ETC Release Note
Eos Family Lighting Control Software

Product Line: Eos Family Lighting Control
Description: Version 2.8.3 System Software
Effective Date: 2019-05-06

Purpose

The purpose of 2.8.3 is to address a number of issues related to multi-console sync, undo and effects playback.

It is highly recommended that users running 2.8 branches update to this software version as soon as possible.

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 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, etcconnect.com.

Documentation

- For Eos Ti, Eos, Gio, Gio @ 5, Ion Xe, and Element 2:
  - Eos Family v2.8.2 Operations Manual Revision A
- For Ion:
  - Ion v2.8.2 Operations Manual Revision A
- For Element:
  - Element v2.8.2 User Manual Revision A

For consoles running Windows 7, the user manual is available for viewing on Tab 100. A help pack is available for updating the user manual to version 2.8.2 as needed. See Help Pack on page 8 for installation instructions. For devices using Windows XP or Mac operating systems, the user manual can either be viewed on the ETC website, or a pdf version can be downloaded.

Please keep this release note with your user manual for descriptions of the newest features, changes and bug fixes in Eos. ETC manuals can be downloaded free of charge from ETC’s website at etcconnect.com.
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Affected Products of This Release
The following Eos Family products are affected by this software release:
- Eos Titanium
- Eos
- Gio
- Gio @ 5
- Ion Xe
- Ion Xe 20
- Ion
- Element 2
- Element
- Eos Remote Processor Unit (RPU)
- Eos Remote Processor Unit 3 (RPU3)
- Ion Xe Remote Processor Unit (RPU)
- Ion Remote Processor Unit (RPU)
- Net3 Remote Video Interface (RVI)
- Net3 Remote Video Interface 3(RVI3)
- ETCnomad, (PC & Mac Client/Offline)
- ETCnomad Puck

Key Enhancements in v2.8.3
- Bug Fixes

Key Enhancements in v2.8.2
- Bug Fixes

Key Enhancements in v2.8.1
- Bug Fixes
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Issues Corrected in v2.8.3

EOS-48962  Multiconsole: client can stop in different cue if a macro constantly presses Constant go/back while running follow 0 looping cue list
EOS-48939  Effects: Tracked Discrete attributes are set back to default on go
EOS-48934  Effects: [Goto Cue] uses different effect attributes than [go] for Block Cues
EOS-48933  Restarting does not restart effectsubs that had been running
EOS-48927  Encoder Display: Gobo Thumbnail missing on Next and Last buttons
EOS-48922  Log device and user-targeted macros as they pass through the master
EOS-48908  Unsaved asterisk doesn’t appear after a save and changes are made if persistent storage is constantly getting notified
EOS-48898  Placing Effect Stop All (StopEffect StopEffect) on a channel causes the cue to be constantly written to disk
EOS-48883  Displays+Record (releasing Displays first) can cause Displays key to act as if stuck down
EOS-48868  Undo events can cause the master to have incorrect data in memory/playback. If the undone cues are Blocked, this will cause inconsistent show data between devices
EOS-48847  Stop Effect is not respecting Block if effect was applied in blind with a range of cues selected
EOS-48846  Backup and Primary Can Toggle Freeze in Opposite Freeze States
EOS-48833  Magic Sheet: 4000 cells with intensity linked to color can slow sACN output
EOS-48815  Element 1: Cannot patch more than 250/500 dimmers, channel parts are incorrectly limited to the channel count
EOS-48751  Multicell: possible crash when changing from cell to non cell type
EOS-48740  Fixture Editor: Delete Unused can crash if multiple unused MC fixtures are sharing a common child cell
EOS-48595  Effects on Cues: Goto cue is playing effects back differently than go
EOS-48594  Multicontrol issues when transferring large show files, sometimes clients don’t receive file
EOS-48591  Integrate the ETC - Releve Fixture
EOS-36618  Shell - delete old dump files

Known Issues Remaining in v2.8.3

EOS-48961  Snapshots can restore PSD to place that doesn’t show the active cue
EOS-48858  Fading levels may become out-of-sync in a multi-console system
EOS-48841  Cue list index can hide cues when changing lists
EOS-48782  Direct Selects display color flag on focus palettes if channel has a Gel in patch
EOS-48781  RDM continues on all ports if it is only disabled on one port
EOS-48761  Some Fixtures Are Not Exposing Their Animation Wheel
EOS-48760  RVI in Element or Element 2 mode does not respond to 10x2 button board
EOS-48735  Magic sheet gets stuck in limited expand with [shift + tab tab]
EOS-48709  GroupList: [chan 1 minus cells + chan 1 cell 1 ] displays as chan 1 cell 1
EOS-48702  CL: clicking color picker with [Chan 1 thru 5 Fan] (unterminated), clears command line
EOS-48701  QOnly/Track x2 results in Cue Only Update (Live and Blind)
EOS-48698  Blind: MultiCell Group SelectActive Enter, SelectLast does not select Master Channel (and sometimes random cell selection)
EOS-48687  Effects in Parts: Moving Cue Part sends effect to part 1
EOS-48681  Recalling a snapshot that contains a locked Magic Sheet while Magic Sheet is open unlocks it
EOS-48679  Multicell: Recall From/Copy To doesn’t copy the whole fixture to multiple channels
EOS-48647  Park address display doesn’t show cell channel numbers properly
EOS-48618  Virtual Intensity Master doesn’t work on custom fixtures with 16bit addresses reversed
EOS-48609  Multicell: You can patch a part 2 to the root channel, but can’t set its address
EOS-48594  Expanded DS-25’s don’t recall from snapshot with the same number of tiles.
EOS-48592  Palettes/Presets on Fader: Changing Fader type to Effect clears first or last palette contents
EOS-48590  A stop effect with a delay always uses the fade time of part 1
EOS-48589  Control + Alt + L is posting [Load] to the command line instead of acting as the master faders load button.
EOS-48585  ASCII: ASCII Load Does Not Change The Filename
EOS-48582  Channel selection: Offset X/Y results only in the first range being selected
EOS-48578  Reset Columns does not work.
EOS-48571  Record Snapshot X Enter should close the snapshot display after pressing Enter
Known Issues Remaining in v2.8.3 [Continued]

- **EOS-48570** Step Based Effect: On State of Background, requires Intensity Parameter to be defined.
- **EOS-48563** Magic Sheets may show labels with the Target ID improperly rounded.
- **EOS-48508** When querying discrete time, decimal [ . ] throws a syntax error.
- **EOS-48502** Some Fixture Profiles are immediately modified when patched.
- **EOS-48500** Help System is Inaccessible While LEM is Active.
- **EOS-48495** Copying Magic sheets and Pixel maps doesn’t include label.
- **EOS-48489** Limited Expand Mode: Pinch zoom and “click and drag” gestures not working.
- **EOS-48471** OSC: Labels in Magic Sheets don’t react to TCP OSC, only UDP OSC.
- **EOS-48457** ETCnomad on macOS will hang shortly after launching Eos with AirPods connected.
- **EOS-48415** Magic Sheets: Toolbox arrow button becomes accessible, in LEM when reconnecting a Master/Backup system.
- **EOS-48399** Channel Display: do not autopage if it will not result in more selected channels being displayed.
- **EOS-48398** Blind: Assigning Effects to Parts: Multiple effects selected, only one assigns to part.
- **EOS-48397** Live: Cue Level Channel Filtering ignores syntax, applies to active cue list.
- **EOS-48389** Ti: pressing Pan or Tilt Encoders buttons posts wrong softkeys.
- **EOS-48385** When 3x sub is unloaded, 2nd and 3rd slots cannot be mapped.
  - **Workaround:** Edit unmapped fader back to 1x in Tab 36 Fader Config.
- **EOS-48348** Limited Expand Mode: commands appear blocked if LEM is triggered over CIA, and user starts Command Line Search.
  - **Workaround:** Open a new tab, which pulls focus away from the blocked CIA.
- **EOS-48340** Color wheel spin speed reverts to 0 after saving and loading showfile if color wheel mode is tracking.
- **EOS-48325** Defining a custom 7-color fixture results in uncontrollable color.
- **EOS-48316** Encoder displays: in cue blind, tracked palette references’s levels are not refreshed after palette changes.
- **EOS-48199** [Undo] [Select] in Patch should not trigger cell edit mode.
  - **Workaround:** Close the Patch tab by using the gear icon, and reopen Patch to get out of this mode.
- **EOS-48159** [Fader Page]+[number] Does Not Jump Standard/Motorized Fader Wing to Page.
- **EOS-48010** Magic Sheets in French Do Not Allow For Period/Dot Entry on Mac.
- **EOS-47966** MultiCell: Fan Center is Off Center.
- **EOS-47925** Eos Classic, Shutter Tool Button.
- **EOS-47855** An effect fader stopped by a cue change snaps the effect off.
- **EOS-47837** Shell ETC_Launch.exe should advise when no version of Eos.exe is present.
- **EOS-47783** Show control events like SubDown (UDP), /eos/sub/x/fire=1.0 (OSC), magic sheet sub buttons, and Show Control List Sub events are acting as a toggle if repeatedly sent.
- **EOS-47755** [Copy to] and [recall from] syntaxes not working when copying from a cell of a multicell to non-cell channel.
- **EOS-47430** Attempting to patch a multicell fixture in Patch Address mode should post a command line error.
- **EOS-47056** i-Master Cue Lists Contribute Levels to Record for Other Cue Lists Even When Out.
- **EOS-46654** Multicell: [chan 1 cell next] not working.
- **EOS-46503** Encoder Display shows old Pan values for a fixture that only has tilt.
- **EOS-46448** DS with two or more banks not expanding correctly sometimes.
- **EOS-46403** Multi-console: Eos can get off sync.
- **EOS-46239** Multicell: Port/Offset patching should be allowed across a universe boundary, and should not move the patch of a Multicell MC.
- **EOS-46236** About: Channel -> Current Values -> Abs column doesn’t legibly show inhibited sub contributions.
- **EOS-46192** Multicell: [chan 1 thru 4 Minus Cells] Next, next next does not work.
- **EOS-45904** Multiconsole clients can crash when reconnecting to master after master disables EDMX.
- **EOS-45636** Multicell: Patching multiple mc fixtures with an offset isn’t working as expected.
- **EOS-45047** PSD Fader Display Format gets out of sync with gear/config menu and can result in blank PSD.
- **EOS-44256** CSV Export/Import: Cue "At Release" attribute missing.
- **EOS-43750** CSV Export/Re-Import: issue with cue FCB times.
- **EOS-43096** Can’t assign targeted macro to a device whose name starts with a minus.
- **EOS-42979** Copying values from a single range ranged parameter doesn’t work.
- **EOS-41925** PSD Fader Ribbon Doesn’t Track Page Changes on non-Eos,Gio,Ti.
- **EOS-41909** Patch: Device List shows incorrect information set on Expanded screen.
Known Issues Remaining in v2.8.3 [Continued]

- EOS-41071 Editing a label with CIA locked down behaves oddly
- EOS-41016 Saving to file server or USB should not clear the * from the title display
- EOS-40621 About->Device: RDM: CIA and Tab Can Display Different Information
- EOS-39855 Nomad: Pop-up virtual keyboard sometimes misreads quick or double-clicks as triple clicks
  
  **Workaround:** Allow ~1sec between mouse-clicks on the pop-up virtual keyboard.

- EOS-39659 Shutter controls cover up encoders when expanded
- EOS-39545 Patch: Chan x Copy To y of different types can result in overlapping addresses
  
  **Workaround:** Remove addressing before changing type of fixture

- EOS-39409 An absolute effect with parameters on each step does not run unless the levels are preset/palette references
- EOS-38111 Displays: Pressing Live leaves pop-ups opened.
- EOS-37691 Snapshots with Preview Pending may leave Preview Pending in the command line
- EOS-36833 Effect is partially added to sub with Recall From even if channels aren’t in effect
- EOS-36618 Shell - delete old dump files
- EOS-36552 Virtual Go, Load, and Stop/Back buttons should have hotkey shortcut indication.
- EOS-36412 High priority HTP subs fade out before going to background level
- EOS-36233 Mac: Media Archive Path is wrong by default
  
  **Workaround:** Click the Restore Defaults button for the Media Archive Path option in the shell

- EOS-33194 Macro List scroll bar doesn’t move when scrolling with Up/Down Arrows
- EOS-32370 Encoder display: Pan/tilt parameters can be hidden if a fixture has more than 1 page of focus parameters
- EOS-30257 Captured channels manual effects not recording into existing sub
- EOS-29871 When editing a scroll, the blank space to the right of the scroll bar can select a gel
- EOS-29769 Custom fixture editor giving error when editing mode ranges
- EOS-29752 Rate overrides less than 10 running too slow
- EOS-29708 Print to file will crash if there isn’t enough space available
- EOS-29515 Nomad: Virtual Keyboard Does Not Resize With Window
- EOS-29155 Macro that turns on/off the internal SMPTE clock doesn’t work in the show control display.
  
  **Workaround:** Set the macro mode to Background.

- EOS-28367 Virtual Keyboard - Press and hold keys should latch them down until next press
- EOS-27991 Undo selection does not properly track to different devices of the same user.
- EOS-26762 [Shift] + [Update], and Save from browser prompts for a file name after the Master device regains control.
- EOS-26147 When shutter strobe is marking, intensity outputs nonzero value output strobe
  
  **Workaround:** The user can either Disable automark on that cue, or put the shutter mode change in a follow cue.

- EOS-16827 Snap Intensity Params are fading on timed HTP sub bump
- EOS-16814 Patching a color mixing fixture with a real intensity parameter in a pixel map is outputting intensity address(es) at full even though no server/layer channels are patched
- EOS-14078 Movement of NPs on devices with no intensity parameter should not be considered a Dark Move
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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).

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.
- Cobalt 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.
- 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.

Incompatibility

Eos v2.8.3 is incompatible with hardware and software running ETCNet2 software prior to those listed in ETCNet2 Network Compatibility.

- Eos ETCnomad (Mac and PC) and Puck are incompatible with hardware and software running ETCNet2 protocol.

CAUTION: Eos ETCnomad (Mac and PC) and Puck do not support ETCNet2 protocol. See the Incompatibility section.

CAUTION: Until your ETCNet2 nodes and Net3 gateways running in Net2 mode 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 v2.8.3 is incompatible with hardware and software running ETCNet1.

Eos ETCnomad (Mac and PC) and Puck are incompatible with hardware and software running ETCNet2 protocol.
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Installation Instructions

For new Eos Family consoles, ETC has implemented a method to include the latest software installers directly on the console’s hard drive when they initially ship from ETC. For future releases, you will need to download the Eos Family software from the ETC website, etcconnect.com.

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.

Installer Archive

To check to see if a newer version of Eos software is available on your console, navigate to ECU>Settings>General>Software Update.

When the software update window launching, it will show you the available Eos versions found.

If there is an available update and you wish to install it, follow the on screen steps for updating the console’s software.

The Installer Archive can also be used to save multiple software versions onto your console’s hard drive in case you wish to downgrade.

Software Installation

To update your console or offline software to the v2.8.3 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 v2.8.3:

1. Download the software from the ETC website, etcconnect.com, on the appropriate product page.
2. Unzip the file.
3. Transfer the unzipped file to a USB memory device.
4. Insert the USB device containing the software into an available USB port on the console.
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.
6. Click on the {Settings} button. The settings window will open.
7. Click on the {General} button inside of the settings window. The general settings will appear in the window.
8. Scroll down in the window until the {Software Update...} button is visible. Click this button.
9. This scans the root directory of all available drives (USB drives) for valid installers.
10. When the “Update Software” dialog pops up, click on ETC_EosFamily_Console_v2.8.3.11, then click {Install}.
11. The software will copy to the hard drive before launching a standard Installshield application to direct you through the install.
12. Click {Next} to start the installation process.
13. Read and accept the terms of the license agreement and click {Next}.
14. 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.
15. Click {Finish} to complete the installation process. The console will automatically reboot and then enter the ECU welcome screen.
Help Pack

To update your console or offline software to a new revision or translation of the manual, you will need to download a help pack from the ETC website, 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).

**Note:** The help pack needs to be installed after any new software installation.

**To install a help pack:**

1. Download the pack from the ETC website, etcconnect.com, on the appropriate product page. The help pack may also be bundled with software.
2. Transfer the zipped file to a USB memory device.
3. Insert the USB device containing the file into an available USB port on the console.
4. 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.
5. Click on the {Settings} button. The settings window will open.
6. Click on the {General} button inside of the settings window. The general settings will appear in the window.
7. Scroll down in the window until the {Software Update...} button is visible. Click this button.
8. This scans the root directory of all available drives (USB drives) for valid files.
9. When the “Update Software” dialog pops up, click on the zip file, then click {Install}.
10. When the installation is complete, click the {Close} button.

**ETCnomad (Client/Offline) Software**

For system requirements and installation instructions for Windows and Mac clients, please see the ETCnomad Setup Guide.

**Firmware Updates**

If the firmware on your device(s) is out of date, you will receive a notification before the Eos application launches that informs you of which firmware versions need updating. To update your firmware, go to ECU>Settings>Maintenance>Firmware Update. For additional information on updating firmware, please see the ECU chapter of your console’s manual.

The following table shows the current firmware versions.

**WARNING:** A restart of the console is required for every module updated.

**Note:** Single DMX port Gadgets and devices with IO cards that have a Phone Remote connection must use the {Upgrade I/O Firmware} button in the Maintenance tab of the ECU. Other IO cards and Gadget II can be updated using the firmware update window.
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<table>
<thead>
<tr>
<th>Desk</th>
<th>Module</th>
<th>Current Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Element</strong></td>
<td>Element Face Panel Board Firmware</td>
<td>1.1.90.0.0 Build 6 XPE / 1.2.90 Build 7 for WES7*</td>
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<td>HS I/O Board Firmware</td>
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<td>Eos 1x5 Button Module</td>
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<td>Eos Encoder Rev A:</td>
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<td>Eos Keyboard Rev C:</td>
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<td>100mm Motorized Fader Rev D:</td>
<td>1.4 (or) 2.0</td>
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<td><strong>Eos RPU</strong></td>
<td>Eos RPU Front Panel</td>
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<td>1.0.2.9.0.7 (Enhanced Hardware Only)</td>
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<td>Display HS Universal Firmware</td>
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<td><strong>RVI</strong></td>
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<td><strong>RPU3</strong></td>
<td>Ti 10x2 RPU Button Board Firmware</td>
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</table>
Local RDM Firmware Update

New firmware is required for expanded functionality.

- Gadget -1.4.2.9.0.5
- IO Card -1.4.2.9.0.5

The new firmware is required for the use of Local RDM on any platform, and required for individual configuration of multiple IO devices on any platform.

Firmware can be updated from a console or PCs running Win7/8.1. Mac OS does not currently support firmware updates.

Dual NIC Update

This feature allows the console to be connected to two separate networks. Dual NIC is available on Eos Ti, Gio, and RPU3. For the second NIC to work fully, you must also install the ETC GCE Net3Svc v3.1 or higher. GCE is available for download from the ETC website (etcconnect.com). The new hardware for Ion, Element, Net3 RVI, and Ion RPU also include the dual NIC feature, but ship with GCE already installed.

Example applications:

- Support 2 separate Net3 Gateways, networks or sACN devices
- Support 2 separate networks (e.g., one sACN, one ArtNet, or one sACN and one Network Attached Server)
- One network for 'output' devices (sACN, EDMX, ArtNet…) and one network for controls an interfaces (Consoles, RPUs, Show control)
- One combined network and one limited traffic for wireless devices

Note: The two Ethernet ports must be configured to separate networks (subnets). For proper operation, the two ports must NOT be connected to the same physical network.

To enable the second network port

To configure the second Ethernet port on your console to match factory defaults, follow the instructions below. Otherwise, you may configure the second port to match your system requirements.

1. 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.
2. Click on the (Network) button. The network window will open.
3. Set the IP address for port 2.

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<table>
<thead>
<tr>
<th>Desk</th>
<th>Module</th>
<th>Current Firmware Version</th>
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Note: *For Elements that have Windows 7 installed but do not have firmware v1.2.90 or higher, please contact ETC Technical Services.
## Software Components

**Eos Family Lighting Control Software Components**

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<tr>
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