

# 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'.

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Q-SYS Designer Release 6.2.1  
December 2017 Revision A

# Release Notes

This document covers pertinent information, including Known Issues and Resolved Known Issues, for Q-SYS Designer 6.2.1. If you are upgrading from a release prior to release 4.2, be sure to read the Release Notes for the intermediate releases through 6.2. The most up-to-date Release Notes can be found on the QSC website ([qsc.com](http://qsc.com)).

## Change Logs

For the latest list of fixes and enhancements, and updates to the Release Notes, since the initial release of Q-SYS Designer Release 6.2, visit the QSC website .

## Important

### ***Upgrade Path to Q-SYS Designer Release 6.2***

**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. <sup>1</sup>
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 ( <a href="#">click to download</a> ) - 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 <a href="#">updates</a> .	Refer to <a href="#">Updating Q-SYS Software and Firmware</a> 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 6.2, 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*

#### Enterprise Core 5200

Added the Enterprise Core 5200

## 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 in Release 6.2.1 (and 6.1.2):*

**Issue:** Fixed an issue where Q-SYS peripheral devices running Q-SYS Designer Software v6.2.0 could lock-up after a period of time.

**Issue:** Fixed the same issue in Release 6.1.2 for those running Q-SYS Designer Software v6.1.1.

## Known Issues

### *Atlona Audio Streaming*

**Issue:** It is currently not possible to receive an 8-channel PCM stream from the Atlona OmniStream Encoder. Other stream types are supported including;

- 2 channel PCM
- 6 channel PCM
- DTS HD
- DTS 5.1
- AC-3

## **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](mailto:qsyssupport@qsc.com)

(Immediate email response times not guaranteed)

### **QSC**

Technical Services  
1675 MacArthur Blvd.  
Costa Mesa, CA 92626 U.S.

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

Tel: +1 (714) 957-7150

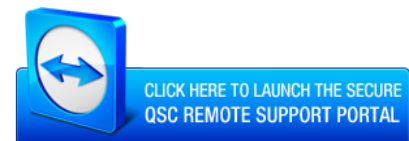
FAX: +1 (714) 754-6173

### **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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<http://patents.qsc.com>