

ETC Release Note

UpdaterAtor Software

Product Line: UpdaterAtor Software
Description: Version 5.2.0 System Software

UpdaterAtor Software Components

UpdaterAtor	5.2.0.9.0.7
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Engineering Change Master (ECM): 500018247

Effective Date: 2017-11-30

Purpose

This release of UpdaterAtor provides the ability to prompt the user when new versions of UpdaterAtor are made available and adds the ability to selectively disallow certain updates.

For any questions relating to the contents of this release or the behavior of this software, please contact ETC Technical Services at the office nearest you. A list of ETC offices is given at the bottom of this page.

Availability

The latest version of UpdaterAtor is available from the ETC website, etcconnect.com.

Documentation

The current documentation for UpdaterAtor is the UpdaterAtor Software Quick Guide, which is available for download from ETC's website, etcconnect.com.

ETC manuals can be downloaded free of charge from ETC's Website at etcconnect.com. They are available in portable document format (pdf), and viewable with Adobe® Acrobat® Reader™ v8.x and later.

Compatibility

The following table identifies which ETC products are able to be updated using UpdaterAtor and the methods specific to each product.

Product	Network Update	USB Connection Update	USB Whip Update*	Gadget/ Gateway Update**
Sensor® CEM3 and CEM+ Controllers	X			
Matrix® Mk2 Controllers	X			
ETC Net3 and Response DMX Gateways	X			
ETC Net3 Show Control and IO Gateways	X			
Response 0-10V Gateway	X			
GDS by ETC CueSystem Products	X			



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Product information and specifications subject to change. ETC intends this document to be provided in its entirety.

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[Continued] Product	Network Update	USB Connection Update	USB Whip Update*	Gadget/ Gateway Update**
Two Port Net2 Node	X			
Source Four® Revolution			X	
Smartpack®			X	
SmartBar 2® / SmartModule® 2			X	
SmartSwitch™			X	
Response DALI Gateway			X	X
Source Four LED and Desire Fixtures			X	X
Source Four Dimmer			X	X
ColorSource® Family Fixtures			X	X
Source 4WRD™			X	X
ColorSource Power Products (Transmitter, Reciever, ColorSource Thrupower)		X	X	X
Net3 Conductor		X		
Echo Family products with MicroSD or USB Support		X		
Net3 Radio Focus Remote Handset & Base Station		X		

*The USB Whip is ETC Part number 5000A1039 and is available from ETC dealers

**Updates can be made through an ETC One, Two or Four Port DMX/RDM Gateway running firmware v5.0.0 or higher, or through an ETC Gadget USB-DMX device.

Hardware Requirements

- 1GHz or better Pentium or AMD compatible processor
- 512MB RAM
- Screen resolution of 1024 x 768 or greater
- Windows 7 Home Premium or Better
- Network Interface Card (NIC) capable of at least 10Mbps (100Mbps recommended)
- Keyboard and Mouse
- Available USB Port

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Incompatibility

UpdaterAtor v5.2.0 software is incompatible with any ETC hardware or software not listed in the [Compatibility](#) section.



Note: *GDS by ETC devices are incompatible only when updating on consoles or PCs that are running an operating system older than Windows XP SP3.*

Key Enhancements in v5.2.0

UpdaterAtor is now able to prompt users to download the newest version of UpdaterAtor if one is detected at startup. UpdaterAtor is also now able to restrict users from updating a gateway running in Net2 mode to gateway software version 7.0.0 or later, as this would cause the gateway to cease functioning.

These prompts and restrictions are presented as pop-up messages during use of UpdaterAtor and make it easier to remain safe and updated.

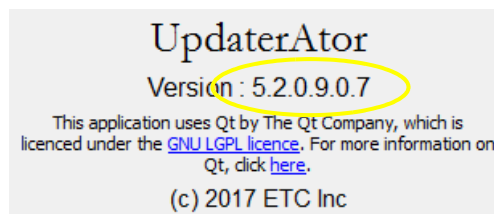
Installation Instructions

To install the UpdaterAtor software:

- 1: Navigate to the **ETC_UpdaterAtor_5.2.0.9.0.7.exe** file, and double click on it to run the installer. This will open the installer for the software.
- 2: Click **{Next}** and follow the instructions of the installer.
An UpdaterAtor icon will appear on the desktop or you may navigate to **My Computer>Local Disk (C:)>Program Files>ETC>UpdaterAtor>UpdaterAtor.exe**
Use either of these to launch the UpdaterAtor software.

Determine Your Current Version of Software

You can determine the version of UpdaterAtor on your computer in the following way by clicking **{About}** in the UpdaterAtor main window.



If a version number other than the version 5.2.0.9.0.7 is displayed, you should install the latest version.

Issues Corrected in v5.2.0

No issues corrected

Known Issues Remaining in v5.2.0

- RND 0040924 On Cobalt platforms, Updating a single S4LED may fail
Workaround: Always use the "Update Multiple" option when updating devices with Cobalt (even a single device)
- RND 0040905 DALI Gateway: Updating Multiple sometimes does not work
Workaround: Disconnect power to all units other than the one you are updating, or only connect DMX to one unit at a time, to update a single unit.
- RND 0039533 Some CueSystem Cue Spiders may not update

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Known Issues Remaining in v5.2.0 [Continued]

Workaround: Contact ETC for assistance, a component replacement may be required in your CueSpider.

RND 0038002 Updating SmartSwitch may take multiple attempts

RND 0036985 Monitors with a vertical resolution of 900px or less may crop out some windows

Workaround: Use a monitor with 1280x1024 resolution or higher

RND 0036936 Gadget 2.0 Not Detected in UpdaterAtor if Concert is open and vice-versa

Workaround: Open UpdaterAtor from within Concert using the "Firmware Manager" button. Should one need to launch Concert after opening UpdaterAtor, UpdaterAtor must be closed and reopened through Concert.

RND 0035302 Installer doesn't install USB drivers for RFR

Workaround: Install another program which installs the drivers such as Eos or GCE

RND 0029140 UpdaterAtor may display a Runtime Error on program exit

RND 0029123 UpdaterAtor Does Not Recognize Gadget When using Low-Power USB Port

Workaround: Connect Gadget to your PC via a powered USB hub

RND 0029121 UpdaterAtor Displays "Concert is running" Message after Concert is Shut Down

Workaround: You can still update devices by pressing the OK button in the warning dialog

RND 0029030 Updating S4Dimmers and ColorSource Pars on a single DMX line will cause S4Dimmers to require code reload

Workaround: Disconnect S4Dimmers from DMX line before attempting ColorSource Par updates

RND 0027449 Software upgrade will not begin with non-ETC devices also on the DMX line

RND 0027264 The USB whip does not allow update of a full 31 device line

RND 0026660 Updating a software version to a new file located into the nodesbin folder will result in the new file being deleted

RND 0026657 When Gadget is connected via USB it becomes the default software upgrade interface with no indication to the user

RND 0021037 Progress bar on Desire Update incorrect after first upgrade