Avigilon Control Center™ 5.10 Release Notes

Version 5.10.22.0 – Released Thursday, August 9th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release.

> Note – ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

Issues Fixed

- Corrected an issue that could cause display adjustments to be lost after an upgrade to earlier releases of ACC 5.10.
- 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.
- Improved performance on large sites that have large volumes of alarms or other events.
- Resolved an issue that could cause frames to be dropped and not displayed when using HDSM 2.0 (tiled) cameras on Virtual Matrix.

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.22.0 (continued)

Avigilon™ Camera FW Included

- V3.16.0.234 for H4 Mini Dome cameras
- V3.16.0.234 for H4 SL Bullet and Dome cameras
- V3.16.0.238 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
- V3.2.0.56 for H3 Multisensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.24.2.74 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

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.20.0 – Released Monday, April 30th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users with large systems who have video storage performance concerns should consider this service release, due to the first change listed below.

> Note –   ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

Issues Fixed

- Increased the size of the I/O heap in order to reduce the probability of dropped packets on very large ACC server systems that have high combined video storage and client playback loads.
- Resolved an issue that could cause the ACC client to crash when merging or removing servers from a site.
- Updated the LPR template for Romania to improve the range of supported plate formats.

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.20.0 (continued)

Known issues in this release (cont. same as previous release)

- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults.
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.

Avigilon™ Camera FW Included

- 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
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.56 for H3 Multisensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.18.0.34 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

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.18.2 – Released Wednesday, February 28th, 2018

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users of the HTML5 Web Client or those experiencing ACC Server failing to start when storage volume(s) are full should install this service release due to the first two corrected issues listed below.

> Note – ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

Issues Fixed

- Corrected a formatting issue for the ACC HTML5 Web Client where the video images and the vertical scroll bar disappears when 16 or more cameras are viewed at once.
- Corrected an issue that could prevent ACC Server from starting up when database recovery is being attempted and the storage volume(s) are full.
- Resolved an issue where users may be unable to press the 'apply' button when updating general camera settings.
- Fixed an issue where Axis M3005 cameras would be listed using that model name in certain places in the ACC user interface rather than the custom camera name that had been configured.
- Fixed an issue that caused the bandwidth in Camera Setup > Compression and Image Rate to be incorrectly shown as 0 mbps for a multi-server ACC site.
- 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.
- Created a new LPR MSR template to correct an issue reading license plates from Ireland starting with 3 digits.
- Fixed an issue causing excessive entries in ACC Server's log files.

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.18.2 (continued)

Known issues in this release (cont. same as previous release)

- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon™ Camera FW Included

- 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
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.46 for H3 Multisensor cameras
- V3.16.0.202 for H4 PTZ cameras
- V3.18.0.34 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

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.16.4 – Released Thursday October 20th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users of the HTML5 Web Client and ACC Gateway should install this service release due to the corrected issue listed below.

> Note – ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

Issues Fixed

- Enhanced security for ACC sites using Active Directory to validate user login credentials.
- Corrected the behaviour of the MSI installer for the ACC server so that the ACC server service is automatically restarted when installation is complete.
- Resolved an issue that in certain conditions resulted in the existence of multiple administrator users who could not be removed after an upgrade from ACC 4 to ACC 5.
- Resolved a scenario where ACC server would remain in an infinite boot-up loop after an external power failure and power was restored.
- Resolved an issue for certain Windows server platforms where ACC server and ACC gateway incorrectly required the lanmanserver service to start.
- Fixed an issue where user login sessions from the HTML5 Web Client would remain active for long periods of time, and using ACC Gateway resources, after the user closed the browser.
- Fixed an issue where the ACC Client memory usage would increase over time when associating with an ACC Server connected to PTZ cameras.
- Corrected the behaviour for alarm based recordings on sites with multiple servers. If one server in the site becomes unavailable and returns, recording duration for the cameras connected to that server would not follow the recording times specified in the ACC alarm definition.
- Corrected an issue that prevented an H4 ES camera from properly over-writing the oldest archive.
- Resolved an issue where exporting video from ACC player would indicate that it had exported an order of magnitude more frames than was expected. Under some conditions the resulting video would stutter during playback.
- Resolved an issue where the ACC Player would crash when requested to authenticate an ACC .AVE export file.

Version 5.10.16.4 (continued)

Issues Fixed (cont.)

- 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.
- Resolved an issue where recording RTSP video streams from Sony IPELA SNC-VB635 cameras via inPixal PIXALARM crashes the ACC server.
- 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.
- Fixed an issue where 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.
- Corrected a behaviour where Oncam Grandeye cameras images were incorrectly presented as an oval shape.
- Resolved a behaviour where the Edit User dialog would appear when clicking on the scroll bar after highlighting a user.
- Resolved an issue where ACC Site Health report was incorrectly rounding incoming bandwidth to the NVR and was reporting zero Mbps.
- Removed the display of the current image EV level from ACC for H4 PTZ since the camera does not provide the real-time value. The view panel now says 'unsupported' and the image and display settings panel only shows the relative low-high position of the day/night threshold slider.
- Corrected the labelling on the Compression and Image Rate dialog. The estimate of the total bandwidth used by the camera with the current camera settings is now labelled 'Total Camera Bandwidth' instead of simply saying 'Bandwidth'. It provides the total bandwidth for all streams from the camera.

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release

Version 5.10.16.4 (continued)

Known issues in this release (same as previous release)

- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon™ Camera FW Included

- 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
- V3.16.0.178 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
- V3.16.0.202 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
- V2.6.0.166 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.58 for HD H.264 cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.14.2 – Released Wednesday July 12th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. 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. Also, 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.

Note –   ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

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.
- Refreshed security certificate used with ACC Gateway
- Addressed a performance issue relating to aging of video for sites with a large number of cameras (>100), large number of protected bookmarks and motion events. These large video databases would experience spikes in memory utilization and system crashes in some cases when ACC aged data.

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.

Version 5.10.14.2 (continued)

Known issues in this release (same as previous release)

- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon™ Camera FW Included

- V3.16.0.176 for H4 Mini Dome cameras
- V3.16.0.174 for H4 SL Bullet and Dome cameras
- V3.16.0.168 for H4 Pro H.264 cameras
- V3.16.0.178 for H.264 H3 cameras with self-learning analytics
- V3.16.0.172 for H4 Fisheye cameras
- V3.2.0.44 for H3 Multisensor cameras
- V3.16.0.170 for H4 PTZ cameras
- V3.16.0.182 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.160 for H3 Micro Dome cameras
- V2.6.0.158 for H3 PTZ cameras
- V2.6.0.160 for H3 Bullet cameras
- V2.6.0.160 for H3 Box Dome cameras
- V2.2.0.52 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.12.2 – Released Monday May 29th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users who experience loss of ACC recording function or users of the ACC Gateway that recently purchased Avigilon HDVAs that originally shipped with ACC 5.10.8.4 or Avigilon NVRs that originally shipped with ACC 5.10.10.4 should install this service release due to the corrected issue listed below.

> Note – ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

Issues Fixed

- Corrected an issue where the HTML5 Web Client and ACC Mobile 2 app are unable to connect to the ACC Gateway using HTTPS. This issue affected Avigilon HDVAs that originally shipped with ACC Gateway version 5.10.8.4 and Avigilon NVRs that originally shipped with ACC Gateway version 5.10.10.4, including ones that were later upgraded to ACC 6
- Fixed an issue where recording would skip frames or stall after creating or modifying a protected bookmark that included a large number of cameras from a large site
- Resolved an issue where under certain conditions ACC stops recording video streams from 3rd party cameras
- Fixed an issue where ACC archives (.avk) containing video from Avigilon H4 cameras would fail to authenticate correctly, when the "Authenticate Images" functionality was enabled in ACC Player
- Fixed an issue where global configuration changes are not propagated to all requested encoder channels
- Fixed an issue where the ACC Client Settings dialog would not fit on screen for lower resolution monitors. The Display options and Overlay options now appear in separate tabs within that dialog.
- Corrected an ACC Player issue affecting the playback of archived video from Avigilon H4 cameras. The issue was observed when the archive was created from video where the primary stream had already aged out.
- Fixed an issue where the "Apply to Cameras" action would not apply the image and display settings to all sensors of H3 Multisensor cameras
- Corrected an issue where the start and end markers would align with the current time instead of the currently selected (red line) time on the timeline when exporting video
- Resolved an issue which prevented servers from connecting if certain custom certificate configurations are used.

Version 5.10.12.2 (continued)

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release

- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.

- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.

- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults

- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.

- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.12.2 (continued)

Avigilon™ Camera FW Included

- V3.16.0.110 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.16.0.90 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.92 for H4 PTZ cameras
- V3.16.0.90 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.156 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.156 for H3 Bullet cameras
- V2.6.0.156 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.10.4 – Released Wednesday April 26th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users of the POS integration should install this new release for a resolution to the first two fixed issues listed below.

> Note –   ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

New Features

- Added a new LPR font template for Southern Australia
- Added a new file combining French and Swiss LPR font templates, updated a combined Ireland and UK LPR font template, and added a new LPR font template for Western Australia. This was previously incorrectly included as a new feature in the ACC 5.10.8.2 release notes, but was not actually included with the software until now

Issues Fixed

- Resolved an issue where ACC would not save the last set of POS transactions if ACC timed out waiting for a Close string from the POS system
- Resolved an issue introduced in ACC 5.10.0.16, where POS transaction data was occasionally being truncated when operating with certain data sources
- Improved performance of storage for large video databases by resolving an issue that could cause spikes in memory utilization and system crashes in some cases
- Fixed several translation issues in various dialog windows for users with the language set to Polish
- Corrected an issue preventing Axis M7011 devices from being connected to ACC
- Fixed an issue preventing H.264 video from select Sony camera models from being correctly decoded and displayed in ACC Client
- Fixed an issue with authentication on Arecont cameras
- Resolved an issue that prevented the removal of cameras from ACC rule definitions if the camera is in an error state
- Fixed an issue where bounding boxes would not appear in video from a generic RTSP stream associated with a Rialto analytics appliance channel
- Corrected an issue that could prevent the successful recovery of the database in certain cases
- Corrected an issue that could cause an ACC 6 Client to crash a ACC 5.10 server when adding a new alarm with System Error as the trigger source

Version 5.10.10.4 (continued)

Known issues in this release (same as previous release)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release

- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.

- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.

- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults

- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.

- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.10.4 (continued)

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.16.0.90 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.92 for H4 PTZ cameras
- V3.16.0.90 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.150 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.8.2 – Released Monday March 20th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In particular, users of the ACC Mobile 2.2 app experiencing difficulties with push notification should install the new gateway associated with this release, due to improvements made in tracking long idle sessions. In addition, users of Bosch Mic-550 cameras with newer firmware should install this release to fix a possible server crash.

> Note – ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.8.2 and above

New Features

- Increased the number of PTZ presets ACC can display. (It is now 250.)
- Added a "go to home" button in the PTZ analytics configuration dialog for ease of use when configuring analytics on Avigilon's PTZ camera.

Issues Fixed

- Corrected an issue where the HTML5 client would occasionally show cameras in the tree (but not the video) that the user did not have access to.
- Fixed a defect which would occasionally prevent a client running on the same machine as the server from logging-in.
- Made changes to the ACC Gateway to decrease the number of cases where mobile sessions (especially on iOS) stop receiving push notifications after long periods without opening the app. Note that even with this change, if the ACC Mobile 2.2 app is unable to reach the Gateway for over 12 hours, users will still need to access the app to restart push notifications.
- Fixed a defect where the site health display would not show any cameras (but the PDF export would.)
- Corrected an issue with the "Live Export" function in the ACC Gateway that would cause it to ignore certain cameras.
- Fixed a case that would occasionally cause a client to crash while restoring a saved window layout.
- Fixed an issue in the ACC Gateway that would cause a warning on some security scans.
- Corrected a storage aging defect that could cause vector metadata (used in pixel and classified object searches) for devices with "maximum" retention time to be deleted ahead of the video data for these devices.
- Fixed an issue causing the camera name overlay to appear slightly higher than before (5.10 SR1 and earlier).

Version 5.10.8.2 (continued)

Issues Fixed (continued)

- Fixed an issue where Bosch cameras with specific firmware (Bosch Mic-550 with firmware 5.74 or later) could sometimes cause the server to crash.
- Fixed an issue that could sometimes cause the client to crash in the connect/disconnect cameras screen.
- Signed the EXE for the standalone player so Windows recognizes it as an Avigilon product.
- Corrected a problem finding Avigilon cameras with non-default password over a range of IP addresses.
- Fixed a defect causing a PTZ to travel to the wrong location when clicking in a digitally zoomed view.
- Corrected an issue where two tamper events were reported by ACC for each tamper event generated by a camera.
- Improved the behaviour of the virtual matrix to make it more resistant to temporary unavailability of an additional site.
- Corrected a problem which could cause a server to crash when importing improper rules or alarms from a settings backup created on a different site.
- Ensured that the logical ID of a saved view is preserved when saving a change to an existing saved view.
- Ensured that alarm escalation in the sequential alarm view happens as scheduled by the alarm setup dialog, and that the timer is not reset when the alarm recurs before it escalates. This fixes the known issue introduced with the initial 5.10 release (5.10.0.16).
- Fixed an issue in the pixel motion setup dialog preventing the motion indicator from showing the current motion level when no pixel mask was set.

Known issues in this release (same as previous release, minus two corrected issues)

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.

Version 5.10.8.2 (continued)

Known issues in this release (continued)

- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added. This issue will not be fixed in a future service release.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.10 for H4 Pro H.264 cameras
- V3.10.2.10 for H.264 H3 cameras with self-learning analytics
- V3.16.0.64 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.16.0.54 for H4 PTZ cameras
- V3.10.2.12 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.150 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.6.6 – Released Thursday January 26th, 2017

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

> Note –   ACC-ACM integrations must be updated to "AvigilonAcmIntegration-5.8.4.12_SR1" or newer for use with ACC 5.10.6.6.

New Features

- Introduces SDK support for management of Digital I/O ports on Avigilon ES HD Recorder

Issues Fixed

- Corrected an issue with licensing checks for the use of Avigilon created integrations with ACC Enterprise edition. Users of some Avigilon created integrations should ensure their ACC Enterprise edition server has an appropriate integration license key activated.
- Resolved an issue where all mobile devices or SDK clients were receiving alarms even if the alarm recipient list was limited to a certain user or user group.
- Corrected an issue that inappropriately updates all encoder channels or all Multi-head camera channels with a configuration change that was intended for a single channel
- Resolved an issue where client was crashing at start-up where saved views were being auto-loaded
- Corrected an issue where the current camera selection and playback time was not being preserved when opening the Export dialog
- Corrected an issue where the export panel does not inherit display adjustments from the view panel
- Fixed an issue where the preview image when requesting an export is incorrect even though the export uses the correct selection
- Resolved an issue when exporting a snapshot for HD-H264 camera creates an empty file
- Resolved an issue where higher resolution cameras had different contrast on different portions of the image
- Resolves an issue where a user is unable to login to a child site when the Parent site machine and Child site machine are in different networks
- Corrected an issue where JPEG2K HD-Dome Cameras Microphone Source Type cannot be configured for "Line"

Version 5.10.6.6 (continued)

Issues Fixed (continued)

- Ensured that Axis Q1941-E cameras connected via a Rialto do not crash the server
- Ensured compatibility with AXIS C3003-E Network Horn using firmware v1.25.1
- Updated LPR template for Indiana license plates with 8 alpha/numeric characters
- Resolved an issue where H4 fisheye camera video would jump at certain zoom levels
- Corrected behavior so that a saved view will present the same view area when recalled in ACC client or HTML5 WebClient
- Resolved in issue where keyboard arrow keys did not pan image from H4 Fisheye cameras
- Ensured that a Gateway installed on a Windows 10 machine would enable Web clients to zoom and pan images
- Corrected an issue where the rule action would not be triggered if the ACC rule used the criteria 'The camera linked to the event' and the camera was a PTZ
- Resolved an issue where no attachments are present for Central Station Monitoring notification messages triggered by Digital Inputs Events

Version 5.10.6.6 (continued)

Known issues in this release

- Push notifications to iOS mobile App stop after 24-48 hours. Workaround: If the app is going to be minimized, ensure Background App Refresh is enabled in iOS Settings app.
- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.6.6 (continued)

Avigilon™ Camera FW Included

- V3.16.0.30 for H4 SL Bullet and Dome cameras
- V3.10.2.8 for H4 Pro H.264 cameras
- V3.10.2.8 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.40 for H3 Multisensor cameras
- V3.14.0.52 for H4 PTZ cameras
- V3.10.2.8 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.150 for H3 Micro Dome cameras
- V2.6.0.150 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.4.6 – Released Wednesday November 2nd, 2016

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. Users of the H4 Fisheye camera will benefit by upgrading and installing the latest firmware. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

Issues Fixed

- Resolved an issue with selecting multiple cameras in a group for permission changes
- Resolved an issue where higher resolution cameras had different contrast on different portions of the image
- Resolved an issue with HikVision DS-2CD2xx2FWD connection causing ACC server to crash
- Corrected an issue that caused ACC to crash at startup or simply display the Avigilon logo when dragging a camera into a new view
- Ensured that a user can update a Saved View when viewing Avigilon H4 fisheye cameras and changing the zoom level, live/recorded viewing mode, or rotation
- Fixed an issue that could cause the ACC Client to crash in some cases when decoding video from Avigilon cameras
- Corrected an issue where recordings exhibit dropped frames when aspect ratio of the primary and secondary streams are different

Version 5.10.4.6 (continued)

Known issues in this release

- Push notifications to iOS mobile App stop after 24-48 hours. Workaround: If the app is going to be minimized, ensure Background App Refresh is enabled in iOS Settings app.
- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.4.6 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.14.0.46 for H4 PTZ cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.2.2 – Released Tuesday October 12th, 2016

Release Summary

This is a service release of Avigilon Control Center™ 5.10. Users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. Users of the H4 Fisheye camera will benefit by upgrading and installing the latest firmware. Users of previous versions of ACC 5 can refer to the earlier release notes that follow for further information on new features and issues resolved.

New Features

- Validated support for new H4 PTZ line of cameras including control of digital defog in ACC client
- Support for user specific default Auto-Display Adjustment settings
- Central Station Monitoring notifications now include event types and categories

Issues Fixed

- Resolved issue with "Zoom To Area" feature with Axis PTZ cameras
- Resolved a problem with IndigoVision GX600 HD cameras connected to ACC using an ONVIF connection
- Resolved an issue where camera views would swap positions in a multi-view layout after maximizing an individual camera followed by minimizing the same camera
- Resolved an issue where renaming one head on a Multi-head camera or a port on an Encoder resets the name of other heads or ports
- Corrected issues with restoring default settings for selected H4A cameras
- Ensured restoring default image compression and image rate settings resets default secondary stream settings
- Corrected issue where cameras were not added to the default folder when attached
- Resolved an issue where adding H4 Fisheye camera to a view can cause the client to crash in rare circumstances
- Corrected the format of Central Monitoring video clips to properly annotate the rotation of image
- Corrected issue with access to help files

Version 5.10.2.2 (continued)

Known issues in this release

- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.
- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.
- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.
- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.
- When using the Compression and Image Rate dialog, the low bandwidth camera stream resolution will retain all manual settings when the profile is changed back from Manual to Automatic. Workaround is to click on restore defaults
- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.
- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.2.2 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.28 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.14.0.38 for H4 PTZ cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras

Avigilon Control Center™ 5.10 Release Notes

Version 5.10.0.16 – Released Tuesday September 27th, 2016

Release Summary

This is the initial release of Avigilon Control Center 5.10. This release introduces support for Avigilon fisheye cameras and adds short video clip and image attachments to central station notifications. This release is also a service release for ACC 5 and users experiencing issues listed in the "Issues Fixed" list should consider upgrading to this release. In addition ACC 5 users of iOS mobile notifications should upgrade to this release, which includes an updated certification required for connecting to the Apple Push Notifications (APN) cloud gateway.

New Features

- Support for new H4 Fisheye line of cameras
- Rule actions now include movement of PTZ to home position
- Support Axis network horn for audio output
- Axis devices supported on HD ES Recorder
- Central Station Monitoring notifications may now include still images and video clips
- Device Logical IDs are displayed in camera tree
- Camera image settings now include histogram and auto-contrast settings
- ACC Client no longer requires administrative rights to run
- New standalone version of ACC Client
- Hungarian language support

Issues Fixed

- Corrected Cohu HD camera incompatibility issue
- Resolved issue with motion detection setup for some Bosch cameras
- Resolved issue with simultaneous PTZ panning and zooming causing uncontrolled zooming in some cases
- Corrected an issue where use of a DPI 150 setting in Windows would cause buttons to be unavailable in the ACC Client
- Fixed Point of Sale (POS) data display from multiple sources in live mode
- Updated License Plate Recognition (LPR) support for Mississippi, Cyprus, and Latvia
- Improved support for Axis Q6035-E and Axis Q6045-E Mk II PTZ tours based on patterns
- Improved transmission and storage of audio transmitted to camera speakers in "push to talk" applications
- Resolved issue with Point of Sale (POS) data being recorded out of order
- Fixed an issue where the ACC client could be obscured by the Windows task bar on a secondary monitor

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Resolved an issue where double-clicking on PTZ controls would incorrectly maximize view panel
- Corrected an issue where a selected bookmark would not be displayed in some cases when timeline synchronization was disabled
- Fixed a cosmetic issue with table sizes in the site health dialogs
- Ensured that default motion detection settings can be restored for Axis cameras
- Corrected a defect where "low" motion sensitivity setting was being ignored for Samsung cameras
- Resolved a problem where Rialto devices would not appear on the site setup tree after the successful import of site settings
- Corrected an issue that prevented an alarm from appearing in the Search Alarm tab
- Improved tour selection dialog by persisting previous selection when a tour is stopped.
- Ensured that the "View Recorded Images" privilege controls whether or not users can search POS transactions. (Previously, users needed to also have the privilege to view live video.)
- Resolved an issue where auto-login using Active Directory credentials could fail while the server was starting up.
- Improved file naming when exporting a set of images, so that files are easier to sort correctly
- Corrected an issue where entering incorrect credentials for active directory synchronization would cause the dialog box to be in an invalid state
- Improved synchronization of analytics bounding boxes in live video
- Corrected an incorrect display of server link speed in the site status view
- Improved AVI exports to maintain aspect ratio when maximum size is exceeded in one dimension (e.g.: 3MP camera rotated 90 degrees)
- Improved navigation in Teach By Example screen by ensuring timeline shows selected teaching sample
- Improved localization of numeric values in configuration dialogs
- Corrected an issue preventing motion masks to be saved in some recent Axis camera models
- Corrected an issue which would cause ACC to lose focus when closing the edit bookmark dialog
- Fixed an issue where a filter for the site tree was not refreshed after login to a new site
- Ensured that the "Motion Detection Setup" privilege is sufficient to setup motion detection (pixel or classified object based) for analytics cameras

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Corrected an issue with the player where it would step into the wrong frame from a recording gap during frame-by-frame steps
- Resolved an issue where the export progress bar would jump to 100% after stopping an export
- Ensured that for exports, the timeline focus is adjusted to encompass the start and end times for a clip
- Ensured users can change the name of an Axis camera connected using the Onvif driver
- Corrected an issue that could lead the client to crash when rapidly changing the zoom level of the timeline
- Improved navigation in thumbnail search results by ensuring timeline focuses on selected thumbnail
- Corrected an issue with exporting an alarm immediately after it was acknowledged
- Improved error messages for failures when adding child sites to a site family
- Ensured ACC client is not covered by the task bar on Windows 10
- Resolved an issue with Rialto connections to ACC Server using HTTPS
- Resolved an issue with video stuttering on ACC Client workstations that do not utilize supported NVDIA graphics cards
- Corrected an issue where the export preview did not fill the entire window
- Resolved an issue where user views are not always saved when user is forced off
- Resolved an issue preventing pixel motion settings being updated if motion occurs during saving of settings
- Resolved usability issues with multi-select for devices
- Resolved an issue with third party cameras not supporting image rotation
- Corrected an issue that prevented a server configuration backup from being restored on an H4 ES Camera
- Resolved an issue where font sizes were not scaled for easy viewing for non-native exports from high resolution (H4 Pro) cameras
- Corrected an issue that caused some overlay options to be missing for non-native export of snapshots
- Corrected issue where windows could be reduced in size to the point where text and controls would become hidden
- Resolved an issue where Rialto devices did not reinitiate analytics on PTZ cameras when the camera returned to home position after an idle timeout
- Resolved an issue where H4A 8MP cameras in full frame-rate mode could cause ACC Client to stutter and/or crash

Version 5.10.0.16 (continued)

Issues Fixed (continued)

- Resolved an issue where large volumes of POS transactions could stall the POS engine, requiring several hours to catch up
- Addressed known OpenSSL security vulnerabilities CVE-2016-2108 and CVE-2016-2107
- Resolved an issue were Rialto devices were occasionally not visible in system tree
- Improved disk I/O performance for large sites
- Corrected map name display in edit tabs
- Resolved an issue with handling error keys in the camera connection dialog which could cause ACC Client to freeze
- Resolved a situation where the server could crash when Active Directory logins are processed during a nightly directory update
- Resolved a situation where digital input changes on Rialto devices could cause ACC Server to crash
- Resolved an issue caused by repeatedly using find camera with multi-select
- Corrected a situation where export files could be left in a corrupted state if the export did not complete successfully
- Resolved an issue where ACC Client could crash when pixel motion settings were modified for some third party cameras
- Corrected an issue with starting and restarting PTZ tours
- Corrected an issue where PTZ controls were not available in all camera setup dialogs
- Resolved an issue with incorrect Day/Night Threshold EV value on Avigilon 8MP cameras running in high framerate mode
- Resolved an issue with the display of video analytics self-learning progress
- Improved how day/night mode settings are handled by analytic cameras
- Corrected an issue with high resolution cameras freezing in ACC HTML5 Webclient when adjusting digital zoom level
- Corrected physical PTZ pan and zoom behaviour in ACC HTML5 Webclient

Version 5.10.0.16 (continued)

Known issues in this release

- Due to the fix in 5.10.0.16 for hidden alarms in the alarm search screen mentioned above, if an escalated alarm recurs (the alarm trigger is repeated), it is now hidden from the sequential alarm tab until the escalation delay occurs again. This affects only alarms that have already been escalated, and only the user(s) it was escalated to (in other words, if an alarm is triggered again before the escalation time, the timer is not reset and the alarm will escalate as expected). Using armed panels to monitor alarm escalations is a workaround since these are unaffected.

- When performing zoom operations on a fisheye view that has not yet started streaming, the client may crash. The workaround is to wait until the camera's live or recorded view is visible in the frame before operating on it. This issue will be fixed in an upcoming service release.

- Analytics metadata (bounding box) streaming between the server and the client was modified slightly in ACC 5.10, so ACC 5.8.4.28 and older clients will not see bounding boxes when connected to an ACC 5.10.0.16 or newer server. The workaround is to upgrade all clients along with the server. This issue will not be fixed in a future service release.

- Due to changes with the rendering engine, when an ACC 5.10.0.16 or newer client connects to an ACC 5.8.4.28 or older server, the secondary stream of Avigilon HD-H.264 cameras is rendered incorrectly. The workaround is to upgrade the server to ACC 5.10 along with the clients. This issue will not be fixed in a future service release.

- It is not possible to use the "Find Site" option in the ACC Gateway's web configuration interface to manually add another server in the same ACC site. The web configuration page will hang and the server will fail to be added.

- Attempting to define a digital output trigger duration greater than the maximum allowed of 60 minutes will correctly report an error, but it will not accept any further input. Workaround is to close the dialog and start again.

- Opening the Site Health view may cause the ACC client to slow and become unresponsive for sites that contain a large number of servers (>50). Workaround is to close the camera view tab. This issue will not be fixed in a future service release.

Version 5.10.0.16 (continued)

Avigilon™ Camera FW Included

- V3.12.0.34 for H4 SL Bullet and Dome cameras
- V3.10.0.138 for H4 Pro H.264 cameras
- V3.10.0.136 for H.264 H3 cameras with self-learning analytics
- V3.14.0.12 for H4 Fisheye cameras
- V3.2.0.38 for H3 Multisensor cameras
- V3.10.0.152 for H4 Box Bullet Dome cameras with self-learning analytics
- V2.6.0.142 for H3 Micro Dome cameras
- V2.6.0.144 for H3 PTZ cameras
- V2.6.0.140 for H3 Bullet cameras
- V2.6.0.140 for H3 Box Dome cameras
- V2.2.0.48 for H.264 encoders
- V.2.2.0.34 for HD H.264 cameras
- V4.6.0.14 for JPEG2000 HD Pro cameras
- V4.4.0.2 for JPEG2000 Panoramic cameras