



RELEASE NOTES



Version History

| Version | Release Date | Details |
|---------|--------------|---------------------|
| 12.1 | 9/12/19 | Maintenance release |

Version 12.1

Upgrade Procedure

1. Upgrading from: All Platforms:

Please note that version 12.0 and above will require an AvoKey dongle. This can be purchased from Avolites and is included free of charge for new consoles purchased from 1st June 2019. For consoles where it is not already pre-installed this will need to be licensed and must be inserted in the correct USB port (please refer to AvoKey installation instructions) for the software to be licensed and run. You can find detailed information about the AvoKey dongle and the licensing procedure [here](#).

2. Upgrading from: Consoles 12.0 and above:

Please ensure you save and backup your shows before attempting to upgrade any software. An automated upgrade path from Titan 12.0 and above is provided. You can download the latest Titan software by clicking on the relevant console [here](#). Full instructions for upgrading both with an installer and a recovery stick are supplied with the download and can be found in the console manual. The installer upgrade procedure is reproduced briefly below: Please save the software to the root directory of a USB stick or other storage device. Insert the USB stick in the console and select Control Panel > Titan Installers > Titan 12.1 Setup on the tools menu. Follow the instructions presented by the installer, taking care to read each step carefully. Once the setup completes you need to restart the console. When the console restarts it should be updated to the new software; please check this by reading the version number in system mode.

3. Upgrading from: PC any version:

Supported versions of Windows are 64-bit versions of Windows 7, Windows 8.1 and Windows 10. This affects Titan Go, Titan Mobile, Titan Simulator and Personality Builder. Please ensure you save and backup your shows before attempting to upgrade any software. You can download the latest Titan software [here](#). When it has finished downloading find the setup file and double click to run it. Follow the instructions presented by the installer, taking care to read each step carefully. Once the setup completes you need to restart the computer. If this is the first time you have installed version 12 you will need to license the software using the Authenticator which should open automatically. This requires an AvoKey which must be inserted in one of the USB ports. Follow the instructions in the Authenticator to complete the licensing. Once licensed it should be updated to the new software.

4. Upgrading from: Titan Remote Apps:

Users wishing to use Titan Remote with version 12.1 should download the new Titan Remote V12 app from the relevant app store. The existing apps will continue to work with previous Titan software versions. Please note the Known Issues in v12.1 for the Android app below.

New Features

1. T2 now unlocks WebAPI:

WebAPI was previously unavailable when running PC Suite with only a T2 connected; WebAPI control of Titan is now enabled when using a T2.

Changes

1. Capture Visualiser settings in the Demo Showfile improved:

The Capture Visualiser quality settings in the Demo Showfile shipped with Titan have been improved to take advantage of improvements in Capture.

2. **Improved the resilience of the Shell to failures during software start:**

If an error occurred when attempting to start components of Titan, the Shell could crash, leaving the console with a black screen. The shell has been made more robust to failures of this type.

Bugs Fixed

1. **ST-DMX Cards could ignore new output values in some situations:**

On consoles with ST-DMX Output Cards (Sapphire Touch, Arena, Tiger Touch II, TitanNet Processor), if a single output change on a given universe modified a range of DMX channels where the difference between the first and last channel modified was exactly a multiple of 59, the update would be ignored for that universe. This issue has now been resolved.

2. **Invalid licensing tokens sometimes generated:**

Sometimes, the Authenticator application could generate invalid token files when requesting a licence, which would be rejected by the website. A mitigation has been implemented to reduce the risk of this occurring.

3. **European number formatting could cause Colour Filter Picker to break:**

When running Titan PC Suite, if the currently selected Windows internationalisation option for number formatting was not set to use a period as a decimal separator (e.g. if a comma was used as the decimal separator in the European style), then opening the Colour Filters tab in the Colour Picker of Attribute Editor could cause all of the displayed filters to show as yellow and fail to apply correctly. The Colour Filter Picker now loads successfully irrespective of the selected Windows internationalisation setting. This issue was discovered via Titan Telemetry.

4. **Attribute Group Indicator inaccurate on Pearl Expert Touch Wing:**

The Attribute Group Indicator displayed erroneous information on the Pearl Expert Touch Wing. It now accurately displays the selected attribute group.

5. **Capture library could not be installed on 32-bit Windows:**

If PC Suite was installed on 32-bit Windows, the Capture library would not be installed. The Capture library is now successfully installed on 32-bit Windows.

6. **DMX outputs could go missing when lines are transferred to a TNP:**

If lines were transferred to a TNP, then the DMX Output modules for that TNP could go missing even when they were not assigned to a line. DMX Output modules no longer go missing in this scenario.

Known Issues

1. **Titan V12.1 is removed by a V12.0 Factory Recovery:**

If a recovery is run on a console running V12.1, and a 'Factory Restore' is selected, then after the recovery the console will be running V12.0, not V12.1 as expected. To resolve this, users can either choose to run a 'Standard Recovery' instead of a 'Factory Recovery', or users can manually install V12.1 after running a 'Factory Restore'.

2. **PC Suite upgrade installers can cause the CodeMeter WebAdmin interface to be inaccessible:**

If a PC Suite Upgrade Installer is run, then the CodeMeter WebAdmin interface will no longer be accessible. Users needing to access this interface can resolve this by manually re-installing the full CodeMeter runtime after running the PC Suite Installer.

3. **Downgrading to pre-V12 versions is unsupported:**

Please note that using upgrade installers for older versions of Titan after running the V12 recovery is not currently supported and will prevent the console from starting if attempted. If you need to downgrade to a previous version it is important that this is done via a relevant recovery stick only. Consoles not starting following an attempt to use an earlier upgrade installer can be fixed by running a recovery stick and selecting Full Erase option (if recovering to a version prior to V12, you can reuse the license which was emailed to you previously).

When downgrading from V12 to previous versions of Titan it is also important that the Sapphire DMX panel firmware is downgraded in any consoles with ST-DMX cards (Sapphire Touch, TitanNet Processor, Tiger Touch II and Arena). This is because new features in the firmware are not compatible with previous versions. To downgrade the firmware open USB Expert Console and put any Sapphire DMX Panels into Boot Mode. This is found in the Service Tab. When the panels have re-appeared in boot mode, select Program which will open a file dialog. In the file dialog navigate to C:\Program Files (x86)\Avolites\UsbExpert\Panel Software

and select the st_dmx.bin file. This will now install the previous ST-DMX firmware. Once this is complete do the same on all Sapphire DMX panels and then exit Boot mode. Now restart the console and you should now be OK to use the previous version of Titan. When you next upgrade to V12 you will need to carry out the firmware update again.

4. Touchscreen input on Tiger Touch II consoles can become inverted after running calibration:

In some circumstances, it is possible for the touchscreen calibration utility on a Tiger Touch II to leave the touch input inverted. Users of Tiger Touch II consoles are advised not to run the calibration utility at this time.

If you have been affected by this issue, an interim workaround can be applied by running the calibration utility and tapping the targets upside down, so that the touchscreen is re-calibrated to the correct orientation.

5. Cue Numbers all turn green when opening playback:

After toggling off Chase Snap in the User Settings page, then opening the Playback View window for a chase with multiple steps, multiple steps appear with a green indication that the cue is fired.

6. Master console sometimes gets stuck in safe mode:

The Master console sometimes gets stuck in safe mode when the network cable is removed mid-session and the backup takes over and then reassigned to be the backup console after reconnecting the network cable to the original master. Most of the time the backup console automatically relinquishes control of the TNP and the Master automatically reconnects to the TNP, sometimes the backup console gives you a softkey option of allowing the master console to assign all lines to the TNP, and every now and then the master console gets stuck in safe mode.

7. Connecting an external touchscreen to a certain TNPs causes internal touchscreen issues:

If an external touchscreen is connected to a TNP containing an LV67H motherboard, the internal touchscreen will not be assigned correctly, and will be mapped to the wrong screen.

8. Android Remote has issues discovering Titan consoles and can disconnect during use:

Due to a bug discovered in the Android operating system, certain newer Android phones may fail to discover Titan sessions on the network, and may disconnect seemingly at random while in use. We have published detailed guidance on how to mitigate this issue as FAQ-10035, which can be found at <https://www.avolites.com/support/titan-troubleshooting>. Users wishing for more information on the bug in Android (which we have reported to Google) can find more information at <https://issuetracker.google.com/issues/132686258>.

9. Remote may crash in particularly complex showfiles:

Due to a bug in the underlying communication system, the Titan Remote app may crash when loading or using particularly complex showfiles. Whilst we have made efforts to mitigate this problem, crashes may still occur. If this happens you can usually restart the app to continue.

10. Cannot run Ai and PC Suite on the same host in a Synergy Session:

It is not currently possible to use Synergy in PC Suite if Ai is on the same machine.

11. Output can pause occasionally for a short time:

In certain situations under heavy load, the output can pause briefly.

12. Synergy Lightmap can very occasionally allow underlying fixture colour to display at high workloads:

In certain situations where system load is higher than the specified maximum, fixtures running a Synergy Lightmap can occasionally show their underlying fixture colour rather than the colour obtained via Synergy.

13. Synergy Multiview re-establishes NDI streams when window moved between screens:

If the Synergy Multiview window is moved between console screens, the NDI streams must be re-established, which takes a few seconds.

14. Move in dark doesn't act during the link wait time:

Move in dark could act during a cue link time, but it doesn't.

15. Undo programmer releases all Quick Palette applications:

When undoing a change to the programmer, all previously applied quick palettes are released.

16. **Pixel maps in single cues do not fade over fade-in time:**

Pixel mapped effects do not respect the fade-in time set on a single-cue playback.

17. **Layout Editor Triangle Arrange feature fails on certain fixture types:**

In layout editor, the triangle arrange feature does not set the height correctly when arranging groups of certain fixtures.

18. **Go key profile on cue playbacks cause fade to snap through black:**

If the key profile for a cue playback is set to go and a fade-in time is set for the playback, then pressing the 'Go' key profile will cause the playback to fade in from black, instead of crossfading fixtures from their previous state.