



Read Me

EuControl 3.3.2

for Pro Tools | Control, Artist Series, Pro Tools | S3, and Workstation Control

What's New

EuControl 3.3.2 is a compatibility release which adds support for OS X 10.11 (El Capitan) and Windows 10.

Please note the following:


- There are no changes to Pro Tools® | Control in this release. Please use the version currently available on the Apple App Store.
- At the time of this release, Pro Tools is not yet qualified with OS X 10.11 (El Capitan) or Windows 10.

Important Installation Note for Artist Series and S3 Users


Make sure that the firmware on Artist Series and S3 control surfaces are up to date.

To update firmware:

- 1 After updating EuControl software, click (Mac) or double-click (Windows) the EuControl icon and select EuControl Settings.
- 2 If necessary, click Surfaces to display the Surfaces tab.
- 3 Click a surface in the My Surfaces list so it is highlighted. If multiple surfaces are present in the My Surfaces list, make sure only one surface is highlighted.

 *Firmware must be updated on each surface separately. Updating firmware on multiple devices at the same time is not supported.*

- 4 Click Update Firmware.

 *If the Update Firmware button is unresponsive, see [Troubleshooting Firmware Updates](#).*

- 5 Follow the instructions in the Update Firmware dialog box to proceed, and make sure to observe the following guidelines when updating firmware:
 - Ensure that surface is connected to a trustworthy power source.
 - Do not power off the surface during the update or attempt to interrupt the update.
 - The status of the firmware update is shown in the EuControl dialog, and in the S3 displays.
- 6 Click Done when the firmware update is complete. Repeat this procedure for each surface in your system.

Troubleshooting Firmware Updates

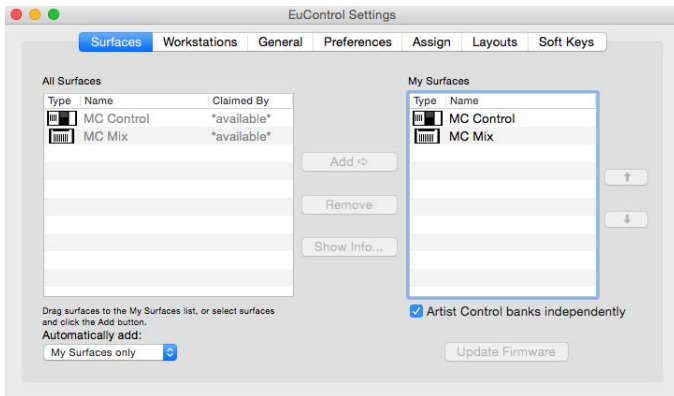
(Mac OS X 10.10.x “Yosemite” Only)

Use the following procedure to work around an unresponsive Firmware Update button. Alternatively, you can update the firmware using a computer running Mac OS X 10.9.x (“Mavericks”), 10.10.4 or higher, or Windows 7 or higher.

To work around an unresponsive Firmware Update button:

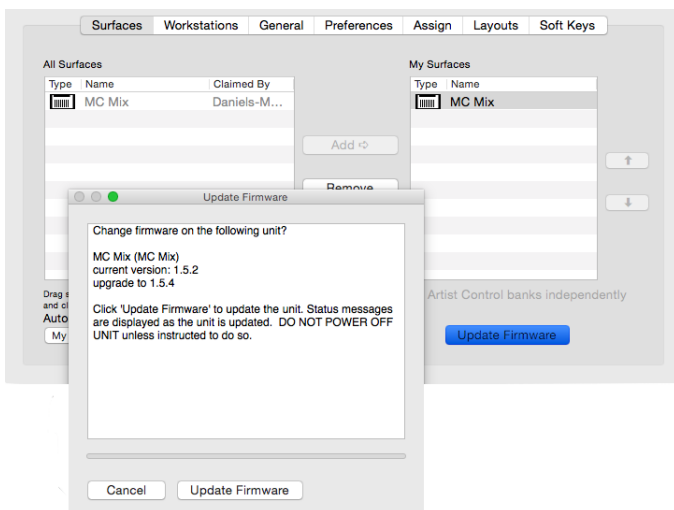
- 1 Power down any connected surfaces.
- 2 If you have more than one surface, power on one surface only.
- 3 Click the EuControl icon and choose Restart EUCON Applications.
- 4 Wait until the surface is added to My Surfaces, or manually add the surface to My Surfaces.
- 5 Wait until the name of the currently attached workstation computer appears in the Claimed By column of the All Surfaces list.

⚠ If “*available*” appears in the Claimed By column instead of the workstation computer name, repeat steps 1–4. Multiple attempts may be necessary before the name of currently attached workstation computer appears in the Claimed By column of the All Surfaces list.



*EuControl Claimed By column displaying *available* instead of name of currently attached workstation computer*

- 6 Once the Claimed By column displays the attached workstation computer name, select the surface in the My Surfaces list then click Firmware Update. When the Update Firmware screen appears, follow the on-screen instructions to update your surface’s firmware.



Update Firmware window

- 7 Make sure to update the firmware on all surfaces in your system, repeating these troubleshooting steps as necessary.

What's Fixed

The following issues have been fixed since the previous release of EuControl software.

OSX 10.11: El Capitan has broken the OLED/TFT drawing on Artist series surfaces (EUCON-3933)

Mouse response slows on Windows 10 after EuControl is installed (EUCON-4128/EUCON-4104)

Windows 10: App focus change now occurs when accessing the system tray notification area (EUCON-4086)

EuControl on Windows (only) does not auto launch on first try when performing an upgrade from 3.3 to 3.3.1 (EUCON-4122)

EuControl 3.3.1 uninstaller doesn't uninstall EuControl (EUCON-4143)

EuconWS (Workstation Control) installer is not launching MC Client after install is complete (EUCON-4124)

After a sleep, app change, or lock, the user must sometimes kill and relaunch Pro Tools | Control to reconnect (EUCON-3559)

Known Issues

The following issues are not addressed in EuControl 3.3.2. Where applicable, a workaround is provided.

EuControl crashes when trying to play back a Pro Tools session from a second workstation (EUCON-3945)

If you have chosen Wi-Fi in EUCON Preferences, you may experience this issue as using Wi-Fi to connect two Workstations is not supported. Instead, make sure you connect Workstations via Ethernet cables and choose the corresponding Network Interface in EUCON Preferences on both Workstations.

EuControl will crash after switching Wi-Fi on workstation and iPad from one network to another (EUCON-4015)

Pro Tools | Control App meters show Sample Peak, always (EUCON-3908)

Pro Tools | Control app always uses the Sample Peak meter types. Other meter types selected within a DAW may not be accurately displayed on the app.

Pro Tools | Control App Soft Keys text and color do not update until the DAW is refocused (EUCON-4035)

Pro Tools | Control App: Visual artifacts after entering non-English text into text field and hiding the keyboard (EUCON-4058)

Workaround: Quit the app, switch keyboard to US English, then relaunch the app.

Meters and automated faders sometimes stutter when switching back to Pro Tools from other applications (EUCON-3993)

On-screen (DAW) indication of focused tracks gets out of sync when adding or removing surfaces/app (EUCON-4021)

Connecting an S3 Network port to a network switch with BPDU (Bridge Protocol Data Unit) guard enabled can disable the port on the switch the S3 is connected to (VSW-10570)

Do not connect S3 to any network switches that have BPDU guard enabled. If an S3 is to be connected to a network such as a corporate network, make sure BPDU is disabled on all switches present in the network.

(S3 Only) When using Logic, channel strip meters may flicker and disappear if the signal on the corresponding track is clipping (EUCON-3285)

Workaround: Attenuate faders until meter LEDs reappear.

(S3 Only) When an S3 is in Config mode (CFG), after removing or adding a track to the current session Config mode actions do not work (EUCON-3124)

Workaround: To restore Config Mode operation, press the **Config (CFG)** switch again.

(S3 Only) After deleting a strip from a custom Layout, the deleted strip remains on the surface (EUCON-3159)

Workaround: Recall a different Layout, then recall the original layout to show the proper channel strips.

(S3 Only) After assigning or re-assigning a VCA to a Group, the corresponding display does not show the updated group assignments (3037)

Workaround: To show the updated group assignment, select a different track, then re-select the VCA. The display should now show the correct group assignment.

(S3 Only) With the Inserts spilled to Channel Control or the Channel Encoders, surface displays do not update after removing or deactivating the targeted plug-in (EUCON-3070)

Workaround: Select a different track, then select the original track to refresh the displays

(S3 on Windows Only) Using Application/Workstation + < Bank to cycle through open applications to the left does not work (EUCON-3105)

Workaround: Only cycle through applications to the right using **Application/Workstation + Bank >**.

(S3 Only) When using S3 with Nuendo 6, the Channel Control Navigation In switch does not toggle EQ parameters on/off (EUCON-2847)

Workaround: Toggle the EQ on/off on-screen.

Disconnecting the Ethernet cable from an Artist Series device can cause the device to freeze (EUCON-2844)

To reestablish communication:

- 1 Disconnect the power cable to the surface to power it down.
- 2 Power down your workstation computer.
- 3 Reconnect power to the surface.
- 4 Power the surface back on.
- 5 Power the workstation computer back on.

If a custom appset was created using Pro Tools 11.3 or lower, labels for S3 soft keys in the EuControl Settings > Soft Key tab may be incorrect (EUCON-3574)

Workaround: In the EuControl Settings > Soft Key tab, click the Restore button to load the factory default Soft Key appset for the current version of Pro Tools.

(Pro Tools 12 and higher only) If an Artist Mix and an Artist Control are connected to Pro Tools, when the Mix and/or Edit Window Follows Surface Bank preference is enabled, only banking on Artist Mix is followed in Pro Tools (EUCON-3599)

(Windows only) When on the EuControl Settings > Soft Keys tab, the Soft Keys tab turns blank after pressing Esc key on the keyboard (EUCON-3530)

Workaround: Toggle to a different tab, then back to restore the label on the Soft Keys tab.

Surface meters do not work with audio tracks in Media Composer 8 (EUCON-3144)

In certain cases after inserting a default EQ/Dyn plug-in, attentioning the track with the plug-in inserted may not automatically open the plug-in window in Pro Tools (EUCON-2877)

Workaround: Depending on the type of plug-in inserted, press **EQ** or **Dyn** on the surface to open the plug-in window on-screen.

(Mac Only) Redirect keyboard and mouse key command fails on first remote workstation connection (EUCON-3018)

Workaround: Click the EuControl icon in the Task Bar (Mac) or System Tray (Windows), then choose Restart EUCON Applications. EuControl restarts, and the redirect key command operates as expected.

(Windows Only) On first launch of EuControl after initial installation, the No Ethernet Interface Selected dialog is shown, even though a network interface is selected (EUCON-3155)

Workaround: Click OK to dismiss the dialog. EuControl properly connects to an available network interface.

A workstation attached to a surface using WControl is not indicated as claimed in EuControl (EUCON-3288)

MC Client is mistakenly shown as “Not Responding” in Mac Activity Monitor (EUCON-2988)

Though MC Client is shown as “not responding,” this is purely cosmetic and does not affect performance.