

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 3.2

May 2013 Rev. A

Release Notes

This document covers pertinent information, including [Known Issues](#) and [Resolved Known Issues](#), for Q-Sys Designer Release 3.2, Wednesday, July 17, 2013. If you are upgrading from a Release prior to Release 2.3, be sure to read the Release Notes for the intermediate releases through 2.3. The most up-to-date Release Notes for Release 3.2 can be found on the QSC website (<http://www.qscq-sys.com/resources/q-sys-software/>).

Important

As with any upgrade, be sure to create backup files for any designs and media you have on the Core.

IMPORTANT: If you are upgrading from a Q-Sys Designer Release prior to 2.0, you must upgrade to Q-Sys Designer Release 2.0 before upgrading to Q-Sys Designer Release 3.2. Contact QSC Support for the Q-Sys 2.0 software. Be sure to read the 2.0 Release Notes for important upgrade details.

IMPORTANT: When you are upgrading to Release 3.2 from Q-Sys Release 2.3.xx, you will get the normal message, "Hardware firmware does not match..." 3.2.xxx, press OK, the Core is updated. Then you will see another message "upgrading from 3.2.xxx to 3.2.xxx (same version). Press OK again. The Core is updated to version 3.2.xxx. After this, the peripherals are updated twice.

Installation Software Requirements

Software Package	Q-Sys Designer
Microsoft Windows XP Professional Version 2002 SP3 (32 bit) or Microsoft Windows Vista SP1 (32 bit) or Microsoft Windows 7 (32 or 64 bit) or Microsoft Windows 8	Prerequisite
Microsoft .NET Framework 3.5	Prerequisite for Windows XP 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.
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 2.2.*nnn* design file with 2.1.*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 2.1.*nnn* design file with 2.2.*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 in your current release before starting the upgrade to a newer release.

Qualified Ethernet Switches

The online help contains a list of qualified Ethernet switches in the Ethernet Switches topic. Occasionally, between releases of Q-Sys Designer, new switches are qualified, and some disqualified. Be sure to check the QSC Website (<http://www.qscq-sys.com/resources/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 and Changed Features in Q-Sys Designer

Page Station Message Translation

You can now, with the use of a script, translate the messages sent to the Page Stations. Please contact [Q-Sys support](#) for information.

TSC-3 Touchscreen

TSC-3 Touchscreen performance enhancements

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
- SMPTE LTC Generator
- SMPTE LTC Reader

Resolved Known Issues

The following issues have been resolved:

Issue: If Automatic addressing is used on the Core and a DHCP server is not available (causing the Core to take an AutoIP address in the 169.254 subnet), the Core will occasionally not be discovered after a reboot or firmware update. Sometimes, in the Case of redundant Cores, it may appear as though both Cores are Active. When the Core is in this state, a reboot is required.

Issue: When a DataPort card detected a short circuit at an output of the DataPort amplifier, the system would go into a loop of reporting a fault condition, then releasing the fault condition.

Issue: Q-Sys Designer would occasionally time out, during startup, when a large number of TSC-3 and/or TSC-8 peripherals. The bug was discovered with more than 100 TSC-3 peripherals connected.

Issue: The Q-Sys Core would crash when updating firmware with a large number of peripherals. The bug was discovered with more than 100 TSC-3 peripherals connected.

Issue:Checking the names of Inventory items is now case-insensitive.

Issue:Fixed an issue with the detection of changed network settings for peripherals.

Issue:Fixed an issue where the images in UCIs were not being handled efficiently

Issue:Short-circuits on the outputs of DataPort amplifiers could result in a cycling in and out of the fault condition.

Known Issues

Q-Sys Designer Interface

Empty Snapshot's Save and Load Buttons Appear to Function but Do Not

Issue: When you place a Snapshot Controller Component into the Schematic, then deploy or Emulate the design without any controls associated with the snapshot, you can operate the Save and Load buttons, and they appear to function correctly. When you re-deploy the design, the Load buttons are disabled, and nothing was saved.

I/O Frame Status and I/O Slot Status Do Not Match

Issue: During an I/O Frame firmware update, and then during the restart of the I/O Frame, the status of an I/O Frame slot with an output card installed reads "Missing - I/O Frame Missing", while the the Inventory status string for the I/O Frame indicates other, varying states.

cgi-bin/status_xml Error when Deploying

Issue: Rarely, when deploying a design to the Core, Q-Sys Designer may idle for a few minutes with a "Discovering Core..." message. Eventually, an error appears stating, "Error downloading file cgi-bin/status_xml..."

Workaround: Clear the error message by clicking 'OK', then wait 5 minutes and deploy the design again.

Lua Script Code Written with the Control Script Component in, or dragged into, a Channel Group Component, is Hidden/Deleted when you Emulate or Run the Design.

Issue: Q-Sys Designer hides Lua code, written in a Control Script, in the following circumstances

- Write the code in Design, Run, or Emulate mode, then go to Design mode (if not already there) and drag the Control Script into the Channel Group and Emulate or Run the design.
- Drag the Control Script Component into the Channel Group, write the code in Design mode, then Emulate or Run the design.

Q-Sys Designer deletes Lua code in the following circumstance.

- Write the code in one of the above circumstances, then Emulate or Run the design, and write some more code in the Control Script component. Go to the Design mode, only the code written while in the most recent Emulate or Run mode is in the Control Script Component.

Workaround: Write all code with the Control Script component in the Channel Group, in Run or Emulate Mode.

Network

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

Issue: If a TSC-3 is connected via the Q-LAN network to LAN-B, or the Aux port on a Core 250i, it is unable to boot.

Core Redundancy

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.

Support



Q-Sys™ Networked Audio Systems

QSC Audio Products

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

QSC Offers 24/7 Support on Q-Sys Networked Audio Systems Only

Full Support

Business Hours: Monday - Friday 6 AM to 5 PM Pacific time

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

Tel. +1 (714) 957-7150

Fax. +1 (714) 754-6173

Will-call Hours: Monday - Friday 8 AM to 5 PM, Pacific time

Q-Sys Emergency-only After-Hours and Weekend Support*

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

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

* After hours calls are guaranteed a 30 minute response time from a Q-Sys Support Team member for Q-Sys ONLY!

Email:

qsysupport@qscaudio.com

(immediate email response not guaranteed. For URGENT issues use the phone numbers above.)



Having problems with your QSC Network Audio System or Software? Would you like some live remote assistance?

(requires a high-speed Internet connection to your computer)

We use a really nifty support tool by an outfit called TeamViewer. It is very secure and simple to use. Just click the button below to download the QSC Support Portal. Choose "Run" when asked, choosing the default answers if in doubt. It will run a small applet on your computer, and provide you a unique, secure, 9-digit ID and 4-character alphanumeric password. Call us, and provide us the ID number and password – BAM! We're connected to you and helping, just as if we were sitting at your computer with you!

