

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.6.6 – Released Thursday January 26th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

Note – ACC-ACM integrations must be updated to “*AvigilonAcmlIntegration-5.8.4.12_SR1*” or newer for use with ACC 5.10.6.6.

New Features

- Introduces SDK support for management of Digital I/O ports on Avigilon ES HD Recorder

Issues Fixed

- Corrected an issue with licensing checks for the use of Avigilon created integrations with ACC Enterprise edition. Users of some Avigilon created integrations should ensure their ACC Enterprise edition server has an appropriate integration license key activated.
- Resolved an issue where all mobile devices or SDK clients were receiving alarms even if the alarm recipient list was limited to a certain user or user group.
- Corrected an issue that inappropriately updates all encoder channels or all Multi-head camera channels with a configuration change that was intended for a single channel
- Resolved an issue where client was crashing at start-up where saved views were being auto-loaded
- Corrected an issue where the current camera selection and playback time was not being preserved when opening the Export dialog
- Corrected an issue where the export panel does not inherit display adjustments from the view panel
- Fixed an issue where the preview image when requesting an export is incorrect even though the export uses the correct selection
- Resolved an issue when exporting a snapshot for HD-H264 camera creates an empty file
- Resolved an issue where higher resolution cameras had different contrast on different portions of the image
- Resolves an issue where a user is unable to login to a child site when the Parent site machine and Child site machine are in different networks
- Corrected an issue where JPEG2K HD-Dome Cameras Microphone Source Type cannot be configured for "Line"

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.6.6 (continued)

Issues Fixed (continued)

- Ensured that Axis Q1941-E cameras connected via a Rialto do not crash the server
- Ensured compatibility with AXIS C3003-E Network Horn using firmware v1.25.1
- Updated LPR template for Indiana license plates with 8 alpha/numeric characters
- Resolved an issue where H4 fisheye camera video would jump at certain zoom levels
- Corrected behavior so that a saved view will present the same view area when recalled in ACC client or HTML5 WebClient
- Resolved in issue where keyboard arrow keys did not pan image from H4 Fisheye cameras
- Ensured that a Gateway installed on a Windows 10 machine would enable Web clients to zoom and pan images
- Corrected an issue where the rule action would not be triggered if the ACC rule used the criteria 'The camera linked to the event' and the camera was a PTZ
- Resolved an issue where no attachments are present for Central Station Monitoring notification messages triggered by Digital Inputs Events

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.6.6 (continued)

Known issues in this release

- Push notifications to iOS mobile App stop after 24-48 hours. Workaround: If the app is going to be minimized, ensure Background App Refresh is enabled in iOS Settings app.
- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.6.6 (continued)

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.8 for H4 Pro H.264 cameras
- V3.10.2.8 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.14.0.52 for H4 PTZ cameras
- V3.10.2.8 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.150 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.4.6 – Released Wednesday November 2nd, 2016

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. Users of the H4 Fisheye camera will benefit by upgrading and installing the latest firmware. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

Issues Fixed

- Resolved an issue with selecting multiple cameras in a group for permission changes
- Resolved an issue where higher resolution cameras had different contrast on different portions of the image
- Resolved an issue with HikVision DS-2CD2xx2FWD connection causing ACC server to crash
- Corrected an issue that caused ACC to crash at startup or simply display the Avigilon logo when dragging a camera into a new view
- Ensured that a user can update a Saved View when viewing Avigilon H4 fisheye cameras and changing the zoom level, live/recorded viewing mode, or rotation
- Fixed an issue that could cause the ACC Client to crash in some cases when decoding video from Avigilon cameras
- Corrected an issue where recordings exhibit dropped frames when aspect ratio of the primary and secondary streams are different

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.4.6 (continued)

Known issues in this release

- Push notifications to iOS mobile App stop after 24-48 hours. Workaround: If the app is going to be minimized, ensure Background App Refresh is enabled in iOS Settings app.
- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.4.6 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.14.0.46 for H4 PTZ cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.2.2 – Released Tuesday October 12th, 2016

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. Users of the H4 Fisheye camera will benefit by upgrading and installing the latest firmware. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

New Features

- Validated support for new H4 PTZ line of cameras including control of digital defog in ACC client
- Support for user specific default Auto-Display Adjustment settings
- Central Station Monitoring notifications now include event types and categories

Issues Fixed

- Resolved issue with "Zoom To Area" feature with Axis PTZ cameras
- Resolved a problem with IndigoVision GX600 HD cameras connected to ACC using an ONVIF connection
- Resolved an issue where camera views would swap positions in a multi-view layout after maximizing an individual camera followed by minimizing the same camera
- Resolved an issue where renaming one head on a Multi-head camera or a port on an Encoder resets the name of other heads or ports
- Corrected issues with restoring default settings for selected H4A cameras
- Ensured restoring default image compression and image rate settings resets default secondary stream settings
- Corrected issue where cameras were not added to the default folder when attached
- Resolved an issue where adding H4 Fisheye camera to a view can cause the client to crash in rare circumstances
- Corrected the format of Central Monitoring video clips to properly annotate the rotation of image
- Corrected issue with access to help files

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.2.2 (continued)

Known issues in this release

- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.2.2 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.14.0.38 for H4 PTZ cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 – Released Tuesday September 27th, 2016

Release Summary

This is the initial release of Avigilon Control Center 5.10. This release introduces support for Avigilon fisheye cameras and adds short video clip and image attachments to central station notifications. This release is also a service release for ACC 5 and users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. In addition ACC 5 users of iOS mobile notifications should upgrade to this release, which includes an updated certification required for connecting to the Apple Push Notifications (APN) cloud gateway.

New Features

- Support for new H4 Fisheye line of cameras
- Rule actions now include movement of PTZ to home position
- Support Axis network horn for audio output
- Axis devices supported on HD ES Recorder
- Central Station Monitoring notifications may now include still images and video clips
- Device Logical IDs are displayed in camera tree
- Camera image settings now include histogram and auto-contrast settings
- ACC Client no longer requires administrative rights to run
- New standalone version of ACC Client
- Hungarian language support

Issues Fixed

- Corrected Cohu HD camera incompatibility issue
- Resolved issue with motion detection setup for some Bosch cameras
- Resolved issue with simultaneous PTZ panning and zooming causing uncontrolled zooming in some cases
- Corrected an issue where use of a DPI 150 setting in Windows would cause buttons to be unavailable in the ACC Client
- Fixed Point of Sale (POS) data display from multiple sources in live mode
- Updated License Plate Recognition (LPR) support for Mississippi, Cyprus, and Latvia
- Improved support for Axis Q6035-E and Axis Q6045-E Mk II PTZ tours based on patterns
- Improved transmission and storage of audio transmitted to camera speakers in “push to talk” applications
- Resolved issue with Point of Sale (POS) data being recorded out of order
- Fixed an issue where the ACC client could be obscured by the Windows task bar on a secondary monitor

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Resolved an issue where double-clicking on PTZ controls would incorrectly maximize view panel
- Corrected an issue where a selected bookmark would not be displayed in some cases when timeline synchronization was disabled
- Fixed a cosmetic issue with table sizes in the site health dialogs
- Ensured that default motion detection settings can be restored for Axis cameras
- Corrected a defect where “low” motion sensitivity setting was being ignored for Samsung cameras
- Resolved a problem where Rialto devices would not appear on the site setup tree after the successful import of site settings
- Corrected an issue that prevented an alarm from appearing in the Search Alarm tab
- Improved tour selection dialog by persisting previous selection when a tour is stopped.
- Ensured that the "View Recorded Images" privilege controls whether or not users can search POS transactions. (Previously, users needed to also have the privilege to view live video.)
- Resolved an issue where auto-login using Active Directory credentials could fail while the server was starting up.
- Improved file naming when exporting a set of images, so that files are easier to sort correctly
- Corrected an issue where entering incorrect credentials for active directory synchronization would cause the dialog box to be in an invalid state
- Improved synchronization of analytics bounding boxes in live video
- Corrected an incorrect display of server link speed in the site status view
- Improved AVI exports to maintain aspect ratio when maximum size is exceeded in one dimension (e.g.: 3MP camera rotated 90 degrees)
- Improved navigation in Teach By Example screen by ensuring timeline shows selected teaching sample
- Improved localization of numeric values in configuration dialogs
- Corrected an issue preventing motion masks to be saved in some recent Axis camera models
- Corrected an issue which would cause ACC to lose focus when closing the edit bookmark dialog
- Fixed an issue where a filter for the site tree was not refreshed after login to a new site
- Ensured that the "Motion Detection Setup" privilege is sufficient to setup motion detection (pixel or classified object based) for analytics cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Corrected an issue with the player where it would step into the wrong frame from a recording gap during frame-by-frame steps
- Resolved an issue where the export progress bar would jump to 100% after stopping an export
- Ensured that for exports, the timeline focus is adjusted to encompass the start and end times for a clip
- Ensured users can change the name of an Axis camera connected using the Onvif driver
- Corrected an issue that could lead the client to crash when rapidly changing the zoom level of the timeline
- Improved navigation in thumbnail search results by ensuring timeline focuses on selected thumbnail
- Corrected an issue with exporting an alarm immediately after it was acknowledged
- Improved error messages for failures when adding child sites to a site family
- Ensured ACC client is not covered by the task bar on Windows 10
- Resolved an issue with Rialto connections to ACC Server using HTTPS
- Resolved an issue with video stuttering on ACC Client workstations that do not utilize supported NVIDIA graphics cards
- Corrected an issue where the export preview did not fill the entire window
- Resolved an issue where user views are not always saved when user is forced off
- Resolved an issue preventing pixel motion settings being updated if motion occurs during saving of settings
- Resolved usability issues with multi-select for devices
- Resolved an issue with third party cameras not supporting image rotation
- Corrected an issue that prevented a server configuration backup from being restored on an H4 ES Camera
- Resolved an issue where font sizes were not scaled for easy viewing for non-native exports from high resolution (H4 Pro) cameras
- Corrected an issue that caused some overlay options to be missing for non-native export of snapshots
- Corrected issue where windows could be reduced in size to the point where text and controls would become hidden
- Resolved an issue where Rialto devices did not reinitiate analytics on PTZ cameras when the camera returned to home position after an idle timeout
- Resolved an issue where H4A 8MP cameras in full frame-rate mode could cause ACC Client to stutter and/or crash

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Resolved an issue where large volumes of POS transactions could stall the POS engine, requiring several hours to catch up
- Addressed known OpenSSL security vulnerabilities CVE-2016-2108 and CVE-2016-2107
- Resolved an issue where Rialto devices were occasionally not visible in system tree
- Improved disk I/O performance for large sites
- Corrected map name display in edit tabs
- Resolved an issue with handling error keys in the camera connection dialog which could cause ACC Client to freeze
- Resolved a situation where the server could crash when Active Directory logins are processed during a nightly directory update
- Resolved a situation where digital input changes on Rialto devices could cause ACC Server to crash
- Resolved an issue caused by repeatedly using find camera with multi-select
- Corrected a situation where export files could be left in a corrupted state if the export did not complete successfully
- Resolved an issue where ACC Client could crash when pixel motion settings were modified for some third party cameras
- Corrected an issue with starting and restarting PTZ tours
- Corrected an issue where PTZ controls were not available in all camera setup dialogs
- Resolved an issue with incorrect Day/Night Threshold EV value on Avigilon 8MP cameras running in high framerate mode
- Resolved an issue with the display of video analytics self-learning progress
- Improved how day/night mode settings are handled by analytic cameras
- Corrected an issue with high resolution cameras freezing in ACC HTML5 Webclient when adjusting digital zoom level
- Corrected physical PTZ pan and zoom behaviour in ACC HTML5 Webclient

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 (continued)

Known issues in this release

- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- When performing zoom operations on a fisheye view that has not yet started streaming, the client may crash. The workaround is to wait until the camera's live or recorded view is visible in the frame before operating on it. This issue will be fixed in an upcoming service release.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.12 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras