

February 2015

# Surveyor HD Firmware Version 7.1.15

## General Description

Vicon is releasing an updated Surveyor HD firmware version 7.1 (build 15) for Vicon's Surveyor HD PTZ dome family of products. This updated version fixes problems reported from the field and testing, and improves overall system performance and stability.

The main updates in this version are to support the latest models in the Surveyor family of product as well as update ONVIF certification. This version is compatible with ViconNet version 6.6SP2 and higher.

VNSetup version 4.0.3 is the latest version for these domes and can be downloaded from the camera software page.

## Vicon Production

The new version of Surveyor HD firmware is now in production and will be installed on any new dome going forward. The firmware for existing users will be made publicly available online.

## Field Installation

The installation of Surveyor HD firmware 7.1.15 on existing Surveyor HD domes is expected to provide a solution to the list of issues detailed in the following pages. Users who wish to update their existing systems may download the new installation from the Vicon website (Support - Technical Support - Software Downloads – Surveyor HD Camera Software).

## This update is done through IP devices package 542

Surveyor HD units that are running an earlier build of firmware (0.7.4.12) must perform the upgrade as a two-step process and backup the camera settings prior to beginning the upgrade process. Upgrade instructions are available online, posted on the same page as the firmware download.

**Note:** *This update is not mandatory; however, even if you haven't had any problems with your dome, Vicon considers it good practice to update its firmware to address underlying issues that could lead to future malfunctions. Please be aware that the updating process does pose a slight risk of triggering such malfunctions, including the possibility of a critical failure. Please call Vicon Technical Support for immediate help if your Surveyor HD becomes unresponsive during the update process.*

**Note:** *If you have multiple domes, you cannot do a "batch" update. However, up to three (3) browsers can be opened simultaneously and updated individually.*

## New Features

### Multiple Privacy Mask (dynamic)

With this firmware version, it is possible to add multiple privacy masks that will turn off at certain zoom levels. Each mask can have its own zoom level value.

### Support in ViconNet as ONVIF

For users who wish to add the HD PTZ to ViconNet in ONVIF mode rather than ViconNet mode, it will no longer require a 3<sup>rd</sup> party license.

### Camera Titling Along with Masking

With this firmware it is possible to have titles displayed even when masking is enabled.

## Solved Issues

### Autofocus In ONVIF

This firmware no longer switches the day/night mode to manual when Autofocus is sent in ONVIF.

### Nucleus IP Problems after Upgrade

This firmware no longer shows problems with the Nucleus IP after a firmware update.

### Camera Stuck after Power-Loss

Corrected an issue where in some cases the camera would not start after a power loss and would require a hard reset.

### Mask Shifts on SN036 in PAL

On the 480P model the privacy mask in PAL does no longer shift (changes aspect ratio).

## Known Issues - General

### Mask Shift when Created in Zoom Out (SN220)

If a mask is created when the dome is zoomed out all the way, it will be shifted when you zoom in. Create mask when zoomed out half way.

### Dome Sensor Inputs not Working in ONVIF

Using the dome in ONVIF mode, the sensor inputs are not functioning.

### Secondary Stream Notation in Browser

Regardless of the stream resolution (and truly provided by the camera) setup through VNSetup, the browser will show 640x240 on the HD cameras and 368x240 on the SD camera browser.

## 1080P Dome Limited to 8 Concurrent Users

Using the 1080P version of the Surveyor HD dome in unicast will allow up to 8 concurrent systems (recording or viewing live) to receive full FPS. If additional users connect to the camera at that time, frames are expected to drop out.

Note that the 720P version of the Surveyor HD dome still supports 10 concurrent systems.

## Video Motion Detection (VMD) is Not Currently Available

VMD is not currently available with the Surveyor HD. This will be enabled in a future release.

## SSM Multicast is Not Currently Working

The Surveyor HD does not send the SSM join group IGMP message. Standard ASM multicast works.

## Backup/Restore Function from the Web Browser

The Surveyor HD Web Browser backup/restore function ONLY operates on the camera specific settings and NOT on any of the ViconNet related settings (those set by the VMS). Therefore the camera backup/restore should be performed from the VMS as well.

## Restore Settings from Version 6.8.82

Restoring settings that were taken with version 6.8.82 on the dome will remove alarm settings and the new ADMIN user. To avoid such issues, create new backups once this upgrade is done.

## Time Zone Setting from VNSetup

There might be a difference in the time zone set up by VNSetup and the one actually set in the dome. To avoid issues it is best to setup the time zone from ViconNet or the dome browser.

## ViconNet Primary User Indication

The indication for primary or secondary user on the video displaying in ViconNet is not always correct. Sometimes the changes for primary control, for example when running a macro, do not always change correctly on the display; additionally, occasionally manual force to be primary doesn't respond.

## Stream Resolution Setup

Proper setup of stream resolution is only possible using VNSetup. When setup is done from the browser interface it will be limited in selections.

## ONVIF Mode Issue

Very rarely the camera might stop responding to ONVIF commands and require a reboot.

## Known Issues - Milestone

### Stream 2 Error

If the camera stream 2 settings are changed using the web interface from the JPEG settings, that stream might become unusable in the VMS.

## Known Issues - Genetec

### Wrong Resolution Indicated

If a 1080P dome is set to 720P, Genetec will still see it as 1080P on its menu.

### Stream 2 Error

If the camera stream 2 settings are changed using the web interface from the JPEG settings, that stream might become unusable in the VMS.

## Known Issues - Exacqvision

### Adding to Exacq Requires the Port

When adding the dome to an Exacq system, the specific port (8000) needs to be added with the IP of the camera, for example: 192.168.1.1:8000

### Stream 2 Error

If the camera stream 2 settings are changed using the web interface from the JPEG settings, that stream might become unusable in the VMS.

### Relay not Supported

The built in relay in the camera is not supported with Exacq.

## Availability

The Surveyor HD 7.1.15 firmware has been released for production.