VICON

Release Notes

March 2021

Vicon Valerus VMS 20.3 (build 13)

General Description

Vicon is releasing a new version of Valerus VMS, version 20.3 (Build 20.300.13). This version is providing 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. It is 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 and may be used to upgrade the ViconNet Gateway if needed. 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.

Module	Description	Former version	Current version
VMS version	This is the full package version that will be referred to in all documentation	20.200.228.22182	20.300.13.23960
Application Server version	This is the application server module internal version	20.200.68.22212	20.300.6.24119
Recording Server (NVR) version	This is the NVR module internal version	20.200.68.22212	20.300.6.24119
Valerus-ViconNet Gateway version	Module to connect Valerus to ViconNet system	20.200.67.21996	20.300.6.24119
Internet Gateway + Media Server version	This is the Internet Gateway and Media Server modules, which can be installed when connecting to a public network	20.200.68.22212	20.300.5.23941
Thick Client	Thick client for Valerus	20.200.68.22212	20.300.5.23941
Keypad PLC version	This is the module supporting keypad and PLC control of the client	20.200.9.22182	20.300.2.23983
Client version	This is the web client UI internal version	20.200.108.22230	20.300.8.24117
Player version	This is the video player module internal version	20.200.46.21953	20.300.6.23960

Written by Guy Arazi

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, Media Server, Thick Client and Keypad/PLC 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.

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/VM hardware should be done according to the published specifications and installation guide.

Updating Existing Systems

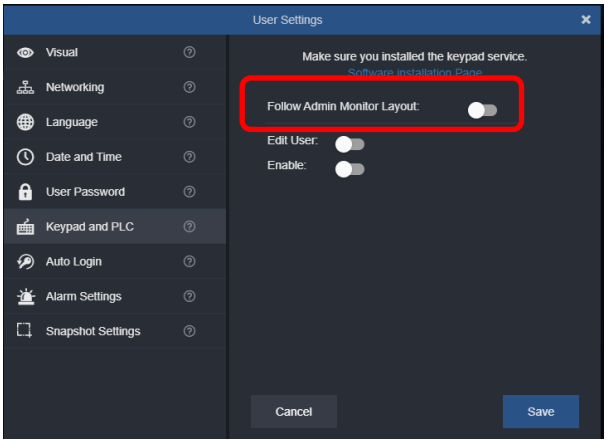
Installing the Valerus VMS software on existing hardware must meet the minimum requirements. In the case of older ViconNet VMS hardware, Vicon has a guideline listing the models and their manufacturing dates that can be updated along with hardware upgrade kits for the compatible units.

Note that after an upgrade, all users will be required to log in again in order to update their security credentials with the new ones introduced in this version.

Features and Enhancements

Monitor Layout on Log in

A setting was added under user settings – PLC to allow selecting how the browser-based client will open after deploying tabs on multiple monitors. By default, each user can arrange his own layout (same as current version) and have it open that way. The added settings allow to follow the same layout set by the admin and not an individual set up which, can save time on larger, multi-user sites.



Monitor Numbering

Enhanced the way the system saves monitor numbers so it will allow the admin to set monitor numbers and all users will use the same numbers. This is different than the former version, where each user had to set his own numbers, requiring multiple edits.

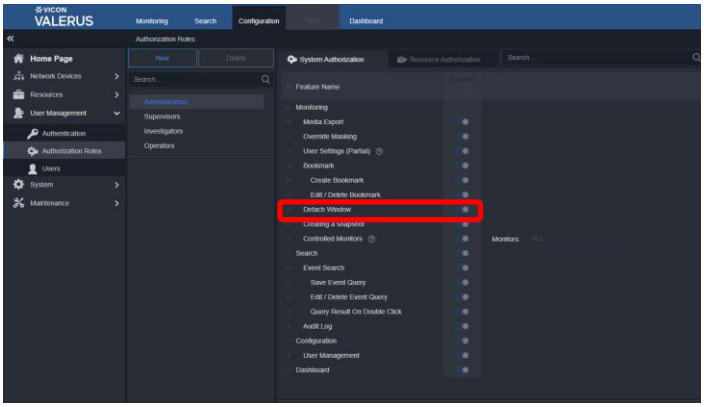
Mixed Channel Live

Enhanced the way mixed channels open when dragged to a tile for live view. The channel will now open with the audio level muted to prevent noise when several channels are opened (in a view or tour). The user can increase the volume if needed by using the volume control on the relevant tile.

Written by Guy Arazi

Detach Authorization

Added an option to select if the user may or may not detach tabs from the main Valerus application. Detach is typically used to allow moving a tab to a different monitor or to minimize certain windows.



Fixes in this Version

Log In Problems

An issue came up following a Microsoft update and prevented log in. This was corrected by Hotfix 1.0 that was released in August 2020. In addition, longer log in times were also observed by several customers.

Both issues have been corrected and are now part of this formal version.

RAM Spike on App Server Restart

In some systems (distributed remote sites typically), the Application Server RAM would climb to 100% after the service started and would take a long time to settle and allow proper operation of the system. This issue was found to be related to NVRs, which are slower to respond (over slower network for example). The NVR sync mechanism was updated to handle this situation.

Note that it is expected that after an Application Server restart, the NVRs will check and indicate they are up and fully running (green check mark) one after the other and not attempt to check in parallel as before.

Default Streams Update

Updated the way default streams are being selected for a newly added camera. This is meant to better support the new V2000/V2100 series cameras' streaming option, which would sometimes cause Valerus to select a 15fps stream instead of an available 30fps one.

Audit Log Search

Updated the Audit log form to run the queries on historical data and not only on the information loaded on the screen. This issue was limiting the results shown for a report.

Museum Search Indication

Vicon cameras that received a firmware update that enables Museum Search would not be listed in the VMS under Museum Search. The issue was corrected to allow identifying this update without having to add the camera again.

Also corrected the minimal episode time field, which was showing an inconsistent behavior and providing results out of range.

Resource List Breaking

Corrected an issue causing an empty camera group to break the Resources list on the monitoring screen and make it look like the list ends in the middle or would sometimes duplicate group names. This was typically observed on systems with multiple groups of cameras configured. The situation is now handled so an empty group will be ignored by the list.

Geo Map update

Identified an issue with access to Geo maps. This was corrected in hotfix 2.1 released in October 2020. In addition a certificate error was shown for maps on closed networks.

Both fixes are now included in this version.

Group Edit Memory Leak

A memory leak was corrected that was occurring during work on creating and editing camera groups (typically seen when multiple groups exist).

Events Search using Active Directory

It was found that users connected to Active Directory with Valerus could not get the Event Search to work and would see it time out. This issue is now corrected.

Rule Creation Issues

In some cases, the system would not allow creating a rule and would block the "Specify event" option. This issue is now corrected.

Audio Analytics for V2000/V2100 Camera Series

Handled support to allow receiving an audio analytics event from the Vicon V2000/V2100 series cameras.

Stream indication on recording

Corrected an issue preventing 'Stream 1' to be seen as an option for 'Continuous and event' recording mode and therefore preventing proper configuration.

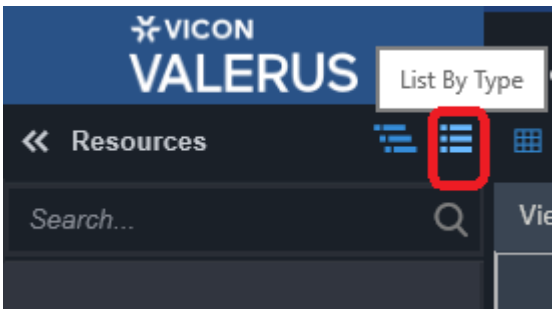
Camera Search on Monitoring Page

Issue observed in some cases after upgrade to version 20R2 where the search field for the Resources list stopped functioning. This issue is now corrected.

Known Issues

List by Type Gets Disabled

In systems that have defined custom roles for their users, the option on the Resources list to sort by type may get disabled and only allow the grouped view. This issue can be easily corrected by re-saving (no need to delete, only to edit and save) the role. This will get corrected in version 21.1.



Carried Over from 20R2 build 228

Stretched Snapshot Thumbnail

Occasionally, when creating a snapshot from live or playback feeds, the thumbnail shown on the player is stretched (vertically or horizontally). This issue is only affecting the thumbnail and the actual saved snapshot file is created correctly.

Full Screen Forces Live

If tiles are displaying video in Playback mode and Valerus is switched to full screen using the full screen button, the tiles will be forced into Live mode.

Presets with 360 Camera

When using the dewarp option with fisheye cameras, the presets in Valerus only work if the selected display mode is the same for all presets (full or quad, etc.). Trying to mix display modes will fail.

Views with Presets

When creating a view, if a camera is shown more than once (in different tiles) it will only be possible to use the same preset for all tiles. This applies to PTZ and 360 cameras that have presets. Allowing different presets for 360 cameras will be supported in a future version.

Snapshot Action in Audit Log

When taking a snapshot from the video played in Event Search, the audit log will only show the action (snapshot taken) but not the camera name. This works correctly when taking snapshots from Monitoring.

Potential Mask Shift

When setting a mask in Valerus, returning to the masking page and making changes may cause the mask to slightly shift. A message was added in the screen requesting the user to verify the mask position after making changes.

Digital Input Configuration

Configuration of digital inputs is only possible for users in the Admin or Supervisor group and not when using users in other groups who will not see the digital inputs listed. The functionality is not hurt for other users, only the configuration.

ADAM Device Relay Name

Renaming of the ADAM units does not get saved properly and should be avoided at this time. This will be fixed in the next version.

Playback Behavior in Events Query

In the Events Search query form, if there is no video at the time searched, the Player opens at the closest available recording and does not display a message that there is no video at the requested time. This will be enhanced in the 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 correctly.

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 a future version.

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.

Green Video V9360W

The older model V9360W cameras show green flashing on the video when exporting video from recordings made in a 1080P resolution. A workaround is to lower the stream to 720P.

Old ONVIF Camera Support

The old model cameras that have not updated their ONVIF version sometimes show ongoing disconnects and recording gaps in Valerus. A workaround is to remove these and add them back as generic RTSP devices (requires ANY camera license).

This includes the older Vicon V960 and older V980 series cameras.

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.

Playback via Gateway

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

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 that 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.

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 EVENT 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.

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 20.3 software is released to production.