

ECOF Startup Checklist

With any questions, contact your Production Lead Support (Under Production Notes in Planning Center)

The best general troubleshooting order for Eaton is:

Power → Network → Core Hardware → Software/Configuration → Actual Signal Test

1. Power / AV Rack

- ☐ Confirm the AV rack (Closet next to stage) has power.
- ☐ Confirm the power conditioner is ON (Mounted in rack).
- ☐ If the rack has lost power, allow everything to fully boot before troubleshooting individual systems.
- ☐ Restart Macs/control computers if they did not recover correctly.

2. Network

- ☐ Confirm the network is up and operational early in the startup process (If slow download speeds, network restart).
- ☐ Confirm switches and critical networked AV devices are online.
- ☐ Confirm the Macs have network connectivity.
- ☐ If the network is down or having issues, resolve that before troubleshooting individual networked systems.
 - ☐ Contact your production support if network is down

3. Waves / SuperRack

- ☐ Confirm the portable Waves rack and server (IT closet) are powered and online.
- ☐ Confirm the SuperRack Mac (Monitor above soundboard) is connected to the network.
- ☐ Open SuperRack and verify:
 - ☐ Waves server is detected and online.
 - ☐ Confirm the correct session is loaded.
 - ☐ Plugins are active.
 - ☐ Audio is actually passing through the system.
- ☐ If there are connection issues, restart the Waves server and/or SuperRack Mac as needed.

4. Console / Audio

- ☐ Confirm the console and stage I/O are online.
- ☐ Confirm the correct show/snapshot is loaded.
- ☐ Confirm Dante/network audio is operating correctly.
- ☐ Test main L/R, wireless mics, pastor mic, playback, talkback, and monitor sends.

5. DP48 / AES50

- ☐ Confirm the DP48s are receiving the proper AES50 audio and expected channels/groups.
- ☐ We have had an instance where the DP48s were powered and operating but were not receiving the proper AES50 data.
- ☐ Restarting the Hub4's resolved that issue, so if routing looks correct but the DP48s still aren't receiving audio, power-cycle the Hub4's and recheck.

6. Lighting / Vista

- ☐ Confirm the Vista computer and node are online.
- ☐ Confirm the correct show file is loaded.
- ☐ Check Vista's output configuration.
- ☐ We had an instance where the Vista node output was set to None and had to be reassigned to Universe 1.
- ☐ Fire a cue and physically confirm the fixtures respond rather than relying only on what Vista shows.

7. Video / ProPresenter

- ☐ Confirm ProPresenter and the video system are running.
- ☐ Confirm the main screens and stage display are receiving signal.
- ☐ Test video playback for both picture and audio.
- ☐ Confirm background music/Spotify is operating correctly.

8. Final System Check

- ☐ Before rehearsal, do a quick end-to-end check:
- ☐ Mic → PA
- ☐ Playback → PA
- ☐ Console → DP48s
- ☐ Waves → processed audio
- ☐ ProPresenter → screens
- ☐ Video → picture + audio
- ☐ Vista → fixtures

The main pattern we've noticed is that after a power/network issue, equipment can appear to be powered and software can appear to be running while communication between devices hasn't recovered correctly.