

ETC Release Note

Eos® Family Lighting Control Software

Product Line:	Eos Family Lighting Control
Description:	Version 2.6.4 System Software
Engineering Change Master (ECM):	500018373
Effective Date:	2018-01-11

Purpose

Version 2.6.4 software adds support for enhanced hardware.

This software release is highly recommended for all users of the Eos Family platform (Eos Ti®, Eos®, Gio®, Gio @ 5®, Ion Xe™, 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.

Documentation

- For Eos Titanium, Eos, and Gio:
 - Eos Family v2.6.3 Supplement to Operations Manual Revision A
 - Eos Titanium, Eos, and Gio v2.0 Operations Manual Revision A
- For Ion:
 - Eos Family v2.6.3 Supplement to Operations Manual Revision A
 - Ion v2.0 Operations Manual Revision A
- For Element:
 - Element Supplement v2.6.0
 - Eos Family v2.6.3 Supplement to Operations Manual Revision A
 - 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. 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
- Gio
- Gio @ 5
- Ion Xe
- Ion Xe 20



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Product information and specifications subject to change. ETC intends this document to be provided in its entirety.

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- Ion
- 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 v2.6.4

- Support for Enhanced Hardware

Key Enhancements in v2.6.3

- Network Interface Delay
- Snapshot Softkey For Updating
- Bug Fixes

Issues Corrected in v2.6.4

RND 0045075 Firmware: DIP switches are sometimes read incorrectly

Known Issues Remaining in v2.6.4

- RND 0044726 EOS Can Re-transmit Lost RDM Commands More Than Once Every 30 Seconds
Workaround: Disable RDM on DMX port(s) with fixtures causing this issue.
- RND 0044491 Large background images in magic sheets can cause long lags
- RND 0044256 CSV Export/Import: Cue "At Release" attribute missing
- RND 0044212 Mirror Mode devices (without dongle) cannot change their master after syncing successfully
Workaround: Disconnect the device from the network physically, wait 30 seconds for timeout, then change the master in the pop-up Network Configuration display
- RND 0044119 RDM Devices Can Appear With RDM Disabled and Not in the Show File
- RND 0043999 CSV Export: default Cue time not written
Workaround: When Int Fade Up time is missing, analyzing tool could either assume default fade time = 5 sec, or use the duration time as default time.
- RND 0043785 When a sub starts an effect because of [start FX off 0] it ignores the dwell time
- RND 0043750 CSV Export/Re-Import: issue with cue FCB times
- RND 0043394 When backup starts up as master then takes control, GM Exempt non dim channels do not return to proper home values
- RND 0043096 Can't assign targeted macro to a device whose name starts with a minus
- RND 0042765 Mac: Add the ability to save logs from the main Eos app, without having to exit to the shell - for Mac as well
- RND 0039659 Shutter controls cover up encoders when expanded
- RND 0039541 The master fader in the PSD fader ribbon doesn't display the filter icons
- RND 0038771 Fader Ribbon: Masters fader's downslider's progress is always displayed as 0
- RND 0038164 Channel Patch and Fixture Labels Do Not Support Unicode Symbols
- RND 0032257 Channels/addresses in use via a pixel map should respect patch attributes proportion and curve
- RND 0030257 Captured channels manual effects not recording into existing sub
- 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 0029155 Macro that turns on/off the internal SMPTE clock doesn't work in the show control display.

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Known Issues Remaining in v2.6.4 [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 - Press and hold keys should latch them down until next press
- 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 0027506 Scrollers and gobos in encoder should darken Next/Last buttons when in first or last frame.
- RND 0027148 [Shift + Escape] to lock desk can't be learned into a macro
- RND 0026147 When shutter strobe is marking, intensity outputs nonzero value output strobe
- RND 0020943 Element – unable to change Sub pages via a Macro. Multikey press is not learned.
- RND 0016827 Snap Intensity Params are fading on timed HTP sub bump
- RND 0011798 Build Step effect with Stop/Hold exit, stops at off states, not on states

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.*

- 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 v2.6.4 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 v2.6.4 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.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 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 v2.6.4 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 v2.6.4:

- 1: Download the software from the ETC website, www.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.

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- 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_v2.6.4.9.0.3**, 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.

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.



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.*

Desk	Module	Current Firmware Version
Element	Element Face Panel Board Firmware	1.1.90.Build 6 XPE / 1.2.90 Build 7 for WES7*
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
Eos	Eos 1x5 Button Module	1.3
	Eos Encoder Rev A:	1.7
	Eos Keyboard Rev C:	1.1
	100mm Motorized Fader Rev D:	1.4 (or) 2.0
Eos RPU	Eos RPU Front Panel	1.0

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Desk	Module	Current Firmware Version
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) 1.0.0.9.0.4 (Enhanced Hardware Only)
	Gio 6x2 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1) 1.1.0.9.0.2 (Enhanced Hardware Only)
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
Ion	Ion Face Panel Revision F:	1.3
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
Eos Motor Fader Wing 10/20	Display HS Universal Firmware	1.0.4.9.0.21
RVI	Eos RPU Front Panel	1.0
Ion Xe	Eos Playback Master Firmware	1.0.1.9.0.6
	Intelligent Power Board Firmware	1.0.1.9.0.5
	HS Face Panel Board Firmware	1.0.0.9.0.4
	HS I/O Board Firmware	1.1.0.9.0.4
Ion Xe RPU	10x2 Button Module Firmware	1.1.0.9.0.1
	Intelligent Power Board Firmware	1.0.1.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
Eos Standard Fader Wing 20/40	Eos Fader Wing Firmware	1.0.1.9.0.11
Ion RPU	Eos RPU Front Panel	1.0
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
RPU3	Ti 10x2 RPU Button Board Firmware	1.1.0.9.0.1 (1.1.9.1)
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
RVI3	Ti 10x2 RPU Button Board Firmware	1.1.0.9.0.1 (1.1.9.1)

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Desk	Module	Current Firmware Version
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) 1.0.0.9.0.4 (Enhanced Hardware Only)
	6x2 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1) 1.1.0.9.0.2 (Enhanced Hardware Only)
	Ti 6x1 Button Board Firmware	1.1.0.9.0.1 (1.1.9 build 1) 1.1.0.9.0.2 (Enhanced Hardware Only)
	FS I/O Board Firmware	1.4.2.9.0.5
	HS I/O Board Firmware	1.1.0.9.0.4
	Intelligent Power Board Firmware	1.0.1.9.0.5
Eos Programming Wing	Eos Playback Firmware	1.0.1.9.0.6
	Face Panel Board Firmware	1.2.0.9.0.0 (1.2.9 build 0) 1.0.0.9.0.4 (Enhanced Hardware Only)
	HS I/O Board Firmware	1.1.0.9.0.4
Gio @ 5	Eos Fader Wing Firmware	1.0.4.9.0.21
	Gio @5 Motor Fader Firmware	1.0.0.9.0.4
	Intelligent Power Board Firmware	1.0.1.9.0.5
	HS 6x2 Button Board Firmware	1.1.0.9.0.2
	HS Face Panel Board Firmware	1.0.0.9.0.4
	HS I/O Board Firmware	1.1.0.9.0.4
Ion Xe 20	Eos Playback Master Firmware	1.0.1.9.0.6
	Intelligent Power Board Firmware	1.0.1.9.0.5
	HS Face Panel Board Firmware	1.0.0.9.0.4
	HS I/O Board Firmware	1.1.0.9.0.4
	Eos Fader Wing Firmware	1.0.0.9.0.10



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 -1.4.2.9.0.5
- 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.

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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). 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.
- 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.

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Software Components

Eos Family Lighting Control Software Components

Eos Family Console Main Application	2.6.4.9.0.3
ECU	2.6.3.9.0.2
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 (Ion Xe)	1.0.0.9.0.1
Wes7 (Ion Xe 20)	1.0.0.9.0.1
Wes7 (Ion Xe RPU)	1.0.0.9.0.1
Wes7 (Gio)	3.0.0.9.0.20
Wes7 (Gio UCB)	4.0.0.9.0.3
Wes7 (Gio @ 5)	1.0.0.9.0.1
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
Wes7 (Puck2)	2.0.0.9.0.1
ACN Libraries	2.0.0.9.0.15
ETCNet2	4.0.19.9.0.1
Network Common	2.0.0.9.0.12
Fixture Library	2.6.3.9.0.2