

VICON VALERUS VMS 23.3

BUILD 23.300.21.0

August 2023

General Description

Vicon is releasing a new version of Valerus VMS, version 23.3 (Build 23.300.21.0). This version provides updates and fixes for items reported by customers and the 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 (installed separately, not 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	23.200.18.0	23.300.21.0
Application Server version	This is the application server module internal version	23.200.12.0	23.300.16.0
Recording Server (NVR) version	This is the NVR module internal version	23.200.12.0	23.300.16.0
Valerus-ViconNet Gateway version	Module to connect Valerus to ViconNet system	23.200.12.0	23.300.16.0
Internet Gateway + Media Server version	This is the Internet Gateway and Media Server modules, which can be installed when connecting to a public network	23.200.12.0	23.300.16.0
Thick Client	Thick client for Valerus	23.200.12.0	23.300.16.0
Keypad PLC version	This is the module supporting keypad and PLC control of the client	23.200.2.0	23.300.2.0
Client version	This is the web client UI internal version	23.200.14.0	23.300.13.0

Player version	This is the video Player module internal version	23.200.5.0	23.300.4.0
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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) is 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 to update their security credentials with the new ones introduced in this version.

Fixes and Enhancements in this Version

Detached Windows Feature Issue: In previous versions, some users were still able to detach windows even though the "Detached Windows" feature was disabled for them. This issue has been resolved in this release. Users who do not have the "Detached Windows" feature access will no longer be able to perform the Detached Windows operation for created views from the Monitoring screen.

Improved Sorting on Recording Tab: Previously, there were issues with mixed-up streams on the Recording tab. Instead of sorting the streams of video sources by their names, the streams will now be sorted based on their resolution. This modification ensures that the streams are correctly displayed in the dropdown of Stream options on the Recording tab, making it easier for users to select the desired stream.

Group Hierarchy Optimization: Application Server memory accumulation issues after making changes in Group Hierarchy have been resolved. Improved handling of new group creation, deletion, and modification operations.

App-Server Resource Utilization: Application Server crashes caused by resource overload have been addressed. The check-in call flow has been revised to follow a sequential approach, reducing simultaneous load on memory by processing NVR and Camera Devices one at a time.

Reduced API Calls from Player: The Application Server is no longer overwhelmed by excessive API calls from the Player.

Duplicate Cameras in Group Hierarchy: The issue where users couldn't make changes to groups due to adding duplicate cameras has been resolved. The Application Server now handles this scenario and allows users to successfully save groups even if they add the same resource multiple times within the same group.

Authorization Roles Error: The "Unknown Error" alert message encountered while creating or modifying Authorization Roles in Valerus has been fixed.

Track ID Not Created on Adding Cameras: Added conditions in the Application Server code to handle missing recording track details when adding cameras. If track details information is missing from the NVR database, the code will create or add the recording track details and begin recording appropriately, ensuring Track IDs are created as expected when users add cameras to Valerus.

RTSP Multicast Video Address and Port Changes: Camera's RTSP Multicast video address and video port will now be overridden with the camera's existing Multicast address setting instead of Valerus' default database settings. This ensures consistency in behavior within Valerus when upgrading camera stream settings.

NVR Recording Issue: The NVR recording problem causing the ".vid is busy" error has been fixed. Now, the system waits for 60 seconds to release the "busy lock" thread. If the thread doesn't free up within this time, the recordings are restarted after reinitializing the drives. This ensures smooth recording without interruptions.

Validation for Adding Valerus Server as a Camera: To prevent users from adding a Valerus Server as a camera with a valid NVR password and viewing the camera stream, validations on the Application Server and UI/Client side have been added.. Error exceptions are thrown and displayed on the UI, informing users that an NVR cannot be added as a camera or device.

Camera Playback on Failover and Multiple Folder Creation: Failover NVR now efficiently takes control to minimize folder creation. Playback works seamlessly during failover scenarios.

Playback Timestamp Issues: Timestamp issues in Mexico's time zone have been resolved. Playback now shows accurate time representation.

SQL Event Retention: FIFO logic for event retention in the SQL VMS Database has been improved. Old records are automatically removed to manage database size and retention period.

Authorization Vulnerability: Unauthorized user access to Valerus Authorization pages has been restricted for enhanced security.

ViconNet Gateway Camera Export Fix: ViconNet Gateway camera export now works correctly with updated code handling.

Known Issues and Limitations

Support for Multiple Active Directories (AD)

When multiple ADs are used in Valerus, only users from the primary domain are listed in Valerus user list, and users in another AD are not listed. (ex.: user selection drop-down in alarm configuration/rules, etc.)

Alarm/Event Search

If the user selects Integration Partner events, such as an LPR or VAX event, then the user is not allowed to select the same item in the additional criteria.

Alarm & Rule Action Monitor

If the user deletes a monitor for which rules are configured, then alarms and rule actions for the same will not be executed because the monitor ID doesn't exist.

Rules/Alarm

If a rule/alarm action is set to run PTZ commands, user must add an additional action to display the PTZ camera in the same rule.

VAX Integration

Valerus supports only 1 VAX server. However, the addition of multiple VAX servers is not blocked by Valerus.

VAX I/O

VAX I/Os will not be available for VAX-MDK-MASTER or VAX-IO-STR2. This support will be added in a future release.

PLC Keypad

When a user changes the physical port of VN-KEYPAD to a new port, user must restart the keypad service for operation of VN-KEYPAD.

Mapped Network Drive

Mapped drives support only SMB protocol (Server Message Block protocol used for shared access to resources on a network) for read/write operations.

Network/Cloud Drives

In some cases, the total size of network or cloud drive takes a while to load. If "Total Size = 0 GB" displays for network or cloud drives, then do not save any changes on the NVR configuration page until the storage is updated.

Access List Limitation

When defining an access list in Valerus, it will not be able to resolve MAC addresses across different subnets. To use an access list in such an environment, use the Valerus ID instead of MAC.

H.265 Display Issues

In some places, images streaming at H.265 show distortion, gray flashes and jumps. Switching the Client to TCP for Live View corrects this in most cases.

Dragging a Camera over Mic

If microphones are open on the Monitoring screen, and a camera is dragged over the microphone area at the bottom, it may cause the camera display tile to distort. Refreshing the browser will resolve the issue.

Detach of Sync Playback

If sync playback is performed, and that Monitoring tab is detached, the sync will break, and playback will need to be restarted.

Maximum Devices on Map

On a single GEO map, it is recommended that no more than 100 devices be added, and on a static map, no more than 200 devices. Adding more devices than recommended will impact on the Client's performance.

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 only affects 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, 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 shift slightly. 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.

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 is 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). This 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 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 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 be completed 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, the 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 Timeline

When dragging a microphone, the audio window will sometimes open without the timeline 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.

Multi-Monitor on Log In

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

VAX Integration Tab Stays Grayed Out

After upgrading Valerus, if you have a VAX integration, the VAX tab stays grayed out until you go into the network settings and reconfigure VAX.

Partner Event Resource Issue

If a partner event resource is dragged into a tile on the Monitoring page for a certain amount of time, when you clear all resources and then drag a camera into that same tile, the event resource you dragged in earlier still appears instead of the camera.

Bookmarking Video Issue

Bookmarking video when the video is paused does not reflect the correct time.

Edge Installer Upgrade Issue

When upgrading the Edge installer when a previous version is already installed, you must uninstall the older version and then reinstall the newer version. You will get an error if you try to just do an upgrade.

Availability

The Valerus 23.3 software is released to production.