

Version 6.14.2.18 – Released January 14th, 2019

Release Summary

This is a service release of Avigilon Control Center™ 6. All customers using 6.12 or later on Windows servers should upgrade to at least release 6.14.2.16 to address a serious database issue. Customers on ACC 6.12 or later should call Avigilon Customer Support before attempting the upgrade. There are no new fixes in this update over ACC 6.14.2.16. The purpose of this update is to refresh the camera firmware included with the ACC installers to the latest versions.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.14.2.18 (continued)

New Features

- None.

Issues Fixed

- None. This release refreshes the camera firmware included with the ACC installers to the latest versions.

Known Issues in This Release

- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC WebEndpoint API is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Configuring cameras to use H.265 encoding with ACC requires that cameras include ONVIF Profile T support. Since many third-party cameras are using pre-standard implementations of Profile T, ACC is therefore unable to support H.265 streaming with third party cameras.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.

Version 6.14.2.18 (continued)

Avigilon™ Device FW Included

- V3.28.0.30 for H4 Multi-sensor camera
- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.134 for H4 SL Bullet and Dome cameras
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.24.0.96 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.64 for H4 IR PTZ cameras
- V3.28.0.26 for H4 Fisheye cameras
- V3.24.2.110 for H3 Multi-sensor cameras
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.128 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.170 for H3 Micro Dome cameras
- V2.6.0.170 for H3 PTZ cameras
- V2.6.0.170 for H3 Bullet cameras
- V2.6.0.170 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.14.2.12 – Released January 4th, 2019

Release Summary

This is a service release of Avigilon Control Center™ 6. All customers using 6.12 or later on Windows servers should upgrade to this release to address a serious database issue. Customers on ACC 6.12 or later should call Avigilon Customer Support before attempting the upgrade. Customers on earlier releases experiencing issues connecting to third party cameras or any of the issues that appear in the fixed issues section should also upgrade to this release. This release introduces a new feature to help stabilize connectivity to cameras on unreliable links.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.14.2.12 (continued)

New Features

- ACC introduces a new connection option that improves connection stability when encountering unreliable links on mobile or Wide Area Networks (WAN). The new WAN network type asks ACC to connect to cameras using the TCP protocol. When using the WAN network type, packet drops and packet delays may negatively impact overall camera throughput and reduce the effective frame rate of the video streams. The main intent of this feature is to maintain situational awareness even if the frame rate drops. Administrators should ensure that they are using the most recent firmware on Avigilon H4 cameras for full compatibility with this feature. Support for TCP connections varies by camera vendor and may not be available for all supported cameras. If ACC is unable to connect using the WAN network type, reverting to LAN network type should allow the camera to connect if it appears on the ACC supported camera list.

Issues Fixed

- Corrected a serious database journal file issue introduced in ACC 6.12.0. Windows Servers with this issue will start accumulating database journal entries after running for more than 24 days. Under this scenario, a server takes a very long time to restart or hangs on start-up due to an unexpectedly large number of database journal files. Running servers with this issue will eventually attempt to restart when they run out of space to make new database journal file entries. Avigilon Customer Support may be able to help customers on ACC 6.12 or later avoid the excessive time to restart, but only if action is taken while the server is still running. (In other words, before an upgrade is attempted.)
- Resolved an issue introduced for the View High-resolution images privilege in ACC 6.12.0 where users would only receive a low-resolution image if their site used ranked groups within parent-child sites.
- Resolved an issue that prevented the Avigilon Analytic Service from being installed on certain systems due to NVIDIA driver incompatibilities when using the .exe installer.
- Resolved an issue that prevented the Avigilon Analytic Service from being installed on non-Avigilon servers with certain Intel display drivers.
- Corrected a behaviour where valid ACM access control transactions like Request for Exit, Door Opened and Door Closed were displayed as an alarm (red) rather than valid (Green) in the ACC Identity Verification image panel.

Version 6.14.2.12 (continued)

Issues Fixed (continued)

- Resolved an issue where certain models and firmware versions of Hikvision Cameras would not connect to ACC 6.14 over ONVIF and leaves the ACC Client displaying a spinning wait cursor
- Fixed an issue for March Network and other 3rd party cameras where an empty Server field in the RTSP response would cause ACC to not permit connections to the camera.
- Fixed an issue that prevented an operator from renaming certain 3rd party ONVIF cameras from the ACC client
- Fixed an issue that prevented an operator from renaming Digital Outputs/Inputs on certain 3rd party ONVIF cameras from the ACC client
- Resolved an issue where under certain conditions ACC randomly stops recording video streams from 3rd party cameras
- Fixed an issue where the ACC client would intermittently show cameras as "Not Acquirable" or completely freeze when displaying a group of cameras
- Corrected poor behaviour of the Recording and Bandwidth dialog where it would be slow to open or sometimes crash on systems with large (100s) number of cameras
- Enhanced the usability of the Users and Groups -> Groups tab with improved support for long camera names
- Resolved an issue in the Edit Analytic Events Dialog, where ACC client was not saving the analytics region-of-interest (ROI) for 3rd party cameras connected using RTSP streams
- Correct a behaviour where a camera does start streaming on the Virtual Matrix monitor if the action is triggered by an ACC rule defined to use "camera linked to the event".
- Fixed an issue where analytic bounding boxes are positioned incorrectly when image region is cropped in an AVI export
- Improved the behaviour of the Recording and Bandwidth dialog and it will now warn the operator that there may be a loss of recording data if the maximum retention time is set below the current total recording time for the camera.
- Corrected an issue in the Access Control setup dialog where after a failed ACM connection attempt it would incorrectly display a Disconnect button and mislead the operator into thinking the attempt was successful.
- Resolved an issue on ES Analytic Appliances or sites using the Avigilon Artificial Intelligence Appliances where users who were part of a group cloned from the ACC Administrative group would see an empty camera list when attempting to enable analytics processing for cameras
- Resolved an issue where Analytics Appliances were unable to decode MPEG4 streams from certain models of Avigilon Pro cameras resulting in no analytic detections.

Version 6.14.2.12 (continued)

Known Issues in This Release

- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC WebEndpoint API is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Configuring cameras to use H.265 encoding with ACC requires that cameras include ONVIF Profile T support. Since many third-party cameras are using pre-standard implementations of Profile T, ACC is therefore unable to support H.265 streaming with third party cameras.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.

Version 6.14.2.12 (continued)

Avigilon™ Device FW Included

- V3.28.0.30 for H4 Multi-sensor camera
- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.98 for H4 SL Bullet and Dome cameras
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.64 for H4 IR PTZ cameras
- V3.28.0.26 for H4 Fisheye cameras
- V3.24.2.90 for H3 Multi-sensor cameras
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.170 for H3 Micro Dome cameras
- V2.6.0.170 for H3 PTZ cameras
- V2.6.0.170 for H3 Bullet cameras
- V2.6.0.170 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.14.0.10 – Released December 7th, 2018

Release Summary

This is the first release of Avigilon Control Center™ 6.14 and introduces the ability to search across ACC sites when using Avigilon Appearance Search to enable an operator to quickly find a person or vehicle that has visited multiple locations. Users of high megapixel cameras 5MP and higher will benefit from the performance improvements introduced in this release. Customers experiencing any of the issues that appear in the fixed issues section should upgrade to this release.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.14.0.10 (continued)

New Features

- Avigilon Appearance Search Technology now supports searching across sites. This enables operators to search for a person who is visiting multiple locations on same or different days. Operators can use confirmed matches from a site, as indicated by starred image thumbnails, to start a search on a different site. ACC allows searching one site at a time, but ACC retains all matches and the set of all results can be used to initiate another search or create a video export. All ACC servers must have the same release deployed in order to use this feature.
- This release validates performance enhancements that were silently introduced in ACC 6.12. Avigilon Appearance Search Technology has been optimized to provide higher scale and performance. Each NVR instance can now host a higher number of cameras. The exact number is dependent on activity level in the camera field of view and the number of object detections. Search query performance has been improved to return results faster. Full details can be found in the revised Avigilon Appearance Search Sizing Guidelines white paper.
- ACC client can now be used to control the H4 Multisensor IR illuminators to disable specific IR-LEDs when mounting a camera in corners or near other objects that give an undesirable reflection. The function is accessed from the ACC live view panel and not the camera setup dialog. Since the camera module position relative to the IR illuminator is flexible, an operator must review the live video to confirm the illuminator with the most influence has been disabled.
- ACC introduces a Pixels-on-target Measurement Tool. This tool permits an installer to confirm the desired number of pixels on target for analytic detections or License Plate Recognition (LPR) applications. The new measurement button in the camera Image and Display settings dialog is used to freeze the preview video. While the image is frozen, the installer can drag and resize a measurement box over an object of known size in the scene. ACC reports the width and height of the box in pixels. Where the camera supports optical zoom, the operator can toggle the tool on and off while adjusting to optical zoom level to get the desired pixels on target. This feature is not currently available for cameras using server-side analytic processing on the ES Analytics Appliance or Avigilon Artificial Intelligence Appliance.
- This release refreshes the license plate recognition library to improve accuracy for all jurisdictions. Support for 2-line plates for service vehicles and motorcycles is improved as well. This update provides support for additional countries using European Union style plates and support for Russian plates.
- The ACC client camera review feature has been enhanced to use the current camera as the starting point for the logical camera review. Starting with the active camera in the view panel, keyboard shortcuts allow the operator to quickly view the previous or next camera in the logical identifier sequence. A client setting option controls if the next camera is within a single site or across all sites.

Version 6.14.0.10 (continued)

New Features (continued)

- ACC Site Health report now presents additional Avigilon NVR server hardware status. Driven from the underlying server SNMP services, the report includes server model name, system name, service tag, hard drive, network adaptor, power supplies, cooling fans and server temperature information for Avigilon NVR product lines.
- This release introduces new use group privileges to support GDPR and local privacy regulations. ACC can now restrict the viewing of high resolution video to specific user groups. A second new privilege can limit a user group's ability to initiate searches using personally identifiable information such as video appearances, access control identities, license plates, and Point-of-Sale transactions. Best practice when updating an ACC site requires that the parent site be upgraded first, so that subsequently upgraded child sites will inherit the new privileges from the parent.

Issues Fixed

- Resolved a defective video export issue that resulted from selecting to export video from both the primary and secondary servers for a camera (as in a failover configuration). ACC now provides a warning to select only one camera instance. Note that the new seamless timeline feature means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment.
- Resolved an issue on servers with more than 80TB of storage where under certain conditions ACC server would crash and would not restart due to a file system error in the Avigilon filepool. Chkdsk resolves the issue only temporarily.
- Resolved a performance issue seen during video streaming of H4A 5MP and higher resolution cameras on ACC servers, ACC ES Recorder and ACC ES Analytics Appliances.
- Resolved a problem on the ACC server that could prevent video alarm video "clips" from playing in ACC Mobile 3.6 in some cases.
- Fixed a video export issue introduced in ACC 6.12, where exporting video from certain third party ONVIF cameras into the AVI format results in files that stutter during playback
- Improved tolerance of the ACC client and player to exporting video data with bad frames to AVI format.
- Corrected an issue that could cause the preview of a snapshot on the export dialog to be different than the actual snapshot export.
- Resolved an issue that prevented access to archived data from ACC Client when the archive filesystem created .snapshot files.
- Fixed an issue where the performance of Continuous Archiving was being degraded because it was forced to retry by a busy file system.

Version 6.14.0.10 (continued)

Issues Fixed (continued)

- Resolved an issue introduced in ACC 6.12 for server-based analytics scenarios where once classified object motion is detected, the server will record continuously even if you have configured recording schedule to record on motion only. Affects ACC ES Analytics Appliance and the ACC on Windows servers when using the Avigilon Artificial Intelligence Appliance.
- Resolved an issue where Analytics Appliances were unable to decode MJPEG or RTSP MPEG4 streams from certain third-party cameras resulting in no object detection and no bounding boxes.
- Resolved a behaviour in the Avigilon Artificial Intelligence Appliance when processing video streams from Avigilon HD PRO cameras, 8MP to 30MP to optimize the performance.
- Corrected an issue that could cause different numbers of UMD events to be seen in ACC Client and in exported video.
- Resolved an issue when using Skip-play feature to review UMD events and the video becomes paused forever.
- Resolved an issue that prevented playing video in reverse when enabling skip-play on the UMD timeline filter
- Improved the consistency of the content displayed on the timeline when enabling UMD filters
- Corrected a behaviour on the ES Analytics Appliance where server-side analytic process remains enabled for a H4A camera that is switched from UMD to Analytics mode.
- Enhanced system robustness to network disturbances which causes client to stop streaming video from cameras
- Fixed an issue where the video preview panel cannot be resized within the Appearance Search view tab
- Corrected a behaviour where the Appearance Search action bar is available even when no search thumbnails are starred
- Fixed a behaviour of the Appearance Search facet selection dialog where the site name would not change after selecting a different ACC site.
- Resolved an issue when opening the export dialog from Appearance search and the camera names display as '2 items' instead of their name
- Fixed an issue where Appearance Search presents blank thumbnails after sliding the search result graph in certain scenarios
- Fixed an issue where the Appearance Search dialog would not refresh after re-login to a server that had restarted
- Resolved an issue with Grant Door Access when site was part of a site family.
- Fixed a behaviour of the identity search selection dialog where the site name would not change after selecting a different ACC site.

Version 6.14.0.10 (continued)

Issues Fixed (continued)

- Corrected an issue where the cardholder's picture is not shown in the ACC identity verification image panel after the updating the picture in ACM
- Corrected an issue where the cardholder's picture shown in the ACC identity verification image panel is not the image tagged as the primary image in ACM
- Addressed an issue in the ACC-ACM integration where ACC does not list any panels to the ACC operator if ACM panels are added to partitions.
- Correct an issue with ACC-ACM integration, where ACC client would crash after ACM is upgraded and/or certificate is updated.
- Corrected a behaviour where an ACC rule would open a blank view tab if the saved view named in the ACC rule did not exist.
- Corrected an issue where an incoming intercom call would not pop the view tab to the foreground if the operator had navigated to a different view tab
- Resolved an issue in the License Plate Recognition (LPR) setup dialog, where changes to the Region-of-Interest (ROI) would not be saved when using certain third-party camera types
- Resolved an issue with LPRv2 where plate detection stopped after changing the associated camera resolution
- Resolved an unexpected behaviour when enabling analytic detection boxes on one server and the camera is connected to two servers in a site
- Corrected a behaviour where a manually discovered and connected APD device would inappropriately requires and uses an ACC camera license.
- Resolved an issue where the Avigilon Artificial Intelligence Appliance appears incorrectly in the list of available servers in the ACC archive dialog. There are never any cameras connected directly to the appliance.
- Resolved an issue where the start of live video streaming would be delayed by several seconds and initially show a black screen with certain third-party cameras
- Improved tolerance of ACC server to permit connecting to Lilin cameras with vendor specific extensions to Onvif profile S for digital I/O and Audio configuration.
- Improved tolerance of ACC server to permit connecting to Vivotek cameras with vendor specific extensions to Onvif profile S for Audio configuration.
- Improved tolerance of ACC server to permit connecting to FLIR cameras with vendor specific extensions to Onvif profile S for Audio configuration.
- Improved video rendering of live footage for some Hikvision cameras that displayed video 'tearing'.
- Corrected an issue that prevented display of RTSP streams from AxxonSoft server.
- Corrected an issue where video playback would stop after opening a new tab even when Synchronize recorded video playback is enabled

Version 6.14.0.10 (continued)

Issues Fixed (continued)

- Corrected an issue where in certain situations, the timestamp appearing on the image attachment did not match the timestamp of the event that trigger the ACC rule for email notification or central station notification
- Corrected the ACC rule creation dialog for "Start live streaming on a virtual matrix monitor" rule so that only one monitor can be selected
- Improved the clarity of the tooltip displayed when hovering over the Yellow warning triangle in Site Health dialog
- Fixed a behaviour where hardware status on the Site Health dialog stays green even if the underlying server SNMP service fails or is stopped
- Corrected an issue where under some conditions a Windows 10 based ACC server would enter an indefinite reboot loop after installing the ACC Gateway
- Resolved an issue where the VMA would crash after running successfully for many days
- Corrected a behaviour where the video review timeline appears on every ACC client tab
- Resolved an issue where a camera's configuration becomes inconsistent depending on which server is asked after the two servers are clustered while the camera is connected to both servers
- Corrected an issue where the Site Management page displays an empty list of ranks under the parent site when trying to add a child site
- Corrected a behaviour after a clean install of ACC on a server and ensured the storage configuration step using Admin Panel cannot be skipped.
- Fixed an issue with site families where a child site would permanently stop reporting site health information after a temporary network connectivity issue
- Resolved an ACC client and ACC player crash when selecting a region of interest on an JPEG2000 camera when initiating a thumbnails search, video export or other function that can specify a portion of the camera field of view
- Resolved an issue that displayed non-eligible cameras from other sites when linking cameras to a Rialto

Version 6.14.0.10 (continued)

Known Issues in This Release

- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC WebEndpoint API is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Configuring cameras to use H.265 encoding with ACC requires that cameras include ONVIF Profile T support. Since many third-party cameras are using pre-standard implementations of Profile T, ACC is therefore unable to support H.265 streaming with third party cameras.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.
- Users who are members of a user group created as a clone of the default ACC Administrator group sees an empty camera list when attempting to enable analytics on the ES Analytics Appliance and in sites using the Avigilon Artificial Intelligence appliance. The workaround is to add the user to the default Administrator group. This will be resolved in an upcoming release.

Version 6.14.0.10 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.98 for H4 SL Bullet and Dome cameras
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.64 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.24.2.110 for H3 Multi-sensor cameras
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.128 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.170 for H3 Micro Dome cameras
- V2.6.0.170 for H3 PTZ cameras
- V2.6.0.170 for H3 Bullet cameras
- V2.6.0.170 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.12.4.2 – Released November 23rd, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.12. Customers experiencing black screen issues in the ACC client when using third party cameras should upgrade to this release.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.12.4.2 (continued)

Issues Fixed

- Resolved an issue where the start of live video streaming would be delayed by several seconds and initially show a black screen with certain third-party cameras
- Resolved an issue where taking a snapshot of video from third party cameras would result in a blank black preview screen on certain client workstations.
- Resolved an issue introduced in ACC 6.12 for server-based analytics scenarios where once classified object motion is detected, the server will record continuously even if you have configured recording schedule to record on motion only. Affects ACC ES Analytics Appliance and the ACC on Windows servers when using the Avigilon Artificial Intelligence Appliance.

Version 6.12.4.2 (continued)

Known Issues in This Release

- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC WebEndpoint API is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Configuring cameras to use H.265 encoding with ACC requires that cameras include ONVIF Profile T support. Since many third-party cameras are using pre-standard implementations of Profile T, ACC is therefore unable to support H.265 streaming with third party cameras.
- Users should avoid including multiple camera connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the seamless timeline feature introduced in ACC 6.4 means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment. This will be resolved in an upcoming release.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export but can be confusing when viewing the export. Note that this will expose the above known issue.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.

Version 6.12.4.2 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.98 for H4 SL Bullet and Dome cameras
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.64 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.24.2.110 for H3 Multi-sensor cameras
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.128 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.170 for H3 Micro Dome cameras
- V2.6.0.170 for H3 PTZ cameras
- V2.6.0.170 for H3 Bullet cameras
- V2.6.0.170 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.12.2.4 – Released October 29th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.12. This is the first release to support the new Avigilon H4 Multisensor camera. Customer experiencing any of the issues described in the fixed issue list below are also recommended to upgrade to this release.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.12.2.4 (continued)

New Features

- Support for the H4 Multisensor camera line which combines our patented Avigilon self-learning video analytics with the ability to cover large areas using 3 or 4 individually-configurable camera sensors. ACC can configure each camera head individually and allows the operator to select between MJPEG, H.264 or H.265 video compression along with Avigilon's HDSM SmartCodec™ technology. The H4 Multisensor supports Avigilon Appearance Search and separate self-learning analytics rules can be defined for each camera sensor and field of view.
- ACC now includes support for H.265 client side decoding of camera video streams.
 - ACC client and Virtual Matrix supports viewing H.265 video streams.
 - ACC Mobile 2 supports viewing H.265 video streams.
 - ACC Integrations must use ACC SDK 6.12.x to stream H.265 to SDK clients.

Issues Fixed

- Resolved an issue for deployments using site families with an Enterprise parent and multiple child sites where operators are unable to log in to a child system with their Active Directory authentication credentials.
- Corrected a behavior in the ACC HTML5 Webclient where ACC was not saving the camera field-of-view position when a view was saved.
- Fixed an issue with the ACC rules engine which did not handle recurring daily, weekly, monthly schedules correctly.
- Fixed an issue where the ACC Virtual Matrix display would not automatically login after selecting the "Use current Windows credentials" option
- Resolved an issue that occurs when playing and reviewing video with POS data and the operator selects the last ticket in the transaction panel causing the ticket to duplicate itself and scroll the panel.
- Corrected a behaviour, where a dialog box with ACC licensing notifications would inappropriately appear on the Virtual Matrix display where operators are unable to clear the dialog due to lack of a keyboard
- Fixed an issue that resulted in server reboots multiple times per day on systems that had a large number of protected bookmarks and were upgraded to ACC 6.x. The issue is more pronounced if Appearance Search capable cameras are added to the system after the upgrade.
- Resolved an issue in the ACC client Compression and Image Rate dialog where the SmartCodec options would disappear when changing video stream format between MJPEG, H.264, and H.265.

Version 6.12.2.4 (continued)

Known Issues in This Release

- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC WebEndpoint API is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. Workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Configuring cameras to use H.265 encoding with ACC requires that cameras include ONVIF Profile T support. Since many third-party cameras are using pre-standard implementations of Profile T, ACC is therefore unable to support H.265 streaming with third party cameras.
- Users should avoid including multiple camera connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the seamless timeline feature introduced in ACC 6.4 means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment. This will be resolved in an upcoming release.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export but can be confusing when viewing the export. Note that this will expose the above known issue.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.

Version 6.12.2.4 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.98 for H4 SL Bullet and Dome cameras
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.24.2.110 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.12.0.26 – Released October 12th, 2018

Release Summary

This is the first release of Avigilon Control Center™ 6.12, introducing Avigilon Appearance Search with Identity Search based ACM card holder credentials. This release brings two-factor authentication to the ACC client and new privacy features as described below. This is the first release that enables configuration of the new Avigilon Artificial Intelligence (AI) appliance as part of an ACC site.

Very large ACC sites should consider upgrading to this release to benefit from the performance improvements described below. Sites using Continuous Archive that are using less than 100% available second tier storage or are experiencing missing blocks of video in the second tier should consider upgrading. Any users who experience symptoms described within the fixed issues list should install this release.

Note – *Plans to downgrade systems that have been upgraded to ACC 6.10.4.0 or higher should consider:*

Security improvements require deleting all configuration data to allow downgrading to a version prior to ACC 6.10.4.0. Customers are always recommended to back-up their ACC Site Settings before any upgrade.

Once an ACC system has recorded audio from cameras configured to use the OPUS audio codec available with the H4 Video Intercom, earlier versions of ACC will not be able to playback the audio tracks. Before downgrading a system to an earlier release, all video that contains OPUS audio must be aged out of the system. ACC 6.10.0 or earlier servers will refuse to start as they are unable to process the new media format.

Exports that contain audio encoded with OPUS audio codec will not play properly on earlier versions of ACC Player. This applies to all export formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player. Audio may be garbled and, in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.12.*

Version 6.12.0.26 (continued)

New Features

- Introduces Identity Search where an Avigilon Appearance Search can be initiated based on ACM cardholder credentials. Operators can search for ACM access events based on a cardholder and establish where the card has been used. ACC presents motion and Appearance Search detected video segments to allow the operator to visually verify the person using the card and launch subsequent Appearance Searches for the person across the entire site.
- This release provides integration with the new Avigilon Artificial Intelligence (AI) Appliance which enables Avigilon Appearance Search for non-analytics cameras from Avigilon and third-party vendors. If the camera is on the Avigilon supported camera list, once the camera is connected to an ACC server, the video streams can be forwarded to the AI appliance to support analytic object detection (VAL) and Appearance Search applications. The AI appliance can join any ACC site with servers running ACC 6.12 or higher and Enterprise Edition. NVR2, NVR3, NVR4 and HDVAs are all supported and can analyze video from non-analytic Avigilon cameras H3, H4SL, H4M, and H4A in UMD mode.
- Cameras running in UMD mode can now be connected to an Avigilon analytic appliance for analytic processing. This includes the ES Analytic Appliance and the Avigilon Artificial Intelligence Appliance. In this mode, Avigilon H4A cameras can be configured for UMD and the appliances will generate analytic detections and Appearance Search metadata for the camera.
- ACC now supports centralized enablement and monitoring of Appearance Search cameras. Operators can enable one or more cameras for Appearance Search and ACC will estimate the approximate load on the ACC analytic service. Over time operators can monitor the Analytic Service utilization level as it adjusts for the activity seen in the camera field of views.
- Operators can now monitor the health of Appearance Search Analytic Service in the ACC Site Health report. The report will summarize the peak load on the Analytic Service over the last three days or whether it is offline. Operators can review the health status of the Analytic Service running on either an ACC NVR with a GPU kit or the Avigilon Artificial Intelligence Appliance.
- The ACC Site Health Report has been enhanced to include video retention times for storage management and privacy compliance. Each camera now lists the age of the oldest video retained in ACC storage and enables an administrator to confirm the video aging policies are being enforced. Video tagged by protected bookmarks are not automatically deleted by ACC and therefore are ignored as part of the retention time calculation.

Version 6.12.0.26 (continued)

New Features

- To enhance system security, ACC administrators can now require specific user groups to use two-factor authentication when logging into the ACC Client. When enabled for the selected users, all types of ACC login such as SPR, LDAP, SSO as well as secondary login for dual authorization will require two-factor authentication. Users must use an authenticator app on their mobile device to either scan a QR code or manually enter a key provided by ACC to be provided with a verification code to be entered ACC client.
- New to this release are privacy blurred exports to address personal information requests. Using Avigilon Appearance Search, operators can use star tagged results from Appearance Search to create a summarized video of one or more individuals. When selecting the AVI format for the Appearance Search export, the operator has a choice to blur the entire video background except for the individuals or vehicles tagged by Appearance Search.
- This release of ACC includes an all new AVI video export engine that optimizes performance and decreases the file creation times. The engine minimizes the user selectable options to focus on the speed of the AVI export.
- Unusual Motion Detection (UMD) detected activities can now be included in exported video using the ACC client or ACC player when using AVI formatted exports. The UMD activity overlays will appear in the recorded video exports.
- ACC introduces support for multiple license plate recognition (LPR) watch lists. Each watch list can support up to 2,000,000 plates. A different ACC rule can be triggered depending on which list contains a match. Each plate in a list can be configured with a minimum confidence factor to be a match. The watch lists can be created and revised using the ACC client or a new ACC WebEndpoint API.
- This release is compatible with the new H4 License Plate Capture (LPC) Camera and provides support for configuring HDSM SmartCodec and tamper events on the camera. The camera can be used to capture plates using either the legacy ACC5 LPR engine or the new ACC6 LPRv2 license plate analysis engine.
- To address privacy regulations, ACC now allows administrators to set a retention period for LPR collected data. LPR metadata is aged out of storage separately to the retention time defined for video. ACC offers user privileges that can be assign to specific user groups for configuring retention times and for reviewing LPR data and collection times.
- Added LPRv2 support for Japan and Indonesia vehicle plates. Improved accuracy for Great Britain for 1 and 2 line plates.
- Avigilon Appearance Search facet selection dialog has been revised to merge the grey and white colours into a single grey colour option for searches. ACC will present both colours in the results that are returned.

Version 6.12.0.26 (continued)

Issues Fixed

- Addressed a performance issue for very large sites with >100 servers and >1000s cameras, where the ACC client is slow to load camera lists and populate recording timelines
- Addressed a performance issue relating to aging of video for sites with a large number of cameras (>100), large number of protected bookmarks and motion events. These large video databases would experience spikes in memory utilization and system crashes in some cases when ACC aged data.
- Resolved an issue for very large ACC sites where ACC client took a very long time to populate the site list and camera list
- Resolved an issue for large sites with 100s of cameras where the ACC client would intermittently display Blue Error screens for random cameras for short periods of time.
- Fixed an issue for sites using ACC 6.10.0 or higher and a DHCP server is used to assign IP addresses to cameras. Camera replacement should be an operator-initiated operation but in this scenario when ACC was restarted, a camera would automatically replace an offline camera if its newly DHCP assigned IP address was originally assigned to the offline camera.
- Resolved a retry issue with Continuous Archiving where in certain environments an archiving operation would randomly fail, and the block of video to be archived was not rescheduled to try again. This resulted in missing blocks in the second-tier archive. This issue is more pronounced in configurations where the archive tier is a network share that is not as available as local storage.
- Resolved an issue that could cause the continuous archive 'delete oldest video' feature to fail, causing archiving to fail due to archive storage being full
- Fixed an issue where the ACC client would not retrieve the recordings from the archive tier of storage if the location of the tier was changed in the ACC admin panel while the ACC server was running. ACC admin panel now correctly handles this scenario without requiring a server restart.
- Corrected an issue where ACC would incorrectly report a storage volume was missing when the video scheduled for copying to archive tier could not be found because it had been aged and removed from the storage tier.
- Improves Appearance Search performance and refreshes results more quickly when the operator selects many starred results.
- Improved ACC Web Client support for Safari 11 to resolve an issue where the operator was unable to pan or zoom
- Corrected an issue when loading certain external web pages including ACM web client that resulted in script errors in both the ACC client and VMA.
- Fixed an issue where under certain conditions ACC server would crash during an administrator-initiated server shutdown

Version 6.12.0.26 (continued)

Issues Fixed

- Improved the stability of the ACC server where it would periodically restart when operating in a virtual machine environment
- Fixed an issue when using Backup Settings and Restore Settings to copy alarm and rule definitions to a different server in an ACC site and results in an operator being unable to acknowledge or purge an alarm
- Resolved an issue where an ACC server would continuously crash when operating with cameras that support UMD.
- Resolved in issue where ACC player will skip over footage from JPEG2000 cameras in a native AVE export
- Corrected an issue which triggered server restarts when duplicate IP addresses are assigned to ACC servers in a common ACC site.
- Corrected a display issue in the alarm dialog summary which did not indicate the alarm will be auto-acknowledged for POS, LPR, system and external software alarm types.
- Corrected an issue that caused camera settings such as iris and exposure to be blank for some third-party cameras.
- Corrected an issue that caused bounding boxes to be inaccurate for JPEG attachments in email notifications.
- Corrected an issue where ACC server does not retrieve and therefore display the configured audio source name from some ONVIF supported cameras.
- Resolved an issue where after an RSTP stream restarts while connected to an ES analytic appliance or Rialto, the analytic bounding boxes do not appear in the ACC client live view
- Resolved an issue where the ACC Player would sometimes crash when operating on systems with limited available memory
- Fixed on issue with the ACC Player where the audio track would stop playing in the middle of certain video segments.
- Corrected the behaviour of the Identity Verification view panel and it now closes when logging out of the supporting ACC site
- Corrected an ACC client behaviour where opening an Identity Verification view panel would cover up an armed panel instead of opening into an empty panel
- Resolved a behaviour where the timeline in the Search Motion dialog would disappear when changing between tabs in the ACC client
- Corrected behaviour in the ACC Player where playback would halt and could not be restarted after pressing the filter button for Unusual Motion events
- Resolved inconsistent display of Appearance Search results where thumbnails are presented but no results are indicated in the summary timeline below
- Corrected a rendering issue where the time ranges were cut-off in the German edition of the Appearance Search dialog

Version 6.12.0.26 (continued)

Issues Fixed

- Ensured the device sort order is respected on Connect / Disconnect devices dialog when the cameras are being upgraded
- Resolved an issue that prevented keyboard shortcuts from working in Intercom call panels in ACC Client.
- Improved the appearance of the Call Mute button on the Video Intercom panel. It now reflects the current state of the ACC client microphone.
- Corrected an issue that could cause ACC Server to crash in multi-server sites when individual servers were re-started.
- Corrected an issue where Avigilon cameras would need to be reconnected to ACC server after they go into an error state when switching between H.264 and MJPEG formats.
- Corrected the behaviour of the ACC WebEndpoint where it responded to API client requests with an End-of-Catalog before all the data had been sent
- Resolved an issue where the ACC server would crash when using ACC Mobile 3 or ACC WebEndpoint API to request a full-resolution stream from a JPEG2000 camera running in grey-scale night mode
- Corrected the behaviour of the ACC Player during playback where it would display the video from only one camera when play was pressed even though multiple cameras are displayed while the player is paused.
- Fixed an issue where under some conditions, when viewing a high-resolution camera (such as the H4Pro) in a single full-screen frame, the system will incorrectly show a low-resolution stream.

Version 6.12.0.26 (continued)

Known Issues in This Release

- Users should avoid including multiple camera connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the seamless timeline feature introduced in ACC 6.4 means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment. This will be resolved in an upcoming release.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export but can be confusing when viewing the export. Note that this will expose the above known issue.
- Systems that have Continuous Archive configured and have cameras that record very few frames due to HDSM SmartCodec settings or lack of scene movement may experience higher than expected disk usage when these recordings are copied to the second-tier archive file-systems. This will be optimized in an upcoming release. Customers who are concerned about potential increased storage for their archives can contact Avigilon Customer Support for configuration recommendations.

Version 6.12.0.26 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.26.0.28 for H4 Video Intercom cameras
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.24.2.110 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.10.4.0 – Released September 21st, 2018

Release Summary

This is a service release of ACC 6.10. It corrects issues customers may experience with large numbers of cameras and clips in export dialogs, smooth rendering for higher resolution (greater than 5MP) cameras, and “start a live stream” rules not loading the new stream properly.

Users who experience any of these symptoms or symptoms described within the fixed issues list should install this release.

Note – *Due to security improvements, ACC 6.10.4.0 cannot be downgraded to versions previous to ACC 6.8 without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

Note: *Due to the addition of support for the OPUS audio codec, ACC 6.10.4.0 is not backwards compatible with earlier versions of ACC if OPUS audio is recorded.*

ACC 6.10 cannot be downgraded to a previous version without first causing all video that contains OPUS audio to be aged out of the system. If a downgraded system contains OPUS encoded audio, ACC 6.10.0 or earlier servers will refuse to start since they are unable to process the new media format.

Exports in all formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player that contain audio encoded with the newly supported OPUS audio codec will not play properly on earlier versions of ACC Player. Audio may be garbled and in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.10.*

Version 6.10.4.0 (continued)

Issues Fixed

- Corrected an issue that could prevent Logical IDs being included in Central Station Monitoring notification messages.
- Resolved an issue that would cause clips to be removed from an export when adding a large number of clips to an export.
- Improved the smooth rendering of video from 5MP and higher resolution cameras including H4 Pro series on ACC Client for busy scenes and non-optimal network configurations.
- Corrected an issue where AVI exports of DivioTec cameras could be of poor quality or unplayable by common video players.
- Corrected an issue that would cause a delay displaying all available cameras in the export tab when the system has a large number of cameras.
- Addressed an issue with ACC 6.8 and ACC 6.10 player that could prevent smooth playback of native export files.
- Addressed a problem with ACC Client that could cause the client to crash when cycling through views with large numbers of cameras.
- Resolved an issue with "start a live stream on the camera linked to the event for all users" Rule Action not bringing the new stream into a visible pane.
- Addressed an issue that allowed users to create a rule that would generate an email notification when an error was encountered sending email notifications creating an infinite loop.
- Improved the ability of ACC Server to handle large volumes of email notifications.
- Improved performance on large sites that have large volumes of alarms or other events.
- Corrected an issue that could cause ACC Server to crash when importing groups when using ACM as the external directory source.
- Resolved an issue with the Connect / Disconnect camera dialog that could cause ACC Client to crash when attempting to connect cameras.
- Resolved an issue with Push to Talk to an H4 Video Intercom preventing the user from stopping manual recording.
- Corrected a problem where ACC introduced short recording gaps when a second operator initiates a push-to-talk while a push-to-talk session is active.
- Corrected a problem with using armed panels and simultaneous H4 Video Intercom calls which could cause ACC to crash.
- Corrected a problem with exports that could cause several copies of cameras to be shown in the export dialog when using secondary (failover) connections.
- Resolved a problem that can cause ACC Player to crash when starting up.

Version 6.10.4.0 (continued)

Known Issues in This Release

- Users should avoid including multiple connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the new seamless timeline feature (introduced in ACC 6.4) means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export, but can be confusing when viewing the export. Note that this will expose the above known issue.
- Users of Continuous Archive should ensure that when using a network share for the archive locations that the network share is very reliable. ACC Server currently assumes that archive locations are as available as local storage. Unreliable connections can cause archive failures or even ACC Server crashes. ACC Server will be updated to handle unreliable connections to archive locations more gracefully in a future release.
- In ACC 6.10.x, under some conditions, when viewing a high resolution camera (such as the H4Pro) in a single full-screen frame, the system will incorrectly show a low-resolution stream. The workaround is to digitally zoom-in at least one step. This will be fixed in an upcoming release.
- Systems that have Continuous Archive configured but have infrequent recording may experience high disk usage on the second-tier archive file-systems. Customers who are concerned about potential increased storage for their archives should wait for this to be addressed in an upcoming release.

Version 6.10.2.8 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.24.2.90 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.10.2.8 – Released August 1, 2018

Release Summary

This is a service release of ACC 6.10. It is highly recommended that customers using ACC 6.10.0 upgrade to address several issues including ACC gateway crashing and the inability to playback or export footage with audio recordings made with ACC 6.8 or earlier releases. Customer experiencing audio artifacts on live and recorded audio, camera compatibility and ACC-ACM integration user synchronization issues should also upgrade.

This release introduces support for H4 Video Intercom including the Opus audio codec.

Any users who experience symptoms described within the fixed issues list or desire to use the new features should install this release.

Note – *Due to security improvements, ACC 6.10.2.8 cannot be downgraded to versions previous to ACC 6.8 without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

Note: *Due to the addition of support for the OPUS audio codec, ACC 6.10.2.8 is not backwards compatible with earlier versions of ACC if OPUS audio is recorded.*

ACC 6.10 cannot be downgraded to a previous version without first causing all video that contains OPUS audio to be aged out of the system. If a downgraded system contains OPUS encoded audio, ACC 6.10.0 or earlier servers will refuse to start since they are unable to process the new media format.

Exports in all formats (including AVE) created with ACC 6.10.2.8 and later versions of ACC Client and ACC Player that contain audio encoded with the newly supported OPUS audio codec will not play properly on earlier versions of ACC Player. Audio may be garbled and in some cases, can cause ACC Player to crash. Exports containing audio only encoded in G.711 are unaffected and will still play in earlier versions of ACC Player.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 SR1 or later to support the latest ACM/ACC native interactions with doors and panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.10.*

Version 6.10.2.8 (continued)

New Features

- This release introduces support for the H4 Video Intercom (H4VI) camera. The H4VI leverages a new ACC Video Call rule which starts a video call in an ACC video panel when the visitor presses the call button on the device. The ACC rule can be configured to send the call to a specific ACC operator or user group. The operator can then accept the call, hang-up the call, grant a door access or trigger a digital output. The H4VI will detect people standing immediately in front of the camera and permits operator to initiate Appearance Search from H4VI detections. The use of H4VI with a release prior to ACC 6.10.2.8 will present the Video Intercom as a standard Avigilon camera with a microphone and speaker. In this case, H4VI OPUS audio should not be enabled.
- Enhanced ACC Web Endpoint in this release provides support for High Definition Stream Management (HDSM) 2.0 to deliver the best image quality from Avigilon's highest resolution cameras. To remain compatible after upgrading to ACC 6.10, users of ACC Mobile 3 Preview app must update to the latest version of the app from the Apple App Store and Google Play.

Issues Fixed

- Resolved an issue introduced in ACC 6.10.0 that caused the ACC Gateway and ACC server to crash and restart when a SDK client requested a preview thumbnail image for a rotated camera. Affects site who have deployed ACC Mobile 2.2.
- Resolved an issue with the ACC Gateway introduced in ACC 6.10.0 where audio from the ACC Mobile 2.2 app is not delivered to the destination when the audio talk down button is pressed on the app.
- Corrected an issue introduced in ACC 6.10.0 that left the ACC Client and ACC player unable to accurately playback audio recorded by ACC 6.8 and earlier releases. This was a rendering issue at the time of playback and was not a defect in the recordings.
- Improved live video rendering performance when the ACC client or VMA has the live timestamp overlay enabled.
- Corrected a problem with SDK and ACC Mobile 2.x logins when using parent-child site family configurations.
- Provided a button to restart continuous archiving from a specific date and time and to ignore older recordings from the server tier. Operators are asked to confirm the date and time of the next recordings to be copied to the archive tier storage.
- Addressed an issue where ACC Server would continually restart after attempting to configure users and groups when configuring ACC-ACM native integration. This primarily affected customers using multiple partitions in ACM.
- Corrected a problem that could cause ACM userid logins on ACC to be rejected if access control hardware privileges were incorrect or in the wrong partition. ACM userids may now be used with ACC without requiring privileges on ACM.

- Resolved an issue with email notifications failing to be delivered with GSSAPI authentication is used by the email server.

Version 6.10.2.8 (continued)

Issues Fixed (continued)

- Corrected a problem with PTZ controls not being displayed on PTZ camera views after a client restart.
- Resolved an issue for the ACC HTML5 Web Client, where the date/time in the calendar and timeline were always shown in English and did not respect Windows Regional Language Settings.
- Fixed an issue where connecting a camera to ACC would incorrectly trigger ACC rules listening for analytic events.
- Corrected an issue where an Appearance Search does not start because the operator is not using the cursor tool to select objects.
- Corrected ACC behaviour to respect the Active Directory password expiry policy of imported ACM based users.
- Fixed an issue with ACC SDK event messages that did not provide the camera device name for PTZ preset tour events.
- Resolved a camera secure connection issue where under certain network topologies, ACC would only connect insecurely after a manual discovery of the camera.
- Resolved an issue where Uniview UNV cameras were not able to connect to ACC.
- Resolved an issue that could prevent some HikVision cameras from connecting to ACC.
- Corrected an issue where ACC is sometimes unable to stream from Sony SNC-CH140 cameras when connecting using SONY native driver.
- Removed some misleading and potentially annoying license warning messages.
- Resolved a problem with settings restore not providing access to previously recorded video footage to users that were not defined on the system and were created with the restore.
- Resolved an issue where users could inadvertently see information that is only accessible to the other user in a collaboration.
- Corrected an issue that could prevent talk down audio being recorded properly when switching tabs on ACC client.
- Corrected missing or distorted audio track content when creating an export with multiple audio sources active at the same time; for example, the ACC operator microphone and the camera microphone.
- Resolved issues with missed or out-of-sync audio recordings when operator initiates very short push-to-talk sessions.
- Fixed an audio issue where an operator initiated push-to-talk to the camera would include a short audio segment from the last push-to-talk session.
- Corrected an issue on email notifications having double <<>> instead of single <> around the to: email address.
- Resolved an ACC Player crash triggered by an attempt to re-export or take a snapshot from an AVE export created with an ACC version prior to ACC 6.2.

Version 6.10.2.8 (continued)

Known Issues in This Release

- Users should avoid including multiple connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the new seamless timeline feature means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export, but can be confusing when viewing the export. Note that this will expose the above known issue.
- Users of Continuous Archive should ensure that when using a network share for the archive locations that the network share is very reliable. ACC Server currently assumes that archive locations are as available as local storage. Unreliable connections can cause archive failures or even ACC Server crashes. ACC Server will be updated to handle unreliable connections to archive locations more gracefully in a future release.
- In ACC 6.10.x, under some conditions, when viewing a high resolution camera (such as the H4Pro) in a single full-screen frame, the system will incorrectly show a low-resolution stream. The workaround is to digitally zoom-in at least one step. This will be fixed in an upcoming release.
- Interacting with the timeline for cameras with audio may cause the audio playback to be interrupted. This will be addressed in a future release.
- ACC introduces short recording gaps when a second operator initiates a push-to-talk while a push-to-talk session is active. This will be addressed in a future release.

Version 6.10.2.8 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.56 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.74 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.10.0.24 – Released June 25, 2018

Release Summary

This is the first release of Avigilon Control Center™ 6.10, introducing Appearance Search by Physical Descriptions. This release also includes new features as described below, including security enhancements, Identity Verification, improved LPR engine, UMD support for H4SL and H4M cameras and increases to Standard Edition Limits.

Any users who experience symptoms described within the fixed issues list should install this release.

Note – *Due to security improvements, ACC 6.10 cannot be downgraded to versions previous to ACC 6.8 without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM should be upgraded to ACM 5.12.0 or later to support the latest ACM/ACC native interactions including panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.10.*

New Features

- Appearance Search by Physical Description enables users to quickly find a subject by selecting attributes such as the colour of their hair and clothing as well as gender, select from a list of people that have those attributes, then select one of the matches and continue with an Appearance Search.
- This release expands the support for Unusual Motion Detection analytics to H4SL and H4 Mini Dome cameras.
- The LPR engine is significantly improved in this release, providing higher accuracy and easier configuration. Users should ensure they purchase ACC 6 LPR licenses instead of the old ACC 5 LPR licenses to use this updated feature, and should also ensure they download and install the correct plugin version (LPRv2).
- With this release, a new status has been added to ACC that can be used to alert users when a Camera has failed. Cameras that disconnect and reconnect intermittently are still reported with the “Camera Disconnected” notification, but users now have the option of using the “Device Failed” notification to know that a camera has been disconnected for more than 5 minutes. New systems will only report the “Device Failed” notification, but upgraded

systems will report both notifications. Users can modify the default rule to select the notification they wish to use.

Version 6.10.0.24 (continued)

New Features (continued)

- Further enhancing failover support, this release enables users to view all video for a camera from the primary, secondary or tertiary connections instead of having to determine which connection was recording before, during or after a failover. Each connection now shows all the footage for the camera, seamlessly.
- Permanently failed cameras can now be replaced with this release. When connecting a replacement camera, users can now select “Replace” instead of “Connect” then select from a list of failed cameras. This will replace the camera in views, rules and timeline. Camera settings will need to be specified as normal for the new camera, enabling different models of cameras to be used as replacements.
- With this release, retention handling is more precise. Instead of retaining video up to but not over the selected retention time, video will now be retained exactly up to that time.
- Cameras can now be placed in standby mode with a rule action, which causes video and audio to be discarded by the ACC server and neither recorded nor forwarded for live viewing to ensure privacy of workers, interviewees, etc. The rule will typically be triggered with a button or key switch connected to a digital input.
- With this release, Standard Edition capabilities are increased. Standard edition servers now support 75 cameras, 10 client connections and 50 rules (not including the default rule).
- The latest ACM/ACC native interaction feature is delivered in this release. Identity Verification allows users to configure a door event pane from the pane of a camera that has an ACM door associated with it. The door event pane shows ACM door events, associated credential names and photos alongside the video so that users can quickly determine if the person in the camera view is the person that is associated with the credential that is being used to access the door.
- This release enhances Central Station Monitoring functionality in ACC by allowing administrators to select ANSI / Security Industry Association (SIA) DC-09-2013 standard messaging using SIA-DCS tokens for notifications.
- When viewing the analytics settings for cameras that support teach by example, this release enhances the information shown to include either the date the teach markers were applied, or that factory defaults are in effect.
- To provide an easier viewing experience in dim or dark control rooms, the release now shows armed panels with a dark grey background instead of the former bright white.

Version 6.10.0.24 (continued)

Issues Fixed

- Corrected the confidence value shown for classified object searches to ensure that it will not exceed 100%.
- Resolved a situation where images were not always attached to emails triggered by analytics rule triggers.
- Addressed performance problems and memory handling on the Virtual Matrix.
- Addressed performance problems and memory handling on ACC client when using the Alarms view.
- Corrected a situation where the Save Snapshot function would produce black images on some Axis cameras.
- Resolved an issue where Save Snapshot could produce low resolution images.
- Resolves an issue in which data was not presented correctly on the initial screen during export. This fix improves general export behaviour with third party cameras but a black screen may continue to show while export is in progress for affected cameras.
- Addressed an issue that could cause ACC client to crash when scrubbing video on systems with very large numbers of cameras.
- Corrected an issue that could cause the audit log entry for an export of several cameras to truncate the list of cameras associated with the export.
- Corrected an issue that could cause one or more thumbnails in a set of Appearance Search results to be from the wrong camera.
- Corrected a situation where the date on the timeline could jump back to 1969 when accessing recorded video.
- Resolved an issue that could cause frames to be dropped and not displayed when using HDSM 2.0 (tiled) cameras on Virtual Matrix.
- Corrected a situation where the displayed thumbnails for Appearance Search results don't match the video associated with the thumbnails.
- Resolved an issue that can cause a camera to appear as if the Administrator does not have access.
- Corrected an issue that could cause parts of thumbnails to be rendered incorrectly with incorrect colours and horizontal lines.
- Improved unclear error messages for license activation.
- Corrected an issue that can cause archiving using NFS protocol to hang and never complete.
- Resolved an issue that prevented PTZ cameras being used with "camera linked to the event" rule actions.
- Addressed several issues affecting performance on sites with large numbers of servers and cameras.
- Resolved an issue which can prevent a cluster from being re-formed when a failed server is removed from the site, repaired and restarted.

- Corrected the auto-contrast setting on ACC Client for thermal cameras, which was on by default and is now off and can't be enabled.
- Corrected the camera histogram to prevent it from being displayed in the middle of the image and to ensure it can be dismissed.

Version 6.10.0.24 (continued)

Issues Fixed (continued)

- Resolved an issue that prevented the LPR configuration from being available after a site had licenses deactivated then reactivated.
- Improved ACC Player performance by no longer decoding tiles for HDSM 2.0 cameras when the tiles are not in the field of view.
- Resolved an issue that could cause audio to not be transmitted and recorded for fisheye cameras.
- Fixed an issue where Core and Standard licensed ACC Servers would present an option to change a camera's connection type to Secondary or Tertiary. Neither of these connection types are supported on those editions, and selecting them as the connection type resulted in the camera being disconnected.
- Corrected an issue that caused bounding boxes to be displayed even when disabled in ACC Client for Rialto provided analytics.
- Changed the logging for the ACC Analytics Service to use its own folder, separate from the ACC Server software
- Corrected an issue that prevent ACC Server from triggering rules based on digital inputs when the digital input was live at time of server startup.
- Resolved an issue that could cause bounding boxes to be shown for cameras that did not have the "Display Classified Objects" analytics setting enabled when the analytics were provided by the ES Analytics Appliance.
- Corrected memory usage problems leading to ACC client unresponsiveness or crashing when using the calendar or skip buttons to review recorded video.
- Corrected a problem with correctly retrieving PTZ pre-sets from some third party PTZ cameras.
- Corrected an issue that could cause ACC Client to crash when enabling microphones
- Resolved an issue that could cause ACC Client to crash when adding cameras that immediately required a firmware upgrade.
- Resolved an issue that caused ACC Client to crash if a system tree node such as a VMA view was deleted and a new system tree operation was attempted before the deletion completed.
- Resolved playback errors for event video clips on third party players and the ACC Mobile 3 app.
- Resolved an issue that caused a warning message for an invalid subnet mask when changing camera IP addresses from manually specified to obtained automatically.
- Corrected a problem that can cause the server to crash when scrubbing with a large number of cameras selected.
- Corrected an issue that prevented ACC Client from displaying a notification when a manual archive failed due to insufficient disk space.

- Resolved an issue that would cause audio to not be played back correctly when the microphone from one camera was linked to another camera.
- Corrected an issue that caused a slow response when enabling audio.
- Corrected a problem with properly displaying information about Web Endpoint on ES Analytics Appliance.

Version 6.10.0.24 (continued)

Issues Fixed (continued)

- Addressed performance problems on systems with limited CPU resources causing slow scrubbing and searches and other general server slowness.
- Corrected a memory leak problem on ACC client when using alarms and armed panels, eventually requires a workstation reboot.
- Corrected an issue that could cause bounding boxes to render incorrectly on a Mobile 3 preview app when the camera view is rotated.
- Corrected an issue where ACC Server could crash when Teach Markers were being applied to an Avigilon device with self-learning analytics
- Resolved a problem with keeping the time bar window and appearance search timeline in sync, giving incorrect results.
- Corrected an issue with ACC / Lenel integration that would cause the SDK and the Lenel integration to crash when requesting video.
- Resolved an issue affecting ACC Client, Virtual Matrix and ACC Player that could cause users of 1 or 2MP Avigilon cameras to experience poor performance due to the high-resolution primary being displayed for all zoom levels.
- Corrected an issue with archiving to network drives that could cause ACC server to crash if the network drive fails.

Known issues in this release

- Users should avoid including multiple connections (such as the primary and secondary connections for a failover configuration) for the same camera in an export. Doing so will cause unpredictable results, sometimes making the export unplayable. Note that the new seamless timeline feature means that only one connection needs to be included in an export in order ensure that all the video for a camera is included, regardless of which server connection recorded each segment.
- Exporting bookmarks that include footage from cameras with failover (primary/secondary/tertiary) connections will include each connection in the export by default. This does not cause multiple copies of the footage to be included in the export, but can be confusing when viewing the export. Note that this will expose the above known issue.
- Installations that have ACC 6.6 setup to receive door events from ACM, and who also use multiple partitions in ACM, should wait to upgrade to this release. There is an issue where in rare cases, ACC 6.8.x and ACC 6.10.0.24 can become unstable when initially connecting to an ACM system with partitions. This will be resolved in 6.10 SR1.

Version 6.10.0.24 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.24.2.76 for H4 Mini Dome cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.54 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.74 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.8.6.4 – Released May 15th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.8. Customers who use H4 Fisheye cameras should apply this update in order to avoid the issue described below. As each service release improves system security and stability, we recommend all users upgrade to the most recent version.

Customers who wish to use the new Analytics add on kit for NVR3 Value models must install this service release.

Note – *Due to security improvements, ACC 6.8 cannot be downgraded to a previous version without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgraded to ACM 5.10.10 or later to support the latest ACM/ACC native interactions including panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.8.*

New Features

- Support for the Analytics add on kit for NVR3 Value models (HD-NVR-ANK2-1) which enables Avigilon Appearance Search™ technology on that model line.

Issues Fixed

- Resolved an issue in the ACC client and ACC Player that degraded the image quality for the H4 Fisheye during live and recorded playback. Video frames in storage were not impacted by this issue, so review of paused or still images was unaffected. Playback of existing recorded footage should now exhibit improved clarity.

Version 6.8.6.4 (continued)

Known issues in this release (unchanged from previous release)

- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.
- With the addition of inputs in ACC, operators with ACM privileges (door grants for example) may experience long ACC login times (up to 10 seconds) when ACC is connected to a large (> 500 door) ACM systems. Optimizations are planned for ACC 6.10.

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.16.0.234 for H4 Mini Dome cameras
- V3.16.0.234 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.54 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.54 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.52 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.72 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.8.4.0 – Released April 9th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.8. This release corrects an issue affecting the use of digital outputs on some Avigilon recorders/appliances with the ACC Mobile 3 Preview app, and includes several other fixes. As each service release improves system security and stability, we recommend all users upgrade to the most recent version.

Note – *Due to security improvements, ACC 6.8 cannot be downgraded to a previous version without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgraded to ACM 5.10.10 or later to support the latest ACM/ACC native interactions including panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.8.*

Issues Fixed

- Corrected an issue that caused local digital outputs on an ACC ES Analytics Appliance, ACC ES HD Recorder, or HDVA (2nd Generation) to be displayed as "Unknown" in the ACC Mobile 3 Preview app for iOS and Android
- Fixed an issue that caused problems playing back recorded video from Axis M3005 cameras in some cases
- Corrected an issue that prevented the playback of the video between the first two keyframes after a recording gap when viewing the lower resolution stream in ACC Client.

Version 6.8.4.0 (continued)

Known issues in this release

- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.
- With the addition of inputs in ACC, operators with ACM privileges (door grants for example) may experience long ACC login times (up to 10 seconds) when ACC is connected to a large (> 500 door) ACM systems. Optimizations are planned for ACC 6.10.

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.16.0.234 for H4 Mini Dome cameras
- V3.16.0.234 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.50 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.54 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.52 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.60 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.8.2.8 – Released March 8th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.8. This release corrects several critical issues that could prevent recordings from being created when ACC is recording based on motion, as well as another critical issue that could cause continuous and manual archive to not report failures when writing to network locations. As each service release improves system security and stability, we recommend all users upgrade to the most recent version.

Note – *Due to security improvements, ACC 6.8 cannot be downgraded to a previous version without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgraded to ACM 5.10.10 or later to support the latest ACM/ACC native interactions including panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.8.*

Issues Fixed

- Corrected an issue that could cause misconfiguration of ONVIF events between ONVIF cameras, including Avigilon cameras, and ACC Server. This could cause missed motion events, among other things, resulting in missed recordings when ACC is set to record based on motion.
- Addressed an issue where ACC would never receive a start of motion event after connecting to an Avigilon camera that has continuous motion activity in its field of view. This affected recordings (when recording was configured to be based on motion), rules (based on motion start) and alarms (based on motion).
- Fixed an issue where recordings wouldn't be created from an Axis M3037 camera when ACC was set to record on motion
- Ensured that continuous and manual archive correctly produce an error response when they fail to successfully write the full data for the archive to a network location.

Version 6.8.2.8 (continued)

Issues Fixed (continued)

- Fixed an issue that could cause the ACC Player to not skip over areas without recorded video when playing back native (.AVE) exports
- Ensured that ACC Player doesn't skip over short recorded segments of video when playing back at accelerated speeds (fast forward)
- Corrected an issue where using the Avigilon Pro Joystick's spin wheel would cause an ACC view to switch to recorded mode and present an empty timeline for users that don't have the group privilege to access recorded video. Note that only an empty timeline was presented and it was not possible to view any recorded video in this scenario.
- Ensured that dewarping now works correctly in ACC Client for Oncam Grandeye cameras
- Fixed an issue that could cause blank video to appear in the preview window shown in the ACC Client's export and archive interfaces, and blank video in the created native (.AVE) export or ACC archive (.AVK) as well
- Fixed a bug that could cause ACC Server to crash when sending out central station notifications with image attachments in some cases
- Addressed an issue that was preventing Hikvision cameras running version 5.5 firmware from connecting to ACC Server
- Corrected an issue where Axis M3005 cameras would be listed using that model name in certain places in the ACC user interface rather than the custom camera name that had been configured
- Fixed an issue that could cause ACC Player to take a very long time to load recordings from Avigilon cameras that had idle scene or HDSM SmartCodec enabled and active at the time of the recording
- Corrected an issue that could cause a View to go completely blank if a microphone for a camera in that view was disabled while a user was listening to it

Known issues in this release

- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.
- With the addition of inputs in ACC, operators with ACM privileges (door grants for example) may experience long ACC login times (up to 10 seconds) when ACC is connected to a large (> 500 door) ACM systems. Optimizations are planned for ACC 6.10.

Version 6.8.2.8 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.16.0.208 for H4 Mini Dome cameras
- V3.16.0.222 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.50 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.46 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.52 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.60 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.8.0.26 – Released February 13th, 2018

Release Summary

This is the first release of Avigilon Control Center™ 6.8, introducing Unusual Motion Detection. This release also includes new features as described below, including security enhancements, support for new Mobile 3 Preview features and further support for native ACM interoperability with ACM inputs for rule triggers.

Any users who experience symptoms described within the fixed issues list should install this release.

Note – *Due to security improvements, ACC 6.8 cannot be downgraded to a previous version without deleting all configuration data. Customers are always recommended to back-up their ACC Site Settings before any upgrade.*

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgraded to ACM 5.10.10 or later to support the latest ACM/ACC native interactions including panel inputs. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.8.*

New Features

- This release introduces Unusual Motion Detection, initially for H4A cameras. After changing the Video Analytics Mode to Unusual Motion from Classified Object in the camera general settings, users can choose to filter the timeline to show only unusual motion. Users can adjust the UMD filters to control how much video is highlighted, then scrub through as normal or use the new skip play feature to view filtered video continuously.

Version 6.8.0.26 (continued)

New Features (continued)

- Native interactions with ACM now includes panel input synchronization so that ACC rules can triggered on input activation/de-activation and input fault detected / cleared events.
- This release provides support for Mobile 3.2 and 3.4, including activation of digital outputs and viewing of classified object analytics bounding boxes on live and recorded event video.
- Video export files may now be encrypted when created. Users may choose to specify a password that will be required to open the export file. ACC Player software from previous releases will not be able to open these protected AVE files, but will still be able to open non-protected files. Password protected files can be searched as normal, but re-export, snapshot and event exports are disabled to prevent re-distribution of contents of the protected file.
- Privacy conscious users may now restrict operator access to recorded video by removing the ‘View images recorded before login’ privilege now granted by default when view recorded images is granted. This will allow an operator to access video recorded since the time of their login to ACC (which is recommended to be the start of their shift) but they will not be able to access video recorded before their login.
- Microsoft Active Directory users who are not able to manage group membership in Active Directory groups but still want to leverage their Active Directory for authentication purposes can now synchronize individual users instead of just groups. Synchronized users may be added or removed from ACC groups to assign privileges.
- In order to further support ONVIF standardization, the default connection type for cameras connected to ACC will now be ONVIF. Users may still override the connection type and select a native driver if required, but ONVIF will be the preferred camera connection. Upgrading customers will not have their camera connections changed, as this default only applies when connections are made.

Issues Fixed

- ACC now provides a more clear error message when users attempt to upgrade a system and provide un-necessary upgrade license keys. Note that users may use combinations of license keys in excess of what is required, as long as none of those keys would be entirely un-used.
- Corrected a problem that could disable rules configured for an Axis Door Station if the unit is rebooted.
- Resolved an issue with the automatic re-creation of the AvigilonData folder when it becomes corrupted and must be re-built.

Version 6.8.0.26 (continued)

Issues Fixed (continued)

- Corrected an issue that caused the bandwidth in Camera Setup > Compression and Image Rate to be incorrectly shown as 0 mbps.
- Corrected an issue that prevented users from selecting the all supported resolutions for image exports on pro series cameras.
- Corrected a problem that prevented some Axis PTZ cameras from properly moving to a preset.
- Resolved a problem that could cause ACC Client to crash when using Intel video display adapters.
- Resolved an issue where ACC mobile client initiated audio talk down events did not appear in the ACC site logs.
- Corrected a behaviour so that the operator cannot control the PTZ movement from the Pixel Motion Detection setup Tab.
- Corrected an issue that prevented users of a higher rank from properly disconnecting users of lower rank when attempting to login to a server that had the maximum number of clients connected.
- Resolved an issue that caused ACC Client to be stuck in an error state requiring forced shutdown when microphone settings were applied to the secondary (failover) camera connection.
- Resolved an issue where the communications link between an ACM appliance and a linked ACC site times-out when there is large time gap between ACM events as can happen overnight. As a result, ACC was unable to retrieve the list of ACM user groups, users were unable to login to ACC, and the door grant button disappeared from the ACC client.
- Resolved an issue that incorrectly allowed users to protect bookmarks that span more than one day.
- Resolved an issue that could cause ACC Client to become unresponsive when performing bulk operations on large numbers of cameras such as selecting them for archive.
- Corrected a behaviour where a PTZ camera would continue to pan even if the view panel focus changed to different camera.
- Resolved an issue where continuous archive would prematurely pause if the current time exactly matched the end of the permitted time range and instead would wait for the start of the permitted time range.
- Corrected an issue where the selected Region of Interest (ROI) for an LPR lane was not always be saved correctly.

Version 6.8.0.26 (continued)

Issues Fixed (continued)

- Resolved an issue that could cause H4 Pro cameras to not stream correctly to ACC when speakers and microphones are configured when a resolution other than the default is selected.
- Enhanced detection and logging of when an archive storage volume becomes unavailable for manual and continuous archiving.
- Corrected an issue that could cause the configuration of Storage Management (continuous archive) to become stuck with a popup dialog that would not exit.
- Resolved an issue that could prevent the status of child sites in a site family being correctly updated and shown in Site Health.
- Corrected an issue that made several dialogs in ACC Client unusable if camera channel names were more than 60 characters long.
- Improved error and warning messages for manual and continuous archive operations.
- Corrected an issue with auto-layout mode on ACC Client and ACC Player which could cause pan and zoom changes when interacting with the timeline.
- Resolved an issue with ACM door grants incorrectly succeeding on elevator doors. ACM/ACC native interactions do not currently support granting access to elevator doors.
- Corrected a defect in ACC client that could cause the application to crash when moving back and forth among view tabs which contain large numbers of cameras.
- Improved playback of non-continuously recorded video when playing back at lower or higher than normal (1x) speed.
- Corrected an issue that prevented ACC from applying image and display settings for each head on an Avigilon multi-head camera when "Synchronize Image Settings with All Heads" option was selected.
- Corrected a defect in handling UNC paths containing non-alphanumeric characters such as period (".") in several areas of the product, including archive directory specification.
- Corrected an issue that was causing the ACC Player to incorrectly use the local time zone (of the PC running the Player software) for the Appearance Search results graph, rather than the time zone of the server that created the export or archive.
- Ensured that the Appearance Search results graph in ACC Client correctly reflects a new time zone setting after it is changed on the local PC.
- Corrected an issue that could prevent an H4ES camera from mounting a remote file system for continuous or manual archives.
- Corrected an issue that could cause manual and continuous archives to be only partially written with a missing .AVK file.
- Dutch is available again in Western Europe Language Packs

Version 6.8.0.26 (continued)

Known issues in this release

- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.
- Issue introduced in ACC 6.6.0 where Oncam camera de-warping does not work consistently. Workarounds include not using this camera in a symmetric (e.g.: 2x2 and 3x3) view, or ensuring the low resolution stream is enabled. This issue will be corrected in ACC 6.8 SR1.
- Under some conditions, continuous archive may successfully write video files but not the archive index (AVK) file, and not generate an error, which makes the archived video inaccessible. Using a mapped drive instead of a network path for the archive location is a known workaround. Customers that encounter this issue should contact technical support to rebuild their index files. ACC 6.8 SR1 will ensure that an error is produced if the AVK file is not successfully written.
- With the addition of inputs in ACC, operators with ACM privileges (door grants for example) may experience long ACC login times (up to 10 seconds) when ACC is connected to a large (> 500 door) ACM systems. Optimizations are planned for ACC 6.10.

Version 6.8.0.26 (continued)

Avigilon™ Device FW Included

- V3.18.0.36 for Presence Detector
- V3.16.0.208 for H4 Mini Dome cameras
- V3.16.0.222 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.36 for H4 Thermal cameras
- V3.20.0.34 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.46 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.48 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.60 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.6.4.6 – Released January 24th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 6.6. This release corrects a critical issue for users of the ACC- door events integration and provides a fix for loss of intersystem communications which requires an upgrade of ACC. Each service release improves system security and stability, as such, we recommend all users upgrade to the most recent version.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgrade to ACM 5.10.8 or later for use with ACC 6.6 and communicate ACM door events between the systems. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.6.*

Issues Fixed

- Resolved an issue where the communications link between an ACM appliance and a linked ACC site timeouts when there is large time gap between ACM events as can happen overnight. As a result, ACC was unable to retrieve the list of ACM user groups, users were unable to login to ACC, and the door grant button disappeared from the ACC client.
- Resolved an issue introduced in ACC 6.4 where you see momentary images during recorded video playback if video for a camera has been recorded to a failover server. The recording timeline will show gaps where the video is recorded on the failover server but you should see fluid video in the gaps from the failover server.
- Fixed an issue where only a single speaker could be associated with a camera. Any attempt to link a second speaker, like an IP network speaker, would fail.
- Corrected a behaviour where the user might receive a message 'User does not have sufficient permissions to modify the item' when changing the gain value in the camera image and display setup dialog.

Version 6.6.4.6 (continued)

Known issues in this release

- Language Packs are missing support for Dutch. Users can download and install the ACC 6.4 Western Europe language pack from the Avigilon Website as workaround until this issue is resolved.
- The bandwidth in Camera Setup > Compression and Image Rate may be incorrectly shown as ombps. This will be addressed an upcoming ACC 6 service release.
- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.

Avigilon™ Device FW Included

- V3.18.0.26 for Presence Detector
- V3.16.0.208 for H4 Mini Dome cameras
- V3.16.0.222 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.22.0.32 for H4 Thermal cameras
- V3.20.0.34 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.46 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.18.2.34 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.168 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.168 for H3 Box Dome cameras
- V2.2.0.60 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.6.2.4 – Released December 5th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.6. It adds support for the Avigilon H4 IR PTZ camera and Avigilon H4 Thermal camera. Any users who experience symptoms described within the fixed issues list should install this service release. Each service release improves system security and stability, as such, we recommend all users upgrade to the most recent version.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgrade to ACM 5.10.8 or later for use with ACC 6.6 and communicate ACM door events between the systems. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.6.*

New Features

- Introduces support for the Avigilon H4 IR PTZ camera. The Avigilon H4 IR PTZ supports analytic event detection in the user defined home position. ACC offers the same analytic configuration options common to other H4 cameras with self-learning analytics. ACC introduces a new button in the ACC view panel that dynamically selects between the day/night settings of the camera and controls the IR illuminators for optimal viewing during dusk or marginal conditions. The camera’s wash and wipers functions can be trigger using AUX commands when configured in ACC.
- Introduces support for the Avigilon H4 Thermal camera which combines thermal imaging with self-learning video analytics. ACC supports configuration of the thermal image color palette along with analytic event configuration options common to other H4 camera.

Version 6.6.2.4 (continued)

Issues Fixed

- Corrected a security issue in the ACC SDK where authenticated SDK clients might receive system events for which they do not have explicit permissions to receive.
- Fixed an issue where depending on the camera video streaming bandwidth and the recording server load, more than last 60 seconds of recording would be lost if the server power failed.
- Corrected an issue which prevented reuse of a logical ID for a replacement camera even after the original camera has been logically disconnected using the ACC connect/disconnect camera dialog.
- Fixed an issue where the ACC Client memory usage would increase over time when associating with an ACC Server connected to many PTZ cameras.
- Improved responsiveness of PTZ camera movements to physical joystick pan-tilt-zoom commands.
- Corrected an issue for ACM appliances that are part of an ACC site where a failure in the ACM event delivery service was not detected and logged in the ACC site logs.
- Resolved an issue where panning is disabled for H4F Fisheye cameras after zooming the camera view in ACC Mobile 2.x and ACC HTML5 Web Client.
- Resolved an issue where users may be unable to press the 'apply' button when updating general camera settings.
- Corrected an issue where even though the settings are correct on the camera, ACC was not displaying the new settings on every head of an Avigilon multi-head camera after updating the Image and Display settings using the "Synchronize Images settings with all heads option".
- Resolved an issue for the ACC Image and Display Settings dialog where the Gain combo box presented blank values for certain ONVIF cameras
- Corrected a behavior where an ACC rule would trigger unexpectedly on a digital input even if the rule condition was disabled by a second digital input.
- Fixed an issue where the digital output button in the View panel is missing after the ACC client workstation has gone to sleep and is woken up.
- Fixed an issue for H4ES Cameras where when clustered with an ACC ES recorder they incorrectly generate "One or more sites not licensed" warnings.
- Corrected an issue for systems that have been upgraded from ACC 5 to ACC 6, where ACC would not add the Appearance Search ACC analytics service events to the ACC default rule to trigger an on-screen message when the service experiences an error.

Version 6.6.2.4 (continued)

Issues Fixed (cont.)

- Fixed a rendering issue which partially cut off the LPR watch list buttons in ACC client.
- Created a new LPR MSR template to correct an issue reading license plates from Ireland starting with 3 digits.
- Corrected an issue where users were experiencing connection problems with ACTi E37 cameras using ONVIF after upgrading from ACC 5.x to ACC 6.x.
- Fixed an issue where an Axis C-3003 Network Horn would incorrectly consume a camera license. If all the camera licenses were in use, the connecting the IP speaker would result in ACC reporting a licensing error.
- Addressed an issue with choppy audio in AVI exports from Bosch Flexidome IP Starlight camera recordings.

Known issues in this release

- Language Packs are missing support for Dutch. Users can download and install the ACC 6.4 Western Europe language pack from the Avigilon Website as workaround until this issue is resolved.
- The bandwidth in Camera Setup > Compression and Image Rate may be incorrectly shown as ombps. This will be addressed an upcoming ACC 6 service release.
- Users may not be able to deactivate any Product Keys after removing their LPR dongle and restarting the server. The workaround is to reattach the LPR dongle and restart the server.
- Under certain network conditions, the communications link between an ACM appliance and the ACC site will timeout. As a result, ACC is unable to retrieve the list of ACM user groups, users are unable to login to ACC, and the door grant button disappears from the ACC client. The workaround is to disconnect and reconnect the ACM appliance from the ACC setup dialog.

Version 6.6.2.4 (continued)

Avigilon™ Device FW Included

- V3.18.0.26 for Presence Detector
- V3.16.0.208 for H4 Mini Dome cameras
- V3.16.0.222 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.20.0.30 for H4 IR PTZ cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.16.2.218 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.6.0.22 – Released November 7th, 2017

Release Summary

This is the first release of Avigilon Control Center™ 6.6. This release introduces new ACC capabilities described below including Avigilon Appearance Search™ technology enhanced with face detections, ACC Tiered Storage and ACM door grants from the ACC client. Due to a critical vulnerability in the ACC gateway fixed in this release, we recommend all users upgrade to this version. Any users who experience symptoms described within the fixed issues list should install this service release.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – *ACM must be upgrade to ACM 5.10.8 or later for use with ACC 6.6 and communicate ACM door events between the systems. As well, ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.13” or newer to use the alarm gateway and VidProxy with ACC 6.6.*

New Features

- Avigilon Appearance Search now includes face detection to enhance the accuracy of the search results to find a person of interest. After enabling Avigilon Appearance Search on ACC analytic cameras, new firmware for H4A and H3A cameras included in this release will now detect faces in a scene. Other analytic cameras will be updated at a later date. Appearance Search will compare characteristics of the face and body elements to return results of other similar looking individuals. This feature improves search results over a wider search period particularly where the person adds or removes clothing.
- Native interactions with Avigilon’s Access Control Manager (ACM) system enables ACC to link cameras with doors configured in ACM and receive related ACM door events. This release extends this capability and ACC operators can now trigger door grants to open doors from the ACC client. The operator is allowed to initiate the grant based on a privilege shared from their ACM user profile. Operator profiles can be shared between systems, and when configured, ACC will use ACM and ACM’s integration to LDAP to authenticate user login requests.

Version 6.6.0.22 (continued)

New Features (cont.)

- This release introduces ACC storage management with support for tiered storage and continuous archiving. Tiered storage supports the server tier which consists of the direct attached storage on the server, and an archive tier that can be targeted at network drives, storage servers or direct attached storage. Both tiers can be seamlessly accessed from the ACC client and allows the operator to view and scrub recordings from either tier. Continue archiving provides the capability to incrementally copy recordings from the server tier to the archive tier around the clock. The archive tier uses a standard windows file system which can be managed using existing IT storage policies.
- Enhances Avigilon Presence Detector event handling and adds support of basic presence events in addition to existing dwell events for use in ACC rules. Operators are now able use the ACC event search to find past instances of presence and dwell events and recall video from linked camera recordings.
- Enhances enforcement of privacy policies by introducing ACC client usage auditing records. ACC will log any operator access to live and recorded video indicating the username, client device used, cameras viewed and the start and end times of video viewed. Logs are created for activity on the ACC client, ACC mobile, VMA and collaborations.
- ACC administrators can now require dual authentication to allow viewing of recordings and enhance privacy. Users can be required to seek secondary login by a supervisor or authorized user before recorded video can be accessed.
- New password strength criteria enhances ACC cybersecurity protection. Administrators have a choice to enforce a minimum password strength for user groups. ACC provides users with visual feedback about password strength when creating their new passwords.
- ACC Site Health report has been enhanced to display a License ID which can provided to Avigilon customer support to lookup license keys. The Site Health now displays the license counts for factory installed licenses on HDVAs, ES Recorder and ES Analytics Appliance devices.
- Arbitrary Events across the ONVIF interface could only be used with a specific set of manufacturer's (or generic ONVIF) namespace. They can now be used with any manufacturer's namespace.

Version 6.6.0.22 (continued)

New Features (cont.)

- With this release, User Guides and in-client help are no longer available for the following languages: Danish (DA), Swedish (SV), Polish (PL), Korean (KO), Russian (RU), Portuguese (PT-BR), Simplified and Traditional Chinese (ZHS, ZHT). The ACC client interface will continue to be presented in these languages, but when the user requests in application help, it will be presented in the English language. If desired, users of these local languages can download and install ACC 6.4 user guides and client language packs from the Avigilon website.

Issues Fixed

- Fixed a critical vulnerability allowing remote attackers to potentially retrieve some files on the ACC server. It is recommended that users of the ACC Gateway and / or ACC HTML5 Web Client upgrade to the most recent ACC gateway.
- Enhanced security for ACC sites using Active Directory user login credentials
- Removed confusing time zone option from ACC Player client since video timestamp is always presented based on the device's time zone
- Fixed a memory leak in the ACC Client that could occur when cycling views and results in poor client performance
- Fixes an issue for where non-administrative users would see a blank list instead of a message that there are no more login sessions available
- Corrected a behaviour, where regardless of Motion activity checkbox setting in global client options dialog, the pixel motion overlay is always present in the motion search dialog. There is now a toggle button in motion search dialog.
- Resolved an issue where the camera image would flip between round and dewarped view while panning around in the camera field of view
- Corrected a behaviour where the camera time was required to be synchronized to server time in order to connect via ONVIF
- Resolved an issue where ACC would not display the camera location specified in the device configuration dialog when Sony SNC-DH160 cameras are connected to ACC using their native driver.
- Resolved an issue where exporting video from ACC player would indicate that it had exported an order of magnitude more frames than was expected. Under some conditions the resulting video would stutter during playback.
- Addressed an issue where in certain scenarios, audio from an operator Push-to-talk action would not be recorded with the video.

Version 6.6.0.22 (continued)

Issues Fixed (cont.)

- Corrected an issue that could cause cameras to be intermittently shown in license error on ES appliances.
- Corrected an issue where the analytics settings for ACC ES Analytics Appliances reported an inaccurate load for linked cameras using JPEG or MPEG4 streaming
- Fixed an issue where any analytic rule with a delay threshold would trip immediately when defined on an Avigilon ES Analytic Appliance
- Corrected a problem where tampering events were not aged out properly with the associated video.
- Corrected an issue where digital input and output (links) settings would sometimes not get saved correctly
- Fixed an issue preventing the removal of a POS data source that was no longer connected or reachable.
- Corrected an issue causing blank lines on the timeline during alarm and POS searches
- Resolved an issue for certain Windows server platforms where ACC server and ACC gateway incorrectly required the "lanmanserver" service to start.
- Corrected issues with alarm escalation in ACC mobile 3.0 preview app.
- Ensured that the ACC Web Endpoint will return the appropriate error code to a client (such as the ACC Mobile 3 Preview app) when the video is an unsupported streaming format.
- Fixed a defect which caused bookmark times written to a file (from a bookmark search) to be in UTC rather than in local time.
- Corrected an issue causing a client crash when attempting to export search results to an already open file.
- Improved responsiveness of auto-contrast adjustments during digital pan and zoom through a scene with high dynamic range.
- Corrected the labelling on the Compression and Image Rate dialog. The estimate of the total bandwidth used by the camera with the current camera settings is now labelled 'Total Camera Bandwidth' instead of simply saying 'Bandwidth'. It provides the total bandwidth for all streams from the camera.
- Removed the display of the current image EV level from ACC for H4 PTZ since the camera does not provide the real-time value. The view panel now says 'unsupported' and the image and display settings panel only shows the relative low-high position of the day/night threshold slider.

Version 6.6.0.22 (continued)

Issues Fixed (cont.)

- Fixed an issue where some device setting changes wouldn't be captured correctly in the site logs
- Fixed an issue where parts of the text in the Avigilon Presence Detector (APD) device setup screen appeared cut off when the Client was using certain non-English language settings
- Ensured that the precision for an APD device's dwell time setting is aligned between ACC and the device's WebUI
- Corrected an issue where the device name for an APD device was missing in the site logs
- Corrected an issue where extra blank space could appear below the timeline when modifying a view from one that contained more cameras to one that contained fewer cameras
- Fixed an issue where users (with group permission to create archives) could create a manual archive after it was disabled on a particular server.
- Fixed an issue where excessive log entries could be created when the ACC Analytics Service was shut down

Known issues in this release

- Language Packs are missing support for Dutch. Users can download and install the ACC 6.4 Western Europe language pack from the Avigilon Website as workaround until this issue is resolved.
- ACC Client memory usage will increase over time when associating with an ACC Server connected to many PTZ cameras. If ACC client appear to be sluggish when switching between camera views, the workaround is to restart the ACC client.
- After zooming the camera view in ACC Mobile 2.x or ACC WebClient, panning is disabled for H4F Fisheye cameras. Workaround is to reopen the camera view and pan before zooming
- Axis C-3003 Network Horn incorrectly reports a licensing error if all camera licenses are consumed. Will be addressed in an upcoming ACC 6 service release.
- H4ES Camera users may experience incorrect "One or more sites not licensed" warnings. Will be addressed in an upcoming ACC 6 service release.
- The bandwidth in Camera Setup > Compression and Image Rate may be incorrectly shown as ombps. Will be addressed in an upcoming ACC 6 service release.
- Customers may not be able to re-use a Logical ID for a replacement camera. Will be addressed in an upcoming ACC 6 service release.

Version 6.6.0.22 (continued)

Known issues in this release (cont.)

- Users may find the digital output button is missing after their workstation has gone to sleep and then woken up. Will be addressed in an upcoming ACC 6 service release.
- After updating the Image and Display settings using the "Synchronize Images settings with all heads option" with an Avigilon multi-head camera, ACC does not display the new setting on every head even though the settings are correct on the camera. Workaround is to apply another setting change on any camera head using "Apply to Devices..." Will be addressed in an upcoming ACC 6 service release.

Avigilon™ Device FW Included

- V3.18.0.26 for Presence Detector
- V3.16.0.208 for H4 Mini Dome cameras
- V3.16.0.208 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multi-sensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.16.2.218 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.4.4.2 – Released August 31st, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.4. It adds support for Avigilon Presence Detector devices. Users of ONVIF cameras who experience stalling video, as well as users with a large number of cameras who experience system instability as described below should install this service release due to the corrected issue listed below.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

New Features

- Introduces support for the new Avigilon Presence Detector. The Avigilon Presence Detector can detect human presence and heartbeats with or without movement to generate events that can be used to trigger ACC rules designed to notify Central Stations, email users, display a specific camera, trigger alarms or other rule actions. Sites must be on ACC 6.4.4.x or newer to be compatible with this detection device.

Issues Fixed

- Addressed a performance issue relating to aging of video for sites with a large number of cameras (>100), large number of protected bookmarks and motion events. These large video databases would experience spikes in memory utilization and system crashes in some cases when ACC aged data.
- Resolved an issue where after a temporary disk unavailability such as after a server restart, recordings on the secondary volume in the system do not age and are not removed.
- Resolved an issue where ACC would crash if a linked ACM instance is reinstalled in certain ACM configurations.

Version 6.4.4.2 (continued)

Issues Fixed (cont.)

- Resolved an issue where Central Monitoring Station notifications did not include requested video or image attachments for loitering rule events with a time threshold greater than 15 seconds.
- Addressed an issue which caused ACC to crash after triggering an ACC Rule to send a notification to a Central Monitoring Station with an image or video clip from a JPEG2000 camera.
- Resolved an issue introduced in ACC 6.4 where analytic settings would not be propagated to Rialto devices when the user clicked Apply / OK.
- Corrected an issue where two tamper events were reported by ES Analytic Appliance for each tamper event generated by a camera.
- Corrected a behaviour where Oncam Grandeye cameras images were incorrectly presented as an oval shape.
- Resolved an issue where live video from ONVIF cameras would stall momentarily when viewing video after resizing the view panel.
- Resolved an issue where the ACC Player would crash when requested to authenticate an ACC .AVE export file.
- Addressed an issue where the ACC 6.4 Player does not present a take a snapshot option when hovering over a view panel.
- Resolved a behaviour where the Edit User dialog would appear when clicking on the scroll bar after highlighting a user account.
- Fixed an issue where users are unable to open the settings page even though they were able to in the past.
- Resolved an issue introduced in ACC 6.4.2.10 where the default administrator could not change Logical ID of camera due to permissions.
- Resolved a behaviour introduced in ACC 6.0.0.24, where the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.
- Resolved a display issue with certain labels when operating with Danish language or Italian language.

Known issues in this release

- None.

Version 6.4.4.2 (continued)

Avigilon™ Camera FW Included

- V3.16.0.194 for H4 Mini Dome cameras
- V3.16.0.194 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.178 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multisensor cameras
- V3.16.0.170 for H4 PTZ cameras
- V3.16.2.178 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.158 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Version 6.4.2.10 – Released August 10th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.4. It adds support for Axis A8004-VE and A8105-E Door Station devices as well as corrects an issue with Central Station Notifications.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

New Features

- Axis A8004-VE and A8105-E Door Station devices can now be used with ACC. This includes the ability to view and record video, setup motion events, use two-way audio, and use the digital inputs/outputs.

Issues Fixed

- Fixed an issue where Central Station Notifications, which are sent using SMTP, did not have both CR (carriage return) and LF (line feed) characters in the message header as required.

Known issues in this release (unchanged from the previous release)

- Due to a regression introduced in ACC 6.0.0.24, the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.

Version 6.4.2.10 (continued)

Avigilon™ Camera FW Included

- V3.16.0.186 for H4 Mini Dome cameras
- V3.16.0.186 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.178 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multisensor cameras
- V3.16.0.170 for H4 PTZ cameras
- V3.16.2.178 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.158 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Version 6.4.0.18 – Released July 20th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.4 that corrects an issue with the installers. Users that downloaded the previous release, ACC 6.4.0.16, and attempted to install it on a computer that didn't already have Microsoft .NET 4.6.2 installed will have been unsuccessful. The installers provided with this new release address this issue. We recommend that all users upgrade to ACC 6.4 in order to address critical vulnerability CVE-2017-9765, a SOAP web services interface defect, which was corrected in ACC 6.4.0.16. Please see the previous release notes, below, for additional details.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

Issues Fixed

- Corrected an issue where the necessary Microsoft .NET Framework version was not included with the ACC 6.4.0.16 installers. This prevented ACC from being installed successfully on computers that didn't already have .NET 4.6.2 installed.

Known issues in this release (unchanged from the previous release)

- Due to a regression introduced in ACC 6.0.0.24, the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.

Version 6.4.0.18 (continued)

Avigilon™ Camera FW Included

- V3.16.0.176 for H4 Mini Dome cameras
- V3.16.0.174 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.178 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multisensor cameras
- V3.16.0.170 for H4 PTZ cameras
- V3.16.2.178 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.158 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Version 6.4.0.16 – Released July 12th, 2017

Release Summary

This is the first release of Avigilon Control Center™ 6.4. This release introduces new ACC capabilities described below including flexible dual HSDM streaming for Avigilon cameras and dual streaming from ONVIF cameras. This release addresses critical vulnerability CVE-2017-9765, a SOAP web services interface defect. While the risk for Avigilon products installed behind a firewall or isolated network is limited we strongly recommend all users to update to this release.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects. (Specifically, CVE-2017-9765 is addressed by ACC 5.10.14.2.)

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcMIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

New Features

- ACC can now be configured to connect to Avigilon Access Control Manager (ACM) and receive native ACM door events. ACM doors can be logically linked to any camera on ACC and enable ACC rules to start live streaming of video, send notifications, or take other ACC rule actions. All ACM door events are auditable in the ACC site logs. Minimally requires ACM Release 5.10.2 and ACC Standard or Enterprise edition to manage rules for door events. This new functionality can be used standalone or in parallel with the existing ACC-ACM integration for Vid-Proxy and access control platform events.
- ACC introduces support for flexible dual HSDM streaming which permits independently configuring primary and secondary streams while preserving HSDM bandwidth optimization for live streaming and recorded video playback. Both primary and secondary streams are still recorded and ACC manages the aging of the primary video from storage. This new ‘HSDM flexible’ recording profile is available when configuring video streams for Avigilon H4 1MP, 2MP and 3MP cameras.

Version 6.4.0.16 (continued)

New Features (cont.)

- ACC now supports dual streaming from ONVIF compliant cameras that advertise multiple video streams. Live video will automatically switch between a primary and a secondary stream to minimize bandwidth consumed by the client. ACC provides full configuration control of two video streams and offers selection of recording either the primary or the secondary stream.
- Seamless video failover is now available to cameras who are configured with failover connections to secondary or tertiary servers. When the primary ACC server becomes unavailable, ACC will begin live streaming from the backup server into the original view panel after a few seconds. Once the original server becomes available, the stream will automatically switch the live stream back to the original server. During recorded playback, ACC will render video segments recorded on backup servers if no video is available from the primary server. ACC continues to present multiple timelines based on the location of the recorded events and video but users are able to review and scrub video continuously from any of the related timelines. ACC search features require that users specify all locations where recorded video might reside. Seamless failover is supported on both the ACC client and ACC Virtual Matrix.
- Introduce support for new Avigilon Mini-dome camera with backward compatibility with earlier ACC 5.x and ACC 6.x releases
- Introduce support for an event trigger delay to supplement existing sensitivity control for camera tamper events. This configuration option is now available on H4SL and H4 Fisheye cameras and will be made available on other H4 cameras in future firmware updates. Additionally, ACC event searches can now filter specifically for tamper events.
- ACC can now configure digital outputs to operate in mono-stable/pulse mode or bi-stable/hold modes. New ACC rule actions permit creation of a follow function on outputs that are configured for bi-stable/hold mode. Rules can explicitly activate or deactivate outputs in response to an event. When an output is configured for pulse mode, the activate digital output rule action will trigger a pulse on the output and the deactivate digital output rule action is ignored.
- Camera field-of-view thumbnail previews appear when hovering over a camera name in the Site view device tree and over the camera icons on ACC maps.
- Device icons on maps are now configurable. Maps support five icon types, six unique colors for the icon, shape or field of view cone, and three sizes for the icon and label text
- Operators can cycle through live camera views using a two new keyboard shortcuts and Avigilon joystick functions that support camera next and camera previous functions

Version 6.4.0.16 (continued)

New Features (cont.)

- ACC video archiving feature now can resume and retry a failed archive task rather than restarting from the beginning. The archive dialog provides administrators with archive progress status, retry count, last successful archive and next planned archive.
- Administrators can review failed login attempts by users in the ACC site logs
- Administrators can now use MSI installers to support automated installation of ACC clients and ACC servers

Issues Fixed

- Fixes critical vulnerability CVE-2017-9765. While the risk for Avigilon products installed behind a firewall or isolated network is limited we highly recommend all users to update to this release.
- Addressed a problem connecting some models of Mobotix cameras which prevented motion information from being available.
- Corrected an ACC Player issue affecting the playback of archived video from Avigilon H4 cameras. The issue was observed when the archive was created from video where the primary stream had already aged out.
- Addresses an issue introduced in ACC 6.0.0.24 that occurred when stepping in during a Thumbnail Search, the included time range is smaller than it should be. It was possible that the time range for the stepped in section of video won't include the change in the background scene the user is trying to find.
- Corrected an issue that prevented an H4 ES camera from properly over-writing the oldest archive.
- Corrected the handling of secondary streams for some Oncam cameras.
- Addressed an issue where a secondary camera stream resolution would retain all manual settings changes when the profile was changed back from Manual to Automatic.
- Corrected a problem with properly restoring default groups from settings backup.
- Addressed minor issues with display of licenses during upgrades from ACC 5 to ACC 6
- Addressed an issue where child sites were not aware of servers added to a parent site and therefore could not function properly if the original server in the parent site was removed.
- Addressed an issue where users are not warned about losing their product key information when un-installing ACC Server.
- Prevented users from making site composition changes before licenses are activated after an ACC 5 to ACC 6 software upgrade which often caused licensing problems.

Version 6.4.0.16 (continued)

Issues Fixed (cont.)

- Addressed issues with updating logical IDs on saved views.
- Corrected a situation where groups and users that had the same name could cause problems with modifying alarm notification lists.
- Addressed an issue where multiple H4 ES cameras in a site could cause spurious license problem notifications.
- Corrected a situation that could cause some of the cameras in an export not being listed properly on the audit log entry.
- Corrected an issue that could cause VMA to crash on shutdown.
- Corrected the behaviour of the alarm search panel when logged into multiple sites.
- Corrected an issue that could cause ACC client to crash when accessing the Image and Display settings panel when not logged into a server.
- Resolved an issue that prevented license deactivation on sites when ES Analytics Appliances were the last servers in a site after removing other Windows-based servers.
- Addressed an issue that could cause duplicate licensing error warnings on ES Analytics Appliance sites.
- Addressed a problem that mistakenly allowed a Windows ACC Server to be removed from a parent site leaving only an ES Recorder in the site in an unsupported configuration.
- Corrected an issue that could cause teach markers to disappear when using teach by example.
- Addressed several dewarping issues for cameras using ImmerVision 360° panomorph lens.
- Prevented servers from becoming unresponsive or crashing when infinite rules are accidentally created.
- Resolved an issue that prevented removal of disconnected cameras from ACC rule definitions
- Addressed a scenario that did not permit the modification or removal of the logical Id for a disconnected camera. If the camera is manually disconnected using the ACC client connect/disconnect dialog, the camera's logical Id will now be cleared. This permits the logical Id to be assigned to a replacement camera.
- Corrected a problem that could prevent a user from viewing alarms created during their first login session.
- Addressed a problem that could cause only high-resolution primary streams to be sent from an ES Recorder to ACC client regardless of zoom level for high resolution cameras.

Version 6.4.0.16 (continued)

Issues Fixed (cont.)

- Corrected a problem that could prevent video clips being sent for all servers in a site for remote central monitoring notification messages.
- Addressed a problem that could cause poor performance with Pro series cameras when using HDSM SmartCodec.
- Corrected a problem that could cause the View Application Logs icon to be missing in ACC Server console.
- Corrected a problem that causes ACC Client or ACC Player to crash when exporting H4F de-warped footage.
- Corrected an issue where the HTML5 Web Client and ACC Mobile 2 app are unable to connect to the ACC Gateway using HTTPS. This issue affected Avigilon HDVAs that originally shipped with ACC Gateway version 5.10.8.4 and Avigilon NVRs that originally shipped with ACC Gateway version 5.10.10.4, including ones that were later upgraded to ACC 6.
- Resolved an issue where ACC would not save the last set of POS transactions if ACC timed out waiting for a Close string from the POS system
- Resolved an issue where exporting video from ACC player under certain conditions would create an export that stuttered during playback
- Resolved an issue when an SMTP server requires ACC to use STARTTLS authentication extension.

Known issues in this release

- Due to a regression introduced in ACC 6.0.0.24, the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.

Version 6.4.0.16 (continued)

Avigilon™ Camera FW Included

- V3.16.0.176 for H4 Mini Dome cameras
- V3.16.0.174 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.178 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multisensor cameras
- V3.16.0.170 for H4 PTZ cameras
- V3.16.0.182 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.158 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 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

Version 6.2.2.6 – Released May 30th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.2. Users of the ACC Gateway that recently purchased Avigilon HDVAs that originally shipped with ACC 5.10.8.4 or Avigilon NVRs that originally shipped with ACC 5.10.10.4 and have upgraded them to ACC 6 should install this service release due to the corrected issue listed below.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

Issues Fixed

- Corrected an issue where the HTML5 Web Client and ACC Mobile 2 app are unable to connect to the ACC Gateway using HTTPS. This issue affected Avigilon HDVAs that originally shipped with ACC Gateway version 5.10.8.4 and Avigilon NVRs that originally shipped with ACC Gateway version 5.10.10.4, including ones that were later upgraded to ACC 6.

Known issues in this release (unchanged from the previous service release)

- Due a regression introduced in ACC 6.0.0.24, when stepping in during a Thumbnail Search, the included time range is smaller than it should be. Because of this, it is possible that the time range for the stepped in section of video won't include the change in the background scene the user is trying to find. This issue will be fixed in the next release of ACC 6.
- Due to a regression introduced in ACC 6.0.0.24, the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.

Version 6.2.2.6 (continued)

Avigilon™ Camera FW Included

- V3.16.0.110 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.16.0.90 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.112 for H4 PTZ cameras
- V3.16.2.90 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.156 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.156 for H3 Bullet cameras
- V2.6.0.156 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

Version 6.2.2.4 – Released May 18th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.2. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. In particular customers using ACC Mobile 3 Preview with the new ACC Web Endpoint service, customers using the standalone ACC Client application, and customers using more than 16 lanes of LPR should install this update due to the issues fixed listed below.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

Issues Fixed

- Resolved an issue in the Web Endpoint where it would permanently stop forwarding in-app alarm notifications to ACC Mobile 3 Preview clients if network conditions resulted in long enough notification delays
- Ensured the standalone version of the ACC Client checks that .NET 4.6.2 is installed before running
- Fixed an issue preventing more than 16 lanes of LPR from being used on a single site even when correctly licensed for more lanes
- Fixed an issue that could prevent successful license activation of a site that included multiple servers where some had been upgraded from ACC 5
- Corrected an issue where the start and end markers would align with the current time instead of the currently selected (red line) time on the timeline when exporting video
- Fixed an issue where the "Apply to Cameras" action would not apply the image and display settings to all sensors of H3 Multisensor cameras
- Corrected an issue where ACC 5 servers would report an inaccurate count for licenses in use when connecting from an ACC 6 Client. License usage counts are now only available when viewing the information for an ACC 6 server

Version 6.2.2.4 (continued)

Issues Fixed (continued)

- Fixed an issue where, in some cases, analytics would not run on a linked camera following a restart of the ACC ES Analytics Appliance
- Corrected an issue that could cause ACC Server to lock up when adding or editing bookmarks on systems with large amounts of video storage
- Fixed an issue for ACC ES devices where a higher bandwidth video stream is provided to clients than was actually requested
- Corrected the content of Central Station Monitoring Notifications for digital input events to include a list of all linked devices when rules specify no attachments are required

Known issues in this release

- Due a regression introduced in ACC 6.0.0.24, when stepping in during a Thumbnail Search, the included time range is smaller than it should be. Because of this, it is possible that the time range for the stepped in section of video won't include the change in the background scene the user is trying to find. This issue will be fixed in the next release of ACC 6.
- Due to a regression introduced in ACC 6.0.0.24, the thumbnail results for a Thumbnail Search won't load until all results are available rather than loading sequentially as they did previously. This is most noticeable for Clients connected over a remote connection.

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.16.0.90 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.92 for H4 PTZ cameras
- V3.16.2.90 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.156 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.156 for H3 Bullet cameras
- V2.6.0.156 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

Version 6.2.0.24 – Released April 19th, 2017

Release Summary

This is an initial release of Avigilon Control Center™ 6.2. This release introduces a new ACC Mobile application to support remote alarm handling for small sites deploying ACC appliances. Avigilon Appearance Search™ technology now introduces support for vehicle search. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. In particular customers experiencing archiving failures with ES Cameras and loss of alarms after clustering an ACC ES appliance with a Windows server should upgrade.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.

New Features

- ACC Mobile 3 Preview app delivers mobile alarms for small sites and self-monitoring applications. ACC Mobile 3 Preview app can connect directly to ES appliances and recorders running ACC 6.2. When the new optional ACC Web Endpoint Service is deployed on HDVAs, it brings mobile alarm capability to ACC Core and Standard edition HDVA users.
- ACC client introduces a new simplified main application menu and workflow for opening new views. It also offers new unified search buttons for easier access to search options.
- In this release, Avigilon Appearance Search™ technology adds the ability for users to quickly find the instances where a vehicle of interest has appeared in the recorded video from analytic cameras across the entire site to existing capabilities to find a person of interest. Avigilon Appearance Search technology is included with Enterprise edition and requires compatible Avigilon self-learning analytic cameras, NVR analytic kit hardware, and the installation of the Avigilon Control Center Analytics Service component.

Version 6.2.0.24 (continued)

New Features (continued)

- ACC client can be used to configure the bandwidth reduction settings of Avigilon cameras featuring HSDM SmartCodec™ technology. An operator is able to select the desired background image quality and idle scene mode frame rate behaviour to achieve an overall bandwidth reduction.
- Camera failover licenses can now be purchased and applied to create a pool of contingency licenses that permit a camera to connect to a secondary or tertiary ACC server in case of failure of the primary connection
- ACC now offers de-warped image and video exports from Avigilon Fisheye cameras
- ACC Central Station Monitoring notification attachments can now be configured within the ACC rule definition. Attachments can include an image, a low resolution video clip or a high resolution video clip from one or more related cameras
- Site Health report provides a new filter option to search by server name
- The number of allowable PTZ presets that can be defined from ACC client has been increased to 250
- ACC can now be configured to recognize arbitrary events from 3rd party ONVIF conformant devices to trigger ACC rules and present them in the ACC event search results.
- ACC now offers a Middle East Language pack containing Arabic help files

Issues Fixed

- Fixed an issue where the preview image when requesting an export is incorrect
- Improved handling of RTSP uniform resource identifiers to correct a problem connecting to some devices.
- Resolved an issue where higher resolution cameras had different contrast on different portions of the image.
- Corrected an issue where JPEG2K HD-Dome Cameras Microphone Source Type cannot be configured for "Line"
- Fixed a case that would occasionally cause a client to crash while restoring a saved window layout
- Fixed an issue that could sometimes cause the client to crash in the connect/disconnect cameras screen
- Added a new file combining French and Swiss LPR font templates, updated combined Ireland and UK LPR font template, and added a new LPR font template for Western Australia

Version 6.2.0.24 (continued)

Issues Fixed (continued)

- Corrected an issue with French localization where labels for motion detection started and ended were reversed during rule configuration
- Fixed an issue with export permissions
- Ensured that rules and the analytic events they referred to are matched up with the cameras that can produce such events after rule import to a new server / site
- Corrected an issue making it difficult to navigate topics in the ACC player help
- Improved the performance of site health report for large sites
- Corrected an issue where AVI and snapshot fisheye exports would be a few pixels more than expected
- Fixed a crash in the ACC Player that could be caused by attempting to edit a bookmark
- Corrected improper colour for license management icon on site setup screen
- Corrected a cosmetic issue where the type of connection available (secure) was not shown when setting up the connection to some Avigilon cameras
- Ensured labels for image rate slider are sensible (cosmetic only)
- Fixed an issue preventing the "fit to panel" command on Avigilon fisheye cameras from returning to the overview
- Corrected an issue where it might be possible, in some circumstances, to pan out of the regular image bounds in an H4A camera view
- Ensured that the mouse tools menu bar is available in the sequential alarms view, so that users can pan, zoom, control PTZ, etc.
- Improved behaviour of an export operation that fails when attempting to overwrite (or create) a file without the appropriate permissions
- Added back the count of total number of licenses on a site to the site health report
- Addressed an issue that prevented an error from being generated in some cases when attempting to enable too many LPR lanes
- Ensured that the user interface reflects the fact that an appearance search can no longer continue when the server(s) in a site hosting the appearance search data is(are) shut down
- Fixed a problem where the link between a camera and the Rialto analytics appliance could be broken when the camera alone would reboot
- Fixed an issue during installer validity checks that could cause a small memory leak in the use of the remote upgrade feature
- Corrected a defect preventing Avigilon Appearance Search from being launched from the recorded video of an armed alarm panel
- Improved handling of ONVIF commands to set camera names

Version 6.2.0.24 (continued)

Issues Fixed (continued)

- Addressed an issue where a site would lose alarm capability after de-clustering a server from the site
- Corrected an issue that could cause Avigilon Appearance Search technology to not return any results in some cases when the search was initiated from a period of time where there was low analytics activity (i.e. not many people detected by the cameras)
- Corrected an issue where, in certain cases, a small amount of memory could leak on successful logins
- Fixed an issue with an incorrect error message relating to LPR licensing appearing in some cases on systems without any LPR licenses
- Fix a client crash that would sometimes occur when opening a web page by double-clicking it in the tree
- Fixed an issue causing start and end times not to be set properly when launching a manual archive operation
- Fixed an issue preventing an unlicensed server from joining a licensed site when active directory integration is enabled in the site
- Removed "licensing the server" topic from administration tool help topics, since licensing is now applied from the client
- Changed the process name for the analytics engine to be a "service" rather than a "daemon" to be up to date with Windows naming conventions
- Fixed an issue where the client or virtual matrix would sometimes crash when loading 100's of cameras through saved views
- Fixed an issue preventing users from entering multiple lines of text in a snapshot "export" to PDF
- Added help documentation for new rule events added in ACC 6.0 (Analytics server queue full, analytics server connection lost, user-defined event started, and user defined event ended.)
- Fixed a localization issue for the layout of the Compression and Image Rate dialog in Finnish
- Addressed an issue where a server could retain some or all of the site keys in an unlicensed state after removing the server from the site
- Corrected an issue where Active Directory logins could fail when Active Directory users accounts are inherited from a parent site
- Resolved an issue where camera failover to tertiary connections may fail with license errors when multiple server failures occur
- Improved retry mechanism when errors occur while attempting to connect to a Rialto

Version 6.2.0.24 (continued)

Issues Fixed (continued)

- Fixed an issue that caused the "Enable Appearance Search" video analytics camera setting to be out of sync when an Avigilon self-learning analytics camera was connected to multiple servers
- Corrected an issue that caused analytic bounding boxes and metadata in general to be missing for Avigilon self-learning analytics cameras when set to MJPEG image format
- Fixed an issue when requesting the stream properties in recorded playback mode, the popup indicates unknown state for light level and day/night state values
- Resolved an issue that caused the ACC client to become unresponsive or crash when switching sort order between "by relevance" and "by camera" during an Appearance Search
- Improved 3rd party camera compatibility with support for the latest ONVIF supported version scheme
- Ensured that Appearance Search is disabled if the ACC Analytics Service is installed on a server that doesn't have the necessary server hardware (i.e. the NVR analytics kit add-on)
- Corrected an issue where two tamper events were reported by ACC for each tamper event generated by a camera
- Corrected an issue where the license expiry information was partially clipped in the License Management dialog
- Corrected an issue where pixel motion search would return no results when specifying a date range
- Fixed an issue that could cause the ACC Client to crash when using "Find Camera" in the Connected/Disconnect Cameras tab and when logged into multiple servers
- Corrected a problem which could cause a server to crash when importing improper rules or alarms from a settings backup created on a different site
- Resolved an issue where the standalone ACC Player would not install without first disabling certain Anti-virus programs
- Ensured that alarm escalation in the sequential alarm view happens as scheduled by the alarm setup dialog, and that the timer is not reset when the alarm recurs before it escalates
- Resolved an issue when using an ACC 6 Client to add a new alarm on an ACC 5.x site and where the alarm trigger source is "System Error" caused the ACC 5 server to crash
- Addressed an issue that could cause a server to crash when performing a motion search
- Corrected an issue within camera setup dialogs where PTZ controls would not move camera to the requested position
- Upgraded third party libraries to address security vulnerabilities

Version 6.2.0.24 (continued)

Known issue in this release

- Due to a regression introduced in 6.0 (and 5.10.0), when starting an export operation, the start and end markers will align with the current time instead of the currently selected (red line) time on the timeline. This will be fixed in 6.2 SR1

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.16.0.90 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.92 for H4 PTZ cameras
- V3.16.2.90 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

Version 6.0.2.6 – Released March 8th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 6.0. Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. In particular customers with multi-server sites that have recently upgraded from ACC 5 to ACC 6, or customers using AD synchronization, should install this update.

ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software – customers with ACC 5 systems should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Customers with ACC 5 systems that are not yet ready to upgrade to ACC 6.0 can continue to install ACC 5.10 service releases made available on the Avigilon website in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. Please consult the website to determine which versions of your integrations are supported and available for ACC 6.

Note – ACC-ACM integrations must be updated to “AvigilonAcmIntegration-5.8.4.12_SR1” or newer for use with ACC 6.0.

Issues Fixed

- Resolved an issue where a multi-server ACC 6 site may report being unlicensed one month after upgrading from ACC 5 licenses
- Ensured AD synchronization remains enabled after an ACC server restart
- Resolved an issue in multi-server sites where cameras report 'Not Authorized' after an ACC upgrade
- Resolved an issue that prevented setting the logical ID for a saved view
- Fixed an issue in the ACC Gateway that would cause a warning on some security scans
- Enhanced system behaviour to be more resilient to certain Denial-of-Service attacks
- Fixed an issue where the server could crash when the Find Camera dialog is used to find and connect a new camera
- Resolved an issue in the ACC SDK which in certain scenarios leads to high memory usage and the ACC server to crash
- Ensured the correct number of LPR licenses are recognized after adding new LPR licenses
- Ensured that Axis Q1941-E cameras connected via a Rialto do not crash the server
- Corrected an issue where analytic detection stops after zooming on a camera connected to a Rialto or an ACC ES Analytic Appliance

Version 6.0.2.6 (continued)

Know issues in this release

- Using an ACC 6 Client to add a new alarm on an ACC 5.x site and where the alarm trigger source is "System Error" can cause the server to crash. As a workaround, when adding alarms with this trigger source use an ACC 5.10 version of the Client.
- If the ACC Analytics Service is installed on an ACC Enterprise server that doesn't have the necessary server hardware (i.e. the NVR analytics kit add-on), the feature can incorrectly appear to be available for use but won't work in this scenario.

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.10.2.10 for H.264 H3 cameras with self-learning analytics
- V3.16.0.48 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.54 for H4 PTZ cameras
- V3.10.2.12 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

Version 6.0.0.24 – Released January 23rd, 2017

Release Summary

This is the initial release of Avigilon Control Center™ 6.0, which includes Avigilon Appearance Search™ technology and other new features as summarized below. **ACC 6 is a paid major version upgrade for ACC 5 customers and requires upgrade license keys in order to use the software** – existing ACC 5 customers should contact their integrator partner or Avigilon sales representative for more information including upgrade pricing. Existing ACC 5 customers not yet ready to upgrade to ACC 6.0 can continue to install ACC 5.10 service releases that are made available on the Avigilon website, in order to pick up fixes for software defects.

Integration users may need to upgrade their integration software to a version supported by ACC 6. As the FTP site contains integration software for both ACC 5 and ACC 6, please consult the website to determine which versions of your integrations are supported and available.

Note – ACC-ACM integrations must be updated to “AvigilonAcmlIntegration-5.8.4.12_SR1” or newer for use with ACC 6.0.

New Features

- Avigilon Appearance Search™ technology enables users to quickly find the instances where a person of interest has appeared in the recorded video from analytic cameras across the entire site. Avigilon Appearance Search technology is included with Enterprise edition and requires compatible Avigilon self-learning analytic cameras, NVR analytic kit hardware, and the installation of the Avigilon Control Center Analytics Service component.
- Bookmark Search now allows multiple bookmarks to be selected at a time and actions taken on them including: deletion, change of protection status, and creation of a multi-clip native (.AVE) export using the video associated with the individual bookmarks.
- Standard Edition now has 21 rules available (20 user configurable rules and 1 default rule), allowing increased flexibility to take action or generate notifications for analytic events.
- Remote licensing allows users to adjust licensing using ACC Client instead of the server admin console. With this feature, customers can simply connect to a site from their ACC Client to add or remove product license keys, or to reactivate their licenses when servers are added or removed from the site.
- Site-based licensing pools the licenses across all servers in a site so that the licenses do not need to be assigned to a particular server. A larger 48 channel enterprise license product key is now available to simplify license management in larger sites.
- Video Clip attachments sent with Central Station Monitoring notifications now include analytic bounding boxes and are higher resolution if the camera offers a compatible video stream. ACC ES Cameras do not include bounding boxes in their attachments.

Version 6.0.0.24 (continued)

New Features (continued)

- Updated security for client-server and server-server connections using Secure Remote Password. This technology improves the trust between ACC components without requiring third-party certificates while maintaining secure communications over the LAN or WAN.

Updates to Supported Platforms

- Windows Vista and Windows Server 2008 are no longer supported.
- ACC Server is only available for 64 bit versions of the supported operating systems.
- The ActiveX Web Client is no longer available. The ACC Gateway's HTML5 Web Client is available for users that wish to access an ACC site from a browser. For users that require the full ACC Client's functionality, but don't wish to or aren't able to install it, they can use the standalone version of the Client (no installation required).

Known issues in this release

- Active Directory (AD) synchronization can become disabled after an ACC Server restart in some Windows domain environments for single server sites. In order to allow AD users to login after a server restart in these cases, a local ACC administrator will need to re-enable AD synchronization.
- It is currently not possible to properly specify the logical ID for a saved view.

Version 6.0.0.24 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 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