

# ETC Release Note

## Eos Family Lighting Control Software

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**Product Line:** Eos Family Lighting Control Software

**Description:** Version 3.0.2 System Software

**Effective Date:** 2021-03-25

### Purpose

Eos v3.0.2 corrects an issue on Gio @5 and Eos Motorized Fader Wings (10 & 20) where the motor could fight the user when adjusting fader levels.

When installing v3.0.2 on Gio @5 or consoles connected to Eos Motorized Fader Wings, be sure to complete a firmware update for each fader bank using the Shell's **Setup > Maintenance > Firmware Update** utility. Gio and Ti consoles' internal faders are not affected, and do not require a firmware update.

Eos v3.0.2 may also be installed on computers running the following operating systems:

- Windows 7, 8, 10
- macOS Mojave (10.14), Catalina (10.15), Big Sur (11.0)



**CAUTION:** *v3.0.0 software and above is not compatible with Eos hardware running the Windows XP operating system. This includes Eos Classic consoles, and non-upgraded Ion Classic and Element Classic consoles.*

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**CAUTION:** *Augment3d has unique requirements in addition to those of Eos v3.0.0 and later. See [Incompatibility on page 4](#) below.*

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### Availability

You may obtain this release of software by downloading it from ETC's website at [etcconnect.com](https://etcconnect.com).

### Documentation

- For Eos Ti, Eos, Gio, Gio @ 5, Ion Xe, and Element 2:
  - Eos Family v3.0.0 Operations Manual Revision A
- For Ion:
  - Ion v3.0.0 Operations Manual Revision A
- For Element:
  - Element v3.0.0 User Manual Revision A
- ETC Augment3d Quick Start Guide Revision A
- Vectorworks Augment3d Plug-in Installation Guide Revision C
- ETCnomad Setup Guide Revision C



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Product information and specifications subject to change. ETC intends this document to be provided in its entirety.  
**4250M1100-3.0.2** Rev A Released 2021-03

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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](http://etcconnect.com).

### Affected Products

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

- Eos Titanium
- 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 v3.0.2

- Bug fixes

### Key Enhancements in v3.0.1

- Fixed a crash that could occur when using multiple monitors on macOS
- Added an option to revert Blind Next/Last navigation to pre-v3.0.0 behavior
- Warnings added for video formats that cannot play in reverse
- Added support for Vectorworks 2021 and SketchUp 2021
- New Augment3d models (Desk Lamp, Standing Lamp, Pendant, Down Light, Sconce, Fluorescent)
- Minor bug fixes

### Key Enhancements in v3.0.0

- Augment3d, a new Eos tool for configuring and focusing virtual representations of fixtures in a 3D environment
- Graphical user interface (GUI) redesign, including a new color scheme, and updates to Setup, Fader Configuration, the CIA, and encoder displays
- Effects variables, which can be inserted in StepBased and Absolute effects to allow modification on a per-cue basis
- Staging mode, allowing you to preview changes temporarily before committing the levels to Live or Blind, or reverting them
- New default show file format ESF2, along with ESF3D for Augment3d bundles, while retaining ESF for legacy support
- Support for reordering tabs within a frame
- Magic Sheet Editor improvements
- A new graphical display for Offset channel patterns, support for Offset Cue commands, and other Offset improvements

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- Revised About tools, especially for presets and palettes
- Optional expanded fader ribbon controls
- New REC709 and REC2020 color templates for CIE color spaces
- Parallel installs of Eos v3.0.0 and later with Eos v2.9.X

## Key Enhancements in v2.9.1

- Added support for macOS Catalina
- Custom OSC TX/RX strings may be assigned on a per-cue-list basis
- Exceed Limits option for shutters temporarily overrides the thrust / angle end-of-travel controls
- Network List Receive option in Setup > Show Control allows all lists to be enabled/disabled
- Send MIDI Raw option in Setup > Show Control globally disables / enables sending MIDI strings
- Improvements to ASCII import / export
- Generic color calibration can now be disabled for RGBW fixtures in Patch
- Pixel Map performance enhancements
- Bug fixes

## Issues Corrected in v3.0.2

- EOS-51972 @5 and MFW Motor Faders feel stuck after any motor move
- EOS-51865 Add New FDU v1.1.0 to Eos installer
- EOS-51854 Eos is not assigning the DMX Addresses to the Master Cell of a Multi-Cell fixture.
- EOS-50236 On Gio @5, During syncing as Client or Backup, motor faders can set fader level to 0

## 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.



**CAUTION:** *Eos ETCnomad (Mac and PC) do not support ETCNet2 protocol. See [Incompatibility on page 4](#) below.*

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### Incompatibility

Eos v3.0.2 is incompatible with hardware and software running ETCNet2 software prior to those listed in ETCNet2 Network Compatibility.



**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 > DHCP Service. Make sure "Enable" 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)

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Eos v3.0.2 is incompatible with hardware and software running ETCNet1.

Eos ETCnomad (Mac and PC) is incompatible with hardware and software running ETCNet2 protocol.

Augment3d on Eos Family consoles requires Eos Family Software v3.0.0 or later, and a console with at least one Display Port connector. For the most up-to-date specifications for Augment3d on PC or Mac, please visit [etcconnect.com/etcnomad/performance/](http://etcconnect.com/etcnomad/performance/).

### 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](http://etcconnect.com).



**Note:** *All processors, including RVIs and RPU's, on an Eos Family network must be running the same version of software.*

### 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 launches, 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 v3.0.2, you will need to download it 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).

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**Note:** When ETCnomad is launched for the first time on macOS Catalina (10.15), users will be prompted to open System Preferences to enable access to Input Monitoring, allowing ETCnomad to properly interface with programming and fader wings.

When an object is added to a Magic Sheet for the first time, users will be prompted to open System Preferences to enable access to accessibility features.

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**Note:** When ETCnomad is launched for the first time on a Mac running on an Apple silicon (M1) chip, users may be prompted to install Rosetta2 and reboot before continuing.

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To update your console to v3.0.2:

1. Download the software from the ETC website, [etcconnect.com](https://etcconnect.com), on the appropriate product page.
2. Transfer the zipped file to a USB memory device.
3. Insert the USB device containing the software 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 installers.
9. When the "Update Software" dialog pops up, click on **ETC\_EosFamily\_v3.0.2**, then click **{Install}**.
10. The software will copy to the hard drive before launching a standard installer application to direct you through the install.
11. Click **{Next}** to start the installation process.
12. Read and accept the terms of the license agreement and click **{Next}**.
13. 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.
14. Click **{Finish}** to complete the installation process. The console will automatically reboot and then enter the ECU welcome screen.

## Help Pack / Fixture Library Update

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

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**Note:** The help pack or fixture library update can be installed after any new software installation. Ensure that the help pack or fixture library you are installing is compatible with the Eos software version. Installing a new version of software will remove any non-associated help packs and fixture library updates.

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To install a help pack / fixture library update:

1. Download the pack / update from the ETC website, [etcconnect.com](https://etcconnect.com), on the appropriate product page.
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.

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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.



**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.*

The following table shows the current firmware versions.

Desk	Module	Current Firmware Version
Element	Element Face Panel Board Firmware	1.2.0.90.0.7 (1.2.90 build 7)*
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.2.0.9.0.7
Eos RPU	Eos RPU Front Panel	1.0
Gio	Gio Fader Board Firmware	1.1.0.9.0.3 (1.1.9 build 3)
	Gio Face Panel Board Firmware	1.2.0.9.0.0 (1.2.9 build 0)
		1.0.2.9.0.7^
	Gio 6x2 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1)
		1.1.0.9.0.2^
Ion	FS I/O Board Firmware	1.4.2.9.0.5
	Intelligent Power Board Firmware	1.0.2.9.0.6~
	HS I/O Board Firmware	1.2.0.9.0.7
	Ion Face Panel Revision F:	1.3
	FS I/O Board Firmware	1.4.2.9.0.5

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	HS I/O Board Firmware	1.2.0.9.0.7
Eos Motor Fader Wing 10/20	Display HS Universal Firmware	1.1.0.9.0.1~
RVI	Eos RPU Front Panel	1.0
Ion Xe	Eos Playback Firmware	1.0.2.9.0.7~
	Intelligent Power Board Firmware	1.0.2.9.0.6~
	HS Face Panel Board Firmware	1.0.2.9.0.7
	HS I/O Board Firmware	1.2.0.9.0.7
Ion Xe RPU	10x2 Button Module Firmware	1.1.0.9.0.1
	Intelligent Power Board Firmware	1.0.2.9.0.6~
	HS I/O Board Firmware	1.2.0.9.0.7
Eos Standard Fader Wing 20/40	Eos Fader Wing Firmware	1.0.3.9.0.13
Ion RPU	Eos RPU Front Panel	1.0
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.2.0.9.0.7
RPU3	Ti 10x2 RPU Button Board Firmware	1.1.0.9.0.1
	Intelligent Power Board Firmware	1.0.2.9.0.6~
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.2.0.9.0.7
RVI3	Ti 10x2 RPU Button Board Firmware	1.1.0.9.0.1
	HS I/O Board Firmware	1.2.0.9.0.7
	Intelligent Power Board Firmware	1.0.2.9.0.6~
Ti	Fader Board Firmware	1.1.0.9.0.3 (1.1.9 build 3)
	Face Panel Board Firmware	1.2.0.9.0.0 (1.2.9 build 0)
		1.0.2.9.0.7^
	6x2 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1)
		1.1.0.9.0.2^
	Ti 6x1 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1)
		1.1.0.9.0.2^
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.2.0.9.0.7
	Intelligent Power Board Firmware	1.0.2.9.0.6~
Eos Programming Wing	Eos Playback Firmware	1.0.2.9.0.7~
	Face Panel Board Firmware	1.2.0.9.0.0 (1.2.9 build 0)
		1.0.2.9.0.7^
	HS I/O Board Firmware	1.2.0.9.0.7
Gio @ 5	Eos Fader Wing Firmware	1.0.5.9.0.22~
	Gio @5 Motor Fader Firmware	1.1.0.9.0.1~

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	Intelligent Power Board Firmware	1.0.2.9.0.6~
	HS 6x2 Button Board Firmware	1.1.0.9.0.2
	HS Face Panel Board Firmware	1.0.2.9.0.7
	HS I/O Board Firmware	1.2.0.9.0.7
Ion Xe 20	Eos Playback Firmware	1.0.2.9.0.7~
	Intelligent Power Board Firmware	1.0.2.9.0.6~
	HS Face Panel Board Firmware	1.0.2.9.0.7
	HS I/O Board Firmware	1.2.0.9.0.7
	Eos Fader Wing Firmware	1.0.3.9.0.13
Element 2	Face Panel Board Firmware	1.0.2.9.0.7
	Element 2 Fader Board Firmware	1.0.1.7
	I/O Board Firmware	1.2.0.9.0.7
	Intelligent Power Board Firmware	1.0.2.9.0.6~



**Note:** *\*For Elements that have Windows 7 installed but do not have firmware v1.2.90 or higher, please contact ETC Technical Services.*

*^Enhanced Hardware only.*

*~Bootloader and firmware update combined. Please contact ETC Technical Services.*

## Local RDM Firmware Update

The following firmware is required for expanded functionality.

- Gadget -1.4.2.9.0.5
- IO Card -1.4.2.9.0.5

This 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 PC. macOS 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, RPU3, RVI3, Gio @5, Ion Xe, Ion Xe RPU, and Element 2. 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](http://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



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**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.*

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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.
4. IP Address - 192.168.xxx.101
5. Subnet Mask - 255.255.0.0
6. Enable DHCP Service for Port 2.
7. Click **{Accept}**. A reboot of the desk is required.

### Vectorworks Augment3d Plug-in

To assist in importing files from Vectorworks for use in Augment3d, the following Vectorworks Augment3d Plug-ins are available:

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Vectorworks Version	Plug-in Version
2019	2019 (v1.1.1.21)
2020	2020 (v1.1.1.21)
2021	2021 (v1.1.1.21)

For plug-in installation instructions, please see the Vectorworks Augment3d Plug-in Installation Guide, available at [etconnect.com](https://etconnect.com).

## Software Components

Eos Family Console Main Application	3.0.2.6
Welcome Screen (ECU)	3.0.2.6
Augment3d	1.0.1.8
English Manual	3.0.0.384
Wes7 (Element 2)	1.0.0.9.0.3
Wes7 (Ion Xe)	7.20.0.9.0.1
Wes7 (Ion Xe 20)	7.20.0.9.0.1
Wes7 (Ion Xe RPU)	7.20.0.9.0.1
Wes7 (Gio)	3.0.0.9.0.20
Wes7 (Gio UCB)	7.20.0.9.0.1
Wes7 (Gio @ 5)	7.20.0.9.0.1
Wes7 (Eos Ti)	1.0.0.9.0.10
Wes7 (Eos Ti UCB)	7.20.0.9.0.1
Wes7 (RPU3)	3.0.0.9.0.20
Wes7 (RPU3_Q87)	7.20.0.9.0.1
RPU3_Q87 BIOS	R1.1 (V00XTM11)
Wes7 (RVI3)	3.0.0.9.0.20
Wes7 (RVI3_Q87)	7.20.0.9.0.1
RVI3_Q87 BIOS	R1.1 (V00XTM11)
Wes7 (Aaeon Element)	7.0.0.9.0.2
Wes7 (Aaeon Ion)	7.0.0.9.0.1
Wes7 (Aaeon Ion RPU)	7.0.0.9.0.1
Wes7 (Aaeon RVI)	7.0.0.9.0.1
Wes7 (Puck)	1.0.0.9.0.1
Wes7 (Puck2)	7.20.0.9.0.2
ACN Libraries	2.2.0.15
ETCNet2	4.0.19.9.0.1
Network Common	2.2.0.13
Fixture Library	3.0.1.2