

# Matrox® Release Notes

## Matrox® Extio 3 Series

Software version 3.02.03

20265-401-0009  
November 5, 2021

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# Overview

This document describes the current release (version 3.02.03) 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 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 (Rx) device show 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 done in the 3.02.03 packages.

### Fixes and improvements

- A problem with UPnP detection found in the 3.02.00 release has been fixed.
- A problem with a specific NFC card reader model was found and fixed.
- A problem with a specific touchscreen model was found and fixed.

## Notes and limitations

- **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.
- **OSD languages** – English is the only language currently supported in the OSD. The Keyboard Language allows support for non-English keyboards.

- **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.
- **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.
- **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 firmware version 3.02.03 *before* using your devices. 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]<sup>1</sup>
- **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.
- **Firmware** – When performing a firmware downgrade from 3.02.03 to 3.01.00 in Point-to-Point, you will have to manually reset and reconfigure Point-to-Point.

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<sup>1</sup> Tracking reference number

- 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.
- **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. 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.
- **Windows 7 only** – When using aggregator mode and mouse position, we recommend using either a single independent desktop or a stretched desktop. For more information, see “Aggregator mode compatibility.” [2349]
- **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 <sup>2</sup>	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	Only primary stretched desktop is supported. Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 16xx) <sup>3</sup>	Yes	Switching via mouse not supported. Switching via keyboard shortcut supported.	Only primary stretched desktop is supported. Switching via mouse supported. Switching via keyboard shortcut supported.
Windows 10 (version 18xx) <sup>4</sup>	Yes	Switching via mouse supported. <sup>5</sup> 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

<sup>2</sup> While using USB switching, the mouse position is limited to the first display.

<sup>3</sup> While using USB switching with a 4x1 monitor layout, the mouse pointer is visible on all four (4) displays.

<sup>4</sup> Certain limitations may occur (for example, the mouse pointer may disappear).

<sup>5</sup> 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.





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**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

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