



Control4 Operating System 2.10.2 Release Notes

Control4 Operating System Release Notes

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Control4, a leading provider of the operating system for the smart home, delivers intelligent control of consumer electronics products, appliances and networking systems through an easy-to-use and intuitive software interface. Founded in 2003, the company delivers affordable automation and control of lighting, music, video, HVAC, security, and energy management systems to the broad market through more than 1,600 custom integrators, retail outlets, and distributors in over 65 countries. Control4 is the platform of choice for major consumer electronics companies, hotels, businesses and utilities that require an intelligent, open and affordable control solution. For more information, visit www.control4.com.

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Control4 Operating System (OS) Software Release 2.10.2 Release Notes

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1 Introduction

This Control4® Operating System 2.10.2 (OS 2.10.2) release is a maintenance release and is intended for new installations as well as an update for existing installations. Most of the changes that went into this release were defect fixes, but we also added support to the Z2IO devices to allow them to be a ZigBee extender.

2 Z2IO ZigBee Range Extender Support

Allowing the Z2IO to become a ZigBee extender complements its already vast capabilities. With this new capability, the Z2IO will now replace the previous ZigBee Range Extender in the marketplace.

Note: The maximum number of non-routing devices (System Remote Controls or other “sleepy” devices) that can be joined to the Z2IO when it is functioning as a ZigBee range extender is 32. Please refer to KB 1181 for additional details about the number of non-routing devices supported by ZigBee routing devices.

3 Defects

3.1 Remote Fixes

- 33756—The SR-260 is randomly showing an hourglass when browsing quickly (remote not responding)

3.2 Scheduler Fixes

- 36739—The scheduler is not executing properly in 2.10

3.3 Blind Fixes

- 36905—Somfy Urti II blinds are not executing when programmed via When >> Then interface

3.4 Lock Fixes

- 36850—On the Kwikset Lock Driver, the navigator crashes when adding a user with restricted date and time.

3.5 General Backend Fixes

- 37139—Log snapshot can inadvertently collect wireless credentials on HC250
- 37053—The T3 driver files are corrupt
- 34431—Broker errors: "GetProject error: Error: Emptying queue" after having recently loaded a project / or changing locale

3.6 Intercom Fixes

- 38185—Composer is crashing when selecting Intercom, Regular Call, Group Call, End Call in programming.

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- 37202—When the director IP changes, intercom does not function correctly for 5-20 minutes
- 37132—DS2 calls to T3 are failing after updating to OS 2.10.1
- 36645—The Freeswitch Gateway changed button looks grayed out until you mouse-over it.
- 36943—All Intercom Devices are reporting as 'busy'
- 37087—Frequent audio & video issues during intercom calls between T3 to T3 and DS2 to T3.
- 37275—EA3 is getting a WARN: Combridge daemon warning; bridge is not running
- 37815—Intercom: Combridge disabled after an update
- 37845—Intercom: Calling a group of T3s from a T3 has no audio
- 38178—Intercom: Unable to connect and all communication devices are showing as 'NOT READY'
- 38258—Removing communication agent causes director to crash
- 37748—Touchscreen and DS2 not picking up on monitor mode
- 38371—Intercom: The communication agent isn't changing the SIP server name on a controller change
- 38323—Had to refresh gateway after update
- 38528—Intercom calls just stop functioning

3.7 Composer Fixes

- 37101—Composer Pro: Driver load issues a warning error that isn't logged
- 37084—Composer Pro: Crashing when adjusting property widths of drivers
- 36160—System Manager for SDDP does not show errors in SDDP fields, including checking for valid quotes, etc.
- 37099—Composer allows apostrophe and @ characters to be used in group names
- 37789—Composer web | Memory and CPU widget error
- 37199—Cannot connect remotely using Composer
- 38375—Composer pro - 0-10v Module - unable to set load type in system design

3.8 Audio Announcement Fixes

- 37357—Announcement causes volume to drop to zero or mute
- 37372—Announcement doesn't play if room is off and set volume checkbox on announcement is not checked.
- 37383—Announcements: If you execute an announcement in a powered off room with a receiver as the audio endpoint, then the volume for the receiver is set to 0 after the announcement finishes.
- 37401—Announcement Agent - Composer fatal error when adding T3 touchscreen a group

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- 37439—Announcement Agent - Room volume changing back to room default after announcement execution not the volume you had set prior to the announcement
- 37470—Announcements: Receiver Sony DA5800ES turns off before volume is restored
- 37473—Announcements: When the start delay expires, the set volume and two mute offs are executed
- 37231—Announcement Changes volume level on TV audio path instead of using audio path
- 35251—Announcements: Audio stream ramp up at the end of an announcement
- 34876—Typo in logging "ExecuteAnnouncement" instead of ExecuteAnnouncement in director.log
- 38159—Announcement agent: Long stop delay (45000ms+) causes director to crash if the stop delay goes longer than the 45 second timeout
- 37586—Room volume could be set to zero if announcement plays in another room in the zone

3.9 General Audio & Video Fixes

- 37400—Controller audio has stuttering issues when WiFi is turned on
- 38023—Room won't turn off
- 33984—My OSD is showing that the zones is muted but music is still playing
- 36575—AMS output volume is at 0% after update on zones with which also have a T3 device.
- 38060—Director crashing while playing Pandora
- 38022—Audio failed to play after update
- 37356—EQ settings don't save on a non-US English pc
- 38131—Unable to unmute a room on a T3 touch screen.
- 38277—HC250: audiostreamer is getting killed before the audio is supposed to end and audio eventually stops working.
- 36815—Director restarted unexpectedly because room driver is crashing
- 6656—EA Audio output causes a popping noise on a reboot.

3.10 General UI Fixes

- 37468—Wallpaper disappeared on update, no wallpaper selectable either
- 37481—OSD is not controllable with a remote

4 Life Cycle and Maintenance Changes

There are no life cycle changes between OS 2.10.0 and 2.10.2. If you are upgrading from something lower than OS 2.10.0 to 2.10.2 then you will need to be aware of the life cycle changes that happened in OS 2.10.0. These can be found in the [OS 2.10.0 Release Notes](#).

5 Updated or New Firmware

Device	Firmware version
SR-260 Remote	2.1.104.d061b12
Z2IO	1.0.329.5b3e453

6 Upgrading to OS 2.10.2

There were some major changes in OS 2.10.0 that still apply to OS 2.10.2. They will require careful consideration if you are not already on OS 2.10.0 or higher. These can be found in the [OS 2.10.0 Release Notes](#).

6.1 Update Recommendations for Existing Systems

IMPORTANT! (1) The OS 2.10.2 release utilizes ZigBee Pro for ZigBee RF communications. Controllers and ZigBee firmware devices upgraded to OS 2.1 or later cannot be downgraded to Release 1.7.4 or prior versions.

(2) A few legacy products are not supported in OS 2.10.2. Other products are supported, but may have limited functionality or may not provide access to new capabilities. For a current list of products and lifecycles, see <http://dealer.control4.com/dealer/support/product-lifecycle>.

(3) OS 2.10.2 is a complete system software release. All supported Control4 devices will receive new software or firmware. The update process will affect all devices in the Control4 system.

6.1.1 ZigBee Pro

Control4 has been utilizing ZigBee Pro for ZigBee RF communications since the release of OS 1.8 in August 2009. With the introduction of OS 2.6.0, you no longer have the ability to upgrade Embernet-based devices, and this will continue to be the case in subsequent releases. If you have Embernet-based ZigBee devices in inventory or taken from another system, they must be installed on an OS 2.5.x system and have their firmware updated to ZigBee Pro prior to being installed on an OS 2.10.2 system.

6.2 Quick Reference to the OS 2.10.2 and Later Upgrade Process

6.2.1 Pre-work Prior to Arrival at the Customer's Location

1. Ensure that Composer Pro for OS 2.10.2 and later has been installed and activated on the installer's laptop or PC. Internet connectivity is required for activation for first-time installations.
2. **Internet connectivity is required on the premises for upgrading from OS 2.2.x to OS 2.10.2 and later.** After the Primary Controller has been updated to OS 2.10.2, the USB Install for OS 2.10.2 can be used to update the remainder of the devices on the system. Ensure that Internet connectivity is available or plan for temporary Internet connectivity during the time the upgrade is performed. You can then upgrade the system to OS 2.10.2.
3. **If a software license is needed, use your dealer account** on my.control4.com to assign the license to the customer's account.
4. **If updating from Release 1.7.4, 1.8.2, or a prior version**, you must first upgrade them to 2.2.x before they will be allowed to upgrade to OS 2.10.2

6.2.2 Upon Arrival at the Customer's Location

1. Connect to the Control4 system using the appropriate version of Composer Pro for the system that is currently running.
 - a. Ensure that all IP and ZigBee devices have been identified and are online.
 - b. Ensure that all system programming is working as it should prior to beginning the update.
 - c. Make a backup of the Control4 system in Composer Pro prior to beginning the update. This backup should be named so that you can find it later if needed.
2. (Optional) Make sure that the customer's media collection is backed up. Whether the media is stored on a Control4 controller hard drive, a USB drive, or a network-attached storage device, it is subject to loss if the storage device fails. Control4 does not provide backup solutions for data storage, but recommends that you ensure that customers use a backup solution.
3. Connect to the Control4 system using Composer Pro 2.10.2 (or later) to initiate the upgrade to OS 2.10.2 or later, and then use Update Manager to begin the update process.
4. After the update, reboot the PC running Composer Pro to ensure that the Samba mounts to the controllers are current.
5. Back up the project. After completing the update, make a backup file of the Composer Pro project. Give it a name that distinguishes it from the pre-upgrade backup. If you ever need to restore this system, having a current backup will save a lot of time and effort.

6.3 Residential Software Product Releases

Control4 software releases (last several years)		
Release 2.5.x		
Thursday, June 6, 2013	2.5.0.235326-res	Initial Release—Next generation of lighting products, new line of Panelized Lighting products, and Wireless Music Bridge.
Thursday, August 8, 2013	2.5.1.242407-res	Maintenance Release—Configurable Decora Wired Keypad, Bus Ethernet

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Control4 software releases (last several years)		
		Gateway, 48V Bus Power Supply; bug fixes.
Thursday, September 19, 2013	2.5.2.247182-res	Maintenance Release—Audio Matrix Switch, 8x8 HDMI Matrix Switch, 100 Series Power Amplifiers, bug fixes.
Wednesday, February 26, 2014	2.5.3.429171-res	Maintenance Release—Camera proxy, integrity detection & repair tool, WMA support, bug fixes.
Release 2.6.x		
Wednesday, September 10, 2014	2.6.0.455411-res	Initial Release— MSP and Pool UI, parity features, composer express, composer search/filter tools, dry input contact, new 48v power supply life cycle changes, bug fixes.
Release 2.7.x		
Tuesday, March 24, 2015	2.7.0.505218-res	Initial Release – Touch Screens, Thermostat v2 (C4-THERM) and Thermostat UI, SR-260, Composer Tools, Mobile Changes
Tuesday, May 5, 2015	2.7.1.506055-res	Maintenance Release – Defect fixes and new manufacturing image for T3 in-wall touch screens.
Thursday, June 25, 2015	2.7.2.507543-res	Maintenance Release – Defect fixes and T3 7” Tabletop.
Release 2.8.x		
Wednesday, October 14, 2015	2.8.0.512161-res	Initial Release – Security, My Music, Movies, Channels, Cloud Backup, T3 Wallpaper & Screensaver, and defect fixes.
Tuesday, January 26, 2016	2.8.1.514313-res	Maintenance Release – Defect fixes and T3 10” Tabletop, EA controllers, Apple Watch app, DS2 Door Station
Tuesday, April 5, 2016.	2.8.2.515794-res	Maintenance Release – Defect fixes, Card Access rebrand, and Chinese engraving
Release 2.9.x		
Wednesday, September 14, 2016	2.9.0.525559-res	Initial Release – Hospitality, MDU, Z-Wave, Shades UI, Custom buttons
Wednesday, February 1, 2017	2.9.1.532460-res	Maintenance Release – Gen3i Dual Load, IOX V2, Alexa update, defect fixes
Release 2.10.x		
Wednesday, September 6, 2017	2.10.0.540110-res	Initial Release - Triad One, Triad AMS, Triad 8 Zone, T3 Announcements, Spotify, Spotify Connect, SiriusXM, iHeartRadio, Z2IO, Z2C, When >> Then, SMW

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Control4 software releases (last several years)		
Thursday, October 26, 2017	2.10.0.542164-res	Maintenance Release (superseded 2.10.0.450110-res) – Defect fixes
Wednesday, November 20, 2017	2.10.0.542686-res	Maintenance Release (superseded 2.10.0.452164-res) – Defect fixes
Monday, February 5, 2018	2.10.1.544795-res	Maintenance Release – CA-1, T3 5 GHz support, defect fixes
Wednesday, May 23, 2018	2.10.2.549842-res	Maintenance Release – Z2IO ZigBee Extender, defect fixes

7 Technical Support Contact Information

If you encounter any issues during or following the update, or if you have any questions, please contact Control4 Technical Support for assistance.

Phone: 1-888-400-4072

Email: support@control4.com

For more information about the new features and capabilities of OS 2.10.0 or later, visit <http://dealer.control4.com/dealer/training>.

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