

Q-SYS™

Release Notes

The QSC logo consists of the letters 'Q', 'S', and 'C' in a bold, sans-serif font. The 'Q' has a small square notch at the bottom left. The 'S' and 'C' are also bold and sans-serif. A small trademark symbol (TM) is located at the top right of the 'C'.

Q-SYS Designer Release 6.0

July 2017 Revision A

Release Notes

This document covers pertinent information, including Known Issues and Resolved Known Issues, for Q-SYS Designer 6.0. If you are upgrading from a release prior to release 4.2, be sure to read the Release Notes for the intermediate releases through 6.0. The most up-to-date Release Notes can be found on the QSC website (qsc.com).

Change Logs

For the latest list of fixes and enhancements since the initial release of Q-SYS Designer Release 6.0 visit the QSC website .

Important

Upgrade Path to Q-SYS Designer Release 6.0

As with any upgrade, before upgrading, be sure to create backup copies of your Q-SYS design files for the current version, and older versions. In addition, make backup files for all media you have on the Core. To avoid overwriting your backup copies, be sure you do not open the backup copies with the newly installed version of Q-SYS Designer.

When upgrading your Q-SYS software there are a few mandatory steps you must take depending on your currently installed release.

- If your software release is earlier than 2.0, you must upgrade to 2.0 before going further.
- If your software release is earlier than 3.3, you must upgrade to 3.3 before upgrading to release 4.2.
- If you are upgrading from release 2.3 to release 3.3, you will get the normal message, "Hardware firmware does not match..." 3.3.xxx, press OK, the Core is updated. Then you will see another message "upgrading from 3.3.xxx to 3.3.xxx (same release). Press OK again. The Core is updated to release 3.3.xxx. After this, the peripherals are updated twice.
- **If you are upgrading from 4.1 to release 4.2**, and replicate the following steps, your 4.1 design file becomes unusable.
 1. Install and run Q-SYS Designer release 4.2 on your computer.
 2. Open a design saved in Q-SYS Designer 4.1.
 3. Save the design as a release 4.2 design. The design is "officially" a release 4.2 design.
 4. Downgrade Q-SYS Designer to release 4.1.
 5. Try to open the design you just saved as a 4.2 design. A "Loading File" error displays. You can no longer open the design in release 4.1. You must restore the 4.1 design file from your backup.

Installation Software Requirements

IMPORTANT: Q-SYS Designer no longer supports any Windows 32-bit operating system or Windows 8.0 PRO 64-bit.

Software Package	Q-SYS Designer
Windows 7 PRO 64-bit Windows 8.1 PRO 64-bit Windows 10 PRO 64-bit	Prerequisite
Microsoft .NET Framework 3.5	Prerequisite The installation program automatically installs the required files. ¹
Microsoft .NET Framework 4.0 Client Profile	Prerequisite The installation program automatically installs the required files.
Microsoft .NET Framework 4.0 Extended	Prerequisite The installation program automatically installs the required files.
Microsoft Visual C++ 2010 Runtime	Prerequisite The installation program automatically installs the required files.
VLC media player (click to download) - latest release, obtained and installed by the user	Optional Can be used for WAN streaming into or out of a Core
Q-SYS Designer software and firmware updates .	Refer to Updating Q-SYS Software and Firmware for instructions.
1. Internet access required.	

Q-SYS Designer / Design File Compatibility

Q-SYS Designer release numbering convention is a three-level system – major release.minor release.build number (2.2.100). Larger numbers indicate a newer release. If the "major.minor" release number of a design file and Q-SYS Designer software are the same, the "build" number doesn't matter. You will have to upgrade/downgrade your hardware to the same "build" number as the Q-SYS Designer software to Run the design on the Core.

You cannot open a design file with a newer "major.minor" release number than the Q-SYS Designer software. For example, you cannot open a 4.2.*nnn* design file with 3.3.*nnn* Q-SYS Designer software.

You can open a design file with an older "major.minor" release number than the Q-SYS Designer software. For example, you can open a 3.3.*nnn* design file with Release 4.2.*nnn* Q-SYS Designer software. If you save the file with the newer software, you cannot save it back to an older release.

IMPORTANT: Make sure your design files are backed up using your current release before starting the upgrade to a newer release.

Qualified Ethernet Switches

Occasionally, between releases of Q-SYS Designer, new switches are qualified, and some disqualified. Be sure to check the QSC Website (<http://qsc.com/solutions/q-sys/qualified-switches/>) for the latest information.

QSC recommends that you disable EEE (Energy Efficient Ethernet), a.k.a. IEEE 802.3az on switches that offer this feature. Some switch manufacturers offer their own version of a power saving mode or energy optimization mode, but the concepts are generally the same as those for the IEEE standard. These mechanisms attempt to

reduce the drive current or wake time for a given LAN port by detecting the strength of the link partner and/or by detecting the length of the attached network cable and/or by detecting rest or idle periods between packet deliveries and placing the port into sleep or quiescent mode.

New Components in Q-SYS Designer

Please read the following information carefully. There are many changes and additions for Q-SYS Designer 6.0, some requiring your attention when you upgrade Q-SYS Designer to this release. As with any upgrade containing major changes, there may be a substantial impact to current designs. Before you upgrade be sure you understand the changes that are required for your system, and be sure you backup your design files.

New Inventory Components

Core 510i Component

Added a new Core processor. You can select the Core 510i from the Properties list when the Core is selected. The Core 510i has eight I/O Card slots for Type II I/O cards, control connectivity using GPIO, and RS232.

I/O 510i Component

The Core 510i can be used as an I/O device (I/O -510i) by selecting the Operation Mode "I/O 510i" in the Configurator, then adding it to the Inventory from the inventory list under Peripherals. In this mode it is not operating as a Core, but an I/O device.

- Card Capacity: 8
- Maximum Channel count: 128x128
- Control connectivity via GPIO and RS232

I/O-8 Flex Components

The Q-SYS I/O-8 Flex Channel Expander adds several expansion capabilities to the Q-SYS platform.

- Eight flex channels (software configurable as either a Mic/Line input with phantom power, or a Line Level output)
- Audio-to-USB Bridging for integration with soft-codec applications for host PC
- Control connectivity via GPIO and RS232
- Versatile mounting accessories included
- PoE+ or external power supply (not included)

TSC-47-G2 Networked Touchscreen Controller Component

Added the Q-SYS TSC-47-G2 Touchscreen Controller.

New Audio Components

200ms Acoustic Echo Canceler Component

Added Next Generation Q-SYS AEC component offering a number of improvements. Existing designs will continue with the previous AEC algorithm, any new AEC components added to designs will be the new algorithm. It is not possible to run the new and previous AEC algorithm at the same time.

New Features in Q-SYS Designer

USB Video Bridge

USB Video Bridge Component

- Added option for UVC Camera Control to enable far-end control of the Q-SYS PTZ IP cameras from Soft-Codec applications supporting this feature.
- Added option for Auto-Privacy which will set the cameras to Privacy mode when video content is not being requested by an AV-to-USB Bridge.

USB Video Bridge (Core) Component

- Added support for IP Stream 2 (H.264) from the Q-SYS Cameras when using the Core 110f USB Device port for Video Bridging.
- When Video Bridging is used on the Core 110f USB Device port, the Q-LAN / AES67 maximum channel count is reduced to 64 x 64.

Softphone

Softphone Component

- Added support for the “,” (comma) symbol to be used to insert a 1 second Soft Pause in the dial string (For example dial string “729 832 9502 ,,,, 19327#”)
- Added support for the “;” (semi-colon) symbol to be used to insert a Hard Pause in to the dial string, to be used in conjunction with the ‘Continue with...’ feature described below (For example, dial string “729 832 9502 ; 19327#”)
- Added ‘Continue with ...’ control to the Softphone Controller to submit pre-defined DTMF digits after an active call triggers a Hard Pause to assist with navigating IVR’s and Conference Bridge dial in.

Media Stream Receiver

Media Stream Receiver Component

- Added support for audio stream ingest from Atlona OmniStream 111 and 112 transmitters
- Added support for audio stream ingest from Wyrestorm Network HD 100, 200 and 400 series transmitters.

New or Changed LUA Scripting Capability

HTTP Client

- Adds the ability to get response headers in HTTP.
- Added new table to the HttpClient.Download method’s EventHandler signature which contains the response headers
- Removed some undocumented Lua libraries and functions from Emulate mode. These same functions will be removed from the Core Run-time engine in a future software release. – QSC Recommends testing any valuable Lua scripts in Emulate mode to identify this change.

New Features in Q-SYS Configurator

Configurator

Added the capability of selecting the operating mode of the Core 510i to be either a Core Processor, or an I/O Frame.

New Features in Q-SYS Administrator

Softphones Tab

- Authentication Passwords are now masked in the Q-SYS Administrator Softphone configuration,
- Added TLS as a transport option in addition to TCP and UDP.

BETA Version Features

There are a number of features in Q-SYS Designer currently in a BETA version. These features are marked as such in the Q-SYS Designer user interface, and in the associated help topics. A feature labeled as BETA indicates that the feature is not as polished as we would like it to be. It is functional, but there might be caveats and rough edges associated with it. In addition, a BETA feature is more likely to change in the future.

Currently in BETA

- Channel Group
- SPL/Leq Meter
- Timeline

Resolved Known Issues

The following issues have been resolved:

Issue: Fixed an issue where the Core 110f USB Video Bridge was limited to only receiving IP Stream 1 from the Cameras.

Issue: Fixed an issue where the IP Stream 1 default resolution was set to 720p.

Issue: Fixed an issue where only the PTZ position of the camera can be saved in a Snapshot.

Known Issues

Core 110f USB 3.0 Support

Issue: USB 3.0 is not required for AV-to-USB Bridging on the Core 110f so USB 3.0 cables are not supported.

Workaround: Use a USB 2.0 cable. If a USB 3.0 cable must be used, connect it to a USB 2.0 port on the host computer.

Remote Paging

Issue: In a Remote Paging scenario with the destination Core has the Administrator Guest permission "External Control Protocol" set to "NO", the Remote Source tab's "Communication Status" reads "Fault - Not connected". This affects only the destination Core.

Workaround: Set the destination Core's Administrator Guest permissions "External Control Protocol" to "YES".

Important Changes

When using the Core 110f on-board USB Device Port for Video Bridging, the Q-LAN / AES67 maximum audio channel count is reduced from 128 x 128 to 64 x 64."

Network

The TSC-3 is Unable to Boot from LAN-B or Aux on a Core 250i

Issue: The TSC-3 must be connected to the LAN A network - connecting it to the LAN B or AUX networks is not currently supported.

Core Redundancy - CobraNet

Issue: A CobraNet card in a Core which is in standby is not automatically suppressed from transmitting and receiving. This might affect your ability to use a redundant pair of Cores populated with CobraNet cards.

Core Redundancy - Clock Master

Issue: Redundant Cores, Primary Core set to the highest-priority clock master, backup Core set to the second highest-priority

If the Primary Core loses connections to the Network, or is rebooted, when it regains network connectivity, there is a short audio stream dropout.

Support

Q-SYS™ Customer Support

Application Engineering and Technical Services

Monday - Friday 7 AM to 5 PM PST (Excludes Holidays)

Tel. 800-772-2834 (U.S. only)

Tel. +1 (714) 957-7150

*Q-SYS 24/7 Emergency Support**

Tel: +1-888-252-4836 (U.S./Canada)

Tel: +1-949-791-7722 (non-U.S.)

**Q-SYS 24/7 Support is for Emergency assistance with Q-SYS systems only. 24/7 support guarantees a call back within 30 min after a message is left. Please include, Name, Company, Call Back Number and description of the Q-SYS emergency for prompt call back. If calling during business hours please use the standard support numbers above.*



Q-SYS Support Email

qsyssupport@qsc.com

(Immediate email response times not guaranteed)

QSC

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Tel: +1 (714) 957-7150

FAX: +1 (714) 754-6173

Q-SYS Remote Support (high speed internet connection required)

QSC uses TeamViewer 9 for a simple and secure remote support application.

To use download and install the support applet follow the directions below:

- Click the icon to download the QSC Support Portal.
- Choose "Run" when asked, it will run a small applet on your computer.
- Call us, and provide us the unique 9 digit ID number and password.
- Now we're connected just as if we were sitting at your computer with you!



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