

# Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.6.4SR1 (ACC Version 6.6.2.4) – Released Dec 5<sup>th</sup>, 2017

## Release Summary

This is a service release of Avigilon Control Center™ 6.6. It adds support for controlling appliance digital outputs from ACC Mobile 3.0 Preview App as well as Avigilon H4 IR PTZ 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.

## 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.
- Introduced support for controlling appliance or recorder digital outputs in ACC Mobile 3.0 Preview App

## 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.
- Improved responsiveness of PTZ camera movements to physical joystick pan-tilt-zoom commands.
- 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".

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.6.4SR1 (continued)

### Issues Fixed (cont.)

- 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 behaviour 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 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.

### 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 0mbps. 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 Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.6.4SR1 (continued)

### Avigilon™ Camera 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

# Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.6.4 (ACC Version 6.6.0.22) – Released November 7<sup>th</sup>, 2017

## Release Summary

This is the first release of Avigilon Control Center™ 6.6 for ES platforms. This release introduces new ACC capabilities for ACC ES Analytics Appliances described below. Any users who experience symptoms described within the fixed issues list should install this service release.

## New Features

- Upgrading ACC ES Analytics Appliances to this version enables two additional channel licenses on these appliances. Users can take advantage of added capability to connect two additional devices to ACC ES Analytics Appliances. This does not affect ACC ES HD Recorder.
- This version adds support for additional camera drivers. ACC ES Analytics Appliance and ES HD Recorder can discover and connect to any camera that can connect to other ACC servers with exception of JPEG2000 Avigilon cameras
- 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 be 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.
- 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.

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

### Version 1.4.6.4 (continued)

#### Issues Fixed

- 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.
- Addressed an issue where in certain scenarios, audio from an operator Push-to-talk action would not be recorded with the video.
- 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
- 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.
- Fixed an issue where some device setting changes wouldn't be captured correctly in the site logs
- 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.

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

### Version 1.4.6.4 (continued)

#### Issues Fixed

- Fixed an issue where excessive log entries could be created when the ACC Analytics Service was shut down

#### Known issues in this release

- Axis C-3003 Network Horn incorrectly reports a licensing error is all camera licenses are consumed. Will be addressed an upcoming ACC 6 service release.
- The bandwidth in Camera Setup > Compression and Image Rate may be incorrectly shown as 0mbps. Will be addressed 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.
- 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™ Camera 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 Multisensor 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

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.6.4 (continued)

Avigilon™ Camera FW Included (continued)

- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 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

# Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.52 (ACC Version 6.4.4.2) – Released September 5<sup>th</sup>, 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.

## 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

- 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.
- 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.
- 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.



## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.52 (continued)

Known issues in this release

- None.

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

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.44 (ACC Version 6.4.2.10) – Released August 11<sup>th</sup>, 2017

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.

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.

### 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.

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.44 (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

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.26 (ACC Version 6.4.0.16) – Released July 12<sup>th</sup>, 2017

### Release Summary

This is an initial 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. Customers using the ACC ES HD Recorder 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.)

Users experiencing issues listed in the “Issues Fixed” list should consider upgrading to this release. Further information can be found in appliance’s Product Datasheet and User Guide.

### New Features

- 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.
- 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.
- 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

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

### Version 1.4.4.26 (continued)

#### New Features (cont.)

control of two video streams and offers selection of recording either the primary or the secondary stream.

- 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.
- 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
- 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

#### 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.
- 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 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

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

### Version 1.4.4.26 (continued)

#### Issues Fixed (cont.)

- 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.
- 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 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.
- 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 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.
- 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
- 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.
- 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.

## Avigilon Control Center™ ES Analytics Appliance and ES HD Recorder Release Notes

Version 1.4.4.26 (continued)

### 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 1.4.4.26 (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