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Subject: MIO Console Stops working Avid Eucon 19.5 and 19.51

Posted by [djmichaelwenz](#) on Thu, 25 Jul 2019 04:25:23 GMT

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I mainly use my Avid Artist Mix for controlling MIO console. It is a fantastic way to control all my Ins and outs as I have multiple converters. Works absolutely wonderful I might add. So my artist mix is used as a way to control whatever I want to monitor. It is the software that is the brains behind my soundcard.

In version 18.3 My Artist Mix works well with the latest version of MIO console. Since 19.5 and 19.51 there has been no connection to MIO Console with my Artist Mix. Not a big deal. I rolled it back to 18.3 and the controller went back to working just fine and I didn't think to even check to update it as it did what it needed to.

Now here is my problem... I am doing a very large video project that spans three DVD's and 15 hours in Final Cut Pro. I created a great Eucon key command using my iPad to create DVD markers with one tap. I have to create about 250 DVD markers so this is the best time saver I had found. It is the only thing I use my iPad for.

My iPad must have updated PT control as I had gotten a warning on my mac that "PT Control and Eucon were Incompatible". So I went ahead and installed 19.51 and the iPad connected as suspected but MIO Console stops working.

I have unchecked and re-checked to use Eucon in MIO Console in the MIO prefs and it does not connect. As soon as I roll back to Eucon 18.3 I will get my monitor controller back.

So am I to have to uninstall and reinstall every time I have to marker a DVD project????

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51

Posted by [bj](#) on Thu, 25 Jul 2019 10:38:55 GMT

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With EuControl 19.5.1.44 REL installed on my machine, MIOConsole3d works with EuCon for me.

Are you running on MIOConsole3d, or are you still using 2d?

The newest version of EuCon may not work with 32-bit apps anymore (not sure; Avid is not really terribly clear about what changes they are making); if that's the case, then you'll either need to swap back and forth or you'll need to upgrade to 3d.

If you are already on 3d, then we'll need to investigate further.

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51

Posted by [djmichaelwenz](#) on Thu, 25 Jul 2019 17:52:41 GMT

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Thank you for your reply. After I was done marking the DVD's I went back to 18.3 and worked perfectly as it had been for a long time. Using Eucon to control MIO console is literally the best thing ever.

I am on 2D still. One guy on the Avid Forum suggested checking my firmware on my Artist Mix. I am going to do that when I get home and report back.

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51  
Posted by [djmichaelwenz](#) on Tue, 30 Jul 2019 00:42:23 GMT

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Does anyone know if MIO console is no longer supported??? Cant understand why this stopped working....

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51  
Posted by [bj](#) on Tue, 30 Jul 2019 02:16:10 GMT

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As I said, I think it might be because MIOConsole 5 is a 32-bit app. It may be that 19.5.x drops support for 32-bit apps. I am not 100% sure. But as I also said, it works fine with MIOConsole3d (which is a 64-bit app), so it may be that you need to update to 3d.

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51  
Posted by [djmichaelwenz](#) on Mon, 30 Dec 2019 08:20:11 GMT

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Can anyone confirm this? I mainly use my Avid Artist Mix to control my MIO Console. I have no need to use the new 3D yet and I would like to use the latest version of Eucon. I am stuck here and the only solution is to pay \$500 and hope it works??? I need my Avid Artist Mix to work with Mio console without upgrading to 3D. Can anyone suggest a work around? This is frustrating... Why not update the old MIO console app to not mess up the people using the old version with Eucon?

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51  
Posted by [djmichaelwenz](#) on Wed, 01 Jan 2020 23:10:54 GMT

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So if I am understanding this right Catalina is only 64 Bit capable and Mio Console non 3D is only supported up to Mojave? So this means anyone with a Metric Halo interface can not run Catalina unless its 3D? I am hoping the non 3D version of Mio Console will be updated to 64 bit so I can eventually make it to Catalina. I just don't have the need for 3D at this time. Super annoying as I

want to use EuCon in combination with touchscreens like an iPad.....

Any hope of making non 3D Catalina capable?

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Subject: Re: MIO Console Stops working Avid Eucon 19.5 and 19.51

Posted by [bj](#) on Thu, 02 Jan 2020 00:09:57 GMT

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No.

If you need Catalina compatibility, then you have a need for 3d. We had to do a complete rewrite to support Apples 64-bit APIs. That rewrite is part of the 3d upgrade. Since Apple has removed their 32 bit APIs from Catalina, 2d an legacy boxes only run on Mojave and lower. But all of the units are upgradeable to 3d, so they are all supported on Catalina and forward, with the upgrade.

As I said earlier in the thread, I have tested the current version of EuCon with MIOConsole3d and it works as expected.

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