



Pyramix 11 Release Notes

Installation

Please consult the Installation Guide located on the Pyramix Installation Media (USB Memory card) for details on the hardware and software installation procedure and Authorization Key registration process.

RAVENNA users will have to install the NET-MS-C-GBEX1 PCIe Ethernet card provided by Merging Technologies. TURN YOUR COMPUTER OFF (shut down then switch the power off). Next plug the NET-MS-C-GBEX1 card into one of the PCI-Express bus slots on your computer and turn the power back on. The NET-MS-C-GBEX1 card will only be operational once the MassCore runtime is installed. Refer to the Pyramix Installation Guide for more details.

- To install the Pyramix Virtual Studio software insert the Pyramix Virtual Studio Installation Media - the installation program should auto-start.
- To install MassCore launch the MT Security Settings, go to the MassCore page and install the MassCore RunTime (a MassCore base key is required along with MassCore 64bit and a RTX64 3.0 key). Refer to installation guide for more details.

Updates

Please check our Web site <http://www.merging.com> periodically for information, patches and updates.

Pyramix v11 INSTALLER INFORMATION:

Pyramix v11 is compatible with the following Operating Systems

- Windows 7 Professional (64bit): MassCore/RAVENNA, Native & Native/RAVENNA ASIO
- Windows 10 Professional (64bit): MassCore/RAVENNA, Native & Native/RAVENNA ASIO

Pyramix v11 installation notes

- Pyramix v11 comes with MassCore version based on RTX64 3.2 (using RTX64 3.0 keys)
- Pyramix v11.0.5 HotFix uses the same MassCore version as Pyramix 11.0.4.
- The Pyramix v11 installer comes only as a 64bit version (64bit OS)
- Merging recommends users to first perform a Windows update prior to installing Pyramix v11. Note that under Windows 10 we do not recommend beta updates or major ones before making sure they are supported by Merging.
- Windows 10 users can run Pyramix v11 MassCore/RTX64-3.2 on the Windows 10 Creators update or remain on the Windows 10 Anniversary (1607) update.

*Note #1: Merging highly recommends you "defer feature updates" in Windows 10. Refer to our Windows 10 Configuration Guide: [here](#)
Users wanting to update to Windows Creator must follow the procedure document [here](#)
Once updated to Windows Creator they can follow the Pyramix v11 and MassCore installation.*

Note #2: Windows 10 Fall Creator currently not compatible with Pyramix/Ovation/VCube. Until this is resolved, please defer Windows updates. See [here](#) for details on how to defer updates

Note #3: We recommend MassCore users running on Windows 10 Anniversary 1607 to update to the Windows Creator 1703 version and NOT to the Fall creator 1709. Users that wish to remain on Windows 10 Anniversary should not install the KB4025339 update, if you have installed this update you will potentially no longer be able to run MassCore, in such case please contact support@merging.com

- SSK-HUD-RTX owners can have both a Pyramix v10 MassCore key and Pyramix v11 MassCore Key stored on their dongle and go from a system to the other using their SSK-HUD-RTX
- Pyramix v11 uses a new MassCore version (RTX64-3.2) you will need to follow the installation guide.
- Pyramix v11 keys are required.

Native Installation Notes:

- Pyramix v11 can be installed on either Windows 7- 64bit or Windows 10 – 64 bit
- It is necessary to remove the previous Pyramix version, if there is one, from the Windows Programs and Features, and then reboot your system before installing Pyramix v11
- Pyramix v11 keys are required.
- Follow the Pyramix v11 Installation Guide for all details

MassCore Installation Notes:

- Pyramix v11.0.5 HotFix uses the same MassCore version as Pyramix 11.0.4.
- Pyramix v11 MassCore users need a RTX64 3.0 key in order to Install and run MassCore. See with your Merging Sales Partners.
- It is necessary to remove the previous Pyramix version, if there is one, from the Windows Programs and Features, and then reboot your system before installing Pyramix v11. Unless you are planning to update to Windows 10 Creator, in which case follow the procedure document [here](#)
- Refer to the Pyramix v11 Installation Guide for details on specific BIOS settings and installation procedure.
- After installing Pyramix v11 MassCore users might need to uninstall their previous MassCore from the MT Security setting, MassCore Tab, depending on the previous Pyramix version you

were running. If there is an older version present you will be warned and required to reboot before updating to the latest version.

- If your Pyramix system never had a MassCore version before, users will have to install the new MassCore version from the MT Security Settings > MassCore tab. A valid MassCore RTX64 -3.0 key is mandatory.
- Users running MassCore 64bit will not be able to move their license to another system (or the same system after a Windows re-installation) unless first making this demand through Merging keys@merging.com. Please justify the reason of your system migration or reinstallation as the RTX64 key is not meant to be frequently renewed. If Merging cannot follow up in a quickly enough (in case of emergency or during weekends) then please contact the Interval Zero (RTX) Sales team sales@intervalzero.com
*Note: MassCore/RTX 64bit keys are linked to the system/hardware.
MassCore users can have their MassCore/RTX 64bit keys stored on a separate Dongle instead of having it linked to a unique system. Refer to the Merging option SSK-HUD-RTX.*

Pyramix v11 Installation Guide

http://www.merging.com/uploads/assets/Installers/HELIOS_X_0/Pyramix_v11.0/Pyramix_V11_Installation_Guide.pdf

Warning:

- Windows 7 users could see this [error](#): " Installation of KB3033929 has failed", potentially this update is already installed, proceed with YES
- Windows 10 users running MassCore on the Windows Anniversary version should not install the KB4025339 and KB4034658 update as they can cause BSOD
<https://confluence.merging.com/pages/viewpage.action?pageId=21660199>
- As of Pyramix v11 RC1 Windows 10 users can update to the Windows Creator (optional) update. Make sure you follow the update and configuration guide.
- Additional Online installation notes are available here:
<https://confluence.merging.com/display/PUBLICDOC/Installation+Notes+v11>

Merging Windows 10 Update from Anniversary to Creator Guide

<https://confluence.merging.com/display/PUBLICDOC/Windows+10+Update+from+Anniversary+to+Creator>

Merging Windows 10 Configuration Guide

<https://confluence.merging.com/display/PUBLICDOC/Windows+10+Configuration>

Notes:

- *For users with Pyramix and VCube installed on the same system, it is mandatory that you upgrade to VCube 7.0 to run alongside Pyramix v11.0.*
- *MassCore RTX64 users upgrading their processor on a system that was running MassCore previously must follow a specific procedure, please contact support@merging.com for more details.*
- *A new MTCleanUp v11 utility is available through Merging's Support for those having problems with their installation
Please refer to the Knowledge Base
<https://confluence.merging.com/display/PUBLICDOC/MT+Cleanup>*

Pyramix 11 Release Notes

V11 Features

New MassCore (RTX64 -3.2):

A new version of MassCore must be installed as of Pyramix v11.0.4.

Pyramix v11.0.5 HotFix uses the same MassCore version as Pyramix 11.0.4.

- Based on RTX64-3.2
- Supporting Windows 7 - 64 bit and Windows 10 - 64bit
- Requiring a new MassCore / RTX64 - 3.0 key

Note: RTX64-3.2 now supports the Windows 10 Anniversary 1607 and Creator 1703 updates (but not the Fall Creator update 1709). Make sure you follow the Pyramix v11 Installation guide for the exact procedure.

FX Rendering:

The FX rendering is a clip based offline effect processing tool that supports multichannel IO with flexible routing

- Available from the new "FX Rendering" Tab (as of Pyramix v11 beta2)
- Supports VST2 and VS3 plugins
- Flexible IO routing connections
 - Input and Output modules are independent to the timeline selection
 - Plugins can be Auto-Connected from the Mouse+Right Click Menu, the auto-connection is based on the channel types (If there is no matching, a one to one connection will be applied)
 - Channel mapping is based on the timeline tracks channel type. If no match is possible, a straight 1 to 1 mapping will be applied
 - IO configurable setup panel and IO channel selector for each plugin
 - Plugins can be inter-connected with each other's
 - Multichannel support (up to 8 channels – 7.1 Surround)
- Clip based processing
 - Preserving edits (fades, clip gain, envelope,...) and applying effects, the preview mode does not playback the envelope and fade
 - Multiple selection uses the same paradigm as the consolidate
 - Hard coded 1 second extra handles
 - Channel Type mode matching option
- Preset support, save and load your presets
- Preview/Audition feature
- GUI and FX Rendering settings are stored in the Pyramix project document (.pmx)

Current known issues / limitations:

- VST3 not supported
- Small timeout at the first plugin insert
- If you do not see the VB Plugins under the FX Rendering please close Pyramix and go to C:\ProgramData\Merging Technologies\Plugins from there remove the available plugins file and relaunch Pyramix.

ANEMAN:

ANEMAN is the first cross platform / cross vendor **A**udio **NET**work **MAN**ager

- ANEMAN is installed along with Pyramix v11
- With ANEMAN you can easily connect compatible devices, monitor the network and save/recall connection setups.

- ANEMAN is the RAVENNA Easy Connect replacement, it manages the RAVENNA I/O connections.
RAVENNA Easy Connect is still available and installed with Pyramix v11 if you prefer to use it but will have to be launched manually from
C:\Program Files\Common Files\Merging Technologies\VS3\RavennaEasyConnect
- Merging does not recommend that you run ANEMAN and Easy Connect simultaneously
- Refer to the ANEMAN guide installed along with Pyramix v11 for more details.
- ANEMAN is also available for Mac users, either as a standalone installer or included in Merging's VAD.
- Refer to the ANEMAN User Manual installed along Pyramix for all details

Improvements

- Automation Trim improvement
 - The Automation trim has now a visual indicator when the Trim mode is active (small triangle)
 - When in Trim mode, the fader will be set to 0dB and the offset applied will be reflected on the Fader scale
 - We now apply an offset to the absolute value, and the fader is now fixed its new value
 - Warning: It is intentional that Strips in Trim mode, linked to a VCA, will not be controlled by their VCA master
 - Automation Trim can be applied to linked Strip Faders
 - Without Automation enabled, the Trim behavior can still be used even though it will not write any values, in which case the Fader will remain at its last moved position
 - The Release modes behavior is similar as in previous Pyramix versions
- Pyramix Templates are now located in
C:\ProgramData\Merging Technologies\Pyramix\Templates
- Pyramix now has better handling of the Input listing, naming and numbering classification. Particularly improved for AD modules.
- Pyramix Video playback and synchronization improvements for users with Blackmagic Design video board.
- Media Manager and Libraries improvements
 - Media Folders:
 - Column setting now saved in the _QuickMount7.pml file
 - No more Set Default and Set to Library, only "Apply to Media Folder"
 - The set defaults settings will properly be restored after rebooting the application
 - Known issue: The set default settings will be lost in case of a folder "Refresh"
 - Libraries:
 - No more Set Default, only Apply to whole Library or Apply to current Shelf
 - Columns dialog revamped:
 - Removed useless column headers
 - Double-click on items now works
 - Buttons renamed if in a Media Folder or a Library (see above)
 - Apply buttons now close the dialog and immediately apply the changes
- Album Publishing Improvements:
 - If an encoder fails during a process it will no longer hang
 - Log file is created in the main output folder selected by the user
 - The user will be notified if an error occurred during the publishing process and he will be able to see possible causes by looking in the log file.
- The RAVENNA ASIO Driver now supports AES67 (48 framing). Refer to the RAVENNA ASIO guide for all details
- Pyramix Native improvements:
Enhanced stability on CPU load. The indicator measurements are more accurate for CPU

overloads that have an impact the Pyramix audio engine.

- S3/S6 Controller support improvements

- Pyramix Settings: Updated VST menu Display options.
 - No more IO sorting
 - Vendor, Category, and Folder structure are the 3 options now
 - Displayed effect names are now based on the DLL filename
 - Consistent display of the effects menu tree between FX Rendering and Pyramix Mixer

- Album Publishing
 - Added UID in published file formats below.
 - For Standard WAV : GENR /TRCK / IPRD were added
 - For BWF: GENR /TRCK / IPRD were added

- Pyramix User Interface enhancements (as of v11.0.5):
 - Added Edit Box field to most standard Browse dialogs (basically allows to browse network folders or paste pathnames)
 - The CD SACD Info and Track inspector List controls now automatically resize their value column to fit the available window width
 - Added popup menu allowing users to replace or clear the existing Cover Artwork entry of a Disc in CD/SACD Authoring tab
 - Added tool tips for long fields for CD/SACD
 - Reduced flickering in the list controls for CD/SACD

Fixed Bugs in V11.0.5 HotFix:

- PMX110-69: Fixed. VST Read-Write Automation status not saved
- PMX110-173: Fixed. Random crash when editing in Pyramix (e.g. making crossfades)
- PMX110-175: Fixed. FX Rendering: 8FS/DXD processing issue
- PMX110-176: Fixed. FX Rendering: Added notifications when relevant change occurs
- PMX110-180: Fixed. FX Rendering: Closing Plugin GUI hides Pyramix behind windows
- PMX110-181: Fixed. AAF recall Dialog Settings are kept
- PMX110-186: Fixed. Timestretch from Timeline gives a file already exists error message
- PMX110-187: Fixed. FX Rendering: effects with delay compensation slips in processing
- PMX110-188: Fixed. FX Rendering. Extra handles feature when using Region mode
- PMX110-189: Fixed. Envelop can jump to infinite values when moving points
- PMX110-190: Fixed. Native TimeCode drifts over time
- PMX110-194: Fixed. Detect Picture Change crash v11
- PMX110-195: Fixed. StripTools: Causing muted strips if used in AES67/48smpl mode with DXD project
- PMX110-202: Fixed. Crash making large Mixer or changing channel count of Buses
- PMX111-34: Fixed. Added iXML TrackName into "Compose Clip Text out of" under the Pyramix Settings
- GAIA-590: Fixed. AAF import to retain timestamps and track names
- HEL-422: Fixed. Pyramix Video in timeline non-Frame accurate (drift over time in ASIO)
- HEL-426: Fixed. FX Rendering: Implement function in the FX Render Graph Processor to provide Time and Transport Info to plug-ins
- HEL-337: Fixed. VS3 Control Panel might not show a MassCore option selectable if the card (NET-MS-GBEX1) has changed slots at one point.
- HEL-396: Fixed. Album Publishing hangs if TAB characters in CDTEXT
- HEL-447: Fixed. FX Rendering: Processing improvement when new render or preview occurs, to avoid renders from spilling into each other's
- HEL-486: Fixed. Pyramix 11 crash when doing a DSD Render
- HEL-453: Fixed. Freezing issue with Clip Based rendering when silent (e.g. no channel match) input involved
- HEL-456: Fixed. Filter sampling rate not supported in settings and wizard
- HEL-459: Fixed. Add UID to Album Publishing BWF files
- HEL-460: Fixed. Native Playback Stalls - Buffer size issue
- HEL-461: Fixed. Some ASIO devices not working with V11
- HEL-471: Fixed. FX Rendering. Preview in clip based mode: You can preview any of the selected clips, using the added drop down menu
- HEL-479: Fixed. DDP Import - CDtext not imported
- HEL-480: Fixed. Mixer: Reordering Mixer strips from the Configure Page does not apply the changes correctly
- HEL-495: Fixed. Switch sampling rate in a specific project can make ASIO freeze
- HEL-517: Fixed. At times some projects cannot be set to DXD sampling rate
- HEL-523: Fixed. Track header strip names not updated when reordering mixer strips
- HEL-553: Fixed. Pyramix Track Peak meters are never reset
- ANEMAN: Fixed. Various improvements
- Fixed. Editing Video and Audio inconsistencies
- Fixed. Issues with Selection in track groups, where some selections of Grouped clips were not maintained through other groups
- Fixed. Allow users to open a DSD project without an ASIO DSD capable audio device (in either DSD or DXD)
- Fixed. Pyramix User Interface enhancements
- Fixed. Mute issue at device restart (e.g. when restarting Horus/Hapi)

Fixed Bugs in V11.0.4:

- GAIA-662: Fixed. Jump between strips in the Surround Panner Overview window
- GAIA-1414: Fixed. Big slow down when making large selections in timeline
- PMX111-40: Fixed. BMD delay not correct when chasing without stopping first
- PMX111-50: Fixed. FX Rendering: more coherency between the Audio I/O setup layouts and the layout in the Plugin IO setup popup
- PMX110-15: Fixed. 9pin chase not working with BMD video
- PMX110-79: Fixed. Bus Send Meters are playing incorrectly
- PMX110-116: Fixed. Pyramix video : 1 frame additional delay in chase TC and Video sync accuracy
- PMX110-117: Fixed. BMD delay not correct in playback reverse
- PMX110-172: Fixed. FX Rendering: Some buttons are not always active
- PMX110-179: Fixed. Video IO delay offset not working with Blackmagic card
- ANM-209: Fixed. ANEMAN Plug-in Manager bug fixes and version identification

Fixed Bugs in V11.0 RC1:

- PMX110-39: Fixed. CD player, Transport, Take Logger display truncates some of the UI
- PMX110-48: Fixed. Save as Template not working under Windows 10, changed location to C:\ProgramData\Merging Technologies\Pyramix\Templates
- PMX110-78: Fixed. Add Strip MCS 4.0 Quadro (L-R-Ls-Rs) -> 3.1 Surround (L-R-Cs-Lfe)
- PMX110-147: Fixed. DSDRender now writes its log files along the generated media file at its source location.
- PMX110-148: Fixed. Templates have been moved to C:\ProgramData\Merging Technologies\Pyramix\Templates
- PMX110-149: Fixed. Some Channel mapping choices do not create the correct number of channels
- PMX110-151: Fixed. Pyramix v11 on Windows 10 has Dither error issue.
- PMX110-155: New MassCore update to RTX64 – 3.2
- PMX110-159: Fixed. Album Publishing: Metadata missing when using Flac
- PMX110-167: Fixed. Plugin Scanner makes VB VS3 Plugins crash
- PMX110-170: Fixed. FX Rendering: Process hangs when an identically suffixed name is already present
- PMX110-174: Fixed. FX Rendering make plugins window top most.
- HEL-348: Fixed. Collect Media multiple references issue
- HEL-421: Fixed. importing EDL in Pyramix 10.1/2 & 11 does not import Video clips editing

Fixed Bugs in V11.0 Beta2:

- PMX110-74: Fixed. Pyramix MassCore AES67 BusTools EQ crashes
- PMX110-103: Fixed. Pyramix now has better handling of the Input modules' listing, naming and numbering classification
- PMX110-122: Fixed. Pyramix crash when transport machine object was allocated on high 64-bit address
- PMX110-132: Fixed. SACD render mode can crash at render start
- PMX110-133: Fixed. Pyramix DSD render on non DSDIFF Surround media, will swap the Center and Right Channels.
- PMX110-134: Fixed. AMR potential crash when having both Hepta SRC and Resampler in the processors stack

- PMX110-138: Fixed. MTOASIS_MACKIE_M.xml error when adding MACKIE HUI controller.
- PMX110-146: Fixed. Opening or closing templates on v11 can crash Pyramix\
- PMX110-149: Fixed. Some Channel mappings do not create the correct number of channels
- PMX110-152: Fixed. Auto stop SuperFetch Windows Service for performance purpose at VS3 start. (MassCore and Native)
- PMX110-153: Fixed. Flux IRCAM Tools VS3 not working in Effect Render Rack
- GAIA-188: Fixed. ANEMAN and Easy Connect not allowed to run simultaneously, warning added.
- GAIA-1434: Fixed. Pyramix v10.2 Apple MIDI Session Port 0 instead of default 5004
- HEL-376: Fixed. Album publishing process freeze if output media file pathnames length exceeds 260 characters
- HEL-363: Fixed. MXF framecount
- HEL-354: Fixed. DC Meter VS3 makes Pyramix hang
- RAV-758: Fixed. RAVENNA ASIO driver issue creating buffer at > 1 FS

ANEMAN Bug Fixes:

- ANM-197: Fixed. ANEMAN Crash when changing sampling rate Horus Master
- ANM-198: Fixed. LTC & Video Ref connections status with proper coloring
- ANM-199: Fixed. LTC out matrix, need to click on the edge of matrix square to connect
- ANM-202: Fixed. New zones overlapping previous ones
- ANM-203: Fixed. Adding a System on the network not always discovered by ANEMAN
- ANM-206: Fixed. ANEMAN not always creating its "aneman" folder under Roaming (missing groups.json)
- ANM-207: Fixed. ANEMAN proxy discovery improvement
- ANM-218: Fixed. Auto expand on click to allow connection if one IO side is collapsed
- ANM-220: Fixed. Do not show connection of deactivated IOs in world view
- ANM-221: Fixed. ANEMAN Magnetic placement of devices in zones
- ANM-222: Fixed. ANEMAN slowdown and random crash
- ANM-223: Fixed. Devices not recognized depending on the Subnet Mask

Fixed Bugs in V11.0 Beta1:

- GAIA-1105: Fixed. Edits on SRCed files when reopening projects
- GAIA-1353: Fixed. Pyramix video delay compensation in Internal Bus record
- GAIA-1369: Fixed. Blackmagic Design Video and PMX audio not in sync in 720p
- GAIA-1368: Fixed. Blackmagic Design Video and PMX audio not in sync when chasing LTC
- GAIA-1415: Fixed. Video in timeline can crash in DeckLinkAPI64.dll when playing certain Video Files.
- PMX110-73: Fixed. Video output sync issues
- PMX110-1: Fixed. Pyramix Video: the Preview will freeze randomly during playback (Windows10 - Windows 7)

---- Bugs below to also be included in a Pyramix v10.2.1 HotFix ---

- PMX110-110: Fixed. Cannot reset VST overload when clicking on the VST indicator side
- GAIA-1403: Fixed. MXF Index table problem/compatibility issue (rdd09)
- GAIA-1425: Fixed. MXF XDCAM HD Metadatas issue (RTS)
- GAIA-1429/GAIA-884: Fixed. VCube & PMX can mismatch different UIDs / UMIDs MXF files
- GAIA-1415: Fixed. Video in timeline can crash in DeckLinkAPI64.dll when playing certain Video Files.

S3/S6 Controller support improvements:

- PMX110-7: Fixed. Automation mode (fader strip) (Latch - Trim Touch - Trim Latch not accessible)
- PMX110-8: Fixed. Custom track color now supported
- PMX110-10 Fixed. Button for opening mix window and closing windows does not work
- PMX110-11 Fixed. Bus names not always displayed correctly in EuControl shortcut (S3) page and properly reported on controller (S3-S6)
- PMX110-24 Fixed. S3 functionalities lost when adding and removing background recorder
- HEL-270: Fixed. EQ-X and Parametric EQ do not show the Q factor control

Pyramix v11 Product Changes:

- Pyramix v11 MassCore and Native support Windows 10 – 64 bit as well as keeping the Windows 7 -64bit support
- Pyramix v11 Native will no longer be officially supported on Windows 8.1
- New MassCore versions (RTX64-3.0 key update required)
- ANEMAN replaces RAVENNA Easy Connect, refer to the ANEMAN guide for more details.
- PMF File format has been removed from the available Mixdown formats as of Pyramix v11 due to compliance issues. As of Pyramix v11 our recommendations are:
 - For Recording: PMF remains recommended for PCM use and DSDIFF for DSD Records
Note: MTFF is currently not recommended in recording since it does not yet have a Media Recoverer tool in case of a record corruption
 - For Mixdown: MTFF is recommended (for sharing in a multiple Pyramix environment)
 - For Album Publishing: Users can choose the formats of their choice, used through the Digital Release processing for better signal flow
 - For Render: We recommend rendering in the original format or to PMF or MTFF. The DSDIFF is not recommended.
- Algorithmix DeNoiser and DeScratcher remain functional under Pyramix v11 but are no longer maintained.

Warning: These plugins should not be used on Strips or Buses with more than 2 channels (Stereo), otherwise a crash can occur (limitation). Under Windows 10 the DeNoiser Capture Mode does not refresh its displayed capture, users must toggle the mode to refresh the captured display.

MassCore Technical Notes:

- MassCore not supported on Core2Duo. Minimum requirement is a QuadCore. Find system recommendations here: <http://www.merging.com/support/pc-config>
- MassCore is supported under Windows 7 (64bit) and Windows 10 (64bit) with Pyramix v11
- MassCore as of Pyramix v11 requires a new RTX64 3.0 Key and a new MassCore installation.
- MassCore 64bit: Activation key is linked to the system and not the dongle) and can only be activated once on a dedicated system. This only applies to 64bit. If you need to re-install MassCore/RTX64 bit on another system using the same key this will not be possible if the key has already been used. For such RTX64 Activation Key Replacements, the request can be made at keys@merging.com or in case of a weekend, emergency through the Interval Zero Support team [IntervalZero Support site](#) This means that if have you already MassCore 64bit on system and want to move it to another system you must contact Interval Zero and RTX64 so that they re-issue the key.
- In order to run MassCore 64bit users will need to have both the RTX64bit Activation key and the MassCore 64-bit key.
- MassCore Ultra Low latency mode can generate noise if used on some configurations (Turnkey recommended).
In such cases we rather recommend instead the use of the AES67 mode or Extra Low latency mode.
- Pyramix Core indicator overloading (red) issue. Recommendation:
 - Under a 64 bit OS: MassCore RTX 64bit users are allowed to run with Hypertreading enabled. In such case users will by default have 2 Core allocated to MassCore RTX64, as we leave a pair number of Cores for Windows.
Merging recommends to having an SMP key under such configurations.
 - If, under the Bios power options, you have entries such as the *Intel SpeedStep* and *CPU C State* make sure that these options are disabled, as they are potential problems for MassCore. Refer to installation guide or the Windows Configuration guide for all details.
- MassCore & CPU load indicator range (as of Pyramix v10.2 and above)
 - Green from 0% to 74% = Safe mode*
 - Orange from 75% to 84% = Moderate Risk*
 - Red from 85%->100% = High Risk

**MassCore users will have enhanced Core stability when using recommended dedicated Graphic Cards.
Native users: Recent laptop owners are often confronted with performance problems when the CPU load is near the mid-point of load, where random CPU jumps can cause sudden glitches. This has also been seen when benchmarking with Non-Merging Applications on recent laptops.
- When the Core indicator blinks (red), it indicates a drop. Only be concerned if it occurred during Playback/Mix down or Record. To reset the Core drop simply click on the Core indicator. For more information please refer to the appropriate section in the User Manual.

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- If you have VST Core peaks under MassCore, users should increase their VST Engine Buffer size value, located under the Pyramix Settings. More information is available in the User Manual.
 - External Insert plug-ins: The same input and output cannot be used in the External Insert plug-in and the Mixer at the same time, as they are exclusive to either one.

V11 Known issue:

Merging online knowledge database for updates on the v11 known issues

<https://confluence.merging.com/display/PUBLICDOC/V11+Known+Issues>

- New MassCore/RTX64 key required as of v11.0
- The Windows 10 Creator update 1703 update is compatible with MassCore/RTX64 -3.2 that comes with Pyramix v11.0 **But the Windows Fall Creator update 1709 is NOT compatible with Pyramix v11.0.**
- Pyramix v11 projects with v10/v11 Bus layout/Structure that cannot be saved within a Save Special v9.0 project. A warning message will prevent you from doing so.
- Legacy Bus conversions to New General Bus. Due to the architecture of the new busses, mono mix busses are now converted to Mono Aux busses and not anymore to Mono Mix busses. Refer to the Pyramix User manual for more details.
- The listing of the Pyramix supported remote controllers is available [here](#)
- TANGO I or II Known issues:
<https://confluence.merging.com/display/PUBLICDOC/General+Bus+Ramses+and+Tango+support>
- ISIS controller: New General Bus mapping must be done via the General Settings>project>Controller Mapping where the Bus numbering (order counting the strip) has to be added to the Channel Strip function dialog
- Pyramix Video in timeline: if the Video file is shown as offline at project opening, please refresh your media manager to regenerate the Quickmount
- Pyramix Video in timeline: Opening a project referring to multiple video files or edits can take some time (will indicate finishing for a minute or so), be patient.
- Merging does not recommend users that edit while recording do so with timeline media clips that are not at the same sampling rate as the project. This is because a realtime SRC will have be processed could cause potential performance problems.
- Merging does not recommend the use Disk models: Green, Eco series and Seagate.
- Merging recommends that users with External USB disks to have those configured using the "Better Performance" option under Windows disk properties, profiling tab. Refer to the Merging system configuration guide for more details.
<http://www.merging.com/support/system-configurations>
- MassCore: Core indicator will show a peak/overload after a save on large project or when rebuilding the Mixer (project open-close). Simply reset the core indicator by clicking on it.
- VS3 Algorithmix DeNoiser & DeScratcher are supported but will not be maintained anymore
Known issue: They might display "Demo" (while fully functional) until the first project is saved, closed & re-opened.
- Warning message "Not Enough Streams available": This happens when reaching the maximum number of record inputs. In such case we recommend that you reduce your input number count or disable any Background Recorders that are consuming inputs
Known issue: If afterwards, you get a constant Message Box showing "Re-activating Project" at each Playback start, close and re-open your project to correct this.
- Pyramix v8.1, Pyramix v9.0, Pyramix v10 and Pyramix v11 Library formats are compatible between such versions but not with the previous Pyramix Releases. In order to open these libraries in an older Pyramix version please make sure that you use the proper Save library option. A "Save as Version 7.X" was added to the list
- Final Check Metering is not supported in DXD/DSD mode
- DiscWrite known issues": <https://confluence.merging.com/display/PUBLICDOC/Disc+Write>
- Cannot install Pyramix Native: If you have an error and rollback, make sure that you unplug all dongles that could be connected to your system.
- Timeline and Realtime Sampling Rate Conversion: clicks may occur when doing playback or mixdown in a region where 2 overlapping clips refer to the same media with different sampling rate than the Project's.
Workaround: Convert those master clips to the project's sampling rate in advanced
- The ADR keyboard is by default disabled. Refer to the link below for the procedure.
<https://confluence.merging.com/display/PUBLICDOC/Pyramix+ADR+and+Ovation+keyboard+inst+all+guide>
- Safety Record issue with the take logger: Pressed commands will be applied incorrectly when the transport is stopped. This means that if you press Abort & Delete while in Safety Record, nothing

will happen. However, when you come out of Safety Record and Stop, it will apply the command, and delete the take. Handle with care.

- Multiple projects opened simultaneously: We do not recommend users to having more than 8 Projects open at the same time (due to GDI object limitation).
- Cedar users should install the latest certified version for Pyramix v11 64bit <https://confluence.merging.com/display/PUBLICDOC/Cedar+Renderer>
- The Render Tool will create a temp file for the CEDAR and Nova v0.99 at the root of the C:\ Be aware that Merging cannot change the Temp file patch of such a third party Render.
- Interchange: A non-embedded AAF export to Pro Tools 7x could generate "Could not complete your request because an unexpected error happened while trying to find an audio media file's format" error message. We recommend the use of AAF Embedded when exporting to ProTools 7. ProTools 8 known to be working properly in this case.
- Media Recoverer and DSDIFF Recoverer, those utilities should allow you to repair a corrupted file <https://confluence.merging.com/display/PUBLICDOC/Media+Recoverer>
- Eucon/Euphonix version 3.6 can be installed alongside Pyramix for 64bit users

Media Manager and Library recommendations and changed behaviors

- The Database Location path is set under Settings>Application>Location>Default Database Location. Otherwise the database path will be C:\Documents and Settings\\Application Data\Merging Technologies\Pyramix
- For better performance Merging strongly recommends that you move the Database location to your fastest system Drive. SATA2 - 7200 rpm Disks are recommended any disk other than the C:\OS default drive will perform better since it will have lower demands placed upon it.
- \Merging recommends that your Disks have the indexing disabled and that you make sure that the Power Management is set accordingly for better performance.
 - Disable File Indexing:
 1. Open "My computer"
 2. Right click on each drive and select "Properties" from dropdown menu
 3. Un-Check the indexing check box
 - Verify the Power Management:

Go under Windows Control Panel and open Power options

 - MassCore users Under Windows 7 and Windows 10: Power plan should be set to: "RTX – recommended"
 - Native Users: Make sure you select the "High Performance" power plan
- For ultimate performance Merging recommends that you (not mandatory)
 - Set your Antivirus to off while running Pyramix
 - Set Windows Automatic-Update to "Never Notify"
 - Avoid active internet connection while running Pyramix
- Keeping Mounted Folders when closing and restarting Pyramix can speed up your workflow: Set the option under All Settings>Application>General> "Mount all Media folders that were Mounted at previous Application Exit"
- You can clear the History of the Media Manager under the Media Manager>Media Folder menu, or simply disable the Keep Media Manager History option located in the Pyramix Settings, since this will clear the History at each Pyramix exit.
- Merging recommends Pyramix users save their project on a Disk were no OS resides for better performance (C:\ not recommended).

RAVENNA Technical Notes:

- Windows 7 SP1 (64bit) and Windows 10 (64bit) are supported by Pyramix v11 MassCore RAVENNA and Native
- Pyramix v11 system recommendations are currently based on the Pyramix v10 configurations. Details here: <http://www.merging.com/pages/pconfig>
- For ultimate performance we recommend that under ANEMAN you only connect the necessary I/O connections, as every extra RAVENNA connection will use some bandwidth (Core or Network)
- The Network must be Layer 3 compliant and must be a Gigabit network
- Merging has certified new Network Switches for use with Horus/Hapi – Ravenna users will find all details along with the configuration guide here: <https://confluence.merging.com/display/PUBLICDOC/Network+Switches+for+RAVENNA+-+AES67>
<http://www.merging.com/products/horus/downloads>

- RAVENNA users should avoid connecting multiple Horus or Hapi units to any a router/Network not certified by Merging. Refer to the Merging RAVENNA Network Guide for details on the certified RAVENNA switches and their configuration. <http://www.merging.com/products/horus/downloads>
- Only RAVENNA devices can be connected to the Merging PCIe Ethernet Controller Card NET-MS-GBEX1. Avoid connecting non-RAVENNA devices to this network, such as Tango/Isis/Euphonix controllers or other network devices.
- Don't connect a 100MB Ethernet device if the switch is not multicast; otherwise the flow control will reduce the bandwidth drastically.
- A RAVENNA ASIO driver is available for Horus users that wish to use their notebook GbE Network RJ-45 system socket. Refer to <http://www.merging.com/products/horus/downloads>

RAVENNA Known issues:

- RAVENNA: Switching from MADi Standard (56) to MADi Extended (64) can generate a small glitch, so please avoid doing so during realtime operations
- Merging recommends the use of ANEMAN in order to manage all RAVENNA I/O connections, please refer to the ANEMAN User Manual installed with Pyramix for more details.
- Non-certified RAVENNA configurations might not be capable of sustaining 384 I/O channels @ 1FS (44.1/48 kHz). If you experience noise similar to static, reduce the RAVENNA I/O channel count enabled in ANEMAN. We also recommend that if you have experience such static noise, do not run MassCore in Ultra Low or Extra Latency mode but rather Low latency mode.
- Merging recommends that RAVENNA users disable the Windows Firewall, as it can partially block or otherwise interfere with some of the RAVENNA I/O connections
- Peaks might show up under the Pyramix Core section if you power OFF or disconnect the Horus/Hapi. Recommendation: A valid connection to an online Horus is always required if the Horus is PTP Master. Reset peaks by Mouse Clicking on the Core indicator section.
- Avoid changing a network address, or disconnecting Ethernet ports on your system when MassCore RAVENNA is running
- The ISIS cannot be used when running RAVENNA with the Merging PCIe Ethernet Controller Card NET-MS-GBEX1
Recommendation: Refer to the ISIS support document below
http://download.merging.com/beta/SupportTools/Docs/AccessoryHardware/ISIS_Vista_or_7_dedicated_lan.pdf
- RAVENNA EasyConnect Troubleshooting tips are available [here](#)
- DSD issues
 - Background Recorders: If the Mixer is not a DSD compatible Mixer (square mixer), the record fails, but no message will be displayed. We recommend that users create a DSD project prior to enabling and starting to work with Background Recorders in DSD.
 - When creating/opening a DSD project the Horus might not switch accordingly between 64/128/256. This has to be done manually

RAVENNA I/O Connections:

In order to create RAVENNA I/O connections please refer to the ANEMAN User Manual (installed along with Pyramix)

Each Horus/Hapi will then appear in your ANEMAN application where you will see the name of each of them online. You will be able to dispatch each Horus/Hapi I/O connection from the ANEMAN Matrix. Refer to the ANEMAN guide installed along Pyramix for more details.

Windows Firewall:

The Windows Firewall can block communication between MassCore and Horus. We recommend users to disable the Public Network Firewall

Procedure:

1. Go in Windows Control Panel > Windows Firewall.
2. Click on "Turn Windows Firewall on or off"
3. Go to the Public Network section and select "Turn Off Windows Firewall"

Windows UAC:

User should disabled the Windows User Account Control

Procedure:

1. Go to the Windows Control Panel\All Control Panel Items\User Accounts
2. Open the Change User Account Setting

3. And set it to "Never Notify"

Disable Antivirus:

Some Antivirus such as Avast or Sophos have been known to block the Horus discovery and RAVENNA I/O Connection. Merging also recommends that any Antivirus software is properly configured to not interfere with the DAW. See this page for further details:

<https://confluence.merging.com/display/PUBLICDOC/Antivirus+and+Merging+Technologies+Softwares>

Pyramix Native Recommendations:

- Windows 7 (64bit) and Windows 10 (64bit) supported with Pyramix v11 Native
- RAVENNA ASIO users should have administrator rights
- Disable the WIFI (disable the Wireless adaptor Device Driver, not only the WIFI connection)
- Disable Bluetooth if active (under Windows Device Manager)
- Make sure you select the "High Performance" power plan (it's very common that even very powerful laptop will at time use an energy saving mode, so we recommend that you use a High Performance power plan)
- Avoid using battery power, instead use a power cable adaptor
- Set all your Antivirus and Anti-Malware programs to off
- Disable the Windows Public Firewall
- Set the Windows UAC (User Account Control) to its lowest level (disabled)
- Set Windows Automatic-Update to "Never Notify me"
- Avoid any active internet connection while running Pyramix
- Verify the performance of your Native system by running the DPC Latency checker:
Windows 7: http://www.thesycon.de/eng/latency_check.shtml
Windows 10: <http://www.resplendence.com/latencymon>

Refer to the online documentation for all details

<https://confluence.merging.com/display/PUBLICDOC/Native+recommendations>