

VMDC Version 6.6SP2 (Build 71)

General Description

Vicon is releasing VMDC version 6.6SP2 (build 71) for VMDC and VN-DECODER-2 version 6-based systems. This updated version fixes problems reported from the field and test lab and improves overall system performance and stability. VMDC 6.6SP2 (build 71) includes "Drivers 936." Corresponding Release Notes for the driver will be issued separately and posted to the website within the download section for ViconNet Drivers. <http://www.vicon-security.com/support-technical-support-viconnet-software-downloads.htm>

This version also includes a few enhanced features to improve the overall support of Vicon's VGA and megapixel IP cameras as well as all supported third-party IP cameras.

This version is backwards compatible with ViconNet 4.x, 5.x and 6.x.

Important notes:

1. The installation/upgrade process may take a while (typically 5-8 minutes).
2. This version includes all hot fixes that were formerly released for version 6.x.
3. There is no separate installation of drivers included in this package. All 6.x-based systems will perform a full update as needed.
4. The VN-DECODER-2 operates using VMDC software. When applicable, all updates described in this document pertain to the performance of the VN-DECODER-2 as well as to the VMDC.

Vicon Production

The new version of VMDC is now in production and will be installed on any system going forward. The software for existing users will be made publicly available online.

Field Installation

The installation of VMDC 6.6SP2 on existing VMDC and VN-DECODER-2 6.x systems does not require any re-licensing of the software and is expected to provide a solution to the following list of issues. Upgrading any VMDC running a version earlier than V6.x requires the purchase of a new license.

Users who wish to update their existing systems may download the new installation from the Vicon website (<http://www.vicon-security.com/support-technical-support-software-downloads-virtual-matrix-software-downloads.htm>) or order a CD/DVD through the sales channel.

Vicon Release Notes

The upgrade from older VMDC version will only work from a version 5.6d and 6.x and should be done according to the installation instructions; it maintains all system settings and configuration (if a lower version is being upgraded, it will require updating to a supported version prior to installing this version).

Users may choose to keep running with their current version if they feel comfortable with it after reading the solved issues list and establishing there are no advantages in this version.

As before, a system that has version 6.x installed on any device should upgrade the system Nucleus to version 6.6SP2 even if some devices are still running an older version (the Nucleus should always run the latest version).

New Features

Built in delay on startup

When the application is run on Windows startup, it now has a built in delay of 30 seconds to allow all Windows components to start and drives to connect. A message is shown to the user on Windows 7 only. For systems that require a longer delay (external RAID), this parameter can be edited.

Enhanced support running on 64bit based Windows OS

When running on a 64bit-based Windows OS (see datasheet for approved versions), the application will take advantage of the additional RAM option.

Remove ICMP use for camera status

In response to reports from customers within the government sector that ICMP (ping) protocol was being blocked by their system firewalls, the routine has been changed to TCP connect.

Camera preview windows

The camera preview window on the VMDC GUI (also referred to as the spot window) is disabled by default. The user can choose to activate it if desired.

Easier Installation

- All installation files for this version are now provided in a single compressed file instead of a folder with multiple files.
- All installation information is collected at the beginning of the process and the user can choose to have the system reboot automaticity at the end of the process instead of waiting for a message to approve (allows moving to the next system).
- Installation of video clips has been removed from the install package to allow a smaller and easier to download solution (300 MB instead of 900 MB). Help files can be downloaded as a separate install from the web site.

Vicon Release Notes

Solved Issues

Disconnected cameras remained on display as frozen images

When a camera drops off the network, the tile where the camera was displayed will appear empty.

Black frames displayed within Kollektor video

In an environment with multiple access routines to Kollektor cameras, black frames will no longer be seen instead of live video. The rare occasions when this would also lead to the Kollektor crashing should also be eliminate.

Error experienced when connecting to a V960 series camera with date set to 2007

When V960 series cameras disconnect from ViconNet, due to a power loss or other reason, the internal clock can now reset to the year 2007.

Memory leak lead to system slow down and freeze

Several issues regarding memory leak in the background have been corrected to prevent system reaching critical memory, slowing down and crashing.

Problems when using PLC to control PTZ cameras

Calling up and controlling PTZ cameras from a PLC no longer causes a memory leak.

Go to preset fails on PLC call

An automatic pause has been added for situations in which a camera is started by a PLC command and then sent immediately to a preset, so that the camera has time to start before being directed to the preset.

H.264 encoder (4-or-16 channel) and HD PTZ were not reconnecting to ViconNet upon socket disconnection error

ViconNet will now reconnect to disconnected streams from H.264 encoders and HD PTZ cameras without the need to first restart macros.

Problem removing controls

Controls added to a VMDC can now be removed.

Wrong error was shown for duplicate port setting

When adding a control to a ViconNet workstation and a port is selected that is already in use, ViconNet will now display a "port error" message.

H.264 16-channel encoder in macro caused a crash

Continued layout changes can be made in the VMDC when using a display macro of the H.264 16-channel encoder.

Vicon Release Notes

Wrong resolution request from display

The default resolution requested by the VMDC on the different layouts now matches those on ViconNet.

VMDC display interface would not accurately show disconnection of 3rd party cameras from all local monitors and would not allow restart of the camera

When a third party camera is displayed on more than one local monitor and the camera is then disconnected from the network, the representation of monitors on the VMDC display interface will show the camera disconnection on all monitors where the camera was on display. The camera can then be easily restarted.

VMDC displayed black or frozen images when a PLC was used to start the same camera multiple times across various monitors

The VMDC will correctly display corresponding video when a PLC is used to start the same camera multiple times on different monitors.

Known Issues

We are still working to resolve the following issued in ViconNet 6.6SP2.

Full HD and up video stream latency

Depending on display card and monitor, full HD video (and higher) might show latency. This is typically seen when bandwidth exceeds 8 Mbps. To address this problem, consult Vicon tech support for guidance in how to optimize your cameras' performance by making use of constant or variable bit-rate settings. We can also advise you on the minimum requirements for hardware.

FPS reduction of very high bandwidth MP images

In cameras 2 MP and higher set to work in 8 Mbps and high motion environments, FPS for display will drop from time to time. If such a camera is set for continuous single camera display it may cause a memory leak. Please refer to Vicon's storage calculator posted on the web site for recommended bitrate settings. <http://www.vicon-security.com/products-network-camera-tools.htm>

Audio-sync issue in VMDC

When playing back a synchronized audio and video clip, a slight sync issue might occur.

REW playback of camera causing slow down

Attempting to playback in REW a group of at least four 2 MP cameras (or higher) while having the same cameras display live will cause FPS to drop.

Availability

The VMDC 6.6SP2 (build 71) software has been released to production.