Matrox® Release Notes

Matrox® ConvertIP

Software version 1.00.00

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Overview

This document describes the initial release (version 1.00.00.063) of the Matrox ConvertIP and Matrox ConvertIP Manager application. This release is to support the ConvertIP DSH product only. Future releases will support additional ConvertIP models. Matrox provides these notes to describe new features, bug fixes, and improvements to the ConvertIP product.

What's new

This is the initial release of the Matrox ConvertIP.

Please refer to our website for an overview of the Matrox ConvertIP, including a list of the benefits and features.

Important: Before you can begin using your ConvertIP, you **must** update the device firmware, as described in "Updating your ConvertIP firmware" on page 4.

Notes and limitations

- ConvertIP supports Google Chrome only. Other browsers may work but have not been officially validated by Matrox.

- The following SFPs have been validated by Matrox for use with ConvertIP:

  - Mellanox MFM1T02A-SR 10G

  - CISCO SFP-10G-SR

  - CISCO SFP-25G-SR-S 25G

- The following SFPs may work with ConvertIP but have not been fully tested and validated by Matrox:

  - AVAGO - 10G

  - FINISAR - 10G

  - Intel - 10G

  - FS (Fiber Store) - 10G & 25G

- Dual rate 10G/25G SFPs are not supported.

- ConvertIP only supports one user at a time. A logged-in user will be automatically logged out when another user logs in.

- You cannot load a user root certificate in ConvertIP, but you can load a Matrox root certificate to your web browser. For more information, contact Matrox technical support.

- The ConvertIP Command Center refreshes the device settings every 30 seconds. If you apply stream changes in Matrox ConductIP or Matrox ConvertIP Manager and they are not displayed, refresh the Command Center by clicking **Refresh**, or refresh your web browser (F5).

- After applying your settings in Command Center, wait a few seconds before turning on **Master enable**.

- The following features are not supported in this release, but will be supported in a future release:

  o HDCP.

  o Analog audio in/out on both RX and TX devices.

  o IPV6.

  o BT.2020 to RGB and BT-2020 to BT 709 conversion. If conversion is selected, BT.2020 will be treated as BT.709 content.

Known issues

- Under **PTP Settings**, do not disable the option **Enable delay request**. This is used for debugging purposes and must stay enabled.

- When connecting two ConvertIPs in the Command Center, the connection may sometimes be unsuccessful due to NMOS reporting a bad request. If this occurs, reconnect the ConvertIPs to resolve this issue. [752]

- In certain network configurations, some devices in Matrox ConvertIP Manager may disappear and reappear in the list of scanned devices. If this occurs, you can resolve the issue by assigning static IP addresses to your ConvertIP devices.

- When using Matrox ConvertIP Manager to activate the JPEG XS codec on a ConvertIP, an unexpected error may sometimes occur. If this happens, you may need to manually reboot the ConvertIP device.

- If both the control connection and media connection are on the same network switch, disable mDNS and LLMNR on the media network to avoid unexpected errors.

Updating your ConvertIP firmware

There are two ways to update your ConvertIP device.

- Update a single ConvertIP device from its configuration page.

- Use the Matrox ConvertIP Manager application to update one or more ConvertIP devices.

This section describes both methods and describes the types of firmware available.

Updating an individual ConvertIP from the configuration page

To update your ConvertIP:

1   Download the "Matrox_ConvertIP_Manager_v.1.00.00.063.exe" zip file from the Matrox website.

2   Unzip the file. You can unzip the file to the suggested folder (C:/Matrox) or choose a different folder. There will be a "Firmware" folder that contains the firmware files you'll need to perform the update.

3   Log in to your ConvertIP.

You can either go to the IP address of your ConvertIP (e.g. https://192.168.123.456), or go to https://mtxcip-ConvertIP_serial, where "ConvertIP_serial" is the serial number found on your device label. If your computer is set up to use mDNS, this will take you to the ConvertIP login page.

Note: If you do not have access to mDNS and you don't know the IP address of your ConvertIP, see "Updating one or more ConvertIP devices using ConvertIP Manager" on .

4   After logging in, go to the **Device > Maintenance** page.

Click **Update firmware**, then browse to the "Firmware" folder and select the firmware that corresponds to the ConvertIP model you have, and the codec type you wish to use. Note that it is not recommended to load firmware supporting the JPEG XS codec if you have not acquired a JPEG XS license.

5   Update the firmware. Do not disconnect the ConvertIP until the update is complete. Your ConvertIP will reboot to apply the update.

Your ConvertIP device has been updated.

Updating one or more ConvertIP devices using ConvertIP Manager

To update your ConvertIP:

1   Download the "Matrox_ConvertIP_Manager_v.1.00.00.063.exe" zip file from the Matrox website.

2   Unzip the file. You can unzip the file to the suggested folder (C:/Matrox) or choose a different folder.

3   Run the file "Matrox_ConvertIP_Manager.exe". This will launch Matrox ConvertIP Manager to the **Devices** page. ConvertIP will automatically scan your network for connected ConvertIP devices. Click **Rescan** if needed.

    From the **Devices** page, you will see a () next to the devices that are eligible for an update. For more information on updating devices, see the Matrox ConvertIP Manager embedded help.

4   Select the ConvertIP device(s) you want to update, then click **Update firmware**. The unit will be updated but kept in its current mode of operation.

    Note: If you wish to change the mode or codec type, you can use the Matrox ConvertIP Manager to make the change. For more information, see the Matrox ConvertIP Manager embedded help.

5   ConvertIP Manager will update the devices. Do not disconnect the ConvertIP until the update is complete.

6   It is recommended that you create user accounts for the ConvertIP devices. For more information on creating user accounts for your devices, see the Matrox ConvertIP Manager embedded help. If you're using the Matrox ConvertIP Manager on a ConvertIP with existing credentials, you will be prompted to enter those ConvertIP credentials before the update can proceed.

Your ConvertIP device(s) have been updated.

Available firmware in download package

■   *Matrox ConvertIP_DRH_HDMI_Dual_RJ45_JPEGXSCodec-1.00.00.063.cip*

    For use with Matrox ConvertIP DRH when the JPEG XS codec is required. To use this codec, you must purchase the JPEG XS codec license separately.

■   *Matrox ConvertIP_DRH_HDMI_Dual_RJ45_PROAVCodec-1.00.00.063.cip*

    For use with Matrox ConvertIP DRH when the Colibri codec is required.

■   *Matrox ConvertIP_DSH_HDMI_SFP_10G_JPEGXSCodec-1.00.00.063.cip*

For use with Matrox ConvertIP DSH when the JPEG XS codec is required. To use this codec, you must purchase the JPEG XS codec license separately to enable the codec.

Note: This firmware supports 10G SFPs only. 25G SFPs are not supported. This firmware is suitable for uncompressed HD and compressed HD/4K workflows.

■ *Matrox ConvertIP_DSH_HDMI_SFP_10G_PROAVCodec-1.00.00.063.cip*

For use with Matrox ConvertIP DSH when the Colibri codec is required.

Note: This firmware supports 10G SFPs only. 25G SFPs are not supported. This firmware is suitable for uncompressed HD and compressed HD/4K workflows.

■ *Matrox ConvertIP_DSH_HDMI_SFP_25G_NoCodec-1.00.00.063.cip*

For use with Matrox ConvertIP DSH when the uncompressed codec is required.

Note: This firmware supports both 10G and 25G SFPs. Compressed workflows are not supported. This firmware is suitable for uncompressed HD and 4K workflows. This firmware is a direct update to the default firmware installed on all ConvertIP DSH units.

■ *Matrox ConvertIP_SRH_HDMI_Single_RJ45_JPEGXSCodec-1.00.00.063.cip*

For use with Matrox ConvertIP SRH when the JPEG XS codec is required. To use this codec, you must purchase the JPEG XS codec license separately to enable the codec.

■ *Matrox ConvertIP_SRH_HDMI_Single_RJ45_PROAVCodec-1.00.00.063.cip*

For use with Matrox ConvertIP SRH when the Colibri codec is required.

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 support@matrox.com.

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