

MASSCORE RTX64 3.7.4 Installation Guide

No part of this documentation may be reproduced in any form whatsoever or be stored in any data retrieval system without prior written permission of the copyright owners.

This documentation is supplied on an as-is basis. Information contained within this documentation is subject to change at any time without notice and must not be relied upon.

All company and product names are [™] or Registered Trademarks « of their respective owners.

Windows 7, and Windows 10 are trademarks of Microsoft Corporation.

Merging Technologies makes no warranties express or implied regarding this software, its quality, performance, merchantability or fitness for a particular purpose. The software is supplied “as is” you, the purchaser, are assuming the entire risk of the results of using this Merging Technologies software.

In no circumstances will Merging Technologies, its owners, directors, officers, employees or agents be liable to you for any consequential, incidental or indirect loss or damages including loss of time, loss of business, loss of profits, loss of data or similar resulting from the use of or inability to use the Merging Technologies hardware and or software or for any defect in the hardware software or documentation.

© Copyright Merging Technologies Inc. 2021. All rights reserved



Table of Contents

Windows 10 - IMPORTANT!.....	3
MassCore Installation.....	4

Windows 10 - IMPORTANT!

Note: Merging **strongly recommends** you **defer feature updates** in Windows 10. Windows 10 users should never update to Beta Windows versions or install major new updates before making sure they are supported by Merging.

Please refer to our Windows 10 Configuration Guide:

<https://confluence.merging.com/display/PUBLICDOC/Windows+10+Configuration>

Details about the recommended Windows 10 Defer Update setting

<https://confluence.merging.com/display/PUBLICDOC/Windows+10+Defer+Updates>

Windows 10 Recommended Version for MassCore

Pyramix 25th Anniversary / Ovation 9 are supported under the following Windows 10 updates:

- October 2020 update 20H2 supported with Pyramix 25th / Ovation 9 HotFix 3 & RTX64 3.7.4
- May 2020 Update 2004 supported with Pyramix 25th / Ovation 9 HotFix 3 & RTX64 3.7.4
- November 2019 Update (1909) supported with Pyramix 25th / Ovation 9 & RTX64 3.7
- May update (1903) supported as of Pyramix v12.0.5 / Ovation 8.0.5 HotFix
- October update (1809)
- Spring Creator (1803)
- Fall Creator (1709)
- Creator (1703)
- Anniversary (1607)
- As well as the *Meltdown & Spectre* and *Zombieload* Windows updates with MassCore/RTX64 3.7.0

Note: Users wanting to update Windows 10 to another version **must** follow the procedures documented here:

<https://confluence.merging.com/display/PUBLICDOC/Windows+Configuration+Guide>

Select the appropriate document according to your current Windows 10 version.

Note: Once the update to the required Windows version has been completed follow this MassCore installation Guide.

MassCore Installation

System Requirements

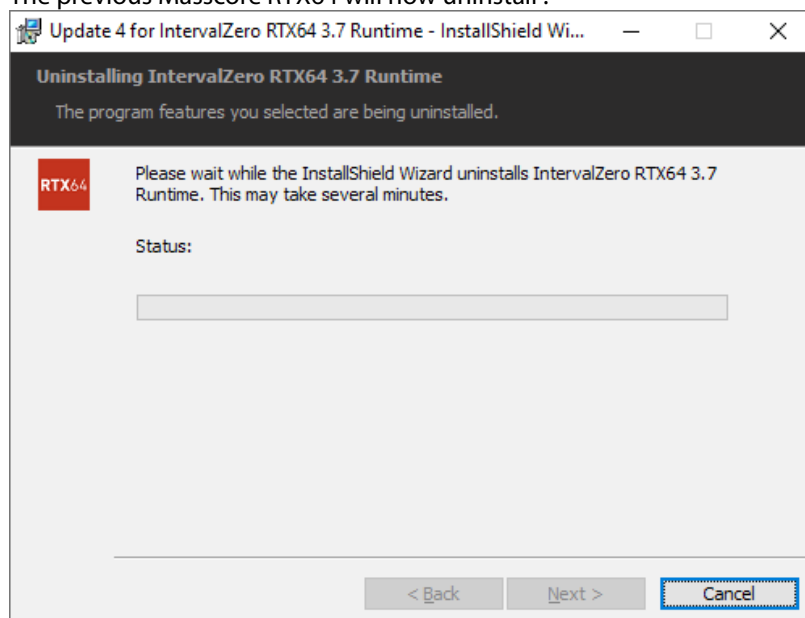
A 4th Generation Intel Core Processor (i5 or i7 4XXX and higher) is the minimum requirement.

Conditions

- You **MUST** be logged in as an **Administrator** to install **MassCore**
Note: You do not need to be logged in as an Administrator to **RUN** Pyramix with MassCore™, just to install it.
- You must have a NET-MSC-GBEX1-Ethernet card in your system.
- You must have the MassCore 48 (Base), MassCore 64bit and an RTX 64 key in order to proceed with the installation.
Please contact your Merging Technologies Sales Partner if you do not have these options but want to use MassCore.

Installation Procedure

1. Install 25th Anniversary Pyramix / Ovation 9 and ensure you have the required MassCore RTX64 keys.
2. Launch **MT Security Settings** and select the **MassCore** Tab.
3. Choose the **Uninstall MassCore RunTime** option and reboot (There will be one reboot).
Note: RTX DONGLE USERS (SSK-HUD-RTX) As of this new Pyramix 25th / Ovation 9 HotFix 3, MassCore is entirely protected by Merging Keys. The RTX dongle is no longer required.
4. Reboot selecting the **NON-MassCore** Windows Boot line. If you experience any problems please refer to the troubleshooting document here:
<https://confluence.merging.com/display/PUBLICDOC/MassCore+Uninstall+Troubleshooting>
5. The previous Masscore RTX64 will now uninstall :



- Once the uninstallation is finished, there is no need to reboot. Launch **MT Security Settings** and enter your **25th** keys (including the MassCore keys) or confirm their presence.

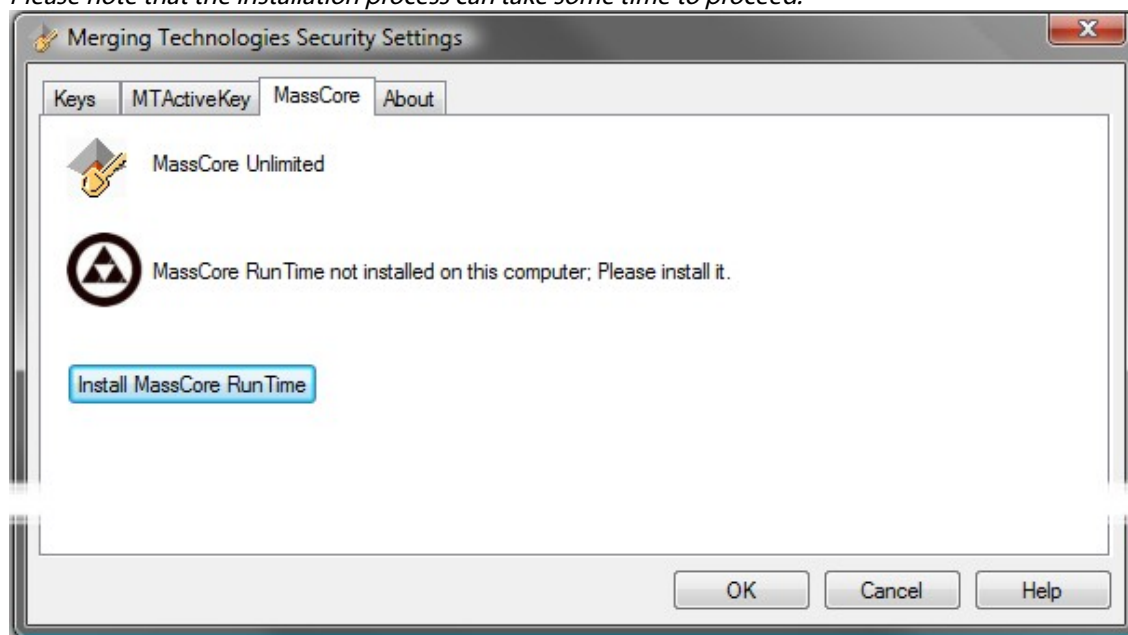
Warning! If when entering your new MassCore key you experience a failure message, please contact:

keys@merging.com

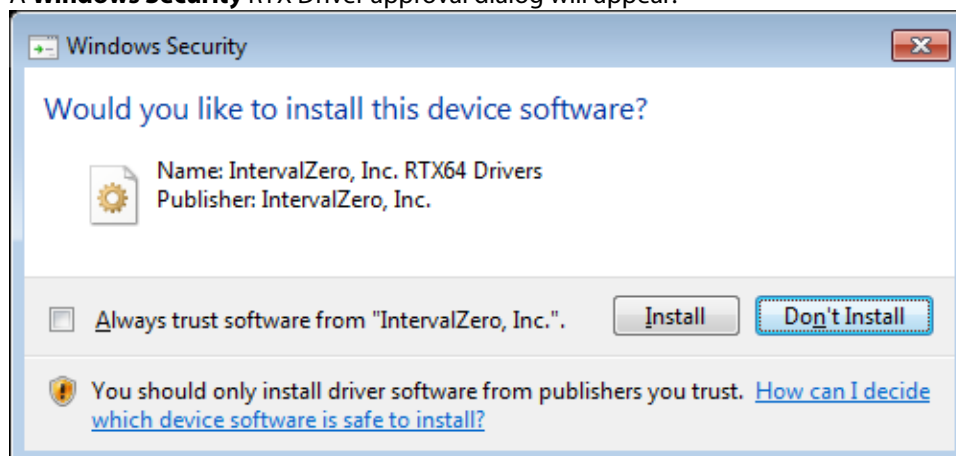
and let us know your Dongle serial number so that Merging can identify your current **MassCore/RTX64 key** and renew it if necessary.

- Enter Your Key(s) in the **MT Security Panel** (Make sure you have a valid MassCore key.)
The MassCore 64bit and RTX64 keys are required for 64-bit systems.)
- In the **MT Security Panel** select the **MassCore** Tab.
- Press the **Install MassCore Run Time** button (will only be enabled if the **MassCore base, MassCore 64bit** keys and a valid RTX64 license code are present.)

Please note that the installation process can take some time to proceed.

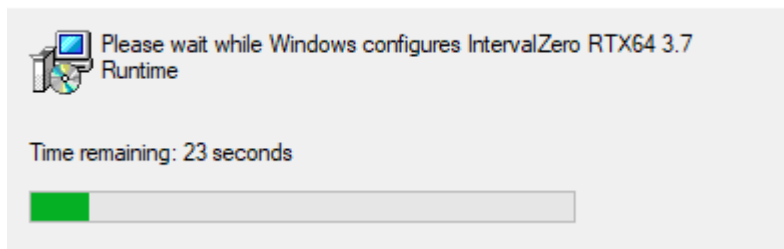


- A **Windows Security** RTX Driver approval dialog will appear:

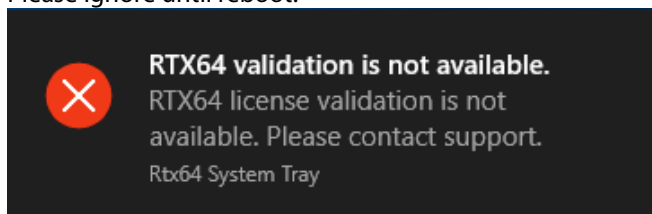


- Click **Install**. The installation progress window will appear:

IntervalZero RTX64 3.7 Runtime



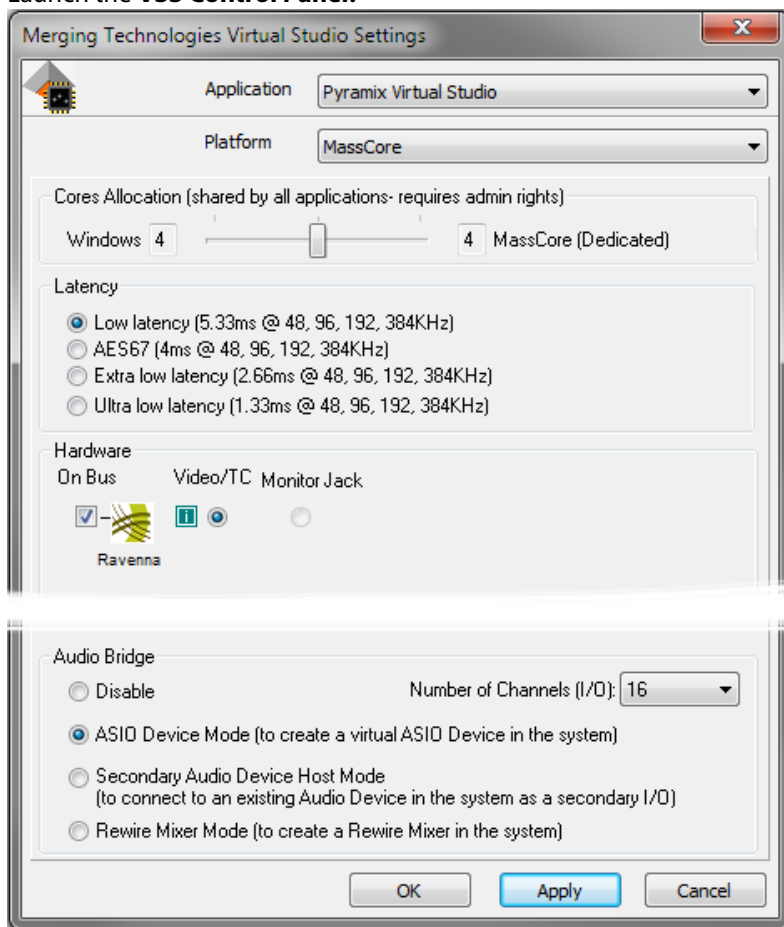
- When the install completes, click on **OK** in the Merging Technologies Security Settings dialog to close it.
Note: Users installing MassCore may see a popup dialog un-authorized license message. Please ignore until reboot.



- Restart System after the install.

Note: Please note that the installation process can take some time. After installation you should see an **Interval Zero** entry in **Windows Control Panel > All Control Panel Items > Programs and Features**. This should read: **IntervalZero RTX64 3.7 Runtime (Version 3.7.4.5222)**.

- Launch the **VS3 Control Panel**:





15. We recommend the use of **Low latency** or **AES67** modes by default.
Ultra low latency & Extra low latency are available for Horus / Hapi / Anubis users with Pyramix 25th Anniversary / Ovation 9 recommended configurations.
<http://www.merging.com/pages/pconfig>
We also recommend that users working in DXD and DSD use **Low Latency**.