected.

- Added USB-HID support for vendor specific gamepads: 0x045e (Microsoft) and 0x046D (Logitech)

- The Link Redundancy feature is supported while using aggregator mode.

Notes and limitations

- **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 –** 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, it is recommended to not change the physical USB ports on the Rx, since this may cause the loss of touch functionality.

- **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 a USB mass storage device on 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.

■ 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.

---

[1] Tracking reference number

- **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, 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]

- **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.

- **Wake-on-LAN** – N3408CTX and N3208CTX cards support wake-on-LAN.

Known issues

- 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.

- 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.

- 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 7[2]	Yes	Switching via mouse is not supported except when the Matrox KVM mouse driver is installed. Switching via keyboard shortcut supported.	Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 16xx)[3]	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)[4]	Yes	Switching via mouse supported.[5] 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, the mouse position is limited to the first display.
[3] While using USB switching with a 4x1 monitor layout, the mouse pointer is visible on all four (4) displays.
[4] Certain limitations may occur (for example, the mouse pointer may disappear).

[5] 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 www.matrox.com/video.

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

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.

Disclaimer

Information in this document may contain technical inaccuracies or typographical errors. Information may be changed or updated without notice. Matrox reserves the right to make improvements and/or changes in the products, programs and/or specifications described in this information at any time without notice. All trademarks and trade names, service marks and logos referenced herein belong to their respective owners.

Bluetooth is a registered trademark of Bluetooth SIG, Inc.

Dell, Precision, and PowerEdge are trademarks or registered trademarks of Dell Inc. or its subsidiaries.

Linux is a registered trademark of Linus Torvald in the United States and in other countries.

MacOS is a trademark of Apple Inc., registered in the U.S. and other countries.

Microsoft, Windows, and Active Directory are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Matrox Graphics Inc.

1055 Saint Regis Boulevard
Dorval, Quebec, Canada
H9P 2T4

video@matrox.com
www.matrox.com/video

(514) 822-6000

matrox®