



**Customer
Release
Note**



**OMEGA / MEDIAN / DELTA /
E-PiCo**

**Customer Release Note
12.0.0 Rev A**

Date: 1st July 2020
Release: 12.0.0 Rev A
Doc Part No: PUB-00010 Rev A

Contents

1	INTRODUCTION	4
1.1	Scope.....	4
1.2	System Features added in v12.0.0 Rev A.....	4
1.2.1	FreeSpeak Edge Wireless.....	4
1.2.2	SMPTE 2110-30 support on the E-IPA Card.....	4
1.2.3	New configurable PTP parameters on the E-IPA card.....	4
1.2.4	Linking multiple fibre rings (CRIB Cross Ring IP Bridging).....	5
1.2.5	Multiple Wireless IPA Cards in a Single Matrix.....	5
1.2.6	Conformance to California Password Law (SB-327).....	5
1.2.7	Removal of FreeSpeak I Support.....	5
1.3	Other Features and Fixes added in v12.....	6
1.3.1	EHX Configuration Application.....	6
1.3.2	CPU Card Application.....	8
1.3.3	FSII 1.9 GHz Beltpacks.....	10
1.3.4	FSII 1.9 GHz Transceivers.....	10
1.3.5	E-DANTE64 Card.....	10
1.3.6	E-IPA-HX Card.....	11
1.3.7	FSII-TCVR-IP-19.....	12
1.3.8	V-Series.....	13
1.3.9	V-Series Iris.....	13
1.3.10	Dynam-EC.....	13
2	KNOWN ISSUES	14
2.1	I-Station Panel Upgrades.....	14
2.2	V-Series panels upgrade issues.....	14
2.3	V-Series Iris panel Upgrade Issues.....	14
2.4	i-Station Expansion panel upgrade issues.....	14
2.5	TEL-14 is unable to send multiple call signals to a panel.....	14
2.6	EHX map download fails with scripted Control Macros.....	14
2.7	Aux Mic level cannot be set on i-Station panel.....	15
2.8	Fibre cards report transceiver up/down.....	15
2.9	Panels on IVC-32 cards sometimes disconnect and reconnect on “Apply Changes”.....	15
2.10	IP Panels will not automatically log in after TFTP upgrade.....	15
2.11	Assigning remote groups via online mode fails.....	15
2.12	Rare failure of Fibre ring auto-recovering from loopback mode.....	15
2.13	IP Address clash.....	15
2.14	EHX / E-IPA-HX upgrade Issue.....	16
2.15	Monitoring screen AES67 and Wireless Status information Issues.....	16
2.16	Edge beltpack disconnect on transceiver restart.....	16
2.17	Fault with Forced Listen and Talk & Forced Listen Keygroup assignments.....	16
2.18	Compatibility warning when closing down EHX.....	16
2.19	Blank Screen on E-IPA connected V-Series Iris panels.....	16
2.20	Edge beltpacks do not show as charging when plugged in.....	16

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

2.21 Misleading PTP status in EHX PTP plots..... 16

3 CONFIGURATION ISSUES 17

3.1 GPI-6 and RLY-6 Installation..... 17

4 OBSOLETE COMPONENT SUPPORT 17

4.1 DIG-2 and T-Adaptor Support 17

4.2 FreeSpeak 1 Transceivers and Beltpacks 17

1 Introduction

1.1 Scope

This document describes the changes to Eclipse HX in v12.0.0 Rev A

1.2 System Features added in v12.0.0 Rev A

1.2.1 FreeSpeak Edge Wireless

Support for the FreeSpeak Edge wireless system is added in v12. This system builds on the E-IPA based FreeSpeak II / 2.4 architecture and supports the same powerful core feature set.

See FreeSpeak Edge product documentation for more information and the additional capabilities offered by the FS Edge wireless system.

1.2.2 SMPTE 2110-30 support on the E-IPA Card

Support for ST2110-30 compliant AES67 streams to/from third party devices (EHX “directs”), protocol license required. Also may be configured as Intelligent trunks to other Eclipse-HX matrices fitted with an E-IPA card.

Capabilities include:

- E-IPA as PTP clock master
- 16-bit, 24-bit or 32-bit AES67 channels
- 1ms or 125us packet sizes

AES67 direct and trunk ports be used concurrently with the other supported E-IPA port types.

1.2.3 New configurable PTP parameters on the E-IPA card

It is now possible to configure PTP parameters on the E-IPA cards in v12. These settings are also automatically pushed to the FreeSpeak II IPT, FreeSpeak Edge and IRIS panels connected to the system.

Configuration parameters include:

- PTP slave mode on the E-IPA
- RTP payload ID
- PTP profile
- PTP domain
- PTP priority A and B
- Announce interval
- Announce receipt timeout
- Sync interval

1.2.4 Linking multiple fibre rings (CRIB Cross Ring IP Bridging)

More than one fibre ring can be configured in a large system, and these rings can be linked (bridged) by any of the other types of trunk i.e. analogue, E1, T1, IP (IVP, AES67 or Dante). All previous Intelligent Linking features are supported across bridged ring networks, including Dynam-EC control and monitoring.

1.2.5 Multiple Wireless IPA Cards in a Single Matrix

Prior to v12 only a single wireless E-IPA card could be configured in a matrix. With the addition of FreeSpeak Edge this capacity has been increased to support multiple wireless E-IPA cards in a single matrix. **Restrictions apply (see Eclipse-HX user guide for details).**

1.2.6 Conformance to California Password Law (SB-327)

The use of default passwords on any HX system component IP interface has been replaced with a password unique to the device upon the components serial number to conform with SB-327. This can be overridden centrally in EHX with a global password that is set by the EHX administrator.

1.2.7 Removal of FreeSpeak I Support

FreeSpeak I (FSBP) support is removed in v12.0. All FreeSpeak I configuration is removed from existing EHX projects imported in to the v12.0 EHX software.

1.3 Other Features and Fixes added in v12

The following system features were added to the Eclipse HX system in the v12.0.0 release.

Note the TP reference number is used to track issues, please quote if requesting further details.

1.3.1 EHX Configuration Application

TP Ref: 61580

New operation/Bug Fix: New feature for user to recycle HCI TCP sockets used in EHX server to Matrix connection

TP Ref: 57873

New operation/Bug Fix: Agent IC on E-IPA configuration details now correctly shown

TP Ref: 59340

New operation/Bug Fix: Support for multiple wireless status screens in EHX for intelligently linked matrices.

TP Ref: 60632

New operation/Bug Fix: Crosspoint diagnostics report help menu feature removed, now available via event log request screen

TP Ref: 60669

New operation/Bug Fix: Monitoring screen search enhancement using "*Regular Expressions*"

TP Ref: 60681

New operation/Bug Fix: V-Series Panel IVC ports may share same credentials if on different matrixes

TP Ref: 61190

New operation/Bug Fix: Option to enable/disable level averaging of on intercom panels and clients.

TP Ref: 59344

New operation/Bug Fix: Speed up key assignment in panel programming

TP Ref: 61857

New operation/Bug Fix: Corrupt database file no longer prevents save diagnostics or matrix log displayer retrieving logs

TP Ref: 61864

New operation/Bug Fix: EHX Supervision of Expansion panels is now blocked at the user interface.

TP Ref: 62161

New operation/Bug Fix: Improve initial draw time for wireless status and monitoring screens

TP Ref: 62256

New operation/Bug Fix: SIP client port type is now available for HX-Pico matrices

TP Ref: 62378

New operation/Bug Fix: Corrected issue causing panel key backup and restore to effect level settings

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

- TP Ref:** 51965
New operation/Bug Fix: EHX Local Advanced: Controls can now the target for pre-set talk actions. (ref incoming calls signals).
- TP Ref:** 63215
New operation/Bug Fix: Corrected EHX panel label display in panel programming: Split key text not always displayed correctly and Alt key text not visible at all in
- TP Ref:** 62086
New operation/Bug Fix: EHX panel programming: Consistent EHX Supervisor Mode key colour rendering
- TP Ref:** 63315
New operation/Bug Fix: Fibre channel count granularity corrected
- TP Ref:** 63374
New operation/Bug Fix: EHX to Matrix message HCI 'ping' increased to 10 bytes to avoid warnings in some network monitoring tools.
- TP Ref:** 65682
New operation/Bug Fix: EHX event log filter more reliable
- TP Ref:** 63673
New operation/Bug Fix: EHX event log now shows all lines in historic mode

1.3.2 CPU Card Application

- TP Ref:** 43933
New operation/Bug Fix: Add support for linked matrix access to PL turnaround ports
- TP Ref:** 44246
New operation/Bug Fix: Fix issue where certain key latches were lost on Apply Changes (remote access and logic related)
- TP Ref:** 44727
New operation/Bug Fix: Increased speed of “Apply Changes” map processing (ref panel key lookup lists)
- TP Ref:** 44809
New operation/Bug Fix: Fixed issue which caused a latched VOX tally on panels following IFB assignments made by Dynam-EC
- TP Ref:** 47913
New operation/Bug Fix: Incoming HCI messages **now** Integrity checked
- TP Ref:** 36645
New operation/Bug Fix: Fixed issue which could cause remote GPIOs not to clear down
- TP Ref:** 52875
New operation/Bug Fix: Increased OTA registration timeout to 10 minutes in the config card
- TP Ref:** 54107
New operation/Bug Fix: New HCI Messaging: Telephony key press notification
- TP Ref:** 53801
New operation/Bug Fix: FreeSpeak wireless connection stability improvements
- TP Ref:** 55437
New operation/Bug Fix: Addition of pass-coded tradeshow matrix mode
- TP Ref:** 57287
New operation/Bug Fix: EHX supervisor mode now works when dim tallies are disabled on target.
- TP Ref:** 59196
New operation/Bug Fix: Corrected issue causing remote routing between auto listen ports resulted in a stuck crosspoint
- TP Ref:** 59600
New operation/Bug Fix: MADI card failure state now correctly trigger trunk failure action on all related trunk lines
- TP Ref:** 59355
New operation/Bug Fix: Corrected issue which sometimes caused E-Dante card error LED to turn on when no card/link errors.

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

TP Ref: 58658

New operation/Bug Fix: Unassigning Key-Group keys and Scroll Group assigned keys when latched no longer causes stuck crosspoints

TP Ref: 62391

New operation/Bug Fix: HCI: Virtual Mic and Sidetone feature for HCI clients using 3rd party keys

TP Ref: 62585

New operation/Bug Fix: Corrected issue which prevented FreeSpeak beltpacks showing in-use tally.

1.3.3 FSII 1.9 GHz Beltpacks

TP Ref: 48462

New operation/Bug Fix: Fixed issue with headset detect instability.

TP Ref: 50408

New operation/Bug Fix: Audio supported between beltpacks in standalone mode of operation.

TP Ref: 53741

New operation/Bug Fix: System Sync menu option removed

TP Ref: 54423

New operation/Bug Fix: Fix issue where incorrect region is shown on beltpack

TP Ref: 63429

New operation/Bug Fix: Corrected a cause of FSII Beltpack display corruption

1.3.4 FSII 1.9 GHz Transceivers

TP Ref: 51530

New operation/Bug Fix: Chile DECT Region support

1.3.5 E-DANTE64 Card

TP Ref: 61636

New operation/Bug Fix: Support for Audinate Brooklyn II firmware application version 4.2.0.28 See Audinate website for more information ref ST2110-30 / AES67 profile.

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

1.3.6 E-IPA-HX Card

TP Ref: 51107

New operation/Bug Fix: Use MAC address for DHCP client identifier

TP Ref: 60247

New operation/Bug Fix: Clock stability improvements when E-IPA operating as a PTP slave

TP Ref: 53110

New operation/Bug Fix: Now possible to upgrade the E-IPA firmware if it failed on the first attempt

TP Ref: 58998

New operation/Bug Fix: Removing wireless ports on a NID no longer prevent beltpacks from properly connecting

TP Ref: 59840

New operation/Bug Fix: Corrected possible issue when E-IPA receives late DHCP response: Audio streams were incorrectly addressing FreeSpeak II IP transceiver.

TP Ref: 60030

New operation/Bug Fix: Improved audio quality when routing audio to FreeSpeak II IPTs or IRIS panel on AES67

TP Ref: 59083

New operation/Bug Fix: Removed a possible source of CRC errors on E-IPA AES67 network interface

TP Ref: 59102

New operation/Bug Fix: Cured issues which could cause bad audio to be heard on Beltpacks following a failed handover

TP Ref: 59102

New operation/Bug Fix: Cured issues which could cause noisy/bad audio on AES67 streams

TP Ref: 60602

New operation/Bug Fix: Can now accept PTP packets from any source port

TP Ref: 60848

New operation/Bug Fix: CCM access now only supported through the configured ADMIN interface

TP Ref: 63678

New operation/Bug Fix: Stopped mobile client silence suppression messages causing CPU card corruption

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

1.3.7 FSII-TCVR-IP-19

TP Ref: 56568

New operation/Bug Fix: Use MAC address for DHCP client identifier for better IP address stability.

TP Ref: 60247

New operation/Bug Fix: Clock stability improvements when E-IPA operating as a PTP slave.

TP Ref: 52235

New operation/Bug Fix: Cure for very occasional DECT sync failure after a black reset.

TP Ref: 61850

New operation/Bug Fix: Cured issue causing IPT not to create AoIP stream. (Resulted from connection drop 120 seconds after power-up).

TP Ref: 61430

New operation/Bug Fix: Change default PTP priority to 254 to stop possibility of Transceiver becoming a PTP master.

TP Ref: 57417

New operation/Bug Fix: IPT now shows correct admin IP address when viewed with CCM

TP Ref: 57755

New operation/Bug Fix: Corrected possible issue which could cause IPTs AES address to incorrectly revert to DHCP after an upgrade

TP Ref: 57752

New operation/Bug Fix: Corrected an issue which stopped CCM interface after IPT has been powered for some time.

TP Ref: 59149

New operation/Bug Fix: Corrected a possible cause for one-way audio to IPTs

TP Ref: 63684

New operation/Bug Fix: Corrected a possible issue causing a E-IPA DSP crash on a black reset

TP Ref: 63692

New operation/Bug Fix: Corrected issue causing noisy audio received on some beltpacks

TP Ref: 65826

New operation/Bug Fix: Corrected issues where upgrade would fail if IPT internal storage is full

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

1.3.8

V-Series

TP Ref: 57884

New operation/Bug Fix: V-Series panel telnet interface disabled by default

TP Ref: 52197

New operation/Bug Fix: V-Series communication protocol improved to reduce incidence of Matrix connection dropouts over longer cable runs.

1.3.9

V-Series Iris

TP Ref: 56568

New operation/Bug Fix: Now use MAC address for DHCP client identifier

TP Ref: 59498

New operation/Bug Fix: Corrected DSP crash caused by repetitive use of the listen again feature

TP Ref: 63022

New operation/Bug Fix: Corrected V-Series Iris display corruption caused when IRIS panel did not correctly delete previously configured Kanji Characters

TP Ref: 63023

New operation/Bug Fix: Now shows all characters when using mixed Kanji and Latin characters in label

TP Ref: 66769

New operation/Bug Fix: Fix for occasional panel lockup after 49 days of continuous operation.

1.3.10

Dynam-EC

TP Ref: 63361

New operation/Bug Fix: Remote matrix LMC meters and monitors now setup correctly after a download to matrix.

2 Known Issues

This section details those issues that contradict the relevant manuals included with this release. These issues have not been resolved in v12.0 and are listed here to help you use the system more effectively.

2.1 I-Station Panel Upgrades

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

2.2 V-Series panels upgrade issues

It is recommended to upgrade V-Series panels last, please contact Clear-Com support for further details.

2.3 V-Series Iris panel Upgrade Issues

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

2.4 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.

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

There is a known issue with call signal alerts on panels, the issue causes no call signalling at the panel following the first use of the feature.

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.

2.6 EHX map download fails with scripted Control Macros

Restart the PC to fix this for the current session.

2.7 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

2.8 Fibre cards report transceiver up/down

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

FIBRECARD slot xx transceiver A UP

Or

FIBRECARD slot xx transceiver A DOWN

2.9 Panels on IVC-32 cards sometimes disconnect and reconnect on "Apply Changes"

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.

2.10 IP Panels 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.

2.11 Assigning remote groups via online mode fails

In a multi-matrix configuration, 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

2.12 Rare failure of Fibre ring auto-recovering from loopback mode

Sometimes when after the primary and secondary fibre 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.

2.13 IP Address clash

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

ECLIPSE HX VERSION 12.0.0 Rev A RELEASE NOTE

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).

2.14 EHX / E-IPA-HX upgrade Issue

EHX stops the application of a NID whilst the E-IPA-HX upgrade is progressing. It will lift this block when the upgrade is complete.

If EHX misses the complete message, then it will never lift the block until EHX is restarted

2.15 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.

2.16 Edge backpack disconnect on transceiver restart

Resetting a downstream Edge transceiver can result in backpack disconnect due to a period of jitter of the PTP clock and the transceiver audio restarts.

2.17 Fault with Forced Listen and Talk & Forced Listen Keygroup assignments

The Listen part of the FL and TFL keygroup assignments are not actioned.

2.18 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 are no adverse side effects so of this issue and is only seen at shutdown of EHX.

2.19 Blank Screen on E-IPA connected V-Series Iris panels

Sometimes the offline screen of the V-Series Iris panel is not shown when the E-IPA connection to the panel is dropped. This occurs very rarely.

2.20 Edge backpacks do not show as charging when plugged in

Once a backpack has reached 100% on a USB charger it no longer shows that the USB cable is connected.

2.21 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.

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 Obsolete component 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.