Avigilon™ Rialto and View Software Version 4.7.3 Release Notes

November 16, 2016

Release Versions

- Avigilon View Version 4.7.3
- Rialto Firmware: 4.7.3
- Rialto Bootloader: 2.1.62

Previously Released

- ICVR-HD version 3.7.3
- ICVR-SD Version 2.6.5

Release Summary

This release of Avigilon™ Rialto and View Software includes fixes for several issues as well as a new feature. It adds Outdoor High Sensitivity analytics location and improves operation with IP source cameras. Users who are interested in this or the other new features highlighted below should adopt this release. This is also a service release; users experiencing issues listed in the “Issues Fixed” list should consider upgrading as well. Users of previous versions of View can refer to the earlier release notes that follow for further information on new features and issues resolved.

Best Practices

When connecting devices to an Avigilon View workstation, it is important to observe recommended and maximum number of devices to ensure optimum system performance.
It is recommended to limit the number of devices connected to an instance of View to 100. The maximum number of devices that View can reasonably sustain is 200.

Important Note

If your system is using a bootloader version earlier than 2.1.59, then the bootloader contained here should be installed prior to installing Rialto version 4.7.3 to prevent a rare issue where the Rialto software may hit a software fault, requiring a power cycle. There is no need to update from 2.1.59 to 2.1.62. Upgrading Bootloader can be done using Avigilon View for I4 and A4 units. Users of R-Series Rialto products must use the WebUI to upgrade each blade in their system individually.

A downgrade of Rialto and R-Series firmware from version previous to Rel-4.7.x to an earlier version 4.6.x will trigger an initialization of the settings and video storage on the device. Contact customer support for assistance.

Avigilon™ Rialto and View Software Version 4.7.3 release notes (Continued)

New Features

Outdoor High Sensitivity Mode - This new analytics “location” allows the analytics to run with higher sensitivity though may incur more frequent false positives. Use this mode if you desire higher sensitivity.

Issues Fixed Since Version 4.7.0

- Increased uptime / stability of R-Series Rialto IP and analogue blades by improving Network File System (NFS) data caching
- Improved memory timing for Rialto R-Series storage
- Improved operation with higher bitrates from IP source cameras when streaming UDP video to the Rialto
- Fixed problems with restarting video pipeline after a system watchdog event
- Improved handling of SSDs during reboots and power ups
- Eliminate software fault that can require a power cycle (Rialto Bootloader Version 2.1.62 and 2.1.59)
- Reduced EMI emittance by disabling unused 27 MHz output on Rialto and R-Series blades
- Disabled Power-up in standby on HDDs
- Corrected PTZ operation with Panasonic Cameras (including WV-SC384)
- Updated NTP client to 4.2.8 p4
- Corrected an issue where View did not populate Rialto in the View Tree and where View showed a higher number of cameras than actual count
- Corrected an issue where continuous recording would become disabled
- General system stability improvements

Known Issues in This Release

- When Rialto/R-Series Release 4.6.5 operates in underperforming network where the network drops/delays RTSP/RTP packets, the video observed in View would sometimes freeze. In an underperforming network, with Release 4.7.3, View may have smearing artifacts due to the network’s loss/delay of RTSP/RTP packets. Reducing the source camera’s and Rialto encoder’s bitrates may help, however please consult with your network administrator to correct underlying network issues.
- Teach by Example (TBE), on Rialto and R-Series, will occasionally not decrease False Alarms (i.e., there is no effect) – This is currently under investigation. Generally, using the maximum teach markers (50) improves performance
- Versions of View, older than v4.3.0, can inadvertently disable all video channels and alarm notifications on Analog Rialto devices (RA4s) running firmware version 4.3.0 or greater. In this scenario, alarms on the Rialto devices will not be reported. Therefore it is critical to upgrade all workstations to View version 4.4.1+, prior to upgrading the Rialto devices

- If RA4 devices that have been disabled using View Version 4.2 – re-enable them using these steps:
    1. Upgrade workstations to View 4.4.1+
    2. In View – navigate to the Manage page
    3. Locate the Rialto A4 devices, double click on one of the cameras bringing up settings
    4. Navigate to the Encoder tab and check “Enabled” for each of the cameras
    5. Press the “OK” button – The RA4 cameras is now in the camera tree and reporting alarms.
- Alarms that generate an email and provide an HTTPS link for the video clip, will not play with Internet Explorer and Windows Media Player. To work around this problem, either install QuickTime or switch to HTTP protocol
- When using the Teach by Example (TBE) function, alarms may be listed where the confidence level is below the threshold sensitivity configured in the associated rule. In this scenario, the listed confidence is incorrect. The alarm is valid – the confidence level is not displayed correctly
- R-Series IP Blade and Rialto I4 – If the unit is power cycled less than 5 minutes after a stream has been attached, all stream configuration information (for all streams on the device) is lost. Wait at least 1 minute prior to removing power after attaching an IP camera
- When an R-Series is upgraded, View reports that the process is complete, but a few additional minutes are required to finish the upgrade. The R-Series should not be power cycled until all upgraded R-Series blades are displayed as reconnected in View’s camera tree
- H.264 streams from 2.0MP-HD-H264 cameras are displayed stretched in Avigilon View. This is due to the fact that these cameras use non-square pixel aspect ratio H.264 encoding.
- Occasionally a clip that can be played in View cannot be viewed in the Avigilon View mobile app.
- Occasional loss of connection between Rialto and ACC when network conditions are unpredictable. This version of firmware is more tolerant to network issues, however there is still a chance for a connection loss.