

Read Me

VENUE 3.0 Software Update

for VENUE D-Show, VENUE Profile, VENUE Mix Rack, and VENUE SC48 Systems

Known Issues

The following issues are not addressed in version 3.0. Where applicable, a workaround has been provided.

SC48 Remote System, Stage 48, and Ethernet Snake Card Issues

After an Ethernet Snake card firmware update, the second Stage 48 (if present) may not pass audio (VSW-6423)

After an Ethernet Snake Card firmware update, the second Stage 48 (connected to Ethernet Snake Card ports 2A/2B) may not pass audio. Restart the SC48 to remedy this condition.

I/O installed in a second Stage 48 will not be recognized by VENUE unless a first Stage 48 is present (VSW-6681)

I/O installed in a Stage 48 connected to Ethernet Snake card ports 2A/2B will not be recognized by VENUE unless a Stage 48 is connected to Ethernet Snake card ports 1A/1B. If only one Stage 48 is in use, its rotary ID switch must be set to position 1, and it must be connected to Ethernet Snake Card ports 1A/1B.

VENUE FWx32 Driver and Firmware Issues

IO Setup creates dual sets of outputs when creating a new Pro Tools session using the VENUE FWx32 driver and firmware (PTSW-159565)

When creating a new Pro Tools session using the VENUE FWx32 driver and firmware update, two sets of outputs 1–32 might be created (such as “Out 1-2,” “Out 3-4,” “A 1-2,” “A 3-4”). In I/O Setups > Outputs, click the Default button to reset the IO Setup.

When using a VENUE system with FWx32 firmware, switching from Pro Tools 10.x to Pro Tools 9.x may result in distorted audio (VSW-6154)

When using a VENUE system with the FWx32 firmware installed, switching connections from a computer running Pro Tools 10.x with the FWx32 driver installed to a computer running Pro Tools 9.x with the FWx18 driver installed may result in distorted audio in Pro Tools.

It is recommended that the VENUE system be fully shut down before switching to an older version of Pro Tools to allow proper FWx initialization.

(Windows only) “FWx32” appears as an available MIDI device in Pro Tools (VSW-6249)

The FWx32 Pro Tools driver only uses the MIDI protocol for firmware updates, so its appearance as a MIDI device can be ignored.

Other Miscellaneous Issues

When two Stage output cards are in use and an IO16 card is installed in SC48, outputs are displayed atypically in the Devices tab, or IO16 might not be displayed (VSW-6683)

When an SC48 system is configured with two Stage outputs cards and an IO16 card, outputs are displayed atypically in the Devices tab in VENUE, or the IO16 Card might not be displayed. This does not affect the availability of I/O in the Patchbay or any other functionality.

Stage audio output is briefly interrupted when input channels are moved using drag and drop, even if the channel being moved is dropped to its current location (VSW-6771)

Stage audio output is briefly interrupted when input channels are moved using drag and drop. Dragging and dropping input channels is only available while in Config mode, and it is strongly recommended that only Show Mode be used for performances.

A lower version of the VENUE fader firmware is shown after installing VENUE 3.0 software (VSW-6809)

A lower version of the VENUE fader firmware is shown after installing VENUE 3.0 software. The firmware version installed with VENUE 3.0 software is fully qualified and appropriate for this version of VENUE software.

Unpatching a hardware insert in the VENUE Patchbay from the left side of a stereo bus that also has a GEQ inserted on it may result in distortion (VSW-6829)

When using a hardware insert on a stereo bus (Mains, Matrix, Aux or PQ) that also has a GEQ inserted on it, unpatching the left side of the hardware insert in the VENUE Patchbay causes distortion on the right side of the stereo bus.

Mute amplifier or speaker processing outputs before changing the hardware insert patch in the Patchbay.

Pro Tools disappears from the Devices page when the console is restarted (VSW-5799)

When a VENUE console is restarted, the connected Pro Tools device icon disappears from the Options > Devices page. Actual connectivity is not affected.

On-Screen graphics can be slow or sluggish when a VNC (remote Ethernet control) connection is active (VSW-5580)

Controlling a VENUE system remotely using VNC Ethernet control may cause a noticeable slowdown in the on-screen meters and graphics.

In some cases, this issue can be resolved by re-installing the ECx Ethernet Control host software on the VENUE system. This software can be found on the ECx Ethernet Control CD included with the VENUE system, or it can be downloaded from the following support page of the Avid website:

<http://avid.custkb.com/avid/app/selfservice/search.jsp?DocId=356821>