



## Firmware Revision Information

**Product Code(s):** EMD2000PE, EMD2002PE, EMD2000SE, EMD2002SE & EMD200DV-T, EMD4000 & EMD200DP-T

**Product Name(s):** 6.3.3\_r10203

**Date Modified:** 14<sup>th</sup> April 2022

---

### **This document outlines:**

1. Product Description
2. Firmware Installation
3. Notes on Release

### **Product Description:**

Emerald is a high-performance KVM matrix switching solution that connects to both Physical and Virtual Machines. The zero-client IP-based KVM platform delivers pixel-perfect 2K/HD and UHD resolution over an IP network.

### **Firmware Versions**

**6.3.3\_r10203** – software for the Emerald appliance (supported on all Emerald devices)

This release is compatible with the following produce software versions:

- Boxilla Manager 4.5
- RemoteApp 2.5.3

### **Key Features added (since last release 6.2.0):**

1. Connection Labels Added  
Note: Not available on EMD2002SE-R devices
2. Enhanced Compression on 4K Connections
3. New HID Option – Absolute mouse with no audio – setting is 'Absolute Basic'

### **Defects Resolved (since last release 6.2.0):**

1. General improvements in reliability and stability
2. 3781 – HID settings not maintained on downgrade

### **Notes on this Release: - Known issues**

- VM Connections PE/SE:- The performance of this connection type has improved with this release. It should be noted however when running full screen full motion video, you may encounter some video freezes. The issue results in the connection terminating and automatically restarting. Depending on the data the intensity of the motion video this could happen once or possibly two times per hour. The system will



automatically reset and resolve the issue. Running standard windows desktop applications you will not see this issue. If running full motion video for extended time periods, it is advisable not to upgrade to this release

- Downgrading from this release (6.3.3\_r10203) with the HID set to 'Absolute Basic' will result in the HID option being displayed as 'Default' (but functioning as 'Absolute basic') – To correct, the required hid option needs to be selected and Applied.
- With bonded connections, if the user repeatedly makes and breaks connections via the OSD in quick succession, then one of the bonded pair may fail to launch or disconnect.

In such cases, the user has two options

1. if a private bonded connection, manually close the connection.
  2. If a share bonded connection, relaunching the bonded connection will resolve the issue.
- NATs may exhibit decreased video performance (depends on their bandwidth performance)
  - Firewalls may exhibit decreased video performance and decreased audio quality
  - Legacy VMs that do not support RFX settings are not supported on SE/PE Receiver units.
  - EMD-SE/PE/ZeroU Transmitters cannot be configured by an EMD4000-R when unmanaged.



## **Firmware Installation**

### **Supported upgrade paths:**

The following versions can be upgraded to this release

- 6.1.3\_r8786
- 6.1.4\_r8910
- 6.2.0\_r9381

### **Managed System Upgrade**

See the Boxilla Manager Manual for details of upgrade procedure.

Boxilla Manager Version 4.5.x or higher is required to manage devices on this firmware version.

Boxilla should be upgraded to 4.5.x before appliances upgrade is attempted.

### **Unmanaged System upgrade**

**Note:** When upgrading, the Transmitter must be upgraded before the Receiver

#### **To upgrade the Transmitter:**

1. Download the Transmitter image file to the root of a memory stick. Please ensure the memory stick is formatted to a FAT filesystem.
2. Reboot both the Receiver and the Transmitter. Preferably, have them connected point-to-point with a network cable.
3. On the Receiver, login and select the following menu options: Control > Transmitter.
4. Enter the IP address of the Transmitter and select *Apply*.
5. Select *Upgrade*.
6. Select the .clu/fit image file .The Receiver will then initiate the Transmitter upgrade.
7. The Transmitter will reboot once the upgrade has completed.
8. A message will appear on the OSD stating the Transmitter Upgrade was successful.

#### **To upgrade the Receiver:**

1. Download the Receiver image file to the root of a memory stick. Please ensure the memory stick is formatted to a FAT file system.
2. Power up the Receiver and plug in the memory key.
3. Login and select the following menu options: Control > System > Upgrade
4. A list of .clu/fit files located in the root of your memory stick will be displayed. Select the latest upgrade image file. Select OK.
5. The files will be copied to the unit and a message will appear. Select OK.
6. The upgrade will begin, and the Receiver will reboot once completed.
7. Once completed, log in and select the Information tab to review the software version.



### **Documentation**

Manuals can be found at the links below.

For support in US, Australia, New Zealand and Canada – please go to: <http://www.blackbox.com/>

For support in all other countries, please go to: <http://www.blackbox.eu/>



## Previous Release Information

### 6.2 Release

Software Versions - v6.2.0\_9381

#### Key Features include:

- Supports EMD200DP-T
- LACP on dual-network port devices
- Improved Switch time
- Improved Diagnostics
- Support new hardware version of EMD2000SE Receivers (no functional change on device – support for new component).

#### Defects Resolved:

- General improvements in reliability and stability
- LS-504 –resolutions for OSD being reset during upgrade fixed. Factory default for OSD resolution for all devices set to 1280x1024
- LS-493 – When using 16:10 resolutions can get “RDP resolution not compatible” error message on login.

### 6.1.3 Release

Software versions - v6.1.3\_8786

#### Key Features include:

- Support new hardware version of EMD2000SE Receivers (no functional change on device–support for new component).

#### Resolutions to defects:

- BUG-3386–“Black-screen” after reboot of Windows10 machine with multiple video heads on GPU.