VICON

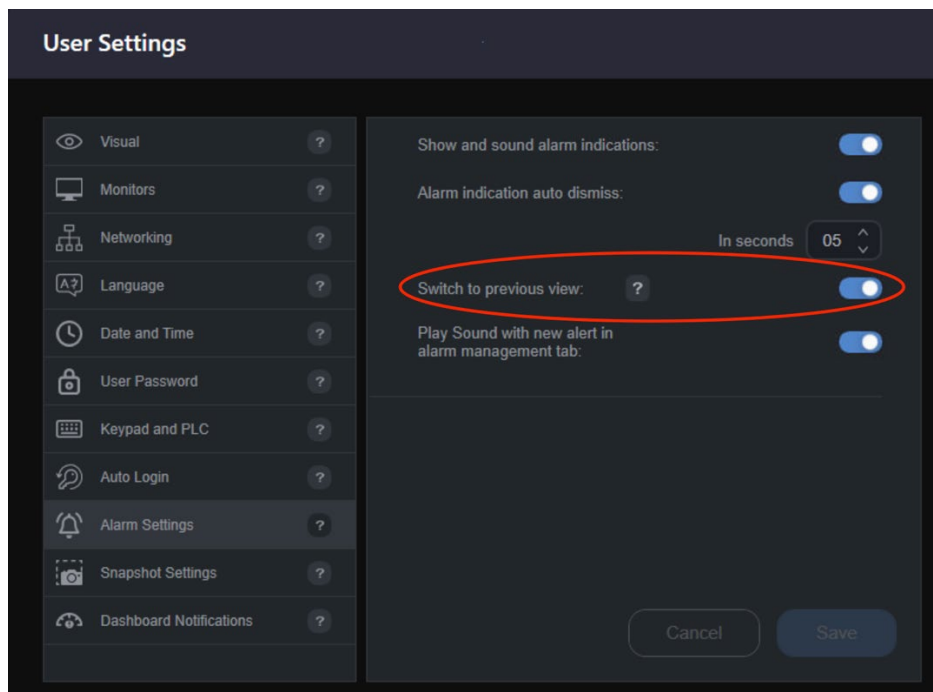# VALERUS DESKTOP CLIENT BUILD 23.400.45.3209

March 2024

General Description

Vicon is releasing a new Desktop Client application for Valerus VMS. These release notes focus on highlighting feature enhancements, improvements/bug fixes and known issues. Installing this version with a currently installed Valerus VMS instance will not require any new licensing and will not change any system settings.

Feature Enhancements

Alarm indication auto dismiss and Switch to previous view

Valerus Desktop Client now supports Switch to previous view in Monitoring tab after auto dismiss of alarms time passes.

Support both preview and cropped image of the license plate for LPR

Monitoring page, LPR search results and Alarm page LPR events display both preview image of vehicle with license plate and cropped image of license plate.

Support for fast forward without skipping frames up to 8X

Valerus Desktop Client now supports fast forward of video up to 8X without skipping frames.

Note: Smaller icon for resources in Maps and Overlay support via ONVIF will be available in Monitoring page of Desktop Client along with Valerus 23.4 release.

Improvements and Fixes in this Version

PTZ control is sluggish and not able to continuously use pan and tilt: PTZ controls are optimized to be smooth, and user will be able use continuous pan and tilt using mouse click.

Resource loading optimization: Desktop Client can now load a large number of resources quickly without additional mouse clicks.

Reconnecting mechanism: Streams no longer stop and don't recover when NVR was rebooted.

Resource selection: User will now be able to select multiple resources from Resources tree by using "Shift+Ctrl" keys on the keyboard.

Users can't use export feature: "Media Export" access in the user's authorization role now works properly and user can export successfully.

Unable to drag a camera from the map onto the screen: This feature is now implemented in the Desktop Client, allowing users to drag a camera from the map to the Monitoring screen.

User can't change the date or time when using playback by date: This feature is now implemented in the Desktop Client, enabling users to change the date or time when using playback by date on the calendar.

Ungrouped resources tree is not displaying properly on the monitoring screen: Ungrouped Resources tree now displays correctly on the Monitoring screen.

Tour stops running and cameras go blank: Tours now run properly, and cameras stream correctly.

Unwanted monitor IDs were getting added in VMDC: Random monitor IDs are no longer added in VMDC.

Known Issues

Monitoring Tab

Known issues in this module:
- Sometimes, when the user clicks at a particular time on the timeline, the cursor position is not updated correctly, but the player will show the correct playback from that time. Occasionally, the timeline also freezes.
- Sometimes, while using playback functions like fast forward and fast rewind, cursor on timeline control is not moving in sync with actual video time stamp. This issue is due to a gap in communication between player and client; this will be fixed in a future version.
- When clicking on any camera icon on a map, the player will always pop up in the top left corner of the map rather than the position of the camera icon.
- While using digital zoom on 4K streams, users may sometimes see black or green pixelation.
- On rare occasions, 4K streams might freeze when using digital zoom.
- If the recording of the camera is in different codecs, for example some part of it is in H.264 and some is in H.265, then the playback gets stuck but starts working if user manually seeks on the timeline.
- Dewarping a fisheye camera with a mask shows a black screen.
- Sometimes the red line disappears on "Play from time" popup for AAC compression.
- Playback and dewarping do not work for ViconNet Gateway cameras.
- Black stream is displayed on Export form for ViconNet Gateway cameras.
- If an Audio resource is dragged on the audio section of the monitoring layout, the audio player will not show up; however, if a second audio resource is dragged, the first and second audio resources will both show up under audio player section.

- If a user clicks on rewind on a PTZ camera with digital zoom enabled, the video stream becomes distorted.
- When using a Bounding Box on a 4K camera with a privacy mask, and digital zoom is applied, the video stream freezes.
- If a privacy mask is applied on a dewarp camera, the stream gets stuck when in either live or rewind mode.
- In rewind mode on a dewarp camera, the cursor gets stuck on the timeline.
- When show analytics is enabled, and a privacy mask is added, the video stream turns green. Similarly, if a privacy mask and show analytics are already enabled, and show analytics is then disabled, the video stream becomes black. If user reloads the camera, it will display correctly.
- When user clicks on rewind from live mode, the rewind does not start from the exact previous frame but rather 3 seconds earlier than the live timestamp
- Right clicking on the Valerus button in the taskbar only closes the detached windows but does not close the primary window.

Search Tab

Known issues in this module:
- For Thumbnail and Museum Search, lag is observed for fisheye cameras that have masks enabled.

Alarms Tab

Known issues in this module:
- Sometimes the camera stream is black for a minute before displaying the stream. This issue is not readily reproducible but may occur for some users.

Configuration Tab

Users with Valerus version 22.100.110.xxxx and above will have automatic access to the Configuration screen when the navigation item is clicked. For users with lower versions of Valerus, a login screen will display, and users can login with their credentials and access the Configuration module.

Known issues in this module:
- Localization settings for Desktop Clients are not accepted by the Configuration tab.
- Users cannot open resources configuration directly from the monitoring screen.
- Sometimes, users will see a "forced logout" message on the configuration page. Users should log out and back into the Desktop Client to resolve the issue.
- Limitations of Configuration's webview implementation for Desktop Client are mentioned under the Limitations section of this document.

Dashboard Tab

Users with Valerus version 22.100.110.xxxx and above will have automatic access to the Dashboard when the navigation item is clicked. For users with lower versions of Valerus, a login screen will display, and users can login with their credentials and access the Dashboard module.

Known issues in this module:
- Localization settings for Desktop Clients are not accepted by the Dashboard tab.
- Dashboard notifications are not integrated yet, and links from activity mapping to audit log page are not yet implemented.
- Sometimes, users will see a "forced logout" message on the Dashboard page. Users should log out and back into the Desktop Client to resolve the issue.

Localization

The localization feature has been implemented and is referring to 22.1 localization files.

Known issues in this module:
1. When a user selects a language other than English, some buttons or menu items may not show the selected language. This will be resolved in a future version.

PLC Keypad Support

Known issues in this module:
- Issues mentioned under the monitoring module for playback features are also present when the user tries to do playback using PLC.
- PLC-TCP Simulator implementation has issues, and all the commands are not supported.
- Other PLC keypad models are not supported yet.

User Roles and Authorization

Known issues in this module:
- For Search, Alarm results, user can do live preview even if the user does not have live preview permissions.

Limitations

All the features supported by the respective Valerus VMS version will be supported by the Desktop Client. Below are the limitations in Desktop Client:

- Configuration and Dashboard modules will be supported end-to-end from Valerus version 22.100.106 and above. For prior versions, users will be prompted to manually log in again from the respective tabs. They will need to navigate to that specific module once logged in; specific module access is not provided for the prior versions.
- Internal navigation from Monitoring to Configuration is not supported in Desktop Client. For example, if a user right clicks on a camera from the Resources tree and selects Configuration, the user will be redirected to the Configuration page, but the configuration options for that camera resource will not be displayed.
- Similarly, links within the Activity Mapping module in the Dashboard will not correctly map to the audit log.
- Within the Dashboard, links to Configuration pages will not work correctly.
- Within the Configuration screens, users will see resource snapshots rather than live video.
- Savvi-based Analytics Search will not be supported by the Desktop Client.
- User setting for hide/show notification on the Dashboard will not work.
- User setting for Network (protocol) for streaming and playback will not sync in Network Configuration.
- Mask can be created from Desktop Client only if the Valerus version is 22.200.123.27222 or above. Users with previous versions of Valerus should use the thin client to configure masks.
- Solid mask color palette under Configuration does not work in Desktop Client.
- Currently, users must enable and configure Dewarping from the thin client.
- VAX tab is not available in Desktop Client.

Feature	Valerus Version				
	22.2 & above	22.1	21.1	20.2	20.1
Configuration	Yes	Yes	Auto Login not Supported	Auto Login not Supported	Auto Login not Supported
Dashboard	Yes	Yes	Auto Login not Supported	Auto Login not Supported	Auto Login not Supported

Pending Feature Implementations

- Synchronized Playback
- 4K Playback Optimization
- Valerus ID for Access List
- Mixed Channel Support
- Step Rewind and Step Forward for Audio Playback.
- Support for MPEG4 Codec.
- Follow Admin Monitor Layout.

Availability

The Desktop Client software 23.400.45.3209 is available on Vicon's website. A quick guide will be provided to guide through the installation process.

Note: Desktop Client version 23.400 will only be compatible with Valerus 23.400