

# D-Show® 2.8 for Digidesign® VENUE SC48™

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## Known Issues

The following are known issues you may encounter when using D-Show 2.8, along with workarounds if they exist.

### **Startup Process May Stall after Forced Shutdown (Item #112752)**

If for some reason it is necessary to force a shutdown of the SC48 by pressing and holding the Power button, the system may stall during the next startup process. This condition can be resolved by again forcing a shutdown and then restarting, or avoided altogether by momentarily disconnecting power from the unit for 10 seconds after a forced shutdown operation. Under normal circumstances, it is recommended that the system always be shut down using the Shut Down button in the System tab of the Options page.

### **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 2.8.

### **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.

### **Control Surface Displays Are Not 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.

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

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

### **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 VENUE system 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 VENUE 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 2.8, 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 2.8. Because a system Update leaves the ECx installer on your VENUE system 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 VENUE System 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 Control Guide* for more information.