

Vicon Valerus VMS 18R2 Update1 (Build 2)

General Description

Vicon is releasing a new version of the Valerus VMS, version 18 R2 U1 (Build 2). This version provides updates and fixes for items reported by customers and testing team.

Installing this version on currently installed Valerus VMS will not require any new licensing and will not change the system settings. Systems covered by the Valerus Upgrade Protection Plan (UPP) will automatically enable the new features for their license tier, while those that are not covered by UPP will leave the new features disabled. It is highly recommended to update all Valerus systems to the latest version at all times.

With this release, a new version of the Valerus-ViconNet Gateway is also provided for customers running it. The Gateway software needs to be installed separately and will not be updated automatically.

Software Versions

The Valerus VMS is built out of several different software modules packaged in a unified installer; Vicon identifies a version by the package numbering, however each module has its own internal version number. In the Valerus software, versions are listed in the "About," NVR and Gateway pages. The current versions are:

Module	Description	Former version	Current version
VMS version	This is the full package version which will be referred to in all documentation	18.200.132.19432	18.201.2.19806
Application Server version	This is the application server module internal version	18.200.92.19502	18.201.1.19908
Recording Server (NVR) version	This is the NVR module internal version	18.200.92.19502	18.201.1.19908
Valerus-ViconNet Gateway	Module to connect Valerus to ViconNet system	18.200.92.19502	18.201.1.19908
Internet Gateway version	This is the Internet Gateway module which can be installed when connecting to a public network	18.200.92.19502	18.201.1.19908
Keypad PLC version	This is the module supporting keypad and PLC control of the client	18.200.35.19211	18.201.1.19806
Client version	This is the web client UI internal version	18.200.211.19505	18.201.1.19913
Player version	This is the video player module internal version	18.200.177.19499	18.201.1.19870

Vicon Release Notes

As updates to the Valerus software are being released, an updated VMS installation package will be made available. When installed, the modules that have changed will show an updated internal number while the ones that have not will remain as before.

Updates to the Internet Gateway and keypad installations will be available on the built-in software download page in Valerus.

The Valerus-ViconNet Gateway software (if needed) will be a separate download on the Valerus software download page due to the total size and expected download times.

Vicon Production

The new version will be used by Vicon production going forward. Any new product shipping from Vicon will be pre-installed with this version.

This version of the software is published on the Vicon website and may be downloaded and installed on COTS hardware according to the Vicon specifications.

Field Installation

New Systems

Installing a new Valerus system either with Vicon hardware or on compatible COTS hardware should be done according to the published specifications and installation guide.

Updating Existing Systems

Installing the Valerus VMS software on existing hardware must meet the minimum requirements. In the case of older ViconNet VMS hardware, Vicon has a guideline listing the models and their manufacturing dates that can be updated along with hardware upgrade kits for the compatible units.

Fixes and Enhancements

NVR Failover Updates

The NVR failover mechanism was improved and its sensitivity in identifying failures fine-tuned to prevent unnecessary switches to failover and back. In addition, the behavior of the player between switches was updated to avoid prolonged periods of viewing the alternate stream.

Cameras Going into Playback

Corrected an issue which under certain conditions caused video to start in playback instead of in live. This was mostly observed after log in to the system.

Vicon Release Notes

Vendor/Model Mismatch

The system now provides better indication and handling when a camera is being replaced. A new camera added in place of an existing one (typically on failure) will be identified and, based on its model, the system will offer the following options:

- If the **same model camera** is added as the replacement, an option will be shown to approve the camera replacement and the system will adjust all settings.
- If a **different model camera** is added as the replacement, the user will be presented with a message explaining the old camera needs to be removed from the system first and then the new one added, as settings cannot be transferred to a different model camera. The older recordings will still be accessible as a removed channel.

Camera Mask not Shown

Camera's mask created in the VMS will sometimes disappear during Live view. This issue was corrected and the mask no longer disappears.

Resource List Behavior

A long list of Resources (cameras, etc.) would get cut off at the bottom so Resources could not be viewed correctly without extra work from the user. This issue is corrected and the list is always shown and allows correctly scrolling down.

Storage Failure Indication

In case of a drive failure on an NVR, the message on the dashboard did not specify the source of the failure (which NVR). Source details were added when a storage failure message is shown on the dashboard.

Export Player Fix

Users exporting video and later trying to use the export player found that the list of cameras is not shown and video cannot be accessed. An issue with the player download message and access to the installation was corrected and fixed this behavior.

System Password Recovery

Users trying to request a password recovery to their Application Server could not retrieve their recovery code. The fix corrected the recovery code retrieval.

Email Rule Behavior

Corrected an issue impacting email rules from working correctly. Specifically, rules set to send an email when a camera or NVR goes offline did not work well when the ANY camera option was used. The issue is corrected and selecting ANY now works as expected and sends an email for both ANY device going offline or coming back online.

Group Hierarchy Behavior

Corrected an issue in the group hierarchy screen causing the change in a group's position to not be saved. Re-positioning a group now retains its new place.

Vicon Release Notes

Video Export Failures

Reports of video export failing occasionally, mostly when exporting a long time period, have been analyzed and addressed. The export mechanism was enhanced to have higher tolerance for slower communication and server response (longer time out and server behavior).

Gray Video

Reports of the system starting with video tiles showing a gray background and not the expected streams have been analyzed. A fix was entered for this happening after log in while the "return to last display" function was launching videos and some players failed. Additional reports of such "gray video" happening during normal operation are still being reviewed.

ADAM Unit Support

Corrected the ADAM I/O device support module to prevent a long wait for Valerus to present the input state change. The expected time to reflect an input state change is up to 1sec.

Known Issues

Export Player

Backward compatibility of export player has an issue preventing a new player from playing older version exports. A workaround is to install the older player and a fix will be offered in the next release.

Empty Groups in Monitoring

A group name that has its entire members set to hide from a specific user is still shown on the Resource list in monitoring. The unauthorized resources are not seen and are not accessible but the group name is shown as an empty group. This will be corrected in next version.

No Audio for Removed Channel

An audio channel that has been removed (deleted) from Valerus and is still seen as a "removed channel" cannot be played back.

Quick Config False Error

When running quick configuration, a message stating "camera communication lost" is sometimes shown although the camera has been added and working well.

Samsung Cameras Issue

When adding a Samsung camera and performing factory default on it, the camera sometimes will start showing two video resources instead of one. To resolve this, the camera needs to be removed from Valerus, reset to factory defaults and then added back.

In addition, motion detection from certain Samsung/Hanwa cameras is not picked up by Valerus (different event topic in ONVIF). Topic will be updated in Valerus version 19.

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UI Scaling Issue

The Valerus UI is optimized for full HD screen resolution (1920x1080). If Valerus is opened on a screen set for resolution 1280x1024, scroll bars are shown and the full screen button can't be reached. The current workaround is to set that browser to 75% zoom. This sets the UI but does not harm the video display.

Preset Name in Rule

When creating a rule that calls a PTZ camera preset, the preset name is not shown in the dropdown list after saving it. This is a UI bug in the rules form only and does not affect the rule itself (the rule will work).

Remote NVR Upgrades

In systems that include remote NVRs over a slower connection (Internet and similar), performing a remote upgrade on those NVRs may fail. In such cases, upgrading the NVRs will need to be done locally on the unit. This will be corrected in a future version.

In Playback via Gateway

In rare cases where recording on ViconNet has very large gaps (days), it may not correctly playback in Valerus via the ViconNet Gateway. The video can still be played back in ViconNet. This issue will be corrected in the next release.

In Camera Credentials Error

In some cameras, adding them to the system with the wrong credentials will result in a message "Device Error" instead of "Unauthorized." This occurs when cameras do not reply correctly.

V960 Series Camera Time

Adding V960 series cameras to Valerus requires their time is set (not the 2007 default) or the addition will fail.

Digital Input on V960 Series Cameras

The digital input from these cameras is not seen by Valerus.

Sync Playback from Valerus and Gateway

When playing back cameras from both the Valerus-ViconNet Gateway and directly connected cameras, the sync of playback will work only on lower speeds (X2, X4).

Web Page Refresh

On rare occasions where the web page did not properly show changes, a refresh is needed (refresh button or F5). Such a refresh may be needed after making changes to view to allow them to show on the Resources list, when adding an Internet Gateway and also when setting up IPV6 to apply the filter.

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IQeye Cameras Alternate Stream

When using IQeye cameras, it is required to disable their multicast stream to allow Valerus to pull an alternate stream from the camera in case of NVR failure.

Switching Tabs during Museum Search

Occasionally, while running a Museum Search, if the user switches to another tab and then comes back to the search, there will be no results shown. It is recommended to allow the search to complete before switching tabs.

Thumbnail Image

In Thumbnail and Museum Search, an image sometimes does not get loaded properly and will show a black tile. The search can be rerun at that time.

Statistics Latest Recording Time

In case of Event recording, latest recording time will always show the current time instead of the actual latest recording time.

Video Stream Display

Rarely, on camera switches, the video in that tile will stop and will require a page refresh to recover.

Audio Time Line

When dragging a microphone, the audio window will sometimes open without the time line at the bottom. Closing and reopening will fix it.

Video and Audio Sync

Live and playback of video and audio together will not be completely synchronized.

Behavior on Playback Loss

When playing back video, if the source for playback (NVR) disconnects, the video freezes. In the future we will display a message for "playback loss."

Behavior on License Error

When attempting to log in during a license error (expiration or other), a user without configuration authorization will just see a spinning circle. A user with configuration authorization must log in to get to the license settings and correct it. In future versions we will add appropriate messages.

Video in 1FPS

If video is viewed at 1 frame per second, it will have a noticeable delay.

Specific Event Handling

Cameras that send an ON message for an event but do not send an OFF message will not properly generate alarms.

Vicon Release Notes

Using Network Drives

Valerus will not yet recognize drives that are mapped from the network through Windows mapped drive (NAS), only those shown as local drives (including RAID or iSCSI drives).

Multi-Monitor on Log In

When logging in and asking to restore the last state, the View tabs for the other monitors sometimes opens in the main monitor and needs to be moved over again.

Availability

The Valerus 18 R2 U1 (Build 2) software is released to production.