

# ETC Release Note

## Eos® Family Lighting Control Software



**Product Line:** Eos Family Lighting Control  
**Description:** Version 2.4.0 Software  
**Engineering Change Master (ECM):** 500015904  
**Effective Date:** 2016-08-04  
**Purpose**

The primary purpose of 2.4 is to add new controls for fader configuration, as well as increasing the types of content that can be used for direct playback. 2.4 also adds scene breaks for cue lists, sACN input, modes for specific parameters, live/blind and PSD configuration tools, cue notes, preview mode, a what's new tab, and changes to shutter controls. Additional new functions are provided, see [Key Enhancements in v2.4.0](#) on [page 2](#).



**Note:** *The new controls for fader configuration do not currently apply to Element.*

Please be sure to read the 2.4.0 supplement to become familiar with all of the changes before installing 2.3.3. This software release is highly recommended for all users of the Eos Family platform (Eos Ti™, Eos®, Gio®, Ion®, Element™, ETCnomad™, and ETCnomad Puck)

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, [www.etcconnect.com](http://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.

## Documentation

The current documentation for Eos Titanium, Eos, and Gio is the Eos Family v2.4.0 Supplement to Operations Manual Revision A, and the Eos Titanium, Eos, and Gio v2.0 Operations Manual Revision A. The current documentation for Ion is the Eos Family v2.3.3 Supplement to Operations Manual Revision A, and the Ion v2.0 Operations Manual Revision A. The current documentation for Element is the Eos Family v2.4.0 Supplement to Operations Manual Revision A. and the Element v2.1 User Manual Revision A. 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 [www.etcconnect.com](http://www.etcconnect.com). They are available in portable document format (.pdf), and viewable with Adobe® Acrobat® Reader™ v8.x and later.

## Affected Products of This Release

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

- Eos Titanium
- Eos



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**Web:** [www.etcconnect.com](http://www.etcconnect.com) ■ Copyright © 2016 ETC. All Rights Reserved. ■ Product information and specifications subject to change.  
■ 4250M1100-2.4.0 ■ Rev A ■ Released 2016-08 ■ ETC intends this document to be provided in its entirety.

# Release Note:

## Eos Family Software v2.4.0

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- Gio
- Ion
- Element
- Eos Remote Processor Unit (RPU)
- Eos Remote Processor Unit 3 (RPU3)
- 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 v2.4.0

- Presets and IFCB Palettes on Faders
- Fader button and slider config
- 10 priority states
- 10 priority background states
- Back from first and go from last behavior
- Discrete playback setting
- Increase fader pages from 30 to 100
- Add Release and Off times to setup
- Option to include park buffer on a show load
- sACN input
- Scene Breaks
- Cue Notes
- Live/Blind and PSD config
- Page the PSD without putting focus on it
- Tab labels
- Documentation tab
- Preview mode
- More modes for specific parameters
- ML controls changes
- Shutter controls changes
- Cue List and Sub List changes
- Macro color ID
- Call macros on specific user or device

### Key Enhancements in v2.3.3

- Modified channel selection behavior from soft controls
- Emergency Mark options for "Mark Earliest M Cue" behavior
- Optional Step times in Absolute effects
- Optional Parameter settings in Absolute effects
- sACN universe expansion to 999 universes
- Added a fader object to Magic Sheets
- Installer Archive (For more information, see [Installer Archive](#) on [page 8](#))

### Issues Corrected in v2.4.0

- RND 0037590 Fader Config: Presets and Palettes should be referenced data when played back
- RND 0037577 Fader Ribbon: non-discrete instance indicators for playbacks
- RND 0037571 Fader Ribbon: indicate "activeness" - whether or not the fader is affecting output
- RND 0037548 Displays: Direct Selects: Double Clicking on a Scene button should fire the Cue

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### Issues Corrected in v2.4.0 [Continued]

- RND 0037518 Mac/PC Nomad: Pop up keyboard detaches from the floating window when moved.
- RND 0037327 Default playback faders to discrete, except when loading pre-2.4 showfile for any playback that is mapped to multiple locations
- RND 0037319 Unmap faders whose targets have been deleted
- RND 0037207 Preset faders with effects should default to "hold" dwell time.
- RND 0037093 Effects from outside partition can be recorded into cues with [Record Only], even if cue list is partitioned
- RND 0036872 Fader Config - New fader ribbons
- RND 0036836 [Format] should not show/hide fader ribbon on PSD
- RND 0036764 Pixel Mapping Loses Color Calibration on Custom Fixtures After EOS Restart
- RND 0036752 Increase number of fader pages from 30 to 100
- RND 0036718 Manual Control: Shutter Controls: Invert Shutter Assembly
- RND 0036635 In IP blind, tombstone view, Intens Mech isn't displayed until Intensity has a level.
- RND 0036545 Fader Config Redesign: Mapping Cue Lists to Fader
- RND 0036536 Can't "Attach" Both CEM+ or CEM3 Dimmers When Dimmer Doubled
- RND 0036348 [Macro X Device] should display a selectable list of online devices to choose from
- RND 0036276 Magic Sheet Display: Click-And-Hold on the MS tab should trigger Zoom to All
- RND 0036254 System Count is incorrect in multiconsole situations
- RND 0036237 Eos ASCII Export: writes virtual/non-existent parameters
- RND 0036205 About and Effect editor should use ShowReferences labels setting from default Channel display tab
- RND 0036172 Cannot configure 'String Tx IP Address' using 4Port Gateway w/Serial Sled
- RND 0036100 Choosing to include the Park Buffer in a file open should require a confirmation.
- RND 0036047 Manual Control: Fader Config: [Fader Page] should skip empty pages
- RND 0036045 Manual Control: Fader Config: The Fader List
- RND 0036040 Manual Control: Fader Config: Controls for Grand Masters
- RND 0036037 Manual Control: Fader Config: Faders mapped to non-sub targets
- RND 0036034 Manual Control: Fader Config: Controls for Cue Lists
- RND 0035955 Absolute effect after delayed move is also delaying
- RND 0035912 Some Fixture's Modes Should Be Exposed as Less Ranges
- RND 0035907 Mac - Ctrl+8 to toggle command entry mode, leaves Ctrl key stuck down (only on Mac)
- RND 0035808 Shell - locally reinstalling software from the AutoInstall folder on a console does not work
- RND 0035754 Double pressing [shift + Label] should latch the displaying references state
- RND 0035693 ETC ColorSource PAR & Spot Deep Blue have the wrong WhitePoint
- RND 0035685 Add a Scene End row to the PSD
- RND 0035673 Add support for ColorSource Linear and V1.4
- RND 0035648 Snapshot: Displays Don't Recall Correctly to a Non-Visible Workspace if the Display Didn't Exist Previously
- RND 0035637 New Direct Select classic tab should default to 1x if there's not enough space for 2x
- RND 0035594 [Go to Cue] [Shift] [Home] to go to the last cue of the list.
- RND 0035536 Some show control events are missed when simultaneously learning 2 or more sub bumps at the same time
- RND 0035499 UDP/OSC – When changing the OSC TX IP address for OSC, Eos stops network traffic for 2500ms and the backup takes control
- RND 0035466 Fader Config: Unmark At Zero
- RND 0035465 Fader Config: Off When Stomped
- RND 0035404 OSC - direct select support for Scenes
- RND 0035386 Displays: Cues: Notes in Cues, add column to PSD
- RND 0035284 [Group 1 \] in highlight mode is highlighting entire group
- RND 0035277 First MIDI time code event can get skipped. This only fails with an external source.
- RND 0035228 Moving a channel in patch doesn't update effects in Presets
- RND 0035180 Changing Users is not refreshing the master playback on PSD if master playback isn't mapped
- RND 0035172 Eos ASCII format: By Type Palettes & Presets not supported
- RND 0035104 Eos ASCII Import: doesn't handle unpatched fixtures
- RND 0034999 Eos ASCII Import: Dimmer Curves 901-911 are cluttered
- RND 0034993 Eos ASCII Import: unpatched devices missing in Groups
- RND 0034962 [Chan X CopyTo Y HTP] does not work across a range of cues

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### Issues Corrected in v2.4.0 [Continued]

- RND 0034869 Gadget does not work on Nomad in 2.3.0 thru 2.3.3 unless a pre 2.3 version of Eos was previously installed
- RND 0034846 Magic Sheets - previous background remains after show cleared
- RND 0034839 OSC - local OSC object in magic sheets should always work regardless of show control setup options
- RND 0034836 Clients should install fixture library patches from the master they are connected to
- RND 0034816 LW Import- Add an option to import just the patch database text
- RND 0034706 Setup: Allow +/- % to be larger than 100%
- RND 0034692 Magic Sheets - left/right icons in alignment popup menu are backwards
- RND 0034660 ML display can't scroll to second page of Virtual layer mixer modes
- RND 0034578 Allow user customization of strings for OSC show control commands for enhanced 3rd party integration
- RND 0034498 Add Number of cues column to cuelist index
- RND 0034454 Remove the IFCB palette buttons at the bottom of the ML controls tab.
- RND 0034444 Single screen snapshots with PSD don't recall column width unless fired twice
- RND 0034431 ML Controls should display multiple rows of parameters when there is room
- RND 0034417 If you change the LCD Brightness in setup and restart, it increases by 5
- RND 0034416 DS Brightness does not persist through a restart
- RND 0034382 Cuelists: GoFromLast and BackFrom First modes
- RND 0034380 Clear button can get left in a stuck on state.
- RND 0034335 Add [Ctrl + Backspace] hotkey to clear label
- RND 0034329 Faders on Universal Fader Wing can have scrambled fader assignment indicators
- RND 0034326 Intensity does not move when linking to a cue that preheats for next cue
- RND 0034322 CSV export does not include time code for cues
- RND 0034288 Pressing [tab] or [Displays] while labeling treats the key as held down until you press it again.
- RND 0034267 RDM DMX Personality Change Can't Set DMX Footprint to 0
- RND 0034252 [chan X copyTo Chan Y DMX] should remove the gel reference if it exists
- RND 0034205 Do not change the background color for DS (either flavor) when switching from live to blind.
- RND 0034186 Initial Default Value of Moded Parameters Can Be Wrong Immediately After Patching
- RND 0034129 RDM Subdevices with Multiple Personalities Not Handled
- RND 0034012 Can't Change DMX Address of RDM Sub-devices
- RND 0033947 Shutter Control Inconsistencies
- RND 0033910 Goto cue with split time, is using blind levels instead of live levels to determine which levels fade in down time
- RND 0033861 [Chan Check] softkey is not available after setting a gel with the command line
- RND 0033788 Add Gel "Transmission" to Fixture Library Definitions
- RND 0033776 Patch/Attributes softkeys should be the same as Patch/Patch
- RND 0033726 Add Execute list to Submasters (macros, snapshots, serial strings)
- RND 0033681 PSD: Link Cues should display a colored row after them similar to how we display scene breaks
- RND 0033615 Allow more priority options and separate background priority
- RND 0033590 About Channel - Library Data is blank when fixture type assigned but not patched to an address
- RND 0033495 Can't Calibrate the Gels of a Custom Single Range Scroller
- RND 0033460 Effect List: Scroll Lock key stuck on (but still works)
- RND 0033445 Add Scenes to Direct Selects and CIA after [Goto Cue]
- RND 0033372 [chan 1 copy to Chan 2] or changing fixture type with a gel reference, should recalculate the gel reference on target chan
- RND 0033307 ETC RDM Subdevices Do Not Display Unique Labels
- RND 0033209 Percent Column in Sub blind does not refresh when sub is moved
- RND 0033198 About config should be saved/recalled in snapshots
- RND 0033126 Setup: Release and Off Timing
- RND 0033120 Displays: PSD: Paging the PSD
- RND 0033119 Displays: Reorganize Cue Softkeys
- RND 0033115 Setup: Remove Display Setup Options
- RND 0033091 Displays: Move Config Gears to Tab
- RND 0033086 Params cannot be edited for multiple steps in a step based effect
- RND 0033078 Ion: Shift + Color Path does not work
- RND 0033042 Mouse wheel move in the scroller editor zooms the patch display
- RND 0033013 [Sub X at 50 Sneak Time Y] sets sub's LTP parameters to full instead of Y

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### Issues Corrected in v2.4.0 [Continued]

- RND 0033008 [Goto cue X] doesn't affect fade time of channels already fading to background
- RND 0032999 Modify DMX assignment of Locked parameters in custom fixture profiles
- RND 0032972 When using the Arrow Keys to edit a Label, the cursor location is not visible for spaces
- RND 0032901 Displays: PSD: Add Scene Text to Cues
- RND 0032900 Add [Notes] field to Cues
- RND 0032812 Autopage PSD so that selected cue is 1/4 from the top instead of halfway down
- RND 0032779 It should be possible to Copy and Move labels, scenes and notes to other targets
- RND 0032777 Change BMP sample from 5 to 3.
- RND 0032717 Pixel Map – Parked or Shielded virtual channels should always win over pixel map output (when double patched)
- RND 0032685 MultiConsole Enabled port setting needs to be enforced on all connected devices including Client and Backups
- RND 0032648 Virtual Keyboard - Text resizes on all keys instead of keys where text needs to fit
- RND 0032644 Remove 3rd Display Icon - Split channel/PSD view.
- RND 0032424 Add to Setup/Displays an option to disable in cell editing/clickability.
- RND 0032365 In patch, clicking on the address grid in the CIA should post port/offset when display is in port/offset mode
- RND 0032312 Patch/Fixtures Add a number of Addresses column
- RND 0032142 Add Time Code Disable notification
- RND 0031796 Color Path Does Not Appear in Record Targets List in the CIA's browser, Partial show load buttons, or Print
- RND 0031794 Add to About Cue a list of channels with discrete time/delay.
- RND 0031792 Adding a channel to a selection in highlight mode is temporarily lifting the highlight state.
- RND 0031381 Lightwright: Patch favorites should be listed at the top of the fixture tree in Lightwright Import
- RND 0031373 Cannot learn a macro to map a playback to a particular fader/page
- RND 0031046 Eos offline doesn't show the current partition or user.
- RND 0030468 Scaled Park is incorrectly displayed in Channel About
- RND 0030347 Pressing About should never collapse the CIA
- RND 0030254 On LTP subs, Virtual Faders result in different level than physical faders
- RND 0029733 In Patch/Fixtures, fixtures that do not need updating are still sometimes displayed in white text instead of gray
- RND 0029615 Patch display always shows a '~' after the scroller if its a Wybron Revolution
- RND 0029583 Console Hardware : Add Support for Console Acc. (Motor fader Wings)
- RND 0029548 can't make the [é] character with German virtual keyboard.
- RND 0029535 Changing an effect type should not clear the effect label.
- RND 0029484 Martin - Mac 401 Fixtures are Not Grouped correctly
- RND 0029457 Eos Console and Nomad installers should be unified into one installer
- RND 0029226 Recording a cue does not change current cue on connected clients in same cue list
- RND 0029103 Profile discrepancies with Robe Robin 300/600 LedWash fixtures.
- RND 0029082 Multiple presses of the Apply function in Pixel Map Edit mode causes Universe and Address values to multiply exponentially
- RND 0029066 Changing fixture type should not change the existing scroll
- RND 0028956 Add [Preserve Native Levels On Patch Change] setting to translate levels in show on patch changes
- RND 0028855 "Open New Tabs Here" should be reflected across workspaces.
- RND 0028531 Show control: Event Lists : sACN in, OSC, and Strings firing events
- RND 0028506 Merge with decimal four digit record targets does not work
- RND 0028477 Multiple instances of the pix map preview tab should be able to display different pix maps.
- RND 0028186 Add the "Notes" information derived from patch to About Address.
- RND 0028102 File I/O: Add option to Read Park from showfile
- RND 0028083 Displays: Channel Display: Preview Mode
- RND 0028048 Displays: Live/Blind: Configuration
- RND 0028044 Displays: ML Controls: Enhancements
- RND 0028040 Manual Control: Storing and Displaying Parameter Modes
- RND 0028036 Manual Control: Shutter Controls - Allow reordering of each channel's shutters in patch
- RND 0028030 Default About: Add allowed Addresses
- RND 0028022 Displays: PSD: Configuration
- RND 0028020 Displays: What's New/Documentation
- RND 0027860 Add User Id and device name fields to Macro, to always fire on that user ID or device
- RND 0026626 Loading a Sub after a Sub n copy to Sub x command is loading the incorrect sub master.

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### Issues Corrected in v2.4.0 [Continued]

- RND 0026609 Displays: Show more info on Tab text
- RND 0026551 Configuration of second PSD tab is not saved in Snapshots or a restart
- RND 0026281 [Record] [Sub] (Sub Bump) does not post number to command line
- RND 0026205 Cue Part Labels with only numbers are fully left justified in the label column and leading 0's are hidden
- RND 0026204 Marking can remove NI moves from first cue in cue list.
- RND 0025987 ML Controls - should be able to invert Pan/Tilt widget to mimic physical hang positions of moving lights
- RND 0025485 Add an option under Cue Execute to "Go after Loop" to fire next cue after a follow/link loop sequence
- RND 0025146 ML controls color picker needs a 2nd press before you can drag when starting without a completed command line
- RND 0025130 ML control does not show attribute tiles in Palette Blind modes until the parameter has a stored level
- RND 0025087 ML controls and encoders: display level in same colors as channel display
- RND 0024514 Button Color indicators for macros and snapshots.
- RND 0024245 Add "Cue Time" as an option in setup [Goto Cue Time] and [Back Time]
- RND 0023680 Additional cue list information in the PSD
- RND 0023350 HTP ownership, when matching levels, should be transferred in an LTP fashion.
- RND 0020851 ASCII Export: Doesn't include patch keywords and notes
- RND 0019092 Allow [Thru] to type range of targets in advanced partial show merge
- RND 0018759 PDF files don't write out any notes from patch
- RND 0018369 Labeling a cue list that is already loaded to the fader wing is not updating the label.
- RND 0017794 Add to the PDF report a list of devices patched in the show with a count of how many devices are in use by type.
- RND 0016634 Grandmaster is ignored when Ion is connected to a non-Ion master
- 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 0015676 There is no syntax to remove action from Show Control event
- RND 0013163 Z Rotate wheel should be visible when ML Controls opens for Virtual Media Layers
- RND 0011726 Change command line behavior of the Cue List Index to select cue lists instead of cues more easily
- RND 0011699 Importing from an Ion Ascii file-Palettes do not come in correctly.
- RND 0011396 Split PSD should avoid displaying the same cuelist
- RND 0011221 ML Controls does not display level if selected channels have different levels
- RND 0004966 The Freeze and StopEffect buttons aren't implemented for subs
- RND 0002942 Color and Gobo Wheels stick when fixtures personalities switch
- RND 0001626 Motorized Faders are not tracking grandmasters in the virtual sliders, or from MIDI commands

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### Known Issues Remaining in v2.4.0

- RND 0037164 Selection Bounces in Fixture Editor Table when Scrolling Off of the Right Side
- RND 0036732 Displays: Eos Manual: Add Arrow Support for Navigation, Tweak Search
- RND 0034936 Delayed parameter moves on non-Intensity color parameter snap from previous level.
- RND 0031006 Loading an Eos showfile with hang times on Element does not converting hang times to the expected follow time
- RND 0030682 Channel X [Copy To] and [Recall From] is not including channels modified by exclusive sub
  - Workaround:** [1 Make Manual], [1 Copy To 1 Enter] will work.
- RND 0030323 iRFR/aRFR – GoToCue Enter syntax broken.
- RND 0030257 Captured channels manual effects not recording into existing sub
- RND 0029871 When editing a scroll, the blank space to the right of the scroll bar can select a gel
- RND 0029865 Macro editor display is empty if it is displayed in too small of a window
  - Workaround:** For both cases, closing the CIA works as expected.
- RND 0029823 2 pixmaps with the same server channel can output incorrectly.
- RND 0029769 Custom fixture editor giving error when editing mode ranges
- RND 0029752 Rate overrides less than 10 running too slow
- RND 0029708 Print to file will crash if there isn't enough space available
- RND 0029193 [Magic Sheet 1 Copy To Magic Sheet] resets the command line, [Magic sheet 1 CopyTo 2] does not
- RND 0029191 About Channel Usage: does not show the cue usage for Channels that have no patch information
- RND 0029155 Macro that turns on/off the internal SMPTE clock doesn't work in the show control display.
  - Workaround:** Set the macro mode to Background.

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### Known Issues Remaining in v2.4.0 [Continued]

- RND 0028654 When manually starting and stopping an effect, we should be using the entry/exit time to control the fade in and out.
- RND 0028367 Virtual Keyboard - cannot use Tab + Arrow keys to move displays.
- RND 0027991 Undo selection does not properly track to different devices of the same user.
- RND 0027983 Undoing manual values snap to prev level instead of using Manual time in setup
- RND 0027148 [Shift + Escape] to lock desk can't be learned into a macro
- RND 0027099 Physical Direct Select Displays are not removed when Eos is started without physical direct selects
- RND 0027004 USB RFR does not work if you restart Eos on Windows 8.1
- RND 0026147 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.

- RND 0025821 Undoing the deletion of a fixture from the Fixture Editor causes scroller calibration to be lost
- RND 0024093 RFR/iRFR/aRFR in Channel Check mode, [Chan @ Full Full] stops [Next/Last] from working.
- RND 0019795 Direct Select labels do not handle using the characters ( ) and ( - ) as word separators
- RND 0016827 Snap Intensity Params are fading on timed HTP sub bump
- RND 0011875 Eos Client - Windows 7 compatibility issues
- RND 0011798 Build Step effect with Stop/Hold exit, stops at off states, not on states
- RND 0011779 Rem Dim does not override intensities coming from Intensity Effects.
- RND 0010705 Element Channel/Submaster status not being followed on mirroring device

## 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:



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

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- **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.
- **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.

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### Incompatibility

Eos v2.4.0 is incompatible with hardware and software running ETCNet2 software prior to those listed above.



**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 v2.4.0 is incompatible with hardware and software running ETCNet1.

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

### 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, [www.etconnect.com](http://www.etconnect.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 RPU's 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 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 the v2.4.0 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 v2.4.0:*

- Step 1: Download the software from the ETC website ([www.etconnect.com](http://www.etconnect.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.



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- 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\_v2.4.0.9.0.144**, 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: Read and 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.

### ETCnomad (Client/Offline) Software

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

### Firmware Updates

The following table shows the current firmware versions. For information on updating firmware, please see the ECU appendix of your console's manual.

| Desk           | Module                            | Current Firmware Version                      | Desk           | Module                            | Current Firmware Version |
|----------------|-----------------------------------|-----------------------------------------------|----------------|-----------------------------------|--------------------------|
| <b>Element</b> |                                   |                                               | <b>Ion RPU</b> |                                   |                          |
|                | Element Face Panel Board Firmware | 1.1.90.Build 6 XPE / 1.2.90Build 7 for WES7*. |                | Eos RPU Front Panel               | 1.0                      |
|                | I/O Board Firmware                | 1.4.1.9.0.3                                   |                | I/O Board Firmware                | 1.4.1.9.0.3              |
| <b>Eos</b>     |                                   |                                               | <b>RPU3</b>    |                                   |                          |
|                | Eos 1x5 Button Module             | 1.3                                           |                | T3 10x2 RPU Button Board Firmware | 1.1.0.9.0.1 (1.1.9.1)    |
|                | Eos Encoder Rev A:                | 1.7                                           |                | I/O Board Firmware                | 1.4.1.9.0.3              |
|                | Eos Keyboard Rev C:               | 1.1                                           | <b>RVI</b>     |                                   |                          |
|                | 100mm Motorized Fader Rev D:      | 1.4 (or) 2.0                                  |                | Eos RPU Front Panel               | 1.0                      |
| <b>Eos RPU</b> |                                   |                                               | <b>RVI3</b>    |                                   |                          |

# Release Note:

## Eos Family Software v2.4.0

|            |                               |                             |           |                                   |                             |
|------------|-------------------------------|-----------------------------|-----------|-----------------------------------|-----------------------------|
|            | Eos RPU Front Panel           | 1.0                         |           | T3 10x2 RPU Button Board Firmware | 1.1.0.9.0.1 (1.1.9.1)       |
| <b>Gio</b> |                               |                             | <b>Ti</b> |                                   |                             |
|            | Gio Fader Board Firmware      | 1.1.0.9.0.3 (1.1.9 build 3) |           | Gio Fader Board Firmware          | 1.1.0.9.0.3 (1.1.9 build 3) |
|            | Gio Face Panel Board Firmware | 1.2                         |           | Gio Face Panel Board Firmware     | 1.2                         |
|            | Gio 6x2 Button Board Firmware | 1.1.0.9.0.1 (1.1.9 build 1) |           | Gio 6x2 Button Board Firmware     | 1.1.0.9.0.1 (1.1.9 build 1) |
|            | I/O Board Firmware            | 1.4.1.9.0.3                 |           | T3 6x1 Button Board Firmware      | 1.1.0.9.0.1 (1.1.9 build 1) |
| <b>Ion</b> |                               |                             |           | I/O Board Firmware                | 1.4.1.9.0.3                 |
|            | Ion Face Panel Revision F:    | 1.3                         |           |                                   |                             |
|            | I/O Board Firmware            | 1.4.1.9.0.3                 |           |                                   |                             |

**Note:**

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

### Local RDM Firmware Update

New firmware is required for expanded functionality.

- Gadget -1.4.1.9.0.3
- IO Card -1.4.1.9.0.3

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 ([www.etcconnect.com](http://www.etcconnect.com) - click "Downloads" at the top of the page). 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.*

# Release Note:

## Eos Family Software v2.4.0

### *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.

- Step 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.
- Step 2: Click on the **{Network}** button. The network window will open.
- Step 3: Set the IP address for port 2.
  - IP Address - 192.168.xxx.101
  - Subnet Mask - 255.255.0.0
- Step 4: Enable DHCP Service for Port 2.
- Step 5: Click **{Accept}**. A reboot of the desk is required.

## Software Components

### Eos Family Lighting Control Software Components

|                                     |                      |
|-------------------------------------|----------------------|
| Eos Family Console Main Application | <b>2.4.0.9.0.144</b> |
| ECU                                 | 2.4.0.9.0.30         |
| XPe (Eos)                           | 2.2.0.9.0.3          |
| XPe (Eos with 2400 video card)      | 2.3.0.9.0.5          |
| XPe (Eos RPU)                       | 2.2.0.9.0.3          |
| XPe (Eos RPU with 2270 video card)  | 2.3.0.9.0.2          |
| XPe (Eos RPU w BCM motherboard)     | 2.4.0.9.0.4          |
| XPe (Ion)                           | 2.2.0.9.0.3          |
| XPe (Ion with BCM motherboard)      | 2.3.0.9.0.3          |
| XPe (Ion RPU)                       | 2.2.0.9.0.3          |
| XPe (Ion RPU with 2270 video card)  | 2.3.0.9.0.2          |
| XPe (Ion RPU w BCM motherboard)     | 2.4.0.9.0.2          |
| XPe (Element)                       | 2.2.0.9.0.3          |
| XPe (RVI)                           | 2.5.0.9.0.1          |
| XPe (RVI with 2270 video card)      | 2.5.0.9.0.1          |
| XPe (RVI w BCM motherboard)         | 2.5.0.9.0.1          |
| Wes7 (Gio)                          | 3.0.0.9.0.20         |
| Wes7 (Gio UCB)                      | 4.0.0.9.0.3          |
| Wes7 (Eos Ti)                       | 1.0.0.9.0.10         |
| Wes7 (Eos Ti UCB)                   | 2.0.0.9.0.3          |
| Wes7 (RPU3)                         | 3.0.0.9.0.20         |
| Wes7 (RPU3_Q87)                     | 4.0.0.9.0.1          |
| RPU3_Q87 BIOS                       | R1.1 (V00XTM11)      |
| Wes7 (RVI3)                         | 3.0.0.9.0.20         |
| Wes7 (RVI3_Q87)                     | 4.0.0.9.0.1          |
| 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          |
| ACN Libraries                       | 1.4.2.9.0.16         |
| ETCNet2                             | 4.0.19.9.0.1         |
| Network Common                      | 1.3.2.9.0.25         |
| Network IPCFG                       | 1.3.2.9.0.29         |
| Carallion Library                   | 2.4.0.9.0.44         |