BLACK BOX
NETWORK SERVICES

Firmware Revision Information

Product Code(s): *ACR1000A-CTL-xx, ACR1000A-CTLR2-xx (24, 48, 92, 196, 288, ULT)*

Product Name(s): *All 2ND & 3rdGeneration iPath Controllers*

Date Modified: *October 27th,2022*

Important:

o **Make a backup of iPath** before upgrading by going to Dashboard>>Backup>>Backup Now button, once down, Download the backup to your computer / laptop.
o If you have **multiple iPaths** in operation, **upgrade the Primary first and then the Backup and then Satellites**. Do not upgrade them concurrently, wait for the upgrade to complete before moving to the next.
o We **do not recommend to use MS Internet Explorer or Edge** web browsers for any operation
o Always upgrade your iPath first before the endpoints
o If the iPath and Endpoints are below firmware 4.4, while the iPath can go straight to 4.12, the endpoints must be upgraded to firmware 4.4 first.
o After you have upgraded the iPath primary controller, the backup iPath may not relinquish control of the endpoints. If this happens, the endpoints may appear to be offline, but they can still raise the OSD and change channel. Upgrading, rebooting, or temporarily disconnect the backup iPath from the network for a couple of minutes will return the endpoint control to the Primary.
o To see a Firmware Compatibility Matrix of all iPath and TX/RX firmware, find the included file 'Firmware Matrix.pdf'' with the firmware download.
o

Version 5.5.10002 (10/27/2022)

o The **minimum endpoint firmware version used for iPath 5.5 is v4.9** in order for them to be listed in the Transmitter / Receiver tabs.
o Units not running firmware 4.9 will be completely missing from the Receivers page. An outdated button has now been added to both the Transmitters and Receivers page to show devices that do not meet the minimum firmware 4.9 requirement. In test when iPath was at 4.12, endpoints at 4.6 could still be upgraded to 4.9 or 5.0
o If the Endpoints are running 3.x firmware, they will need to be upgraded before they will work with this release. It is possible to upgrade the endpoints via the iPath if it is running 4.9 or below.
o If you have multiple iPath units in operation, always upgrade the Primary first and then the backup. Do not upgrade them at the same time, wait for the upgrade to complete on each before moving on to the next.

Fixes:

- Log Rotation failed causing SSD to become full

Known Issues:

- Not possible to add a backup manager if HTTPS connection is set (Turn HTTPS if adding a new backup manager)
- In General settings, fixed EDID – Generic modes have no affect of either device. The modes do not appear in the specific pages for each transmitter but if selected via general settings, the unit will work with the connected monitors EDID.

iPath Firmware Release Notes

- When using "replace function" for devices, channel doesn't connect. A manual reconnect has to be initiated. This only happens when it is not directly a like for a like model replacement.
- Configure channel allows VNC, SSH and HTML channels to select two heads even though only 1 head is supported for these models. Please make sure video 2 is turned off.
- Not all information is passed in upgrade from V4 to V5 due to incompatibility in versions of underlying OS and DB between 4 and 5. Please make sure the following settings are correct before you upgrade and transfer to a new version. Active Directory, Email, NTP and SNMP.
- Secure SSL access has moved to https://IP:4433.
- Occasionally wen adding satellite to main, Satellite iPath controllers get stuck on link local IP address. Just reset the iPath.

Version 4.13.10002 (9/8/2022)

o *The **minimum endpoint firmware version used for iPath 4.12 is v4.9** in order for them to be listed in the Transmitter / Receiver tabs.*
o *Units not running firmware 4.9 will be completely missing from the Receivers page. An outdated button has now been added to both the Transmitters and Receivers page to show devices that do not meet the minimum firmware 4.9 requirement. In test when iPath was at 4.12, endpoints at 4.6 could still be upgraded to 4.9 or 5.0*
o *If the Endpoints are running 3.x firmware, they will need to be upgraded before they will work with this release. It is possible to upgrade the endpoints via the iPath if it is running 4.9 or below.*
o *If you have multiple iPath units in operation, always upgrade the Primary first and then the backup. Do not upgrade them at the same time, wait for the upgrade to complete on each before moving on to the next.*

Fixes:
- Log Rotation failed causing SSD to become full

Known Issues:
- Not possible to add a backup manager if HTTPS connection is set (Turn HTTPS if adding a new backup manager)
- In General settings, fixed EDID – Generic modes have no affect of either device. The modes do not appear in the specific pages for each transmitter but if selected via general settings, the unit will work with the connected monitors EDID.
- When using "replace function" for devices, channel doesn't connect. A manual reconnect has to be initiated. This only happens when it is not directly a like for a like model replacement.
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- Not all information is passed in upgrade from V4 to V5 due to incompatibility in versions of underlying OS and DB between 4 and 5. Please make sure the following settings are correct before you upgrade and transfer to a new version. Active Directory, Email, NTP and SNMP.
- Secure SSL access has moved to https://IP:4433.
- Occasionally wen adding satellite to main, Satellite iPath controllers get stuck on link local IP address. Just reset the iPath.

Version 4.12.45012 (10/25/2019)

o *The **minimum endpoint firmware version used for iPath 4.12 is v4.9** in order for them to be listed in the Transmitter / Receiver tabs.*
o *Units not running firmware 4.9 will be completely missing from the Receivers page. An outdated button has now been added to both the Transmitters and Receivers page to show devices that do not meet the minimum firmware 4.9 requirement. In test when iPath was at 4.12, endpoints at 4.6 could still be upgraded to 4.9 or 5.0*
o *If the Endpoints are running 3.x firmware, they will need to be upgraded before they will work with this release. It is possible to upgrade the endpoints via the iPath if it is running 4.9 or below.*

Fixes:
- Long Receiver names are truncated and no longer push page numbers off OSD screen
- Displays the Servers "uptime" in the top right corner of the Web GUI
- Channel label position can be set per channel
- Added support for the new DisplayPort Server Access Module
- Added "No USB mass storage" feature
- Displays iPath serial number at the bottom of the Web GUI
- Option to show or hide the "Disconnect All" feature on the receivers page
- Created horizontal scroll bars on active directory settings so long fields can be read entirely

Known Issues:
- Not possible to add a backup manager if HTTPS connection is set (Turn HTTPS if adding a new backup manager)
- In some cases the device name gets truncated in the syslog message (Future)
- Identify light box does not work when using replace device (Future)
- OSD resets, preventing login, if password contains special pronunciation characters (Future)
- Cannot use IE to setup start of day network settings (Use another browser such as Chrome or Firefox)

Version 4.9.44052 (10/25/2019)
Fixes:
- Corruption on OSD if switching between low and high resolutions
- ACR101A-DVI absolute mouse enabled in OSD
- Channel OSD not displayed at 2k resolutions
- ACR1012A-T Remote VNC connections, video can be vertically stacked
- Cannot raise OSD after disconnecting form dual-link video channel
- Webpage certificates is due to expire if you are using the endoints standalone and set to use HTTPS instead of HTTP (the existing certificate was due to run out on October 4th 2020)
- Channel reminder banner is not displayed over dual-link video
- Hotplug detect period increased to 5 seconds
- Elgato stream deck support
- uTrust card reader stops working (uTrust card reader can take a long time to enumerate after changing channel)

Known Issues:
- 2700 cloud CAC reader does not function
- NUM LOCK key does not work in the OSD
- Mouse pointer forced to top left of OSD when using touchscreen devices
- Disconnect hotkey snot working if not LEFT_CTRL + LEFT_ALT + X

Version 4.8.42747 (4/30/2019)
Fixes:
- Channel OSD name could intermittently be rendered in screen center when switching channels with different resolutions
- Added support for Chyron Hego Intellicommander X-lyric keyboard
- Fixed EDID for 2440x1440@50Hz to support Ultra Wide monitors
- Support for Belfuse 1GbE SFP RJ45 Modules
- Added support for Unicomp Keyboard
- Added support for Fingerman USB Reader

- Fixes for disconnect/reconnect your USB device when switching channels
- Fixed intermittent slow channel changes if channel labels enabled
- Fixed intermittent Channel OSD name not being displayed
- Fixed support for Lenovo Gemalto card reader
- Fixed typo on banner message
- Fixed specific teamed redundancy scenarios where video may not be received
- Fixed a rare issue where multicast packets could be corrupted
- Fixed an issue where the OSD could logout on channel change
- Adder local transmitter feed through feature, requires iPath 4.8 or higher

Known Issues:
- Channel reminder banner is not displayed with dual-link video
- Cannot raise OSD after disconnecting from dual-link channel
- Dual-Link video not working if monitor supports 30 and 60Hz with non fixed EDID

IMPORTANT NOTE: iPath MUST be upgraded to version 4.6 to recognize 4.5/4.5 endpoint files. Back up your database before starting the Upgrade.

Version 4.6.41580 (10-13-2017)
Fixes:
- Issue with lost packets fixed
- Transmitters Video_MB config is defaulted to 1000, rather than 950
- Not possible to create a channel with the same video source used for both heads
- Prevent user from setting localhost as remote syslog server
- Possible to bring down the entire network interface by providing an invalid netmask
- Replaced iPath manager no longer sending email
- Remove accidental "f" on settings page
- When configuring a Backup from Primary, links to update licenses are shown, but these relate to the primary
- Premature browser redirect to Primary on restoration results in "server not available" error
- Device Daemon misreports devices as offline after failover
- On recovery from fail-over changes made by the acting primary are not always rewritten back to the primary
- Code to purge old database backups doesn't work
- The button statuses in the get_channels API response are wrong
- The reboot_ipath page has the wrong version number for iPath
- Shortcuts page refers to "channel" when it should say "preset"
- Maximum height of OSD content should not exceed 548px
- Fix various presentation issues with OSD
- OSD description not truncating properly. Causes bottom of OSD to be clipped
- Allow iPath brand to be localized
- Make it possible for the customer to add a new local with a language pack
- USB Stall handling can result in unnecessary device rejection
- HPZ840 loss of USB on TX restart
- VNC firmware version is incorrect
- FIELD-PageUP/DN shift OSD which can lock up the text entry
- Verify capacitive fingerprint reader (P6000) not reliable
- TX "System Configuration" web page locks up trying to load thumbnails
- Dual-Head mode can fail when the screen sizes are unequal.

Known Issues:

iPath Firmware Release Notes

- RF RDR758Xideas card reader locks up