

## Avigilon Control Center™ 6 Release Notes

Version 6.2.0.24 – Released April 19<sup>th</sup>, 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.

<p><b>Note</b> – ACC-ACM integrations must be updated to “<i>AvigilonAcmlIntegration-5.8.4.12_SR1</i>” or newer for use with ACC 6.</p>
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### 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.

## Avigilon Control Center™ 6 Release Notes

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 3<sup>rd</sup> 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

## Avigilon Control Center™ 6 Release Notes

### 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

## Avigilon Control Center™ 6 Release Notes

### 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

## Avigilon Control Center™ 6 Release Notes

### 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

## Avigilon Control Center™ 6 Release Notes

### 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

## Avigilon Control Center™ 6 Release Notes

Version 6.0.2.6 – Released March 8<sup>th</sup>, 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 “AvigilonAcmlIntegration-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

## Avigilon Control Center™ 6 Release Notes

### Version 6.0.2.6 (continued)

#### Known 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

# Avigilon Control Center™ 6 Release Notes

Version 6.0.0.24 – Released January 23<sup>rd</sup>, 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.

## Avigilon Control Center™ 6 Release Notes

### 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.

## Avigilon Control Center™ 6 Release Notes

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