

## Version 3.4.24.50 (ACC Version 6.14.4.8)

**Released Apr 16, 2019**

### Release Summary

This is a service release that includes several bug fixes and performance improvements for AI Appliances. **Due to the size of the upgrade package, upgrading to this release via WebUI from firmwares prior to 1.4.8.50 is not supported. ACC Remote Site Upgrade feature must be used. This restriction no longer applies once the appliance has been upgraded to a new firmware.**

**Note** - Due to security improvements, **ACC 6.10 and later versions cannot be downgraded to a previous version.** Customers are always recommended to back-up their ACC Site Settings before any upgrade.

### Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.172 for H3 Box Dome cameras
- V2.6.0.172 for H3 Bullet cameras
- V2.6.0.170 for H3 PTZ cameras
- V2.6.0.170 for H3 Micro Dome cameras
- V3.24.2.136 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.24.2.136 for H4 HD Camera (-B)
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.110 for H3 Multisensor cameras
- V3.28.0.36 for H4 Fisheye cameras
- V3.20.0.64 for H4 IR PTZ
- V3.22.0.36 for H4 Thermal Camera
- V3.26.0.30 for H4 Video Intercom
- V3.24.2.96 for H.264 H3 cameras with self-learning analytics
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.24.2.144 for H4 SL Bullet and Dome cameras
- V3.24.2.144 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor
- V3.28.0.34 for H4 Multisensor

## Version 3.4.24.16 (ACC Version 6.14.4.6)

**Released Feb 22, 2019**

### Release Summary

This is a service release that includes several bug fixes and performance improvements for AI Appliances. **Due to the size of the upgrade package, upgrading to this release via WebUI from firmwares prior to 1.4.8.50 is not supported. ACC Remote Site Upgrade feature must be used. This restriction no longer applies once the appliance has been upgraded to a new firmware.**

**Note** - Due to security improvements, **ACC 6.10 and later versions cannot be downgraded to a previous version.** Customers are always recommended to back-up their ACC Site Settings before any upgrade.

### Issues Fixed

- Corrected an issue where ACC server automatically acknowledges all alarms during a server restart, removing them from the alarm view
- Fixed an issue where ACC server would continuously restart after upgrading to ACC 6.12 with existing ONVIF driver connections to American Dynamics and certain 3rd party cameras
- Improved usability of the video export dialogs and removes the automatic selection of a camera's secondary / tertiary server, so that by default a single export will contain video from a single camera instance
- Resolved an issue introduced in ACC 6.14.2 where H.264 video streaming fails from Uniview and certain 3rd party cameras due to non-compliant values in their H.264 PPS bitstream
- Corrected an issue where Teach-by-Example was not being applied correctly to the ES Analytic Appliance and AI appliance for cameras using RTSP streams or cameras that do not support motion vectors
- Corrected a behaviour where the starting date and time are not inherited from the current timeline marker when opening the manual archive tab
- Fixed an issue which prevented the aging and purging a bookmark if the bookmark references a camera on a server that is unavailable
- Enhanced the ACC server's ability to discover older ONVIF devices on a network
- Corrected an issue which presented the microphone audio gain slider for 3rd party cameras that do not support the gain feature
- Fixed an issue where the ACC Client crashes when the operator initiates a collaboration view and the site has mixed license editions
- Corrected a behaviour where a privacy mask over the entire field of view appears when the Privacy zone setup dialog is opened for the first time
- Resolved an issue with the View high-resolution images privilege which could cause high-resolution images to not be shown if audio is enabled
- Resolved an issue that prevented Axis cameras that are both Profile S and Profile T compliant from connecting to an ACC server using ONVIF drivers

## Known Issues

- 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.
- 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.

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- V3.28.0.34 for H4 Multisensor

## Version 3.4.22.32 (ACC Version 6.14.2.18)

**Released Jan 15, 2019**

### Release Summary

This release includes several bug fixes and performance improvements for AI Analytics Appliances. We resolved an issue that caused unexpected delays or interruption in ACC services on Windows operating systems during start up. **It is highly recommend that all customers using versions 6.12 or later upgrade their sites this release.**

### Issues Fixed

- 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 where unable to decode MPEG4 streams from certain models of Avigilon Pro cameras resulting in no analytic detections.

### Known Issues

- 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.
- 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.

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- V2.6.0.170 for H3 Micro Dome cameras
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- V3.24.2.128 for H4 HD Camera (-B)
- V3.16.0.248 for H4 PTZ cameras
- V3.24.2.110 for H3 Multisensor cameras
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- V3.16.0.252 for H4 Pro H.264 cameras
- V3.24.2.134 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
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## Version 3.4.20.42 (ACC Version 6.14.0.10)

**Released Dec 11, 2018**

### Release Summary

This release brings performance improvements that increase the number of cameras that can be hosted by each appliance. It also includes several bug fixes.

### New Features

- 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 6.12 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. This feature is not currently available for cameras using server-side analytic processing on the ES Analytics Appliance or Avigilon Artificial Intelligence Appliance.

### Issues Fixed

- 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.
- Corrected a behaviour where server-side analytic process remains enabled for a H4A camera that is switched from UMD to Analytics mode.
- 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 a behaviour in the Avigilon Artificial Intelligence Appliance when processing video streams from Avigilon HD PRO cameras, 8MP to 30MP to optimize the performance.
- 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.

### Known Issues

- 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.

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- V3.20.0.64 for H4 IR PTZ
- V3.22.0.36 for H4 Thermal Camera
- V3.26.0.28 for H4 Video Intercom
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.252 for H4 Pro H.264 cameras
- V3.24.2.98 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor