Purpose
The purpose of this version of 1.9.10 is to address a flawed FTDI driver used to support USB interconnectivity.

Systems running Eos Family software version 1.9.8 and higher are at potential risk. While most systems will not experience an issue, we advise all customers to update any system currently running Eos Family software version 1.9.8 or higher to the latest version of 1.9.10 (1.9.10.9.1.34).

This driver change may affect you if you are using a PC running Windows 7 with a Universal Fader Wing, as well as Gio installations using fader wings. Please contact ETC Technical Services directly at the office nearest to you.

This software release is highly recommended for all users of the Eos Family platform (Eos, Gio™, Ion®, and Element™).

For any questions relating to the contents of this release or the behavior of this software, please contact ETC Technical Services at the office nearest to you. A list of ETC offices is given at the bottom of this page.

Availability
You may obtain this release of software by downloading it from the Downloads section of the ETC website, www.etcconnect.com.

It is recommended that you check the ETC website for the most up-to-date software (both for your console and offline software) to accompany this release.
Affected Products of This Release

The following Eos Family products are affected by this software release:

- Eos
- Gio
- Ion
- Element
- Eos Remote Processor Unit (RPU)
- Ion Remote Processor Unit (RPU)
- Net3 Remote Video Interface (RVI)
- Eos Family Client
- Eos Family Offline

Documentation


Compatibility

ACN

The software is compatible with all Net3™ products that meet or exceed ESTA ratified standard ANSI E1.17 2006 Architecture for Control Networks (ACN) and ANSI E1.31 Streaming ACN (sACN).

CAUTION:  Eos show files are forward compatible to v1.9.x. However, v1.9.x show files are not backward compatible to v1.4.x and previous, due to changes to the file structures to reduce show file size. Please contact ETC Technical Services at the office nearest to you if you feel the need to downgrade to a 1.4.x build for any reason.

ETCNet2 Network Compatibility

This release is compatible for the exchange of EDMX and/or configuration information with the following ETC hardware and software:

- **Eos® Family Lighting Control System** - Version 1.0.0 and later software.
- **Congo™ Family Lighting Control System** - Version 4.0.0 and later software.
- **Emphasis® Control System** - Version 1.4.0 and later software.
- **Obsession® II Control System** - Version 5.1.x software.
- **Network Configuration Editor (NCE)** - Version 4.x.x and later software.
- **Net3 Four Port Gateway (ETCNet2 mode)** - Version 4.0.0 and later software
- **Net3 Show Control Gateway** - Version 1.0.0 and later software
- **Net3 I/O Gateway** - Version 1.0.0 and later software
- **ETCNet2 DMX Node** - Version 4.0.6 and later software.
- **ETCNet2 Two Port Node** - Version 4.1.4 and later software.
- **Unison®** - Version 1.9.x software.
ETC Release Note: Eos Family Software v1.9.10

Incompatibility
Eos Family v1.9.10 is incompatible with hardware and software running ETCNet2 software prior to those listed above.

CAUTION: Until your ETCNet2 nodes and Net3 gateways are updated to the versions listed below by NCE v4.2 or later, you must turn off/disable the (DHCP) Address Server in the Eos Configuration Utility (ECU). In the ECU: Settings>Network>Net3 Settings. Make sure “Enable Address Server” is unchecked.

Software Versions that are compatible with DHCP servers:
ETCNet2 DMX Node (4.0.6)
ETCNet2 Two Port Node (v4.1.4)
ETCNet2 Video Node (v4.0.2)
Net3 Four Port Gateway (ETCNet2 mode v4.0.3 or later)

Eos Family v1.9.10 is incompatible with hardware and software running ETCNet1.

Key Enhancements in 1.9.10
• FTDI Driver
• Support for Eos hardware change

Key Enhancements in 1.9.9
• Support for Gio hardware
• Sensor CEM3 dimmer feedback and configuration
• Scroller Calibration Column
• Setup option to disable encoder acceleration and determine degrees/percentage of movement per encoder revolution.
ETC Release Note:

Eos Family Software v1.9.10

Installation Instructions

New Eos Family consoles will ship with the current version of software loaded and you do not need to update the software in the console to begin using it.

Note: All processors on the Eos Family network must be running the same version of software. Therefore, you must also update all RVIs and RPUs when you update your console.

Software Installation

To update your console or offline software to the v1.9.10 release, you will need to download it from the ETC website, unzip the file, load it to a USB device, and then transfer it to your console from the USB port using the Eos Configuration Utility (a.k.a. Eos Shell).

To update your console to v1.9.10:

Step 1: Download the software from the ETC website (www.etcconnect.com - click “Downloads” at the top of the page).

Step 2: Unzip the file.

Step 3: Transfer the unzipped file to a USB memory device.

Step 4: Insert the USB device containing the software into an available USB port on the console.

Step 5: Open the Eos Configuration Utility (ECU - Also known as the Eos Shell) either by exiting the Eos Family software (Browser>Exit) or by starting up the console and clicking on the {Launching in...} button. The ECU screen will open.

Step 6: Click on the {Settings} button. The settings window will open.

Step 7: Click on the {General} button inside of the settings window. The general settings will appear in the window.

Step 8: Scroll down in the window until the {Software Update...} button is visible. Click this button.

• This scans the root directory of all available drives (USB drives) for valid installers.

Step 9: When the “Update Software” dialog pops up, click on ETC_EosFamily_Console_v1.9.10.9.1.34, then click {Install}.

• The software will copy to the hard drive before launching a standard Installshield application to direct you through the install.

Step 10: Click {Next} to start the installation process.

Step 11: Accept the terms of the license agreement and click {Next}.

Step 12: A dialog box will open warning of losing show data if not saved to disk. Click {Yes} to continue. The console will install the software.

Step 13: Click {Finish} to complete the installation process. The console will automatically reboot and then enter the ECU welcome screen.

Offline and Client Software

For system requirements and installation instructions for Windows and Mac clients, please see the Eos Family Client Kit Quick Guide v1.9.

Firmware Update for Eos

Version 1.9.8 included an update to the Eos firmware to enable dimming of desk lamps.

To update your Eos:

Step 1: With v1.9.8 or later installed on your console, open the Eos Configuration Utility (ECU - Also known as the Eos Shell) either by exiting the Eos Family software
Browser>Exit) or by starting up the console and clicking on the {Launching in...} button. The ECU screen will open.

Step 2: Click on the {Settings} button. The settings window will open.

Step 3: Click on the {Maintenance} button inside of the settings window. The maintenance settings will appear in the window.

Step 4: Scroll down to the Firmware Update window.

Step 5: Click on the Eos Keyboard to select it for updating.

- Eos Keyboard Rev B must be upgraded to version 1.3.
- Eos Keyboard Rev C must be upgraded to version 1.1.
- If you see Eos Keyboard Rev A, please contact your local ETC technical services at the phone number or email address located on page 1 of this document.

Step 6: Click the {Update} button. This will open a window.

Step 7: When the update is finished the window will say “Updated firmware successfully”, click {Ok}.

Step 8: It is recommended that you reboot your console after updating the firmware.

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**Note:** The touchscreens and/or mouse may stop working briefly at the end of the firmware upgrade process.

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**Issues Corrected in v1.9.10**

No Issues Corrected

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**Known Issues Remaining in v1.9.10**

<table>
<thead>
<tr>
<th>RND</th>
<th>Issue Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0018974</td>
<td>[Attributes] in patch display interferes with macro</td>
</tr>
<tr>
<td>0018958</td>
<td>Pixel Mapping Effect Layers should have a single master intensity parameter</td>
</tr>
<tr>
<td>0018860</td>
<td>Address should be unparked when the channel it is patched to gets deleted</td>
</tr>
<tr>
<td>0018585</td>
<td>Macro wait times are ignored in Startup Macros</td>
</tr>
<tr>
<td>0018431</td>
<td>Sneaking an effect sub with time is ignoring the sneak time</td>
</tr>
<tr>
<td>0018414</td>
<td>Undo of a sub blind edit when the sub is active is not updating the output</td>
</tr>
<tr>
<td>0018166</td>
<td>Shutdown Macros won’t fire when Power Off Multiconsole System feature is used</td>
</tr>
<tr>
<td>0018150</td>
<td>Asserting a sub that is not at full should not set the sub content to full</td>
</tr>
<tr>
<td>0017957</td>
<td>CEM Integration Appears on at Backup even when Off at Primary</td>
</tr>
<tr>
<td>0017956</td>
<td>Multi-scroller channel only shows first scroller as being calibrated</td>
</tr>
<tr>
<td>0017908</td>
<td>Offline software viz timeout should be longer</td>
</tr>
<tr>
<td>0017886</td>
<td>Shift + Block should post the selected cue and Intensity Block to the command line</td>
</tr>
<tr>
<td>0017852</td>
<td>PSD should show default Mark Time (when used) in a mark cue if there is no other FCB movement in the cue</td>
</tr>
<tr>
<td>0017727</td>
<td>Asserting an I-Master Cue List not at full is snapping to channel values, not fading using the assert time</td>
</tr>
<tr>
<td>0017716</td>
<td>Selecting a gel match from the CP with a Cue on the command line is changing the cue time</td>
</tr>
</tbody>
</table>
Known Issues Remaining in v1.9.10 [Continued]

RND 0017648 Should be able to Query for channels with a specific discrete time in Live
RND 0017614 Add channel n thru Enter syntax to select channel and subsequent channels of the same device type
RND 0017598 Block cue should not block params which mark for future cue
RND 0017466 Add the option to Go to Cue with a split time.
RND 0017464 Add a Setup Option for Timing Disable
RND 0017456 It should be possible to provide a temporary Highlight Rem Dim value, overriding the setup Rem Dim.
RND 0017455 It should be possible to place a proportional value in Highlight Rem Dim and Live Rem Dim
RND 0017389 Syntax that contains a follow/hang and execute instruction ignores the followhang
RND 0017269 Flexi view channels list is not preserved through a restart
RND 0017266 Mac OSX Lion shows extra drives in file/save, file open, etc
RND 0017103 Cues fired by follow countdown are not restored after a restart, most recent cue is restored instead
RND 0016984 Print to PDF should use showfile name by default, not “ShowFile”.
RND 0016983 It is not possible to use [Home] on a highlighted channel.
RND 0016897 Changing active cue’s linked cue does not change pending cue
RND 0016827 SnapIntensity Params are fading on timed HTP sub bump
RND 0016826 Mac OSX Lion shows extra drives in file/save, file open, etc
RND 0016797 Clients do not show the ‘Lost connection to Master’ window when exiting the Master desk if the CIA is collapsed.
RND 0016695 Make Null does not work in Background Macros.
RND 0016685 Flexi Time does not behave like other flexi formats
RND 0016657 Spreadsheet displays ML channels outside of partition incorrectly
RND 0016634 Grandmaster is ignored when Ion is connected to a non-Ion master
RND 0016632 The DMX values reported in the About Channel window are sometimes incorrect when viewed on Backups and Clients.
RND 0016309 LightWright import doesn’t support dimmer doubling
RND 0016301 iRFR color picker not working after mixing color in native
RND 0016301 iRFR color picker not working after mixing color in native
RND 0016232 Flash doesn’t work in Pixel Map Editor.
RND 0016210 Resizing columns causes the external PC keyboard to stop working.
RND 0016195 Firing next cue before cue with curve completes, snaps level incorrectly
RND 0016167 When switching to Live from Patch, all other devices with the same User number remain displaying Patch instead of bringing up the PSD.
RND 0016161 Flexi view channels with Flexi partitioned shows no channels
RND 0016111 Partial show read of individual cues is not including tracked levels
RND 0015931 Channel displays did not page when expected to show the first channel in a range selection.
RND 0015955 ASCI Imports: Element doesn’t import Strand levels correctly
RND 0015850 ASCII shows do not import Show Control Events
RND 0015817 CIA doesn’t stay hidden or locked on a RPU or RVI after a restart of application
RND 0015700 (Mac only) offline does not send/receive UDP strings
RND 0015681 Duration effects that have finished restart on next [Go]
RND 0015618 Direct Selects in Double Click mode do not recall Step Effects.
RND 0015547 copying or moving cues doesn’t copy time code reference
RND 0015351 Running a manual effect on a channels controlled by a sub only runs through steps once then control is given back to the sub.
RND 0015155 Grandmaster exempt channel faders leave errant levels behind when channel faders moved to 0
RND 0015048 Background macros won’t play back (make null)
RND 0014973 Updating a Sub set to Full via the bump button records a level of Full for the channel no matter what level it is set at.
RND 0014909 Patching a range of channels to a range of addresses creates parts on the first channel and leaves all other channels unpatched.
RND 0014891 Moving a Manual Master Cue list to a different fader causes the new fader to not work until [Go] or [Stop / Back] is pressed.
RND 0014433 Applying a label to a macro in live appears to work but it really does nothing
RND 0014408 Moving channels doesn’t move the absolute effect data in submasters
RND 0014315 Changes to the mechanical intensity parameter of the Martin TW1 should not contribute to “live” or “dark” moves calculations.
RND 0014218 About Address doesn’t show any information for addresses patched in pixel maps.
### Known Issues Remaining in v1.9.10 [Continued]

<table>
<thead>
<tr>
<th>RND 0014192</th>
<th>When locking an Ion console, the LCD is not displaying &quot;LOCKED OUT&quot; if there is a completed command on the command line.</th>
</tr>
</thead>
<tbody>
<tr>
<td>RND 0014149</td>
<td>[cue 1 thru Next] doesn't work if cue 1 or next cue has parts</td>
</tr>
<tr>
<td>RND 0014144</td>
<td>Exiting highlight mode stops channels that are sneaking</td>
</tr>
<tr>
<td>RND 0014143</td>
<td>Effects are incorrectly tracking into mark range</td>
</tr>
<tr>
<td>RND 0014142</td>
<td>[- sub record] is recording subs effects</td>
</tr>
<tr>
<td>RND 0014078</td>
<td>Movement of NPs on devices with no intensity parameter should not be considered a Dark Move</td>
</tr>
<tr>
<td>RND 0013482</td>
<td>Moving lights outside of active partition should not display graphic.</td>
</tr>
<tr>
<td>RND 0013362</td>
<td>Cannot override a [Go To Cue 0 Time X] command with another [Go To Cue X Time X] command.</td>
</tr>
<tr>
<td>RND 0013296</td>
<td>Eos Offline for Mac should not require Admin privileges</td>
</tr>
<tr>
<td>RND 0013222</td>
<td>Direct Selects do not store Expanded mode or 100 button mode in a Snapshot. [r1.9.5:29</td>
</tr>
<tr>
<td>RND 0013094</td>
<td>[- group X Record] returns empty channel list error</td>
</tr>
<tr>
<td>RND 0012992</td>
<td>Pot Matching arrows are not displayed on the monitor screen for the 1 x 20 Fader wing in Sub Mode</td>
</tr>
<tr>
<td>RND 0012336</td>
<td>While typing labels, All levels incorrectly displayed without references until restart</td>
</tr>
<tr>
<td>RND 0012228</td>
<td>Effect Number of cycles incorrect with non-zero entry time</td>
</tr>
<tr>
<td>RND 0011914</td>
<td>Ion RPU monitors turn off after 5 hours of inactivity</td>
</tr>
<tr>
<td>RND 0011912</td>
<td>Slovak keyboard and flag needed</td>
</tr>
<tr>
<td>RND 0011798</td>
<td>Build Step effect with Stop/Hold exit, stops at off states, not on states</td>
</tr>
<tr>
<td>RND 0011789</td>
<td>LED doesn't blink when bumping Inhibitve subs</td>
</tr>
<tr>
<td>RND 0011779</td>
<td>Rem Dim does not override intensities coming from Intensity Effects.</td>
</tr>
<tr>
<td>RND 0011587</td>
<td>Resizing of the channel column in step effects doesn't stay as configured when you change steps</td>
</tr>
<tr>
<td>RND 0010902</td>
<td>When the default Assert Time is set to zero, when LTP Subs are asserted they go to an incorrect level.</td>
</tr>
<tr>
<td>RND 0010849</td>
<td>MoveTo in patch with overlapping range, moves all channels to last channel</td>
</tr>
<tr>
<td>RND 0010804</td>
<td>Using the Master Fader buttons to record [Go] and [Stop/Back] into a Macro causes a double Go and a double Stop to be recorded into the actual Macro.</td>
</tr>
<tr>
<td>RND 0010719</td>
<td>A Macro that exits out of Mirror Mode is displayed as only ‘Mirror’ in the Macro editor.</td>
</tr>
<tr>
<td>RND 0010705</td>
<td>Element Channel/Submaster status not being followed on mirroring device</td>
</tr>
<tr>
<td>RND 0005279</td>
<td>Merging fixtures can create two fixtures with the same name</td>
</tr>
</tbody>
</table>