

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 ES 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
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- 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 ES 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
- Fixed an issue where after being clustered into an ACC site, ES appliances and ES cameras no longer record video nor trigger rules and alarms on motion events
- 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
- Resolved an issue where the ES Recorder would randomly crash and restart after providing username and password when connecting to new camera
- 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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Version 3.4.22.32 (ACC Version 6.14.2.18)

Released Jan 15, 2019

Release Summary

This release introduces a new network connection setting that improves stability over WAN. This release also includes several bug fixes and performance improvements for ES 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. 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.

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

- Fixed an issue for March Network and other cameras where an empty Server field in the RTSP response would cause ACC to not permit connections to the camera.
- 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 trigger 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
- Resolved an issue where under certain conditions ACC randomly stops recording video streams from 3rd party cameras
- Fixed an issue that prevented an operator from renaming certain 3rd party ONVIF cameras from the ACC client

- Enhanced the usability of the Users and Groups -> Groups tab with improved support for long camera names
- 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 that prevented an operator from renaming Digital Outputs/Inputs on certain 3rd party ONVIF cameras from the ACC client
- 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.
- 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.
- Resolved an issue where ACC client would bold any bounding boxes in analytic setup dialog that meets the minimum sensitivity threshold but the object type was not part of the rule definition.
- Resolved an issue introduced for the View High-resolution images privilege in ACC 6.14.0 where users would only receive a low-resolution image if their site used ranked groups within parent-child sites.

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.
- 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.

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Version 3.4.20.42 (ACC Version 6.14.0.10)

Released Dec 11, 2018

Release Summary

This release includes several fixes for bugs on 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.

New Features

- ACC 6.14 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.
- 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

- Improved tolerance of ACC server to permit connecting to Lillin cameras with vendor specific extensions to Onvif profile S for digital I/O and Audio configuration.
- Resolved an issue with Grant Door Access when site was part of a site family.
- 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.
- Improved tolerance of ACC server to permit connecting to Vivotek 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.
- Improved tolerance of ACC server to permit connecting to FLIR cameras with vendor specific extensions to Onvif profile S for Audio configuration.
- Resolved a problem on the ACC server that could prevent video alarm video "clips" from playing in ACC Mobile 3.6 in some cases.

- 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 taking a snapshot of video from third party cameras would result in a blank black preview screen on certain client workstations
- 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
- 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 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.
- 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
- 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 behaviour when processing video streams from Avigilon HD PRO cameras, 8MP to 30MP to optimize the performance.
- Fixed an issue where the performance of Continuous Archiving was being degraded because it was forced to retry by a busy file system.
- 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
- Resolved an issue where Analytics Appliances where unable to decode MJPEG or RTSP MPEG4 streams from certain third party cameras resulting in no object detection and no bounding boxes.
- 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

Known Issues

- 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 unable to support H.265 streaming with third party cameras. This will be resolved in a upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. This will be resolved in a upcoming 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. This will be resolved in an upcoming release.

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- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 3.4.2.14 (ACC Version 6.12.4.2) Released Nov 26, 2018

Release Summary

This release includes several fixes for live view bugs on 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

- Resolved an issue that caused record on motion to record continuously.
- Resolved an issue that caused third party cameras to take up to 10s to display live view.
- Resolved an issue that caused snapshots of live view to appear as black screens

Avigilon™ Device FW Included

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- V3.18.0.36 for APD Sensor

Version 3.4.2.2 (ACC Version 6.12.4.0)

Released Nov 9, 2018

Release Summary

This release fixes an issue where bounding boxes would fail to show up in ACC when using select third party cameras. **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

- Resolved an issue that caused bounding boxes not be displayed when using select third party cameras.

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- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.24.2.94 for H4 HD Camera (-B)
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.110 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 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
- V3.16.0.238 for H4 Pro H.264 cameras
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- V3.18.0.36 for APD Sensor

Version 3.2.2.16 (ACC Version 6.12.2.6)

Released Oct 30, 2018

Release Summary

This release fixes an issue that could cause some ES Appliances with a single hard drive to fail to upgrade properly. **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.

New Features

- Introduce support for H.265 streaming and recording from Avigilon cameras.
- Configure analytic processing including UMD and Appearance Search independently on each head of the H4 Multisensor camera.
- Support for the configuration and streaming of video from H4 Multisensor.

Issues Fixed

- Resolved an issue where ES Appliances could fail to upgrade properly.
- 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.
Waiting for ACC 5.10.x fix version
- 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
- 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
- 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.

Known Issues

- 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 unable to support H.265 streaming with third party cameras. This will be resolved in a upcoming release.
- ACC Mobile 3 preview is unable to stream video from cameras configured to use H.265. This will be resolved in a upcoming 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. This will be resolved in an upcoming release.

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Version 3.2.0.70 (ACC Version 6.12.0.26)

Released Oct 19, 2018

Release Summary

This release brings simultaneous support for Unusual Motion Detection and Analytics detections on Avigilon analytics cameras, faster exports, and two factor authentication. It also includes several bug fixes and performance improvements. **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.

New Features

- Avigilon analytics cameras running in UMD mode can now be connected to the ES Analytic Appliance for analytic processing. In this mode, Avigilon H4A cameras can be configured for UMD and the appliance will generate analytic detections for the camera.
- 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.
- 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.
- 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.

Issues Fixed

- 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.
- Improved ACC Web Client support for Safari 11 to resolve an issue where the operator was unable to pan or zoom
- 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.
- Corrected an issue which triggered server restarts when duplicate IP addresses are assigned to ACC servers in a common ACC site.
- 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
- Fixed on issue with the ACC Player where the audio track would stop playing in the middle of certain video segments.
- 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
- Ensured the device sort order is respected on Connect / Disconnect devices dialog when the cameras are being upgraded
- 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
- 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.

Known Issues

- 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.

Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.168 for H3 Box Dome cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.24.2.94 for H4 HD Camera (-B)
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.110 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 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
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 3.0.24.2 (ACC Version 6.10.4.0)

Released Oct 3, 2018

Release Summary

This is a service release for Avigilon Control Center™ 6.10. As each service release improves system security and stability, we recommend all users upgrade to the most recent version. **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 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 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.
- Addressed an issue with ACC 6.8 and ACC 6.10 player that could prevent smooth playback of native export files.
- 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.
- Resolved an issue with the Connect / Disconnect camera dialog that could cause ACC Client to crash when attempting to connect cameras.

Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.168 for H3 Box Dome cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.94 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.90 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 for H4 IR PTZ

- V3.22.0.36 for H4 Thermal Camera
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 3.0.22.26 (ACC Version 6.10.2.8)

Released Aug 1, 2018

Release Summary

This is a service release for Avigilon Control Center™ 6.10. As each service release improves system security and stability, we recommend all users upgrade to the most recent version. Similar to version 3.0.20.30, this is a one way upgrade and once an appliance is upgraded to this version of the software, it is not possible to revert or downgrade it to versions earlier than 3.0.20.16. **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 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 that left the ACC Client and ACC player unable to accurately playback audio recorded by ACC 6.8 and earlier releases.

Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.168 for H3 Box Dome cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.74 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.16.0.202 for H4 PTZ cameras
- V3.2.0.56 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 for H4 IR PTZ
- V3.22.0.36 for H4 Thermal Camera
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 3.0.22.16 (ACC Version 6.10.2.4)

Released July 22, 2018

Release Summary

This is a service release for Avigilon Control Center™ 6.10. As each service release improves system security and stability, we recommend all users upgrade to the most recent version. Similar to version 3.0.20.30, this is a one way upgrade and once an appliance is upgraded to this version of the software, it is not possible to revert or downgrade it to versions earlier than 3.0.20.16. **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 cannot be downgraded to a previous version.** Customers are always recommended to back-up their ACC Site Settings before any upgrade.

New Features

- Provide a way to restrict access to the Web Endpoint's advanced features so that it is not possible (or at least very difficult) for a 3rd party to integrate to ACC using the Web Endpoint interface without obtaining something specific from Avigilon (such as a license or Certificate)

Issues Fixed

- Resolved an issue with email notifications failing to be delivered when GSSAPI authentication is used by the email server.
- Addressed an issue that could cause ACC Server to continually restart after attempting to configure users and groups when ACM-ACC native integration is configured.
- Provided a button to restart continuous archiving from a specific date and time and to ignore older recordings from the server tier.
- 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 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.
- Corrected ACC behaviour to respect the Active Directory password expiry policy of imported ACM based users.
- Resolved an issue where Uniview UNV cameras were not able to connect to ACC
- Fixed an issue with ACC SDK event messages that did not provide the camera device name for PTZ preset tour events.
- Resolved an issue that could prevent some HikVision cameras from connecting to ACC.
- Resolved a camera secure connection issue where under certain network topologies, ACC would only connect insecurely after a manual discovery of the camera
- Corrected an issue that could prevent talk down audio being recorded properly when switching tabs on ACC client.

- 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 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.
- Corrected an issue on email notifications having double <<>> instead of single <> around the to: email address.
- 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
- Resolved issues with missed or out-of-sync audio recordings when operator initiates very short push-to-talk sessions

Known issues in this release

- Native exports containing audio encoded with the newly supported OPUS codec will crash older Avigilon AVE players; the only fix is to upgrade to an ACC 6.10 (or newer) player. Audio originally encoded in OPUS contains gaps and lags after it is exported to AVI and WAV files, and may crash some players. This will be corrected in the first service release for ACC 6.10.

Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.168 for H3 Box Dome cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.74 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.16.0.202 for H4 PTZ cameras
- V3.2.0.56 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 for H4 IR PTZ
- V3.22.0.36 for H4 Thermal Camera
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.238 for H4 Pro H.264 cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 3.0.20.30 (ACC Version 6.10.0.24)

Released June 22, 2018

Release Summary

This is a major release for ACC ES HD Recorder and ACC ES Analytics Appliance. In addition to Avigilon Control Center version 6.10 and the new features listed below, this release of the firmware image includes a complete new user interface for the appliances. Please note that this is a one way upgrade and once an appliance is upgraded to this version of the software, it is not possible to revert or downgrade it to earlier versions. **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 cannot be downgraded to a previous version.** Customers are always recommended to back-up their ACC Site Settings before any upgrade.

New Features

- Administrators can now set maximum retention periods for a camera to ensure that no more than the maximum duration of video is available to review.
- H4SL cameras now support UMD.
- Operators can now listen to live audio with or without recording it.
- ACC will now pop up a view window when a visitor pressed the button on the H4 Intercom. Operators can then have a two way conversation with the visitor. The operator can then unlock the door from the pop up view window.
- Operators can now search for facets in exported or archived video.
- A single timeline will be displayed when watching recorded video that is split between a primary connection and a failover connection.
- Rules, alarms, and maps can be automatically moved from an old camera to a replacement camera.

Issues Fixed

- Fixed an issue where cameras would incorrectly show classified motion objects with confidence levels above 100%.
- Fixed an issue where analytics rules would not attach an image to alarm emails.
- 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.
- Fixed an issue where data was not presented correctly when exporting data using third party 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 a situation where the date on the timeline could jump back to 1969 when accessing recorded video.
- 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.
- Corrected an issues affecting archiving with NFS protocol.
- Fixed an issue that prevented PTZ cameras from being used with some rule actions.

- Addressed issues affecting performance on sites with large number of servers and cameras.
- Resolved an issues which can prevent a cluster from being re-formed after a failed server is removed from a site, repaired, and restarted.
- Corrected an issue affecting auto-contrast settings on ACC Client for thermal cameras
- Resolved an issue affecting audio transmission and recording on the fisheye camera
- Corrected an issue that prevented some ACC servers from triggering rules based on digital inputs.
- Resolved an issues that caused bounding boxes to be shown when the “Display Classified Objects” analytics was not enabled.
- Improved retrieving of PTZ presets from third party PTZ cameras
- Corrected an issue that could cause ACC Client to crash when enabling microphones
- Resolved an issues affecting playback on ACC Mobile 3 and third party players
- 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 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.
- Fixed an issue where Web Endpoint information was not displayed correctly on ES Analytics Appliance.
- 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 that could cause ACC Server to crash when Teach Markers were being applied to an Avigilon device with self-learning analytics.
- Corrected an issue that could cause ACC server to crash when a network drive that is being used for archiving fails.

Avigilon™ Device FW Included

- V2.2.0.58 for HD H.264 cameras
- V2.2.0.72 for H.264 encoders
- V2.6.0.168 for H3 Box Dome cameras
- V2.6.0.168 for H3 Bullet cameras
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.168 for H3 Micro Dome cameras
- V3.24.2.74 for H4 Box Bullet Dome cameras with self-learning analytics
- V3.16.0.202 for H4 PTZ cameras
- V3.2.0.56 for H3 Multisensor cameras
- V3.16.0.172 for H4 Fisheye cameras
- V3.20.0.54 for H4 IR PTZ
- V3.22.0.36 for H4 Thermal Camera
- V3.16.0.216 for H.264 H3 cameras with self-learning analytics
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.24.2.76 for H4 SL Bullet and Dome cameras
- V3.24.2.76 for H4 Mini Dome cameras
- V3.18.0.36 for APD Sensor

Version 1.4.8.50 (ACC Version 6.8.6.4)

Released May 10, 2018

Release Summary

This is a service release for Avigilon Control Center™ 6.8. This release corrects an issue affecting the image quality of recorded and live video of the H4 Fisheye. 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.

Issues Fixed

- Corrected an issue that degraded the quality of played back video from the H4 Fisheye.

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
- V3.2.0.56 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 1.4.8.30 (ACC Version 6.8.4.0)

Released April 9, 2018

Release Summary

This is a service release for 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.

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.
- Corrected an issue in ACC version 6.0.2.6 that could cause the server to stop running.

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 1.4.8.12 (ACC Version 6.8.2.8)

Released March 8, 2018

Release Summary

This is a service release for Avigilon Control Center™ 6.8. 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.

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.

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.
- 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

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
- V2.2.0.60 for H.264 encoders

Version 1.4.6.4SR1 (ACC Version 6.6.2.4)

Released December 5, 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".
- 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 in 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
- V3.20.0.30 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 1.4.6.4 (ACC Version 6.6.0.22)

Released November 7, 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.

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.
- 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 if all camera licenses are consumed. Will be addressed in an upcoming ACC 6 service release.
- The bandwidth in Camera Setup > Compression and Image Rate may be incorrectly shown as 0mbps. 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.
- 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 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
- 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

Version 1.4.4.52 (ACC Version 6.4.4.2)

Released September 5, 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™ Device 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 1.4.4.44 (ACC Version 6.4.2.10)

Released August 11, 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. 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

- 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™ Device 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

Version 1.4.4.26 (ACC Version 6.4.0.16)

Released July 12, 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 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
- 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.

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.

Avigilon™ Device 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