

# Rose technical support

## Firmware upgrade instructions

### **UltraLink Viewer program**

This is the installation program for the Viewer. Download the ULVxxx.exe file and run it. It will replace the old Viewer and not change any settings.

### **UltraLink Unit**

Download the ULPxxx.bin file, where xxx is the version number. Log into the UltraLink from the Viewer. From the File-Update Flash tab, browse for the file you previously downloaded and select it. You will see a download dialog box with a progress bar as the Viewer sends the file to the UltraLink unit. You will be logged out of the Viewer automatically. Wait about a minute and log in again and the new firmware will be active.

## Firmware download

### **UltraLink**

| Latest version      | Rev  | Date     | File                       | Size   |
|---------------------|------|----------|----------------------------|--------|
| UltraLink<br>Viewer | 1.4  | 05/08/03 | <a href="#">ULV140.EXE</a> | 1.8 MB |
| UltraLink unit      | 1.35 | 05/08/03 | <a href="#">ULP135.BIN</a> | 3.8 MB |

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## Latest changes

### **UltraLink Viewer version ULV140 05/08/2003**

- **Alt-graph key non-functional on non-US version of Windows**  
Alt Graph key now works when the Viewer is installed on non-US versions of Windows.
- **Version number problem on non-US version of Windows**  
Version number is now reported correctly on non-US versions of Windows.
- **Improve alt-ctrl handling**
  - Fixed various conditions where Ctrl+Alt+P was not behaving in a consistent manner.
  - Fixed various conditions where using mixtures of right ctrl and alt keys caused keys to get stuck in the down state on the remote.
- **Miscellaneous minor or rare issues**

- Rework TCP connection sequence to resolve blocking condition. This problem was originally reported in the field with the unit working fine for months then suddenly it stopped working. This change has solved the problem with no further incident reported.
  - Fixed bug where the Viewer crashed at startup on Windows NT machines.
  - There was a rare case where the connect button could become "active" when a connection was still ongoing, this has been fixed.
  - Fixed bug where switching away from the viewer at a particular time while entering pass-through or connect would create a condition where the keyboard and mouse seem to die, while leaving the focus on the other app.
  - Fixed a bug that would cause a new connection to occasionally time-out (keep-alive timeout) shortly after connecting.
- Various internal changes that improve reporting of errors

## **UltraLink unit version ULP135 05/08/2003**

### **■ Improve mouse response time**

There has been a considerable improvement in response time for mouse delay.

### **■ Add keyboard delay command**

Certain KVM switches or daisy chained connections are slow to switch and must have a delay in their switching strings. You can now insert a one second delay by inserting a pause up with no pause down in the KVM Switch setting Key Code field. For example *LCtrl 1 Enter Pause-up LCctrl 3 Enter* will cause a 1 one second delay to be inserted between sending of the first Enter key and the second LCctrl key.

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## **UltraLink Viewer previous revision history**

### **UltraLink Viewer version ULV138 06/28/2002**

#### **■ Add programmable TCP port number**

The UltraLink default TCP port number was not programmable. Many users would like to manage their TCP port numbers and want to be able to change them for security and administrative reasons. Now you can program it through the Settings-Connection tab.

When entering an address the port number can be appended using standard URL notation: *aaa.bbb.ccc.ddd:pp*

where *aaa.bbb.ccc.ddd* is the IP address and *pp* is the port number. If you leave out the *:pp*, the default port number will be used. This must be used with UltraLink flash version ULP134 or later. You must also configure this at the local port of the UltraLink. You have to recycle power to the UltraLink before the port number takes effect.

#### **■ Miscellaneous minor issues**

- \* Added additional checks to make sure imported switch files are valid.
- \* No longer display computer pull-down box when connected to a stand-alone PC.
- \* The user is now warned before deleting ports in the KVM Switch settings dialog.
- \* Computer pull-down box now shows up to 16 computers at a time.
- \* Fixed several small drawing errors.
- \* Fix scroll bars sometimes show when image fits window.

#### **■ Add support for multiple admins**

Now you can configure any user whether they have administrative rights or not. Formerly you were only allowed to have one user with administrative rights, which was the factory default pre-configured setting.

- **Fix keystrokes incorrect sometimes**

Win9x now sends the Print Screen key correctly.

### **UltraLink Viewer version ULV136 05/22/02**

- **Fix switch command ctrl up-down key can't be sent**

The Ctrl-down Ctrl-up key sequence used to issue switch commands was not being sent out to the switch when the Viewer was in pass-through mode. This problem was introduced in version 1.34 and has been fixed.

- **Cleaned up input validation in the KVM Switch Settings dialog**

The KVM Switch Settings dialog would display an error message if a number was not entered in the Number Of Ports field in the dialog. However, if a number was not entered and Cancel was pressed to close the dialog, the dialog would be closed and a series of error messages displayed. Fixed this so that the field only accepts numeric inputs. A confirmation is displayed if number of ports entered is less than the number of ports currently present as it removes the last ports.

### **UltraLink Viewer version UP135 05/18/2002**

- **Fixes problem where nothing typed at the login dialog would work**

Sometimes the Viewer would not allow anything to be typed at the login dialog box on a subsequent connect. It would work if the Viewer was closed and restarted. Fixed this so that the Viewer connects successfully all the time.

### **UltraLink Viewer version ULV134 05/17/2002**

- **Fixes connect problems on Windows XP**

This was a very intermittent problem. The Viewer would fail to display the image from the UltraLink. After some time, the Viewer disconnects indicating that it did not receive any data from the UltraLink. This happened when the Viewer was connecting more than once. Closing and restarting the Viewer would work. Fixed this so that the Viewer connects successfully all the time.

### **UltraLink Viewer version ULV133 05/15/2002**

- **Changed some default settings on the Viewer**

The default escape mouse sensitivity was reduced by half. The default device type in the KVM Switch Settings dialog has been changed from the UltraMatrix KVM Switch to Standalone PC. The watchdog timer which monitors loss of communication has been increased from 20 seconds to 1 minute.

- **Fix Viewer gets into an incorrect keyboard state**

When the Viewer is not in quad-screen view, it requires pass-through mode in full-screen view. Exiting pass-through mode exits full-screen view as well. However, it is possible to exit full-screen view while staying in pass-through mode. This would put the keyboard in an incorrect state. This does not occur any more.

- **Fixed Viewer crashing on Windows 98**

Sometimes the Viewer could crash on Windows 98 if it was visible upon exiting

power-save mode. It also crashed on occasion when turning Don't Enlarge on and off when the Viewer was maximized. This was due to an invalid state entered by Windows 98. The Viewer now handles this situation.

### **UltraLink Viewer version ULV132 05/08/2002**

#### ■ **Fixed Viewer won't work on Windows 2000 without Admin rights**

If the user logged into Windows 2000 did not have administrative rights on the computer, the Viewer would not work. This has been resolved so that the access right of the user on the computer has no bearing on the operation of the Viewer.

#### ■ **Fix NumLock key**

The keyboard would function incorrectly if the Num Lock state of the keyboard was changed while in pass-through mode. This has been corrected.

#### ■ **Improve auto size**

Previously, Auto Size would abort if the incoming video was of a higher resolution than the Viewer's screen resolution, as there was not enough screen space to Auto Size. The Viewer now gets maximized to provide the largest possible display of the incoming video.

#### ■ **Change Viewer going to Maximized instead of Full Screen**

If the incoming video had the same resolution as the Viewer's screen resolution, the Viewer would automatically go to full-screen mode to provide the best possible display of the incoming video. As this is potentially confusing, the Viewer now maximizes in this case.

#### ■ **Fixed incorrect pass-through exit**

After several connects and disconnects on the Viewer, the Viewer would not enter pass-through mode if the fast mouse exit and slow mouse exit were enabled. It would enter pass-through and immediately exit. Pass-through mode is now exited only when the criteria specified in the Keyboard and Mouse Settings dialog are met.

### **UltraLink Viewer version ULV131 05/06/2002**

#### ■ **Initial public release**

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## **UltraLink unit previous revision history**

### **UltraLink unit version ULP134 06/28/02**

#### ■ **Change default user ID**

The factory default user ID has been changed from "Rose". Consult the UltraLink unit help for more details. This is the initial ID when first receiving an UltraLink unit and does not affect existing installations.

#### ■ **Add programmable TCP port number**

The UltraLink default TCP port number was not programmable. Many users would like to manage their TCP port numbers and want to be able to change them for security and administrative reasons. Now you can program it through the F10 configure screen. There is a new field called TCP port. Enter the desired port number. Note that the default port number should not be changed unless you change the Viewer's setting. This is only available in Viewer's rev 1.37 and later. You have to recycle power to the UltraLink before the port number takes effect.

- **Add link speed/duplex setting**  
Prior to this release the Ethernet port was set to auto negotiate the link speed either 10Mbit/sec or 100Mbit/sec and the duplex setting either half or full. Now you can set it to either auto, 100MB full, 100MB half, 10MB full, or 10MB half. There is a new setting called speed/duplex. Use the page up and page down keys to select the desired setting. If you don't know what setting you should use, then use auto. You have to recycle power to the UltraLink before the port number takes effect.
- **Add support for Japanese and Korean characters**  
These keys were not included in previous releases. We have tested and fully support all of the locale specific keys.
- **Fix certain keystrokes not received correctly**  
The print screen key and certain combinations of ctrl and alt were not sent exactly. This affected certain KVM switches which required use of these keys.
- **Fix local port inactivity timeout not working**  
This timeout, which is set from the Setting-Security tab on the Viewer, now works properly on the local port. The value is the same for the Viewer and for the local port.
- **Fix if KVM ports set to less than 4 then KVM switching doesn't work**  
If the number of ports on the KVM switch, which is set from the Settings-KVM switch tab on the Viewer, was set to less than 4, then you could not switch to the computers from the pulldown computer menu. Manually entering the keystrokes had no problems.

#### **UltraLink unit version ULP133 05/21/02**

- **Improve picture clarity**  
Added automatic sharpening adjustment which is done any time the video resolution changes. On fast links, this can cause a very minor screen shift during the adjustment period which takes about 5 seconds or so to complete.
- **Fix intermittent video instability**  
Occasionally on moving the keyboard and mouse the video would shift to the left for a brief moment. This no longer occurs.
- **Improve resolution recognition**  
When switching between different resolutions sometimes a wrong determination was made as to the incoming video resolution resulting in degraded video. The video could also alternate between two resolutions. This has been fixed.
- **Fix Sun video problem**  
Many Sun computers would not be able to display video. This was due to an incorrect setting of the composite sync recognition. This has been corrected.

#### **UltraLink unit version ULP131 05/05/02**

- **Initial public release**

