

# KMX-3921 Upgrade Package

## Release Notes

This package contains the iControl service upgrade for the KMX-3921 multiviewer card, the firmware upgrade for the card, in addition to the indicated version of the Kaleido Software for this multiviewer model.

You can obtain the full **Release Notes** for this version of the Kaleido Software, as well as the **Kaleido Software User's Manual**, the **KMX-3921 Installation & Service Manual**, and other reference manuals, from the [Documentation Library](#) section of Grass Valley website.

Database samples are available from the [Downloads](#) section of the website.

## Kaleido Software Minimum Software Version Compatibility

A KMX-3921 multiviewer cannot be downgraded to a Kaleido Software version earlier than 10.00.

Whenever possible, upgrade the multiviewer to use the latest Kaleido Software version to take advantage of the latest bug fixes and stability enhancements. See the Kaleido Software Release Notes for more information about a Kaleido Software release.

For a multiviewer that has two or more KMX-3921 multiviewer cards, all multiviewer cards will be automatically upgraded or downgraded to the software version currently loaded on multiviewer card 'A' as a function of the live-update (auto-upgrade) feature. The 'A' card is the right-most KMX-3921 multiviewer card as viewed from the front of the Densité frame.

## Upgrading the Multiviewer

The following procedure pushes a software update into the selected multiviewer cards. It is recommended to update all multiviewers cards at the same time, as the multiviewer will have to reboot only once.

### IMPORTANT

#### **Back up your system database**

Before upgrading the multiviewer system, make sure you have a backup of the current system database. Refer to *Creating a Backup* in the Kaleido Software User's Manual, for details.

#### IMPORTANT (*continued*)

##### Cluster systems

All multiviewers that are part of a cluster system must use the same Kaleido Software version. For cluster systems, Kaleido Software versions 8.70 and 6.50 introduce a hard compatibility break with previous Kaleido Software versions.

Cluster backups you create with version 8.70 and 6.50 (or higher), cannot be restored by using an earlier version of XEdit. Grass Valley recommends you make a backup of the individual databases for every cluster member, *before upgrading* from a pre-8.70 or pre-6.50 version, to version 8.70 or 6.50 (or higher) respectively.

The upgrade is performed from your PC by using the Densité Upgrade Manager application, which is part of iControl, and iControl Solo. Refer to the iControl Solo User Guide, or to the iControl User Guide, for more information.

## Installing the Software Upgrade

The upgrade package contains:

- the Kaleido Software Upgrade Manager application is required to upgrade the KMX-3921 multiviewer.
- one or more Kaleido Software operating system (.os, .zip, or .run) files.
- iControl drivers that are needed to update the card.
- upgrade documentation.

### Loading the upgrade package into the Densité Upgrade Manager

- 1 From iControl Navigator, or iControl Solo, open Densité Upgrade Manager.
- 2 In **Densité Upgrade Manager**, click **Upload files**.  
A file browser window opens.
- 3 Navigate to the upgrade package (e.g., KMX3921-10.0.0-BUNDLE-4-upgrade-package.zip), select it, and then click **Open**.  
A progress indicator window appears.
- 4 Click **Upload**, to transfer the upgrade package to the Densité manager.
- 5 Once the operation has completed, click **Close**.
- 6 In the **Available package** column of **Densité Upgrade Manager**, expand the appropriate list to verify that the new upgrade package is present.

### Upgrading the KMX-3921 multiviewer

When upgrading a multi-card KMX-3921 multiviewer system (for example, a multiviewer with more than one KMX-3921 card), you should select *all* multiviewer cards in Densité Upgrade Manager, so that they are all upgraded simultaneously and only one multiviewer reboot will be required.

- 1 Locate the KMX-3921 card(s) that belong to the multiviewer system you are upgrading.

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**TIP**

If you have more than one KMX-3921 system in the GV Node frame, click the **Physical view** tab, where you can locate the multiviewer cards by their slot number.

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- 2 For each multiviewer card to be upgraded, select the upgrade package you uploaded in [step 3](#) (in [Loading the upgrade package into the Densité Upgrade Manager](#) on page 2) from the corresponding list, under **Available package**.
- 3 Make sure to set the check boxes under **Select/Bypass** for all multiviewer card(s) to be upgraded.
- 4 Click **Upgrade**.
- 5 When prompted to confirm, click **Yes**.

During the upgrade, a progress bar appears in the **Install progress** column. Once the upgrade operation has completed, a message appears in the Install progress column. The multiviewer will reboot and the current KMX-3921 card software version will be shown under **Installed firmware** column.

## **Grass Valley Technical Support**

For technical assistance, contact our international support center, at  
1-800-547-8949 (US and Canada) or +1 530 478 4148.

To obtain a local phone number for the support center nearest you, please consult the  
Contact Us section of Grass Valley's website ([www.grassvalley.com](http://www.grassvalley.com)).

An online form for e-mail contact is also available from the website.

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