

# Matrox® Release Notes

## Matrox® Extio 3 Series

Software version 3.01.50

20265-401-0010  
April 20, 2021

[www.matrox.com/video](http://www.matrox.com/video)

**matrox**®

---

# Overview

This document describes the current release (version 3.01.50) of the Matrox Extio 3 firmware, the On-Screen Display (OSD), and the Matrox 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 IPSec VPN 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 shows an initial log-in screen.

To enable IPSec VPN mode, click **IPSec VPN mode** on the log-in screen. (IPSec VPN mode creates a private link between the Transmitter (Tx) and Receiver (Rx) devices over the Internet using an IPSec-enabled router on the TX host side.)

For more information, see your Matrox Extio 3 Series User Guide.

## New features

- Support for Internet
- IPSec VPN mode of operation - The Extio 3 Receiver appliance integrates an IPSec VPN client
- Network congestion control settings
- Adjustable maximum transmission unit (MTU) settings

## Notes and limitations

- **WAN or Internet** – We recommend you to set the encoding quality level to low or typical. Network conditions also vary according to the region. For an optimal user experience, we recommend a ping time of less than 20ms and +/- 10% worst case jitter. For more information, contact your Matrox representative.
- Internet only supports unicast streams. In the Matrox Extio Central Manager software, **Unicast** must be selected as the **Routing scheme** in the **Streaming** settings.
- **Point-to-point mode** – Only networked mode is supported with this release. For point-to-point mode of operation, use a different software release version.

- **Aggregator mode** – The **Link Redundancy** feature isn't currently supported while using aggregator mode.
- **Guest connections** – With guest connections, the following aren't currently supported: RS232, audio Line In, and microphone. Over Internet, guest connections are supported at low-encoding quality settings, and with quad 1080p60 or 4kp60 display setups, the **Enable advanced display modes** option must be enabled.
- **Firmware Updater** – When downgrading the firmware from 3.00.00 to 2.01.00 (or lower), the displays will go blank during the update process. To see the progress of the update, refer to the status LED (on the device) and the firmware updater status. [2504]
- **Extio Central Manager** – Installing new units with or updating units to the 2.01 firmware while the 1.00.06 Extio Central Manager is still running will result in the updated units not listed, or listed as lost, in the UI. To correct this, uninstall the 1.00.06 version and install the 2.01 version of the Extio Central Manager software. [1781]
- **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 networked mode.
- The following features aren't yet enabled:
  - Local output support (Video out) on the Tx device is expected in an upcoming release.
  - The USB connectors on the front of the Tx device are currently disabled.
- **Power management** – When using an XTO3-N3408CTX or XTO3-N3208CTX card, power management on the host system isn't currently supported. [1076]
- **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.

- **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. [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]
- 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]
- **Windows 7 only** – When using aggregator mode and mouse position, we recommend using either a single independent desktop or a stretched desktop. [2349]

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

---

## 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](http://www.matrox.com/video).

If you have any questions or comments about our products or solutions, contact us at [www.matrox.com/video/contact](http://www.matrox.com/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](mailto: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.

Copyright © 2021 Matrox is a trademark of Matrox Electronic Systems Ltd. All rights reserved.

**Matrox Graphics Inc.**

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

[video@matrox.com](mailto:video@matrox.com)  
[www.matrox.com/video](http://www.matrox.com/video)

(514) 822-6000

**matrox**<sup>®</sup>