

D-Show 2.7

For Digidesign VENUE Systems Including D-Show® and D-Show Profile

Known Issues

The following are known issues you may encounter when using D-Show 2.7, along with workarounds if they exist.

Possible Multi-shell Plug-in Corruption (Item #78512)

Certain combinations of multi-shell (DSP sharing) plug-ins, loaded in a certain order, can mute audio or produce distortion on the channels where these plug-ins are inserted. Check all installed plug-ins for updates using the plug-in version checker feature included in D-Show 2.7.

PQ Controllers Connected to Stage Rack 2 Lose Settings when Stage Rack 2 is Reset (Item #83888)

If PQ Controllers lose their settings when resetting Stage Rack 2, you can try regaining your stored PQ settings by reloading the latest of either the most recent show loaded or the most recent history file (Filing > History > Shows). To avoid this altogether it is recommended that you connect the PQ Rack and Controllers to Stage Rack 1 instead of Stage Rack 2.

Brief Audio Bleed when Changing VCA Assignments or VCA Mutes with Snapshots (Item # 99594)

In rare situations the timing of VCA assignment and Mute state snapshot recall may allow for brief audio bleed before the new VCA assignment or Mute state takes effect.

Audio Interrupted briefly on the Monitor (Solo) Bus when Resuming from Backup Personality (Item #100304)

After you resume operation from the backup personality there will be a brief interruption of audio on the monitor bus. This interruption does not affect any input channels or other output busses.

Control Surface Displays Aren't Refreshed if System Lock is Engaged During a Firmware Download Operation (Item #100530)

Do not engage System Lock while downloading firmware. If it is necessary to do so, the control surface will remain locked and the firmware download will complete, but the control surface displays will not return to their "System Locked" state once the download is complete.

False Error Condition Reported after Updating D-Show Main Unit Firmware (Item #81463)

The Outputs section of the D-Show Main unit may report an error condition after a firmware download when updating D-Show software. This is a false message, as the firmware download has actually completed. Power cycle the Main unit to prevent this message from appearing again.

SurroundScope Plug-In Must be Uninstalled Prior to Installing SignalTools (Item #79322)

SurroundScope and SignalTools plug-ins can not both be installed on a VENUE system at the same time. Uninstall SurroundScope prior to installing the SignalTools plug-in.

Blue “Controller Detected” LEDs in PQ View of the D-Show Outputs Page Fail to Illuminate When the System is Initially Powered Up (Item #64570)

If the Personal Q Rack is connected when the system is initially powered on, any connected Personal Q Controllers will fail to report their “Controller Detected” status on the Outputs Page of the D-Show software. Power cycle the PQ Rack or hot plug the PQ Controllers to refresh the “Controller Detected” status.

MIDI Time Code (MTC) May Be Interrupted when Inserting a USB Key Disk (Item #65137)

Inserting a USB key disk can momentarily disrupt incoming or outgoing MIDI Time Code (MTC), causing a loss of time code sync. To avoid this, do not insert a USB key disk when reading or generating MTC.

Console briefly goes into Backup Mode when an iLok or USB key drive is inserted (Item #73638)

On rare occasions, inserting a USB device such as an iLok or key drive can cause the D-Show console to briefly switch into Backup Mode. Audio is not affected and normal operation resumes almost immediately.

ECx Ethernet Control Software Must be Re-Installed After Using the System Restore CD (Item #74712)

If your system includes the ECx Ethernet Control option, you will have to reinstall ECx software after performing a System Restore or an Update of your D-Show system:

System Restore If you perform a complete System Restore, ECx software must be reinstalled from its original installer disc. Follow the instructions provided with the ECx Option to reinstall software from its installer disc.

Update If you performed an Update to your system to D-Show 2.7, you still must reinstall the ECx software but you have a choice of doing so from the original installer disc or from within D-Show 2.7. Because a system Update leaves the ECx installer on your D-Show hard drive, you can reinstall by doing the following.

To reinstall after a system Update, without using the ECx installer disc:

- 1 Remove any USB key disks from all USB ports, and make sure no installer discs are in the FOH Rack CD-ROM drive.
- 2 Launch D-Show, then enter Config mode.
- 3 Navigate to the Options > System page.
- 4 Click the Update button to reinstall the ECx software.

See the *ECx Ethernet Option Guide* for more information.