New Defect Warning
Loss of EDMX during long floppy drive operations

Obsession II v5.0.2
Supplement to Release Notes

Just prior to shipping this release, we were alerted by a beta test site of a problem regarding saving and reading large shows to floppy disk, and when formatting floppy disks.

We have found that EDMX values will stop sending from 20-30 seconds into drive activity, until the end of the drive function, at which time levels are restored.

Please note – this only affects EDMX. DMX connected from the processors remains constant.

Workaround
We will address the issue in the upcoming code release, but in the meantime, ETC recommends the following:

ETCNet2 DMX nodes--EDMX is distributed via ETCNet2 DMX nodes. All DMX Nodes have a function called 'Hold Last Look' (HLL). This is set through Network Configuration Editor. Any site that has a node will have received NCE software and user manuals.

Hold Last Look is a time function associated with the loss of valid EDMX values. (ETC Sensor racks have a similar function for loss of DMX values). In the event that the system stops sending EDMX (for example if Obsession is turned off) the HLL settings will tell the node what to do. If HLL is disabled, the node will respond to the loss of EDMX and also stop sending values. If HLL is enabled and set to 'forever', the node will respond to loss of EDMX by continuing to send the last set of values it received indefinitely, or until EDMX values resume. HLL can also be set to a have a time, for example 180 seconds. In this case, the node will continue to send the values it received for three minutes after the loss of EDMX, and, unless EDMX has resumed in the meantime, will then fade to zero values.

ETCNet2 DMX nodes have a factory default for HLL that sets the function to be enabled for 180 seconds. This is our primary recommended workaround for this problem.

If your installation has not reconfigured this function, then you can be confident that you will not see this problem. If you have changed the configuration, we do recommend that you consider giving your nodes a HLL setting of at least 3 minutes.

In systems that use a Unison CMEI—The primary work around is to confirm that your sensor rack "Loss Fade Time" is set to 180 seconds. If you experience a loss of EDMX sensor will continue to Hold the Last look until EDMX restores.

Note: it has been recommended for some time that users avoid disk functions, especially floppy disk functions, during show critical occasions, and during times when the console is executing operations, such as cues.

If you have any further concerns, please contact ETC technical services at 1-800-775-4382.