

# Rose technical support

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## Firmware download

### UltraView - ServeView Plus - ServeView enhanced

| Product                                | Part number      | Platform | Rev   | Date     | File                      |
|--|------------------|----------|-------|----------|---------------------------|
| UltraView<br>ServeView Plus            | UPc-nU<br>SPc-nU | PC       | U62P  | 09/13/01 | <a href="#">U62P.HEX</a>  |
| UltraView<br>ServeView Plus            | USc-nU<br>SSc-nU | Sun      | U60S  | 08/30/99 | <a href="#">U60S.HEX</a>  |
| UltraView<br>ServeView Plus            | UAc-nU<br>SAC-nU | Apple    | U60A  | 08/30/99 | <a href="#">U60A.HEX</a>  |
| UltraView<br>ServeView Plus            | UEc-nU<br>SEc-nU | Multi    | U62E  | 09/13/01 | <a href="#">U62E.HEX</a>  |
| ServeView enhanced<br>Revision A units | SVE-nU A         | Multi    | U62D  | 09/13/01 | <a href="#">U62D.HEX</a>  |
| ServeView enhanced<br>original units   | SVE-nU           | Multi    | SVE62 | 09/13/01 | <a href="#">SVE62.HEX</a> |

#### NOTES

1. c in part number is chassis style, n in part number is number of ports
2. When upgrading the SVE units, please be sure to distinguish between the original units and the newer units with an A in the part number.

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## Program revision history

### Program version 62 09/13/2001

- **Improve mouse performance**

Improve compatibility with mouse on various platforms. Mouse would go out of sync on various platforms such as HP LDpro and LXpro. This has been resolved. This does not apply to firmware for Apple and Sun units and no new firmware has been generated in this release for these units.

### Program version 60 08/30/1999

- **Fix upper boards not recognized**

Fix problem with upper boards sometimes not being recognized at power up. Randomly, certain units would not recognize the upper boards and you could not switch to these ports.

■ **Fix selection of ports sometimes skipped on upper cards**

When switching to a computer on an upper card, sometimes the switching would not occur. Switching to the computer again would work correctly.

■ **Fix box to box mouse problems.**

The box to box protocol would sometimes not be configured correctly and the mouse would be out of sync. Careful manual configuration would be able to correct the problem. The box is now easier to configure and forgiving of wrong configuration. If a wheel mouse is not used the box does not use any wheel mouse protocol.

■ **Add set mode command**

These commands are present in versions of the switches with no OSD installed. It has been added in to versions with OSD to make configuration easier. In particular please note the new settings to configure multi-platform boxes to all Sun or all Apple.

Note there are three classes of mode command, for the CPU, for the keyboard, and for the mouse. Don't confuse the setting for a CPU's keyboard/mouse setting with the mouse itself. To change a CPU's keyboard/mouse setting you must first switch to that CPU. Changing the keyboard or mouse itself, you can be switched to any CPU.

Settings that apply to Apple and Sun are ignored on PC-only units. The mode command is inactive if a configuration password has been set. To enter the mode command, press and release the left control key, then the M key, then the mode value as shown below, and then the enter key. Don't use the numeric keypad for numeric keys or the enter key.

To save the setting in non-volatile memory, use the keep command by pressing and releasing the left control key and then the K key.

| SUMMARY OF MODE COMMAND VALUES |  |
|--------------------------------|--|
| MODE COMMAND VALUE             | DESCRIPTION                                      |
| 1                              | CPU keyboard = PC mode 1 (certain IBM computers) |
| 2                              | CPU keyboard = PC mode 2 (most PCs)              |
| 3                              | CPU keyboard = Most Unix workstations            |
| 4                              | CPU keyboard/mouse = Apple                       |
| 5                              | CPU keyboard/mouse = Sun                         |
| 6                              | CPU mouse = PS/2 mouse                           |
| 7                              | CPU mouse = RS232 7 bit mouse (Microsoft)        |
| 8                              | CPU mouse = reserved for future use              |
| 9                              | CPU mouse = RS232 Mouse systems mouse            |
| 10                             | CPU mouse = PS/2 wheel mouse                     |
| 20                             | Keyboard = 101/102 PC keyboard                   |
| 21                             | Keyboard = 104/105 PC keyboard (Windows KB)      |
| 30                             | Mouse = PS/2 mouse                               |

|    |  |
|----|--|
| 31 | Mouse = RS232 7 bit mouse (Microsoft)        |
| 32 | Mouse = RS232 Mouse systems mouse            |
| 40 | Set all computers to Apple                   |
| 50 | Set all computer to Sun                      |
| 60 | Set all computers to PC mode 2 and PS2-mouse |

■ **Add set resolution command**

This allows you to set the on-screen display resolution when no video is present. This was added primarily to support older fixed frequency monitors that do not sync up at the default 640 x 480 @ 60Hz rate of the on-screen display.

To enter the resolution command, press and release the left control key, then the Y key, then the resolution value as shown below, and then the enter key. Please note that for German language keyboards you must use the z key instead of the y key.

Don't use the numeric keypad for numeric keys or the enter key. To save the setting in non-volatile memory, use the keep command by pressing and releasing the left control key and then the K key.

| SUMMARY OF RESOLUTION COMMAND VALUES |                    |
|--------------------------------------|--------------------|
| COMMAND VALUE                        | RESOLUTION SETTING |
| 1                                    | 640x480 60Hz       |
| 2                                    | 640x480 72Hz       |
| 3                                    | 640x480 75Hz       |
| 4                                    | 640x480 67Hz       |
| 5                                    | 832x624 75Hz       |
| 6                                    | 1152x900 66Hz      |
| 7                                    | 1152x900 76Hz      |

■ **Improve support for Windows NT service pack 3 and 4**

We have revised the mouse driver in the box to be compatible with the latest changes. Normally booting of the computer configures the setting automatically, but if a computer is changed to another port or has manually been configured wrong you can lose the mouse. To recover the mouse a new command has been added to send a reset mouse command to the computer.

To enter the reset computer's mouse command, press and release the left control key, then the O (alphabetic, not zero) key. This command should only be used when the mouse has been lost on NT. If a wheel mouse is used, this will also recover use of the wheel. You can also use this command to change the NT mouse driver from non-wheel to wheel without booting the computer.

■ **Fixed problem with mouse on certain Dell computers**

Certain Dell computers such as the XPS R350 and the XPS 450 would fail to have mouse pointers present when booting NT4.0. The mouse will now boot properly on these computers.

## Kernel revision history

**No new kernel has been released for this product family**

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