MFC-OG3-N and MFC-8322-S RELEASE NOTES

Welcome to the MFC-OG3-N and MFC-8322-S Release Notes. Please read this document to find important information on areas of your card that may not be covered in the user documentation.

CONTENTS

VERSION HISTORY

VERSION 3.05 – DECEMBER 2021

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **SUPPORT FOR NEW PSU MODELS**
  Added support for the new PSU models that can be installed in an openGear frame.

VERSION 3.04A – DECEMBER 2021

This release is for the MFC-8322-S only.

WHAT'S NEW

- **SUPPORT FOR NEW PSU MODELS**
  Added support for the new PSU models that can be installed in an openGear frame. Can now mix and match OG3 and OGX PSU in OG3 frames without resulting in an incompatible PSU error message.
- **ADDED AN OPTION TO MONITOR THE CAN BUS TRAFFIC**
  Added an option to enable automatic monitoring of the CAN bus traffic. This option is enabled by default.

  NOTE: It is not recommended to change this setting from the default unless directed by Ross Technical Support.
- **ENHANCED THE MONITORING OF PSU FANS**
  Added status parameters to monitor the RPMs of the fans in the PSUs.

BUGS FIXED

- Fixed issue where alarms on the front door were not reported correctly.

VERSION 3.03C – OCTOBER 2020

This release is for the MFC-8322-S only.

WHAT'S NEW

- **IMPROVED PSU REPORTING**
  Added a new alarm for incompatible PSU in an openGear frame.

BUGS FIXED

- Fixed an issue where the incorrect maximum power for the openGear frame was calculated.

VERSION 3.03A – AUGUST 2020

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **IMPROVED CARD FAULT REPORTING**
  This release adds textual fault reporting to the Card Fault (SMPTE STATUS OID 0x0201) parameter. If the parameter from the card reports an alarm table constraint the text and warning/error level from that constraint is used to report the error on the frame door. This means that the 'Notify on Card Fault' option can now generate an error, or a warning.

  NOTE: When a constraint is present, alarms with a level of SEVERITY OK are not shown on the frame door, only SEVERITY WARN and SEVERITY ERROR. When a constraint is not present any non-zero value is an error..

VERSION 3.03 – MARCH 2020

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **IMPROVED ALARM HANDLING**

  Added an alarm to notify the user when the frame and power supply do not match.

BUGS FIXED

- Fixed some issues with alarms not reporting on the front door LED and LCD.
- Fixed an issue where the maximum power threshold was incorrectly calculated.
- Fixed an issue where the status of a power supply was not properly reported when removed from the frame.

VERSION 3.02 – JULY 2019

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **IMPROVED ALARM HANDLING**

  Alarms generated by the PSU now appear in the "PSU# Status" field, and no longer appear in the Frame Status field. The PSU alarms are also masked by the renamed "Notify on PSU# Fault" option.

  Added PSU Fan RPM status field to DashBoard and increased the alarm level from 14,000RPM to 15,000RPM.

  Added more debug printing in the console for power supply troubleshooting.

VERSION 3.01 – MAY 2019

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **REMOVAL OF DASHBOARD LITE APPLET**

  The DashBoard applet available on the frame was removed for security considerations.

VERSION 3.00A – MAY 2018

This release is for the MFC-OG3-N only.

WHAT'S NEW

- **NEW OGX HIGH POWER FRAME**

  This release supports the new OGX frame and new power supplies.

- **FRAME GLOW (OGX FRAME ONLY)**

  The OGX frame features an LED that can be customized by the user. The LED can be configured to a solid color, to reflect the frame status, or it can be disabled. The user can also make the LED flash to help locate the frame.

- **SECURITY FEATURES**

  Users now have the ability to disable network services in order to make the MFC more secure. Users can disable SSH access, SLP announcements, SNMP, and block upgrades.

- **NEW PARAMETER ADDED: FRAME POWER CAPABILITY**

  A new reserved OID has been added (0xFE0F) to advertise the frame's power capabilities to cards installed in the system. openGear card developers should refer to teh openGear development guide for details.

KNOWN ISSUES

- After removing and replacing the LED bar when servicing the air filter, the LED will not turn on until the fan door is opened and closed.

BUGS FIXED

- SNMP v1 trap messages now correctly report the agent-addr field. (61077)

VERSION 2.92 – MARCH 2016

WHAT'S NEW

- Added the ability to configure the link speed between the MFC Ethernet switch and the card slots

KNOWN ISSUES

- The Port Status may erroneously report Link Up when it is not configured for the proper speed.

VERSION 2.91 – AUGUST 2015

This is a consolidated release the family of MFC-xxx-N controllers. It includes several corrections for the MFC-OG3-N and MFC-8322-N. All of these fixes, including previous ones from v2.7x and v2.8x, have been back-ported to the older MFC-8320-N and MFC-8310-N controllers.

The most significant corrections include: 39332 (Loss of DashBoard communication), 39360 (Devices in tree view cannot be opened), 25807 (Loss of NTP is not reported), and 38382 (DataSafe failing with 1024 or more OIDs). For details on these fixes, please see the descriptions under version 2.7x and 2.8x below.

WHAT'S NEW

- **IMPROVED FAN SPEED REPORTING**

  There has been a change to fan speed reporting via reserved OID 0xFF0D. Card developers should refer to the openGear development guide for details. This functionality was added for

MFC-OG3- N and MFC-8322-N and is now also present on the MFC-8320-N and MFC-8310-N controllers.

BUG FIXES

- Corrected the DataSafe upload failure for specific file sizes. When uploading a previously saved configuration (.OGD file), there was a 1 in 256 chance that DataSafe file upload may fail, so the card will not be restored to the saved settings. This was caused by a miscalculation of the number of packets to be exchanged.
- Fixed an issue where the Audio alarm may not function on MFC-OG3-N. The audio alarm could intermittently become disabled even when the jumper was correctly positioned to enable the alarm. This issue affected the MFC-OG3-N controller only.
- Fixed an issue where holding alarm mute button did not clear DataSafe. The user manual explains that when a DataSafe mismatch error occurs, the condition can be cleared either by clicking the Update button in DashBoard, or by holding the Alarm Mute button for 5 seconds. On the DFR-OG3 frame (eg. MFC-OG3-N and MFC-8322-N controllers) the alarm mute button on the front door did not work as described.
- Fixed an issue on the MFC-OG3-N controller where the SNMP agent returned incorrect values for parameters encoded as IpAddress data types. This has been corrected for get and set operations on individual and array parameters.

KNOWN ISSUES

The DashBoard-Lite web applet may not run on modern systems with Java 7. Various security warnings occur, and often prevent the app from running. Note that DB-Lite app has not been updated in some time and has fallen far behind DashBoard in terms of feature set. The DB-Lite applet may be removed in future versions.

VERSION 2.88 – FEBRUARY 2014

This release improves gigabit switch performance and corrects several other minor bugs.

BUG FIXES

- The gigabit switch was found to forward packets unnecessarily, resulting in poor performance, particularly under stress-test. The configuration of the gigabit switch has been corrected.
- A logic error in the gigabit switch initialization has been corrected. This issue could prevent the switch from being initialized during soft-reboot of the MFC-OG3-N.
- When using DHCP, prior to obtaining an IP address, the LCD would show 255.255.255.255, rather than 0.0.0.0 as documented in the manual. This has been corrected.

KNOWN ISSUES

Unchanged from previous release.

VERSION 2.87 – DECEMBER 2013

This release corrects several issues found during testing. There are no new features added.

BUG FIXES

- The OK/Alarm LED did not behave as documented in the manual. This has been corrected, it now works as in the MFC-8322-N.
- A race condition in the processing of messages from DashBoard has been identified and corrected.
- A condition in which devices appear in the DashBoard tree view, but cannot be opened, has been corrected.
- If the NTP server is left unconfigured (e.g. 0.0.0.0), then MFC communication to DashBoard is interrupted for three seconds out of every ten seconds. This has been corrected.

KNOWN ISSUES

Unchanged from previous release.

VERSION 2.86 – DECEMBER 2013

This is the initial release of the MFC-OG3-N network control card for the OG3-FR frame.

WHAT'S NEW

The MFC-OG3-N is now functionally equivalent to the MFC-8322-N controller.

- **DASHBOARD SUPPORT**

  The MFC-OG3-N bridges traffic between the CAN bus and Ethernet, allowing the use of the DashBoard Control System. This enables control and monitoring of devices in the frame.

- **USER RIGHTS MANAGEMENT**

  The MFC-OG3-N supports User Rights Management (URM) through DashBoard, making it possible to limit access to devices in the frame. By default, a two-user scheme (Administator and User) is offered.

- **GIGABIT ETHERNET**

  The MFC-OG3-N offers gigabit ethernet to all 20 slots in the OG3-FR frame. Link status for each slot can be monitored through DashBoard.

- **DATASAFE**

  DataSafe monitors card parameters for each slot and restores the parameters if a card is hot- swapped with an identical card. This feature is disabled by default but can be enabled on a per-slot basis using on the DataSafe tab in the MFC Device View.

- **CONFIGURATION SAVE AND RESTORE**

  Card configuration parameters can be stored to a file and can be restored from files to one or more active cards. It is also possible to copy configuration between cards.

- **SLOT RENAMING**

  Cards can be renamed at will, using the Setup tab in the MFC Device View.

- **OPTIONAL SNMP MONITORING AND CONTROL**

  The MFC-OG3-N offers optional SNMP (v1 and v2c) monitoring and control of devices in the frame.

BUG FIXES

The following issues, present on MFC-8322-N, have been corrected in the MFC-OG3-N.

- Fixed an issue where the Loss of NTP was not reported. The MFC controller now correctly reports its Network Time Protocol (NTP) status to other devices in the frame. Previously, if the controller managed to synchronize, but then lost connection to NTP, it would continue to report successful lock status.

KNOWN ISSUES

- The MFC-OG3-N is based on the earlier MFC-8322-N and MFC-83x0-N controllers and inherits many of the known issues from those products.

SOFTWARE UPGRADES

Using DashBoard

Typically, the MFC controller is upgraded through the DashBoard Control System, in the same manner as other openGear devices. To obtain the most recent software upgrade package, contact Ross Video Technical Support.

1. In DashBoard, double click on the frame to open its Device page.
2. Click the Upload button at the bottom of the Device page.
3. Browse to the upgrade file (MFC-OG3-vX YY.bin).
4. Click the Finish button to begin the upgrade.

5. When the upload is finished, DashBoard will prompt to reboot the card.
6. After the MFC-OG3-N controller has rebooted, the upgrade is completed.

Using a Web Browser

Upgrades can be performed using a web browser. This is intended as a diagnostic tool in case of problems with the normal DashBoard upgrade procedure. This method should only be used when so advised by Ross Technical Support.

Using a web browser, go to http://IPADDR/cgi-bin/upgrade, where IPADDR is the current IP address of the MFC controller. Use the normal upgrade file MFC-OG3-vX YY.bin.

Recovery via the Micro-SD card

Should the MFC-OG3-N fail to boot (eg. the status LED remains red), it is possible to recover by using a micro-SD card. Note that Ross Video does not supply the micro-SD card.

1. Obtain a micro-SD card, and ensure that it is formatted with FAT filesystem.
2. Contact Ross Video Technical support to obtain a recovery image (MFC-OG3-vX YY-recovery.zip).
3. Unzip the recovery image on to the micro-SD card—this will produce four files on the micro-SD card.
4. Insert the micro-SD card into the MFC-OG3-N socket.
5. Press the Alarm Mute button while turning on the power to the frame. The MFC-OG3-N will boot from the SD card, and normal LED behavior be observed.
6. Once the card is running, perform a standard software upgrade via DashBoard, as described above.
7. Once this upgrade is complete, power down the MFC-OG3-N and remove the micro-SD card.

GETTING HELP

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
    - **Technical Support: (+1) 613-652-4886**
    - **After Hours Emergency: (+1) 613-349-0006**