

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 or later, your current system must be VxEnterprise v 3.1.1 or later. You cannot upgrade to VxEnterprise 3.5 or later 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
- 3.6
- 3.7

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.

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- 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.

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 from VxE 2.5 to a later version, the upgrade process prompts the user to migrate their data. 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 3.7 / Released December 10, 2019

Software Versions

- VideoXpert Core v 3.7.0.224
- Media Gateway v 3.7.0.93
- VxToolbox v 3.7.0.156
- VxOpsCenter and VxPlayer v 3.7.0.458
- VxStorage v 3.7.0.89

New Features and Improvements

- VxToolbox software is now available in English and the following languages: Arabic, Brazilian Portuguese, German, French, Italian, Korean, Russian, Simplified Chinese, Spanish for Latin America, Turkish.
- VxPlayer now supports the same snapshot functionality as does VxOpsCenter, including the naming convention used when saving a file to disk, and the timestamp overlay.
- VxPlayer now support the same FF/RW controls as VxOpsCenter, including fast-forward and rewind speeds up to 128x.
- In VxToolbox, Administrators can set access permissions at the user level for export of recorded video.
- In an aggregated VX environment, users can create an export that contains video from multiple sites.
- Event-triggered recording options have been greatly expanded. New options include: improved filtering of the event list, and configuration to work with certain external events, analytic events, and access events. (VxToolbox, VxStorage, VX Server)
- In VxToolbox, Administrators can activate and view analytic licenses, apply them to supported cameras, and configure and use video analytics.
- VxOpsCenter incorporates high frame rate playback (25/30 ips) for fast-forward at 2x, 4x, and 8x.
- VideoXpert now supports Pelco's new pan/tilt thermal cameras, Sarix Enhanced 3 cameras, Spectra Enhanced G7 cameras. This includes video overlays for Object in Zone Analytics and the ability to configure People in Zone Analytics for PTZ cameras. (VxPortal, VxStorage, VxDecoder, VX Server)
- VxOpsCenter Clients can connect to a VideoXpert Enterprise system from multiple networks.
- Free integration licenses no-longer expire.
- Administrator and integrators can receive critical notifications from their VideoXpert Systems via SMS notifications at all times and at all locations.

Known Issues

- When there is a network disconnection and recording gaps are auto-filled for multiple GFC Multi 4-in-1 cameras, the recording from only one of the cameras is applied to all of the cameras. (VxOpsCenter)

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)
 - Windows 10 Pro (10.0.17763 build17763)
- VideoXpert Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
 - Windows Server 2016 Standard (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.6.1 Patch / Released October 14, 2019

Software Versions

- VxCore v 3.6.1.6
- Media Gateway v 3.6.1.4
- VxToolbox v 3.6.1.3
- VxOpsCenter and VxPlayer v 3.6.1.2
- VxStorage v 3.6.1.5

Known Issues

- When there is a network disconnection and recording gaps are auto-filled for multiple GFC Multi 4-in-1 cameras, the recording from only one of the cameras is applied to all of the cameras. (VxOpsCenter)

Major Fixes

- Corrected an issue that prevented live video via RTSP on some Marshall Encoders. (VxOpsCenter)
- Corrected an issue so that the Enhanced Decoder displays the correct date and time for live video. (VxOpsCenter)
- Addressed an issue that caused VxOpsCenter shortcut keys to jump to the wrong time.
- Corrected an issue that caused problems with KBD500 keyboard playback controls for Optera cameras. (VxOpsCenter)
- Addressed an issue that caused VxOpsCenter to lose PTZ control of some Hikvision cameras after updating from VideoXpert v 3.3.1.
- Corrected an incompatibility with some new Hikvision cameras that prevented links from being URL encoded, resulting in the inability to modify or delete camera settings in VxToolbox, the omission of a context menu when right-clicking a cell in VxOpsCenter, and the inability to find live video that was successfully recorded.

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)
 - Windows 10 Pro (10.0.17763 build17763)
- 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 3.6 / Released September 17, 2019

Software Versions

- VxCore v 3.6.0.303
- Media Gateway v 3.6.0.195
- VxToolbox v 3.6.0.361
- VxOpsCenter and VxPlayer v 3.6.0.812
- VxStorage v 3.6.0.234

New Features and Improvements

- Roles can be configured to receive online/offline event notifications based on device types; users will only be notified of online/offline event for device types that they are configured to receive. (Vx Server, VxToolbox, VxPortal, and VxOpsCenter)
- In VxToolbox, you can set a retention policy for bookmarks that specifies when bookmarks will be deleted automatically. Locked bookmarks will not be automatically deleted.
- In addition to English, VxToolbox is available in the following languages: Arabic, Brazilian Portuguese, German, French, Italian, Korean, Russian, Simplified Chinese, Spanish for Latin America, and Turkish.
- In VxOpsCenter, you can configure your system to identify camera information in cells in one of four ways: Camera Name, Camera Number, Camera Name / Camera Number, or Camera Number / Camera Name.
- In VxOpsCenter, you can select whether to decrease the video buffer for live streams when in PTZ mode.
- In VxOpsCenter, you can import a system list by selecting a file from a shared location. The Import System List option is no longer available on the Workstation Configuration dialog box.
- When closing the BriefCam integration plugin in VxOpsCenter, the current web page address is saved, and is restored when you relaunch the plugin.
- In VxOpsCenter, users with appropriate permissions can select the location to which they save a Quick Export. (VxOpsCenter)
- In VxOpsCenter, Quick Export is now available in the Sync Playback timeline (for multi-camera Quick Export) and in the Mission Control tree view.

Known Issues

- When there is a network disconnection and recording gaps are auto-filled for multiple GFC Multi 4-in-1 cameras, the recording from only one of the cameras is applied to all of the cameras. (VxOpsCenter)

Major Fixes

- Addressed an issue such that monitor walls are the same after you update your system to VX v 3.5 as they were before the update. (VxToolbox and VxOpsCenter)
- Fixed an issue in VxOpsCenter such that when a PTZ camera comes back online, PTZ controls function properly.
- Fixed an issue with alarm sequencing in VxOpsCenter not working after a prolonged period.

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)
 - Windows 10 Pro (10.0.17763 build17763)
- 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 3.5 / 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
- 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.
- 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)

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- 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.

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