



Release Note



OMEGA / MEDIAN / DELTA /
E-PiCo

v14.0.0 Rev A

CUSTOMER RELEASE NOTE

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ECLIPSE HX VERSION 14.0.0 Rev A RELEASE NOTE

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1 Introduction

1.1 Scope

This document describes the changes added to the Eclipse HX system software in the 14.x releases.

1.2 V14

1.2.1 Features Added in v14.0.0 Rev A

1.2.1.1 SIP on E-IPA Card

The HX E-IPA card now supports SIP client ports natively. All the call management functionality previously available when connecting to an external LQ unit is now available via the licensed SIP port feature of the E-IPA.

The call management features include connection to an external SIP server, incoming and outgoing call handling, SIP info message based inward audio port routing, panel dialing via dial pad or speed dial controls, Dynam-EC contact list management, call control and status display.

1.2.1.2 SMPTE ST 2022-7 on E-IPA Card for AES67 direct and trunking connections

The E-IPA AES67 direct and trunk ports now support the SMTE ST 2022-7 standard. This allows the configuration of two networks (the red and the blue network) and delivers a hitless switchover between these networks upon failure of one or the other. This redundancy feature is also supported when the card is operating in NMOS is-04/is-05 mode.

1.2.1.3 2X10 Panel Role Based Operation

The 2X10 panel has now been added to the list of endpoints that support the role-based workflows. Users are now able to use and move their virtual audio source/destination on and between all panel and wireless beltpack types. This enables numerous mobility and hardware redundancy workflows.

1.2.1.4 Dynam-EC Optimizations for Large Systems and Linked Sets

A number of optimizations have been applied to the Dynam-EC application to enable it to better manage the larger systems and linked sets.

These optimizations include the faster rendering of assets uploaded from and matrix, tabbed access to assets from multiple matrices and targeted asset reload when single frames in a linked set receive new configuration.

1.2.1.5 Source-Specific Multicast (SSM) support on E-IPA Card AES67 Directs and Trunks

Source-Specific Multicast (SSM) is now supported for the AES67 directs hosted by the E-IPA card. SSM is a method of delivering multicast packets that only sends traffic from a specific source to a receiver that has requested it. SSM is an extension of IP multicast and is designed to improve security and reduce network demands.

1.2.1.6 NMOS is-04 Static Registry Configuration

To support NMOS is-04 across multiple networks the HX system now supports the static configuration of the NMOS registry IP address. Previously the NMOS registry could only be discovered, therefore relying on the devices all being on the same network.

1.2.1.7 Increased Beltpack Registrations

The previous limit of 200 beltpack registrations per matrix has been raised to 320. For the moment, the existing limit of 200 connected beltpacks still exists.

1.2.1.8 Beltpack Registration .CSV File Import/Export

The ability to import and export beltpack registrations to/from the current configuration has been added at v14. This is an extension to the .csv import export functionality.

This feature allows a new configuration to be created for a matrix without the need to re-register beltpacks.

This feature supports all types of wireless beltpack registration.

1.2.1.9 Panel Programming Screen Optimizations

New features were added to the panel programming screen palette configuration to allow users to assign keys to panels or roles more efficiently. An option has been added that enables the assignment of the selected target to all the endpoint types associated with a role.

Additionally, a particular panel or role can now be used to filter all the selectable key targets in the palette. This is a logical way to find assignable keys for many EHX i.e. when moving or copying from one device to another.

1.2.2 Fixes (by system component) added in v14.0.0 Rev A

1.2.2.1 EHX Configuration Application

TP Ref: 171128

New operation/Bug Fix: Talk and Listen Key groups configuration error corrected.

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Explanation: As a result of the addition of the talk with auto listen key activation feature an issue was introduced with talk and listen key-group assigned keys. The error was that the key would activate as a talk with auto listen. This has now been corrected.

TP Ref: 186296
New operation/Bug Fix: PL Keys Latch disable configuration being lost on Apply Changes download now fixed.

Explanation: In the case where both multiple matrices are in a system and the current configuration has just been uploaded from the matrix an issue existed where PL keys that should have been latch disabled were latch-able for one download. This was correct on a second download. This was caused by the incorrect use of a map building data cache. It has now been corrected.

TP Ref: 171793
New operation/Bug Fix: Issue displaying expansion panel keys corrected

Explanation: Panel programming of V-Series expansion panels was recently broken when optimizations were applied to the panel programming screen performance. This has now been corrected.

TP Ref: 173543
New operation/Bug Fix: Map Build Fails with Trunked 13.1 Frames

Explanation: The map build could previously fail with a 'Key xxxxxxxxxxxx already exists' exception on trunked systems. This has now been corrected.

TP Ref: 178094
New operation/Bug Fix: 'Go to Key Destination' on a panel could previously result in EHX crash.

Explanation: Using the go to destination feature of the panel programming screen it was previously possible to fail EHX when this feature is used on multiple keys. This has now been corrected.

TP Ref: 180239
New operation/Bug Fix: Unable to tick always selectable on certain roles, now adjusted.

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Explanation: Previously, if a role that was fixed role assigned to device EHX would not allow the 'Always Selectable' option to be selected on that role. This is now allowed. It is useful, especially when using virtual clients and role-based workflows.

TP Ref: 181551

New operation/Bug Fix: EHX crash when on the PTP screen

Explanation: A multi-threading issue could previously cause an EHX reset when viewing the PTP diagnostics screen. This has now been corrected.

TP Ref: 181348

New operation/Bug Fix: Config card Primary LAN still shows good even when it has been disconnected

Explanation: A recent change to EHX resulted in the disconnection of the secondary LAN connection to CPU card not being shown on the monitoring screen. This has now been corrected.

TP Ref: 184275

New operation/Bug Fix: Virtual Client Talk Key Activation Options

Explanation: An error was introduced where too many key activation types were shown as selectable against the virtual client talk keys. This has now been corrected.

TP Ref: 184472

New operation/Bug Fix: Cancelling out of a USB firmware update causes EHX to crash. Now fixed.

Explanation: EHX could previously reset if the USB connection to a wireless beltpack was removed during the firmware upgrade of the beltpack. This has now been corrected.

TP Ref: 150597

New operation/Bug Fix: Key save and key restore issue on EHX 13.1

Explanation: The key save and restore feature was broken in the v13.1 release with the addition of role-based workflows. This has now been corrected.

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- TP Ref:** 150041
- New operation/Bug Fix:** Beltpack 'Panel Programming' link from Monitoring was incorrect
- Explanation:** Right-clicking on a Beltpack in the Monitoring screen allows the user to link-through to the panel programming screen - this link was previously taking the user to "Roles" screen. This has now been corrected.
-
- TP Ref:** 149694
- New operation/Bug Fix:** Panel configuration issues after converting panel from IVC to AoIP
- Explanation:** When a panel connection type was converted from IVC to AoIP the panel aux port settings and panel mixer settings would not be converted correctly. This has now been corrected.
-
- TP Ref:** 149402
- New operation/Bug Fix:** Backup Key Status now added to the EHX diagnostics zip file.
- Explanation:** When the EHX diagnostics zip is now taken for a system, this will include a backup file of the current key status.
-
- TP Ref:** 150198
- New operation/Bug Fix:** Crosspoint map issues with roles sessions
- Explanation:** Prior to this release EHX crosspoints didn't disappear from the crosspoint map after role session ends or a beltpack roams. This has now been corrected.
-
- TP Ref:** 147776
- New operation/Bug Fix:** Volume bars visible in supervisor mode after keys cleared
- Explanation:** When the keys were cleared from a panel in online mode and then the panel is subsequently supervised in EHX then volume bars were visible in all the cleared key locations. This has now been corrected.

1.2.2.2 CPU Card Application

TP Ref: 184914

New operation/Bug Fix: NVRAM Re-Init Event Log Removal

Explanation: Due to a code merge error the matrix boot-up events would always previously report an 'NVRAM initialization problem – Check Battery' event. The event was output regardless of the NVRAM state. This has now been corrected to only output on error.

TP Ref: 187155

New operation/Bug Fix: Beltpack Auto-Handover utility fixed for E1 transceivers

Explanation: An issue was introduced in an early v13.2 release where RPN IDs were not being loaded correctly for E1 transceivers. The only known consequence was that the auto-handover test utility would no longer function. This has been corrected.

TP Ref: 184298

New operation/Bug Fix: Incorrect fan failure errors seen on Delta matrices now corrected.

Explanation: Due to an error in the PSU alarm messaging interface the Fan 1 and 2 failures were often seen in the matrix overview summary of the event log, also in the EHX monitoring screen. The timing on this hardware interface has now been adjusted and the error is no longer seen. The error was seen more often on the MK II CPU card.

TP Ref: 181103

New operation/Bug Fix: MIC open issue potentially encountered when the local 2X10 panel cut key menu used now fixed.

Explanation: The use of the 2X10 panel local menu to change the mode of the cut key could previously leave the mic open when shifting to the LS cut mode. This has now been addressed.

TP Ref: 182440

New operation/Bug Fix: Stuck routes encountered when moving keys online via the certain HCI clients

Explanation: The Remote Key Action HCI API method of deleting and added keys could previously result in stuck routes when the key being deleted and added mirrored others, and these keys were in a latched state. Routes are no longer stuck in these scenarios.

TP Ref: 179827

New operation/Bug Fix: CPU card watchdog reset associated with E-IPA card pull now fixed.

Explanation: Part of the initialization processing the E-IPA card could result in a matrix reset if the E-IPA card was pulled or reset. This has now been corrected.

TP Ref: 181086

New operation/Bug Fix: Loss of V-Series panel audio on full system reset

Explanation: On a full system reboot the panel mixer configuration messaging to the panel could be corrupted with it being interleaved with other types of panel protocol messaging. This has now been corrected. The panel mixer block of configuration is now guaranteed to be contiguous.

TP Ref: 178401

New operation/Bug Fix: improve handling of handover between two systems with same RF ID

Explanation: In certain large wireless systems, it could be useful to use the same the system wireless ID on multiple matrices. With the mirroring of beltpack registrations on these matrices the system allows beltpacks to automatically connect to different matrices in the same system. In this type of system, the different matrices should be RF isolated from each other, but to handle the case where a beltpack is able to see transceivers of different matrices this fix is required to allow the beltpack to gracefully disconnect from the first matrix and connect to the second. Note, this type of transceiver roam will result in the beltpack disconnecting and (automatically) reconnecting, with an audio outage.

TP Ref: 177442

New operation/Bug Fix: Control keys firing mute relay now supported

Explanation: The activation/deactivation of a panel mute relay from a control did not function in the previous release. This has now been corrected.

TP Ref: 167960

New operation/Bug Fix: Missing sort group members in local assign panel menu now corrected

Explanation: When a key had previously been deleted from a panel key position the properties of this deleted key were being used in the configuration checks to establish if a sort-group member potential key target was allowed on a particular key. This resulted in members of the sort-group not being deemed assignable when they should have been. This has now been corrected.

TP Ref: 176074

New operation/Bug Fix: Preset talks to remote IFB now functioning

Explanation: Preset talks to remote IFBs were previously able to be configured, however did not go down to the matrix in the map. This has been corrected.

TP Ref: 177322

New operation/Bug Fix: Remove option to disable data cache via dip switch

Explanation: Prior to the current release SW3 dip switch 1 on the CPU card needed to be set to enable the HX higher processing speeds (chip level data cache enable). This functionality is now always enabled without the need for the switch to be enabled. This switch now has no associated function. Reserved for future use.

TP Ref: 176240

New operation/Bug Fix: EHX role disconnect notification changed

Explanation: If EHX was previously used to end a role session the endpoint would report (e.g. via its built-in display) that the source of the session disconnection was 'PC Client'. This text has now been changed to 'Admin'.

TP Ref: 176005

New operation/Bug Fix: 2X10 online key assignment issues

Explanation: There were previously issues with the key mapping used on the 2X10 panel and the format online keys are stored in, in non-volatile memory. This has been corrected in this release.

TP Ref: 176008

New operation/Bug Fix: Online key assign and fast assign not allowed for invalid port targets

Explanation: The fast-assign V-Series panel feature would previously allow illegal targets to be placed on panel keys e.g. trunk or transceiver ports. This has now been corrected.

TP Ref: 168345

New operation/Bug Fix: Station IC licensing error when no licenses available

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Explanation: The disconnection of an unlicensed (demo mode) Station-IC client resulted in an incorrect licensing event log message where it was assumed to be an Agent-IC license disconnection. This has been corrected in this release.

TP Ref: 75080

New operation/Bug Fix: EHX role disconnect notification changed

Explanation: Prior to this release any endpoint role sessions ended by EHX or an HCI client were being reported at the endpoint as an "PC Client" ended session. This was reported to cause confusion and therefore the source of the role session termination is now reported to be "Admin".

TP Ref: 168115

New operation/Bug Fix: Add DNS support for SIP

Explanation: In order to support the specification of a SIP server via hostname the E-IPA card now supports the configuration of a main and backup DNS server IP address.

TP Ref: 172324

New operation/Bug Fix: 2X10 Panel SIP dial screen addition

Explanation: To coincide with the addition of the native E-IPA SIP client support, the 2X10 panel now supports the manual dialing out on a matrix connected telephony interface. These include TEL-14, the E-IPA SIP ports and LQ SIP ports. This work involved the 2X10 panel accessing the matrix hosted menu system. Now that this is in place the 2X10 panel can now also access the central system information menus of the matrix.

TP Ref: 168093

New operation/Bug Fix: fix potential rack crash while processing role request

Explanation: A matrix reset caused via a race condition in beltpack session connection has been fixed in this release. The issue was not introduced recently but had a very low probability of occurring.

TP Ref: 63007

New operation/Bug Fix: Role based panels Logic Panel Operation tally features now supported

Explanation: The logic screen panel actions were not previously supported by roles. This meant that these features have never been supported on

beltpacks. With the new addition of role-based workflows on the other endpoint types on the system this omission was deemed less acceptable. Roles are now supported by this feature, on all endpoint types.

TP Ref: 161567

New operation/Bug Fix: CPU Ethernet config message is confusing

Explanation: The E-IPA card LAN port status information output in the event log 'Matrix Overview' has been updated to remove confusion. The number in brackets following the word LAN previously contained an interface type number. This number is now the physical LAN ID.

TP Ref: 148285

New operation/Bug Fix: EHX monitor shows all alarm states

Explanation: The monitoring screen now clearly shows the primary and secondary Rx Stream Alarm Status for a LAN port in the IP Connection tile, for example 'Receiving Packets'. This state is shown as the 'State' field directly under the card ID.

1.2.2.3 Dynam-EC

TP Ref: 176809

New operation/Bug Fix: SIP Dynam-EC - Call state not refreshed on Dynam-EC reconnect

Explanation: The state of an in-progress SIP call was previously lost on a matrix refresh of Dynam-EC. This has now been corrected, the current state of SIP call is resynchronized as part of the matrix refresh.

TP Ref: 144341

New operation/Bug Fix: Dynam-EC: Sort by Type needs to differentiate BPs and Panels

Explanation: The roles displayed in the Dynam-EC palette were previously in a section entitled 'FreeSpeak Beltpack Roles'. Now that roles are supported on non beltpack endpoint types this section title has been updated to be 'Roles'.

TP Ref: 145978

New operation/Bug Fix: role-based panels can be dragged into a Preset Conference

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Explanation: The preset conference application feature now supports role-based panels.

TP Ref: 145852

New operation/Bug Fix: Dynam-EC IFB summary screen not dimming unused roles

Explanation: When the panel connection indication feature is enabled on a port or role the connected state of this port or role is shown in Dynam-EC i.e. greyed or lit. The IFB summary screen previously did not support the greyed mode of display. This has now been added.

TP Ref: 128954

New operation/Bug Fix: Usability Feature Request - Caller ID string matching

Explanation: In Dynam-EC, in order to control the alias on an incoming SIP line, the contact card SIP/Tel previously had to match exactly to incoming caller information string. For example:

Incoming phone number: 7348120485 is "Sally B"

Sally B is calling into the system through RingCentral > LQ SIP. The SIP Server is 199.255.120.176

The resulting incoming establishing line is <7348120485@199.255.120.176>

In this release Dynam-EC matches the contact card if the call information string contains (as opposed to perfectly matches) the call card string and in the above example Sally B would be displayed on the SIP client panel keys.

TP Ref: 159013

New operation/Bug Fix: Dynam-EC German encoding issue

Explanation: In certain regions it was found the Dynam-EC could not import an .hxn file. Instead of a loaded project the user would see an exception error. The root of the issue was found to be certain language region combinations not supporting the default code page used by the application when compressing data. In this situation a new default will be provided to ensure data can be saved and reloaded. This issue has therefore now been corrected.

TP Ref: 54716

New operation/Bug Fix: Network Admin map downloading to read-only frames

Explanation: Implemented restriction to only download to writeable matrices. if there are locked frames both local admin and network admin

can now only download to all their writeable matrices, and only those. this is not a change of feature for local admin, just a time saver, do not have to do each individually. This is a feature reduction for network admin as previously he was able to download (incorrectly maybe) to locked matrices.

1.2.2.4 V-Series Iris

TP Ref: 172433

New operation/Bug Fix: Additional Log Up Down option added to Info menu

Explanation: If an issue is suspected to occur in the Panel, the debug level can be increased, the fault replicated and then a support info snapshot taken and sent to a field engineer for analysis.

1.2.2.5 E-IPA-HX

TP Ref: 168197

New operation/Bug Fix: Fixed IPA resetting on Apply Map with no reset

Explanation: When applying a map without a reset the IPA would sometimes detect a change in NMOS settings and reboot the card to apply the new settings.

TP Ref: 174052

New operation/Bug Fix: SIP Call showing as connected before the call is answered

Explanation: When placing a call in Dynam-EC to a SIP phone it would show the call as established before the receiving end client answers. This release now shows the state of the SIP client as 'Connecting' until the user accepts the call. Note – This fix is in place for calls placed on E-IPA SIP client ports. In a future LQ release LQ SIP ports will inherit the same fix. This HX system release supports the current LQ SIP port operation as well as the future (corrected) operation.

1.2.2.6 E-Dante

TP Ref: 170754

New operation/Bug Fix: E-Dante CPU Crash fix.

Explanation: E-Dante CPU would halt when a TX flow with greater than 4 channels is created. This has been corrected.

1.2.2.7 FreeSpeak II 2.4 Beltpack App

TP Ref: 139829

New operation/Bug Fix: FSIIBP sidetone control not working from Arcadia's CCM.

Explanation: Disabling the sidetone from CCM wouldn't change state. Sidetone would still be there. When going from disabled to non-tracking the sidetone is disabled.

TP Ref: 138103

New operation/Bug Fix: Role based workflows - Beltpack remote session end screen.

Explanation: If a role-based endpoint session is ended by another endpoint stealing the session the new endpoint info is displayed on a session ended screen on the previous endpoint. The FSII 2.4 beltpacks will additionally show this information.

TP Ref: 133607

New operation/Bug Fix: Role Teams (Folders) Support on FSII24.

Explanation: The new version of FS II 2.4 beltpack is produced to support:

The user can first select a team and then the role within that team instead of simply selecting a role from the full (up to 200!) role list.

The user needs to be able to move and out of teams i.e. 'go back'

1.2.2.8 FreeSpeak II IP 1.9 Transceiver

TP Ref: 166587

New operation/Bug Fix: Additional carriers added to US DECT 2 Region

Explanation: New region added to the RFP. The region is a copy of US_DECT plus an additional 3 Carriers. The region will be set by SetDectMode.bat US_DECT_3

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TP Ref: 142537

New operation/Bug Fix: IPT: No audio from 4W to FSII PP.

Explanation: Bug Fixed: There was no audio from 4w to FSII
Beltpack both directions. 4W to other directions was working fine, had to reboot the
beltpack before audio came back.

2 Known Issues

This section details those issues that contradict the relevant manuals included in this release. These issues have not been resolved in v14.0.0 and are listed here to help you use the system more effectively.

2.1 EHX configuration import (.hxnfiles) now only supported from version 11.0 onwards.

EHX configuration project files that have been exported from earlier EHX versions can be imported by the current EHX version. All required conversions and default record insertion etc. are automatically performed.

However, at v13.1 the range of supported import file versions was reduced. EHX v13.2 will only import a .hxn file that has been exported from an EHX from version 11.0 onwards. This covers the vast majority of Eclipse HX installs, however if a .hxn file exported by an earlier (than v11.0) version needs to be imported into v13.2 then this file will have to be imported and then exported into/from an EHX version from v11.0 onwards.

2.2 E-IPA - Transceiver Bad Markers.

Very occasionally bad markers on a connection are reported in the event log. When this issue is seen the only current solution is to reboot the transceiver.

2.3 E-IPA Split Admin and IVC mode does not support Layer 3 Routing

IVC panels connected on a different subnet in turn utilising Layer 3 Routing will not connect if the IPA is configured with split IVC/Admin ports and the Admin port has a static IP.

2.4 E-IPA AES67 does not support Layer 3 Routing

E-IPA does not resolve MAC addresses correctly for end-points on a different subnet resulting in audio loss. If layer 3 is required in the intercom solution then the E-IPA should be downgraded to 6.174.63.0.

2.5 E-IPA USB Stick removal and Large USB files

Large log files captured to USB can cause the E-IPA card to crash and removing the stick does not unmount correctly. The work around is not to not USB log for lengthy periods of time and reset the card upon removal of the USB stick.

2.6 I-Station Panel Upgrades

Central upgrade from EHX is not support on all I-Stations, when upgrading I-Stations with the serial number 45PC0001 or above you must contact your Clear-Com sales representative first.

2.7 V-Series panels upgrade issues.

The V-Series panel firmware is much larger than other panels' firmware (e.g., I-Series or ICS-1008) and as such cannot be stored in flash memory in the rack, as other panels firmware can be. It has to be retained in the buffer used to store firmware which is in the process of being downloaded to panels.

The result is that if a V-Series panel (V-Series, Iris and IrisX) upgrade is occurring and another panel type upgrade is begun, that new upgrade will over-write the V-Series panels firmware - in the middle of the V-Series panels upgrade. This breaks the upgrade. The recommended solution is to upgrade V-Series panels last.

2.8 V-Series Iris Panel Upgrade Issues

Central firmware upgrade of the V-Series Iris panel is only supported for AES67 connected panels. Panels utilizing other matrix connection types should be upgraded via USB stick (front or rear facing ports).

2.9 i-Station Expansion panel upgrade issues

It is recommended that if you are upgrading an i-Station expansion panel (e-1410E) then do so before upgrading its host i-Station panel. Upgrading the i-Station panel first can result in the e-1410E being unusable after upgrade – if this is the case then please contact your supplier.

Please note that the e-1410E upgrade is only required if it is prone to multiple key presses at the same time as there is a problem with the previous version 010112 when multiple keys (3 or more) are pressed simultaneously then the panel can reset.

2.10 Duplicate items in assignment mode of i-Station panel

There is a known issue with the display of duplicate items (or triple items on controls) are listed in the assignment mode of the i-Station panel

When the port is a Global IFB then EHX has to send a port and IFB entity to the rack and both get shown. EHX must send 3 controls for each control to simulate talk/listen activation on attachments. Therefore, they appear in duplicate/triplicate.

2.11 TEL-14 is unable to send multiple call signals to a panel.

There is a known issue when you configure a panel to enable call signal alerts. If you configure a TEL-14 interface to have a DTMF access code to the panel and enter the code to generate a call signal tone (91), the call signal tone is heard but if the audio route is removed by use of the 00 code, then re-established by entering 91 again then the call signal is not generated at the panel.

2.12 EHX Map Build Fails with Control Macros

There is a known issue where an EHX map with the older scripted Control Macros, (not Logic Maestro), that were previously working, stops building when attempting to download. To fix this for the current session restart the PC.

2.13 Aux Mic level cannot be set on i-Station panel.

There is a known issue that the i-Station panel Aux Mic level cannot be set by EHX

2.14 Fiber cards reporting TRANSCEIVER UP/DOWN

If one of the nodes in a multiple fibered system is faulty you may receive in the EHX logs multiple messages of the following format

FIBERCARD slot xx transceiver A UP

Or

FIBERCARD slot xx transceiver A DOWN

2.15 IVC-32 can disconnect and reconnect on Apply Change.

The user should be aware that any IP panel connected to an IVC-32 which has had its connection type set in the panel menus to something other than DEFAULT, and whose value does not match the connection type configured in EHX, will briefly drop offline after a non-intrusive download.

To avoid this happening, the required connection type should be set for the panel in EHX, and the connection type configured in the panel menus should be left at DEFAULT.

2.16 IP Panel will not automatically log in after TFTP upgrade.

An IP Panel will not automatically log in after being upgraded via TFTP. The panel needs to be restarted after the upgrade. The IP Settings should then be re-entered from the IP SETUP menu before the panel will be able to login.

2.17 Assigning remote groups via online mode fails

In a multi-system set-up, assigning a group from a remote system to a panel results in one of the local system groups showing up on the panel instead.

Making same assignment offline and downloading it to the system gives the correct result. Any subsequent online mode assignments of the same group will work, but assigning any other remote group in online mode fails again in the same way as described above

2.18 Rarely, a Fiber ring will not recover from loopback mode.

Sometimes when after the primary and secondary fiber connections fail, the system may not recover from loopback mode if the secondary connection only comes up. The system recovers correctly when the primary connection is restored.

2.19 IP Address Clash

Please ensure that there are no IP address clashes on the network.

If there is an IP address clash between an IVC-32 and another component on the network, then this may cause the IVC-32 to reset.

If there is an IP address clash between an IP panel and another component on the network, then this may cause the IP Panel to reset.

It is recommended that to reduce the possibility of an IP address clash that the panels are configured for DHCP mode (default mode).

2.20 Monitoring screen AES67 and Wireless Status information Issues

On larger installations, when higher volumes of state transition occur there can be times when the monitoring information is stale for certain elements.

2.21 Restart of daisy-chained Edge transceivers can cause beltpack disconnect.

Resetting a downstream Edge transceiver can result in beltpack disconnect due to a period of jitter of the PTP clock, and the transceiver audio may restart in this case.

2.22 Forced Listen and Talk & Forced Listen Key Group assignments Issues.

The Listen part of the FL and TFL within a Key Group assignments are not actioned.

2.23 Compatibility warning when closing down EHX.

On certain machines a compatibility warning is seen when shutting down EHX. A Program Compatibility Assistant window is displayed stating 'Did this program work correctly?'. There is no adverse side effect so of this issue and is only seen at shutdown of EHX.

2.24 E-IPA connected V-Series Iris panel sometimes shows a blank screen when disconnected.

Sometimes the offline screen of the V-Series Iris panel is not shown when the E-IPA connection to the panel is dropped. This is hard to reproduce and therefore not yet addressed.

2.25 Misleading PTP status in EHX PTP plots

When a device is down (e.g., IPA), there is no data in the status graphs (similar to the wireless status page). A plot is drawn between the last received point, to the first point of the new data. The data should of course be ground, but currently the plot can be misleading.

2.26 E-IPA card reboot on apply changes – PTP follower only mode

A needless E-IPA card reboot can occur when the card AoIP PTP mode is set to PTP follower only mode and the card is not on an AoIP network that is supplying PTP. Other conditions

need to be in place to initiate the reset, these conditions include a recent upgrade of the E-IPA card to a firmware version that supports NMOS is-04/is-05. To avoid this issue, leave the PTP state in the default PTP clock leader mode.

2.27 HCI Request Remote Key Actions Issue

HCI message 235 (Request Remote Key Actions) does not support mirrored keys and can cause stuck crosspoints if used with mirrored keys. This issue is now addressed; however, the fix missed the final regression run of this release (v14.0).

2.28 EHX Reset when PTP Diagnostics Screen

If the EHX PTP diagnostics tab is left open for a prolonged period (i.e. multiple hours or days) it can result in the EHX software resetting due to the rendering consuming PC resources.

3 Configuration Issues

3.1 GPI-6 and RLY-6 Installation

During the configuration of GPI-6 modules and RLY-6 modules, the Eclipse HX Omega\Median Systems requires the GPI-6 modules to be connected to the Eclipse HX Frame first, and then each GPI-6 module is daisy chained. If RLY-6 modules are also to be connected, they are required to be connected after the GPI-6 modules. If no GPI-6 modules are used, then the RLY-6 module is connected to the Frame connector.

4 Support

4.1 DIG-2 and T-Adaptor Support

From Eclipse version HX 7.6 and above, the DIG-2 and T-adaptor modules are only supported on selected customer installs by previous agreement.

4.2 FreeSpeak 1 Transceivers and Beltpacks

From Eclipse version HX12 and above, obsolete FreeSpeak 1 transceivers and beltpacks are no longer supported.

4.3 HX-PiCo Support

Support for the HX-PiCo platform will cease from system release v14.0 onwards.