

This document describes the features, operational issues, and major fixes for the VideoXpert Video Management Software (VMS). Review each section to determine if an upgrade is warranted for your installation.



Note: For technical issues, contact Pelco Product Support at 1-800-289-9100 (USA and Canada) or +1-559-292-1981 (international).

Release Increments and Version Numbers

VideoXpert is released in major program increments – 1.8, 1.9, etc. Each VideoXpert increment contains software versions for your VideoXpert products that have been designed and tested together to expose new features and ensure optimal performance. When updating your VideoXpert environment, it is expected that you will update all components of your VideoXpert environment to the software versions indicated by the program increment (1.8, 1.9, etc).

Updating your system



Caution: In order to upgrade to 3.5, your current system must be VxEnterprise v 3.1.1 or later. You cannot upgrade to VxEnterprise 3.5 from VxEnterprise versions earlier than 3.1.1.

VideoXpert Enterprise systems should be updated in the following order:

- 1.12
- 2.0
- 2.1
- 2.2
- 2.5
- 3.1.1
- 3.3.1
- 3.5

Before upgrading to VideoXpert v 3.1, check the system to ensure it satisfies the requirements for a smooth upgrade.

- The VideoXpert system must be running v 2.5 or later.
- If there are any integrations present, ensure that an update to the integration is available which supports VideoXpert v 3.1 or the later version to which you are upgrading.
- VideoXpert v 3.1 or later does not support DS acting as a recorder. If a customer has DS, they must either remain at VideoXpert v 2.5 or they must uninstall DS and install VxStorage instead. If you need to keep your video, then you must run the DS to VxS migration; otherwise, you will lose your video on your DS. This update can only be done if the DS is running on DSSRV2 hardware. VxStorage has not been qualified on DSSRV1 hardware.
- VideoXpert v 3.1 or later does not support the UDI5000. For VideoXpert v 3.1 or later, it is recommended that you use VideoXpert's native third-party camera support instead of using the UDI.



Caution: Copy installers directly to and run them from your system. Pelco strongly recommends that you do not attempt to install VideoXpert from an external drive, such as a network or USB drive.

VideoXpert Enterprise v 3.5 Release Notes

With VideoXpert v 3.1 or later, the component upgrade order has been changed and care must be taken to follow the correct order, which is:

1. Ops Center
2. Accessory Servers
3. Toolbox
4. Media Gateways
5. Cores (this step will break all integrations until the next step is performed)
6. Integrations
7. VxStorage

When updating Core from 2.5 to a later version, the end of the installer process prompts the user to migrate their data to the new Core database format. This is the first VideoXpert upgrade that has required this type of data migration. Users must go through this migration process to preserve their existing data.

VideoXpert Enterprise v 3.5 / Released June 25, 2019

Software Versions

- VxCore v 3.5.0.498
- Media Gateway v 3.5.0.103
- VxToolbox v 3.5.0.217
- VxOpsCenter and VxPlayer v 3.5.0.1981
- VxStorage v 3.5.0.89
- Accessory Server v 3.5.0.29
- VxPortal v 3.5.0.14

New Features and Improvements


- VideoXpert systems use single sign-on (SSO) to allow users to authenticate once, using existing IT authentication infrastructure. Users can still sign-on using VideoXpert credentials. This applies to single systems or MSAs.
- VX Databases are no longer coupled to VxCores; as an option, these can be installed separately to scale to larger sites.



Note: There is some risk to using databases that are not coupled to a VxCore.

- Administrators can add custom fields and columns to a list of available VideoXpert systems, and choose to use a shared configuration file (network share) to retrieve the list of systems when using multi-system access (MSA) mode.
- You can now replace a camera on VideoXpert and associate the existing video from the camera being replaced with the new camera. (If the old camera is on an NSM, the old video will not migrate.) (VxToolbox)
- VxToolbox can generate a camera report and a device report, even when the camera or device is not connected to a server.
- Smart compression can be enabled and configured using VxToolbox for Pelco cameras that use the ONVIF extension.
- Administrators can configure passwords to expire, and set the length of time before the user must change the password. They can also configure some user accounts to be exempt from the expiration policy. (VxToolbox)
- Integration licenses are combined to provide the longest time before expiration. For example, where appropriate, two one-year integration licenses will be recognized as a single license that expires in two years. (VxToolbox, Integrations)
- Administrators can filter integration license names in VxToolbox. (Integrations)
- Paxton Access Control events are injected into VideoXpert systems. (Integrations)
- VideoXpert systems properly manage centralized system list (shared) MSA configurations. In addition, Administrators can add filterable custom columns and fields to the MSA configuration. (VxToolbox, VxOpsCenter)
- Shared Display Mode in VxOpsCenter now supports up to two monitors to enable you to share more cells with co-workers without having to set up more workstations.

VideoXpert Enterprise v 3.5 Release Notes

- Users can control monitors and cells in any monitor wall using a keyboard, the KBD5000, or the SpaceMouse controls and shortcuts as if the monitors or cells are directly connected to the workstation. (VxOpsCenter)
 - Logging events for changes to video cells on numbered monitors is disabled by default. This prevents such events from quickly filling the event logs when using a monitor wall. Logging of these events can be enabled via VxToolbox.
 - Maps are now a native part of VideoXpert systems. The VxMaps plugin is no longer required, and has been removed. The native mapping solution supports DWG, JPEG, PNG, and world/street maps.
 - Pelco Spectra Enhanced cameras can publish their SD card status to the VideoXpert system as events. (VxToolbox, VxOpsCenter, VxPortal)
 - The VideoXpert system supports additional Hikvision cameras, Pelco's Sarix Pro 3 camera, and Pelco's Spectra Pro IR camera. Support has been improved for some fixed thermal cameras. (VxToolbox)
 - The VideoXpert system supports configuring clusters of more than three CMG nodes for certain large deployments, via an appropriate license. (Accessory Server)
 - The VideoXpert Accessory Server operating system has been updated.
-  **Note:** You cannot update an earlier version of Accessory Server to version 3.5. Contact Pelco Product Support to obtain an image, then re-image the hardware directly to version 3.5.
- VxPortal uses H.264 video to provide smooth streaming.

Major Fixes

- Resolved an issue where users were unable to disable smart compression for Sarix Enhanced 2 cameras using VxToolbox.
- Resolved an issue where VxPortal was unable to stream from the D6230 and some IXE20DN cameras.
- Resolved an issue where VxOpsCenter crashed upon shut-down if the event viewer was running.
- The Monitor Wall updates properly when an included monitor is updated using View Launcher. (VxOpsCenter)
- Resolved an issue that prevented decoders from reconnecting after VxOpsCenter was rebooted on the server.
- You can send a camera to a direct- or enhanced decoder-attached monitor in VxOpsCenter using the keyboard shortcuts.
- Resolved an issue where VxOpsCenter would display the secondary stream instead of the primary stream for EVO-12 cameras under low light conditions.

Test Information

- VxOpsCenter (Shared Display), VxPlayer, and VxPortal have been tested with:
 - Windows 7 Ultimate (6.1.7601 Service Pack 1 Build 7601)
 - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.5 Release Notes

- VideoXpert Enterprise (VxCore, Media Gateway, VxToolbox, and VxStorage) have been tested with:
 - Windows Server 2012 R2 Standard (6.3.9600 Build 9600)
 - Windows Server 2016 Standard (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.3.1 Patch / Released May 1, 2019

Software Versions

- VxCore v 3.3.1.7
- VxToolbox v 3.3.1.3
- VxOpsCenter and VxPlayer v 3.3.1.21
- VxStorage v 3.3.1.2
- VxPortal v 3.3.1.1

New Features and Improvements

- Corrected an issue so that VxOpsCenter v 3.3 works with VxCore v 2.5.
- Fixed an issue with VxPortal on Google Chrome in FIPS-enabled environments.
- Russian text is now supported when the locale is set to Ukrainian or to Russian (VxPortal, VxOpsCenter).
- Motion detection alarms are supported on Hanwha QNV-7080R cameras.
- Fixed an issue with some cameras displaying incorrect frame rates on live, recorded, and exported video in VxOpsCenter.
- Playback for Optera IMM12036 cameras is improved (VxOpsCenter).
- Improvements have been made to support different screen resolutions and other screen-related issues (VxToolbox).
- Fixed an issue where users might have seen a warning that the demo license is expiring, even if there are enough channel licenses (active and applied) to operate.

VideoXpert Enterprise v 3.3 / Released April 2, 2019

Software Versions

- VxCore v 3.3.0.362
- Media Gateway v 3.3.0.92
- VxToolbox v 3.3.0.207
- VxOpsCenter and VxPlayer v 3.3.0.401
- VxStorage v 3.3.0.112
- Accessory Server v 3.3.0.6
- VxPortal v 3.3.0.9

New Features and Improvements

- VxToolbox supports video configuration of Pelco H.265 cameras. (VxToolbox)
- Nested groups are now supported for LDAP users and roles. (VxToolbox)
- The VideoXpert system notifies you when a license is about to expire or has expired. (VxToolbox, VxOpsCenter)
- The Rules Engine recognizes NET55XXT alarms and can differentiate between different alarm contacts (VxToolbox).
- You can save specific alarm/relay sources as rule triggers (VxToolbox).
- The user action report includes login/logout actions from VxToolbox and VxOpsCenter.
- The KBD5000 playback control has an improved response time (VxOpsCenter).
- For cameras on your VideoXpert system that have local recordings, Edge Storage Auto Gap Fill functionality detects when a gap in recording occurs, queries the camera for recordings, and automatically downloads video and audio (if present) to fill the gap. (VxOpsCenter, VxStorage)
- Spectra Pro lookup and the IR 4K camera are supported in VideoXpert.
- GFC Multi 4-in-1 camera is supported in VideoXpert.
- The secondary stream from Axis cameras is consistently displayed in VxOpsCenter.
- Axis PTZ cameras are shown correctly, not as fixed cameras (VxOpsCenter, VxToolbox).
- PTZ controls operate consistently on Axis cameras that use ONVIF drivers (VxOpsCenter).
- When you close a video from the live cell or the Investigation mode, the corresponding audio feed also closes (VxOpsCenter).
- You can successfully change the VxOpsCenter layout using the ASCII translator service.
- Camera names and camera appear on all cells when you switch cells back from 1x1 to a matrix (2x2, 3x3, 4x4, or 5x5) layout (VxOpsCenter).
- When Event monitor service changes the layout to the shared display, the monitor number stays at the correct number (VxOpsCenter).

VideoXpert Enterprise v 3.1.1 Patch / Released January 31, 2019

Software Versions

- VxCore v 3.1.1.9
- VxToolbox v 3.1.1.10
- VxOpsCenter and VxPlayer v 3.1.1.54
- VxStorage v 3.1.1.10

Major Fixes

- Prior to the VideoXpert 3.1 release, after upgrading to VideoXpert 3.0, VxCore might disconnect frequently (a few times a day), and send connection lost and re-established messages. This was a problem with Brocade. The use of Brocade is now deprecated, so this is no longer an issue.
- Users that have live but not playback permissions are not able to view recorded video via MJPEG-PULL. (Core)
- Commissioning proceeds at full speed, even in larger environments. (VxToolbox)
- In VxMaps, the world map will load zoomed to the cameras. (VxToolbox)
- Recording and retention configuration is available when multiple cameras are selected. (VxToolbox)
- Labels for VxCore in VxToolbox are displayed consistently. (VxToolbox)
- VxOpsCenter does not show an erroneous “Your session has expired” message when MSA is used.
- In VxMaps, Load Last Map and Load Specific Map properly displays the screen.
- In VxMaps, Center on Alarm is functioning.
- In VxMaps, you can save all cameras to a map, instead of a maximum of 555.
- In VxMaps, the camera information panel shows the same information as the VxOpsCenter camera information panel.
- In VxMaps, switching to a DWG map always displays the map.
- VxMaps successfully launches in an IPv6 environment.
- In investigation mode, the playback bar area does not degrade and functions properly. (VxOpsCenter)
- In investigation mode, navigating in a playback bar that has many gaps does not cause the VxOpsCenter Client to lock up and become unresponsive.
- When switching tabs, cells populate with the correct camera. (VxOpsCenter)
- When a user is viewing a video stream that has secondary stream recording, and has chosen the Secondary Stream view, the video stream correctly plays as the Secondary Stream video. (VxOpsCenter)
- When there are a large number of motion alarms (for example, 30), cameras that have current motion alarms do not flicker and VxOpsCenter does not flip between the camera displays.
- Memory usage of VxOpsCenter does not climb to 90%, so VxOpsCenter Client remains responsive.

VideoXpert Enterprise v 3.5 Release Notes

- The Axis Q3517 Driver is updated so that motion detection can trigger recording.
- VxStorage retrieves local recordings from cameras that use Pelco and ONVIF drivers.

Known Issues

- When a tab or workspace are monitored, the corresponding modification value is not displayed in the Events Report or the User Action Report. (VxToolbox)
- To differentiate between the different alarm contacts on the NET55xx, you must create and use a custom action script. (VxToolbox)
- Use the Pelco camera driver instead of ONVIF drivers for the Pelco Spectra Pro IR camera. (VxOpsCenter)
- VxMaps is not compatible with a Windows 7 system that has attached decoders. To use VxMaps, you must upgrade to a Windows 10 system.
- In VxMaps, the tags list changes size as the user scrolls through the list.
- When opening VxPortal using the Web Browser plugin in VxOpsCenter, an “Unsupported Browser” error might occur.
- When multiple saved tabs have data sources that are streaming, some of the cells in the tabs might begin to flicker. (VxOpsCenter)
- Opening multiple workspaces in quick succession can cause a memory spike, with causes white screens and makes the VxOpsCenter Client slow or unresponsive.
- When playing video using fast forward at 4x or 8x on a Windows 10 system, the video jumps and appears to skip frames. (VxOpsCenter)

VideoXpert Enterprise v 3.1 / Released December 11, 2018

Software Versions

- VxCore v 3.1.0.289
- VxToolbox v 3.1.0.179
- VxOpsCenter and VxPlayer v 3.1.0.745
- VxStorage v 3.1.0.142
- VxPortal v 3.1.0.2

New Features and Improvements

- VideoXpert handles generic ONVIF events from any ONVIF camera. (Core)
- ONVIF and Pelco drivers support hostnames, and VideoXpert displays hostnames in several key locations in the UI. (Core)
- You can migrate from a Digital Sentry system to a VideoXpert system without losing events or video. (Core)
- Support is added for the Pelco GFC Pro 4K cameras. (Core)
- Meinberg NTP is no longer required for VideoXpert systems. (Core)
- VxE Supports FIPS 140-2. (Core)
- In VxMaps, the Administrator can manually rotate camera icons on a map. (VxToolbox)
- VideoXpert can manage user credentials for the entire VX System via LDAP. (VxToolbox)
- VxMaps supports JPEG and PNG maps. VxMaps Raster View enables features including linked drawings, center on alarm, center on call-up dialog, center from VxOpsCenter, and filtering.
- In VxMaps, camera icons on the map are displayed to reflect the same states that are shown in Mission Control. (VxOpsCenter)
- In VxMaps, the operator can choose multiple cameras to launch at one time. (VxOpsCenter)
- VxMaps supports using a 3D mouse to control and interact with a map. (VxOpsCenter)
- You can add Access Control icons to maps in VxMaps. (VxOpsCenter)
- Pelco analytic overlays are shown in VxOpsCenter and Export Player.
- VxOpsCenter and VxDecoder support an immersive view separate from the IPTZ views for Optera cameras.
- In Investigation mode in VxOpsCenter, the timeline is more responsive and more easily used.
- VxPortal supports high framerate MJPEG playback of recorded video.
- The gap report from VxToolbox is accurate. (VxStorage)

Known Issues

- Users that have live but not playback permissions are able to view recorded video via MJPEG-PULL. (Core)
- After upgrading to VideoXpert 3.0, VxCore might disconnect frequently (a few times a day), and send connection lost and re-established messages. (Core)

VideoXpert Enterprise v 3.5 Release Notes

- Commissioning might be slowed significantly in larger environments. (VxToolbox)
- When a tab or workspace are monitored, the corresponding modification value is not displayed in the Events Report or the User Action Report. (VxToolbox)
- In VxMaps, the world map will load as zoomed all the way out instead zoomed to the cameras. (VxToolbox)
- Recording and retention configuration is not available when multiple cameras are selected. (VxToolbox)
- Using VxOpsCenter Client at the same time as VxToolbox can cause memory issues. (VxToolbox)
- Labels for VxCore in VxToolbox are shown as either VideoXpert Core or just Core. These refer to the same product. (VxToolbox)
- To differentiate between the different alarm contacts on the NET55xx, you must create and use a custom action script. (VxToolbox)
- Use Pelco camera drivers instead of ONVIF drivers. (VxOpsCenter)
- VxMaps is not compatible with a Windows 7 system that has attached decoders. To use VxMaps, you must upgrade to a Windows 10 system. (VxOpsCenter)
- In VxMaps, the tags list changes size as the user scrolls through the list. (VxOpsCenter)
- VxMaps will not launch in an IPv6 environment. (VxOpsCenter)
- In VxMaps, the camera information panel shows different information from the VxOpsCenter camera information panel.
- In VxMaps, Center on Alarm is not functioning. (VxOpsCenter)
- In VxMaps, Load Last Map and Load Specific Map each display a black screen. (VxOpsCenter)
- In VxMaps, switching to a DWG map sometimes will not display the map. (VxOpsCenter)
- In investigation mode, the playback bar area degrades as it is used, until it is unusable. (VxOpsCenter)
- In VxMaps, you can save a maximum of 555 cameras to a map. (VxOpsCenter)
- In investigation mode, navigating in a playback bar that has many gaps can cause the VxOpsCenter Client to lock up and become unresponsive.
- When opening VxPortal using the Web Browser plugin in VxOpsCenter, an “Unsupported Browser” error might occur.
- When multiple saved tabs have data sources that are streaming, some of the cells in the tabs might begin to flicker. (VxOpsCenter)
- When switching tabs, cells might populate with the wrong camera. (VxOpsCenter)
- Opening multiple workspaces in quick succession can cause a memory spike, with causes white screens and makes the VxOpsCenter Client slow or unresponsive.
- When a user is viewing a video stream that has secondary stream recording, and has chosen the Secondary Stream view, the video stream might continue to play as Primary Full Frame video. (VxOpsCenter)
- When there are a large number of motion alarms (for example, 30), cameras that have current motion alarms might flicker and VxOpsCenter might repeatedly flip between the camera displays.
- Memory usage of VxOpsCenter can climb to 90%, rendering VxOpsCenter Client unresponsive.

VideoXpert Enterprise v 3.5 Release Notes

- When playing video using fast forward at 4x or 8x on a Windows 10 system, the video jumps and appears to skip frames. (VxOpsCenter)
- In some cases, VxStorage cannot retrieve local recordings from cameras that use Pelco and ONVIF drivers.

VideoXpert Enterprise v 3.0.1 Patch / Released October 30, 2018

Software Versions

- VxCore v 3.0.1.44
- VxToolbox v 3.0.1.6
- VxOpsCenter and VxPlayer v 3.0.1.14
- VxStorage v 3.0.1.6

Major Fixes

- Terminating the migration tool while it is running will not shut down VxCore and VxCore Database services. (Core)
- Users that have live but not playback permissions are able to view recorded video via MJPEG-PULL. (Core)
- Viewing video from JPEG and thumbnail modes from aggregated sources will not result in an error message. (Core)
- Corrected an issue that caused the Core installer to stop when it could not detect a network storage location. (Core)
- Archived exports are successfully migrated when updating from VideoXpert 2.5 to VideoXpert 3.0. (Core)
- All archived exports are available to all users. (Core)
- If the IP of a device changes, VxToolbox updates the device to the new IP address.
- VxToolbox can change the settings of more than one camera at a time.
- Authenticated devices might become unauthenticated over time. (VxToolbox)
- Corrected an issue that caused some pools to improperly migrate to the Recording Tab while updating a single Core system to VideoXpert v 3.0. (VxToolbox)
- VxOpsCenter Client can stream playback video in JPEG format.
- The VxMaps plugin might crash after switching between different maps. (VxOpsCenter)
- In VxMaps, the filter count is double the number of cameras on the map. (VxOpsCenter)
- Corrected an issue that caused video playback from IMP219 cameras to jump 20 minutes ahead from NSM recorders. (VxOpsCenter)
- Corrected an issue that prevented recorded video from being available for viewing after an update of VxS or NSM. (VxOpsCenter)

Known Issues

- After upgrading to VideoXpert 3.0, the server might disconnect frequently (a few times a day), and send connection lost and re-established messages. (Core)
- When a tab or workspace are monitored, the corresponding modification value is not displayed in the Events Report or the User Action Report. (VxToolbox)
- Recording and retention configuration is not available when multiple cameras are selected. (VxToolbox)

VideoXpert Enterprise v 3.5 Release Notes

- Using VxOpsCenter Client at the same time as VxToolbox can cause memory issues.
- Labels for VxCore in VxToolbox are shown as either VideoXpert Core or just Core. These refer to the same product.
- VxMaps is not compatible with a Windows 7 system that has attached decoders. To use VxMaps, you must upgrade to a Windows 10 system. (VxOpsCenter)
- In VxMaps, the tags list changes size as the user scrolls through the list. (VxOpsCenter)
- In investigation mode, the playback bar area degrades as it is used, until it is unusable. (VxOpsCenter)
- In investigation mode, navigating in a playback bar that has many gaps can cause the VxOpsCenter Client to lock up and become unresponsive.
- When opening VxPortal using the Web Browser plugin in VxOpsCenter, an “Unsupported Browser” error might occur.
- When multiple saved tabs have data sources that are streaming, some of the cells in the tabs might begin to flicker. (VxOpsCenter)
- When switching tabs, cells might populate with the wrong camera. (VxOpsCenter)
- Opening multiple workspaces in quick succession can cause a memory spike, with causes white screens and makes the VxOpsCenter Client slow or unresponsive.
- When a user is viewing a video stream that has secondary stream recording, and has chosen the Secondary Stream view, the video stream might continue to play as Primary Full Frame video. (VxOpsCenter)
- When there are a large number of motion alarms (for example, 30), cameras that have current motion alarms might flicker and VxOpsCenter might repeatedly flip between the camera displays.
- Memory usage of VxOpsCenter can climb to 90%, rendering VxOpsCenter Client unresponsive.
- VxStorage can retrieve local recordings from cameras that use Pelco and ONVIF drivers.

VideoXpert Enterprise v 3.0 / Released September 21, 2018

Software Versions

- VxCore v 3.0.0.833
- VxToolbox v 3.0.0.276
- VxOpsCenter and VxPlayer v 3.0.0.1382
- VxStorage v 3.0.0.189
- VxPortal v 3.0.0.63

New Features and Improvements

- VxCore includes Pelco driver and ONVIF driver support for alarms and relays.
- VxCore supports cameras that use TLS.
- VxCore supports live and playback viewing of Pelco h.265 cameras, and exports from these cameras.
- VxCore supports IPV6 cameras.
- VxCore enables you to view and control (PTZ) all cameras without buying a recorder.
- VxCore reduces aggregated user privileges, and enables Administrators to set them.
- VxCore enables Administrators to specify the recording retention period on a per-channel basis in VxToolbox.
- Labels for VxCore in VxToolbox are shown as either VideoXpert Core or just Core. These refer to the same product.
- Administrators can use VxToolbox to configure visual representations of monitor walls, including cell layouts and cameras.
- Administrators can manage system devices in VxToolbox. Formerly, only camera devices could be managed in VxToolbox.
- VxToolbox device filtering is improved.
- Administrators can configure SMTP, clusters and gateways, database backup, audio association, and aggregation from VxToolbox.
- Administrator have more control over aggregation credentials. (VxToolbox)
- VxToolbox includes a new device report.
- VxToolbox supports relays (via Pelco driver and ONVIF drivers), and has greater support for alarms.
- VxToolbox includes a new trigger relay rule response builder and a new email rule response builder.
- Administrators can specify the recording retention period on a per-channel basis in VxToolbox.
- VxOpsCenter includes visual representations of monitor walls, including cell layouts and cameras.
- Operators can use the mouse scroll wheel to zoom in and out of, and click and drag to select the playback timeline in VxOpsCenter.
- The default layout when opening a new window in VxOpsCenter is 2x2.
- Operators can modify the iris and focus on non-PTZ cameras in VxOpsCenter.

VideoXpert Enterprise v 3.5 Release Notes

- Multi-selection in the Bookmarks list in VxOpsCenter enables bulk deletion of bookmarks.
- VxOpsCenter includes a custom option in the Quick Export menu.
- VxOpsCenter supports the triggering of Pelco Camera Relays both manually and through the Rules Engine.
- The Acknowledge All button in VxOpsCenter acknowledges all events. Previously, only 500 events could be acknowledged per button click.
- The VxMaps Plugin, now included in VxOpsCenter, provides an interface to arrange cameras according to their physical locations on a map, making it easier to find the right camera and view to suit your needs.
- VxDecoder default port ranges (client-side ports used by the decoder to receive UDP unicast RTP streams) have been updated to port numbers 4500-4600. (VxOpsCenter)
- VxPortal is now included with VxCore. VxAdminPortal is no longer included with VxCore because its features are now included in VxToolbox.
- Live video streaming from h.265 cameras does not work; playback from these cameras works intermittently. (VxPortal)
- Sorting the exports by Last End Time causes the application to crash. (VxPortal)
- In addition to English, VxPortal software is now available in the following languages: Arabic, Brazillian Portuguese, German, French, Italian, Korean, Russian, Simplified Chinese, Spanish for Latin America, and Turkish.

Major Fixes

- Viewing Optera video in VxOpsCenter no longer automatically downgrades to lower resolution.

Known Issues

- After upgrading to VideoXpert 3.0, VxCore might disconnect frequently (a few times a day), and send connection lost and re-established messages.
- Termination the migration tool while it is running will shut down VxCore and VxCore Database services. You can restart VxCore and VxCore Database services, and then restart the migration tool.
- Attempting to view video from JPEG and thumbnail modes from aggregated sources will result in a “Streaming server reported an error” message. (VxCore)
- Users that have live but not playback permissions are able to view recorded video via MJPEG-PULL. (VxCore)
- When a tab or workspace are monitored, the corresponding modification value is not displayed in the Events Report or the User Action Report. (VxToolbox)
- Authenticated devices might become unauthenticated over time. (VxToolbox)
- Recording and retention configuration is not available when multiple cameras are selected. (VxToolbox)
- If the IP of a device changes, VxToolbox shows the device as offline. It does not update the device to the new IP address.
- Using VxOpsCenter Client at the same time as VxToolbox can cause memory issues.
- VxToolbox cannot change the settings of more than one camera at a time.

VideoXpert Enterprise v 3.5 Release Notes

- VxMaps is not compatible with a Windows 7 system that has attached decoders. To use VxMaps, you must upgrade to a Windows 10 system. (VxOpsCenter)
- In VxMaps, the tags list changes size as the user scrolls through the list. (VxOpsCenter)
- In VxMaps, the filter count is double the number of cameras on the map. (VxOpsCenter)
- The VxMaps plugin might crash after switching between different maps. (VxOpsCenter)
- VxOpsCenter Client cannot stream playback video in JPEG format.
- In investigation mode, the playback bar area degrades as it is used, until it is unusable. (VxOpsCenter)
- In investigation mode, navigating in a playback bar that has many gaps can cause the VxOpsCenter Client to lock up and become unresponsive.
- When opening VxPortal using the Web Browser plugin in VxOpsCenter, an “Unsupported Browser” error might occur.
- When multiple saved tabs have data sources that are streaming, some of the cells in the tabs might begin to flicker. (VxOpsCenter)
- When switching tabs, cells might populate with the wrong camera. (VxOpsCenter)
- Opening multiple workspaces in quick succession can cause a memory spike, with causes white screens and makes the VxOpsCenter Client slow or unresponsive.
- When a user is viewing a video stream that has secondary stream recording, and has chosen the Secondary Stream view, the video stream might continue to play as Primary Full Frame video. (VxOpsCenter)
- When there are a large number of motion alarms (for example, 30), cameras that have current motion alarms might flicker and VxOpsCenter might repeatedly flip between the camera displays.
- Memory usage of VxOpsCenter can climb to 90%, rendering VxOpsCenter Client unresponsive.
- In some cases, VxStorage cannot retrieve local recordings from cameras that use Pelco and ONVIF drivers.

VideoXpert Enterprise v 3.5 Release Notes



International Standards Organization
Registered Firm; ISO 9001 Quality System

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