VideoXpert Professional

This document describes the features, operational issues, and major fixes for VxPro software. Review each section to determine whether or not you should perform updates.

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

**INSTALLING THE SYSTEM**

If you have multiple drives, or have a designated recording directory, you should perform a custom installation so that you can select your recording directory. Performing a default installation will place your recording directory on the drive with the largest amount of free space.

NOTE: If installing on a JBOD unit, you must go to the VxStorage interface, and add your individual drives as recording volumes. If the drives have been added so that each is its own volume group, you must also assign cameras to the individual drives (as if they were separate recorders).

**UPDATING YOUR SYSTEM**

When updating your VxPro system, use the latest VxPro installer. This will update all of your installed VxPro components.

**INSTALLING OVER A PREVIOUS VxPRO BETA VERSION**

You must manually complete the removal of VxPro before you can install an updated version over a beta version.

1. Uninstall the VideoXpert Pro entry in Programs and Features, this will also uninstall associated VX applications.
2. Delete the following folders
   a. C:\ProgramData\Pelco
   b. C:\Program Files\Pelco
   c. C:\Users\Pelco\AppData\Local\Pelco
   d. x:\ProgramData\Pelco\ProServer\RecordRoot (Where x = your data drive)
3. Delete the following registry keys
   a. HKEY_LOCAL_MACHINE > SOFTWARE > delete the ‘Pelco’ folder
   b. HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Pelco > delete the ‘VxOpsCenter’ folder.
4. Run the latest VxPro installer.

**VideoXpert Professional 2.0 / Released May 1, 2018**

**New Features and Improvements**

New Features and Improvements

- VxSNMP Agent is now available for VxPro.

**VxSNMP Agent Version 1.1.0.12**

New Features and Improvements

- System administrators can use a standard IT SNMP Manager to monitor the health of their VxPro systems.
- VxPro will send an SNMP trap if an issue is detected with a vital system service or component.
- System administrators can use a standard IT SNMP Manager to retrieve status information about VxPro services, components, and cameras.
- VxSNMP Agent can be configured for secure communication via SNMPv3, which has both encryption and authentication. SNMPv1 and SNMPv2 are also supported.

**VideoXpert Professional 2.0 / Released April 3, 2018**

**NEW FEATURES AND IMPROVEMENTS**
- In VxPro Installer, security updates have been implemented.
- Sources on the system can be organized into nestable folders with corresponding, searchable, tags. Operators can use the new folder view or the standard, flat list.
- In VxOpsCenter, Operators can add clip locking to and remove clip locking from a bookmark. Operators can create bookmarks, lock bookmarks, remove locks from bookmarks, and view a list of bookmarks in Mission Control.
- In VxOpsCenter, quick-launch buttons with drop-down menus have been added in Mission Control.
- In VxOpsCenter, video streaming over a low bandwidth connection has been improved.
- In VxOpsCenter, when a network or client PC has been overloaded, stream quality for a cell/source is automatically downgraded. When this happens, an icon in the cell provides information about the stream rate, and can be clicked to restore the cell to the usual stream quality. A tab-level icon is also available, that lets an Operator restore all tab cells with one click.
- In VxOpsCenter, when changing streams in a cell, the existing stream remains visible until the new stream is buffered and ready to show.
- The installer for VxPlayer has been improved to provide a consistent end user experience across VideoXpert products.
- In VX Portal, Operators can view Optera cameras in panomersive mode.
- In VX Portal, Operators can see and respond to alarms.
- In VX Portal, Operators can create, update, lock, unlock, and delete bookmarks on a VxPro or an aggregated VxPro system.
- In VX Portal, Operators can view a list of exports, download exports, and initiate a Quick Export of video.
- In VX Portal, Operators can trigger PTZ Presets and Patterns.
- In VX Portal, Operators can search for cameras based on the tags which have been applied to them.
- The installer for VxPlayer has been improved to provide a consistent end user experience across VideoXpert products.
- In VxToolbox, when adding a camera to the system, the user can specify a port number.
- In VxToolbox, in the Licensing tab, Information in the Activation ID field can be copied.
- In VxToolbox, system administrators can run a report that shows when a user was assigned a role and when a role assignment was removed from a user.
- In VxToolbox, system administrators have more flexibility in configuring user roles.
- In VxToolbox, when discovering a camera, the user can select a third-party camera driver.
- In VxToolbox, Operators can choose to have the system automatically unlock bookmarks of a specified age (for example, 7 days). Unlocked bookmarks are then available to the garbage collection feature.
- In VxToolbox, bulk camera configuration can be performed on up to 150 cameras.
- System administrators can use a standard IT SNMP Manager to monitor the health of their VxPro systems.
- VxPro will send an SNMP trap if an issue is detected with a vital system service or component.
- System administrators can use a standard IT SNMP Manager to retrieve status information about VxPro services, components, and cameras.
- VxSNMP Agent can be configured for secure communication via SNMPv3, which as both encryption and authentication. SNMPv1 and SNMPv2 are also supported.
**VxPro Installer Version 2.0.0.90**

**New Features and Improvements**
- Security updates have been implemented.

**Major Fixes**
- Addressed an issue where, if you had installed the VxPro system and later tried to install individual Apps using the installer, you had to uninstall the VxPro system and then reinstall the system and all appropriate Apps.
- Addressed an issue that caused the control panel to show one entry for the installed App and another entry for VxPro when you installed one App.

**VxPro Server Version 2.2.0.454**

**Known Issues**
- Motion recording is not consistently represented by a blue timeline.

**VxOpsCenter Version 2.3.0.1167**

**New Features and Improvements**
- Sources on the system can be organized into nestable folders with corresponding, searchable, tags. Operators can use the new folder view or the standard, flat list.
- Operators can add clip locking to and remove clip locking from a bookmark. Operators can create bookmarks, lock bookmarks, remove locks from bookmarks, and view a list of bookmarks in Mission Control.
- Quick-launch buttons with drop-down menus have been added in Mission Control.
- Video streaming over a low bandwidth connection has been improved.
- When a network or client PC has been overloaded, stream quality for a cell/source is automatically downgraded. When this happens, an icon in the cell provides information about the stream rate, and can be clicked to restore the cell to the usual stream quality. A tab-level icon is also available, that lets an Operator restore all tab cells with one click.
- When changing streams in a cell, the existing stream remains visible until the new stream is buffered and ready to show.

**Major Fixes**
- Shared displays now support cameras in 5 x 5, beyond 16 cells.
- Alarm Sequence Mode has a drop-down menu from which to select Event Types.
- Addressed an issue that caused VxOpsCenter to crash if the NTP address pointed to a system with NTP enabled, but not as a server.
- When a mouse is used to drag the ExportPlayer App window, the video will stay in place instead of moving along with the App window until you drop the App window, at which time the video moves into the window.
- When using the playback bar on a camera that has many gaps, VxOpsCenter becomes unresponsive.

**VxPlayer Version 2.3.0.1167**

**New Features and Improvements**
- The installer for VxPlayer has been improved to provide a consistent end user experience across VideoXpert products.

**VxPortal Version 1.1.0.32**

**New Features and Improvements**
- Operators can view Optera cameras in panomersive mode.
- Operators can see and respond to alarms.
- Operators can create, update, lock, unlock, and delete bookmarks on a VxPro or an aggregated VxPro system.
• Operators can view a list of exports, download exports, and initiate a Quick Export of video.
• Operators can trigger PTZ Presets and Patterns.
• Operators can search for cameras based on the tags which have been applied to them.

**VxToolbox Version 1.4.0.515**

New Features and Improvements
• When adding a camera to the system, the user can specify a port number.
• In the Licensing tab, Information in the Activation ID field can be copied.
• System administrators can run a report that shows when a user was assigned a role and when a role assignment was removed from a user.
• System administrators have more flexibility in configuring user roles.
• When discovering a camera, the user can select a third-party camera driver.
• Operators can choose to have the system automatically unlock bookmarks of a specified age (for example, 7 days). Unlocked bookmarks are then available to the garbage collection feature.
• Bulk camera configuration can be performed on up to 150 cameras.

Major Fixes
• Addressed an issue that prevented the GBO Technology S1080 (ONVIF) camera from authenticating in VxToolbox.

Known Issues
• When setting the timezone for Pelco Pro 2 or Enhanced 2 cameras to either Los Angeles or Vancouver zones using the POXIS format in VxToolbox, the timezone for the camera might not match the timezone in VxToolbox.
• The TimeTable control does not respond properly to click-and-drag actions using the mouse.
• If a camera is set to a non-whole number framerate (such as 12.5fps), VxToolbox will truncate the decimal so that the result is a whole number.

**VxStorage Portal Version 2.2.0.169**

Major Fixes
• Addressed an issue that, after updating, caused VxStorage Portal to show a blank status page, and being unable to add NAS storage.
• Addressed an issue that caused VxStorage to identify some fixed Panasonic cameras as PTZ cameras.

1.2.0.158 / Released February 2, 2018

**New Features and Improvements**
• You can now securely authenticate and write to your NAS archive server.

**VxPro Installer Version 1.2.0.158**

Known Issues
• If you have installed the VxPro system and later want to install individual Apps using the installer, you must uninstall the VxPro system and then reinstall the system and all appropriate Apps.
• When you install one App, the control panel will show one entry for the installed App and another entry for VxPro.

**VxPro Server Version 2.2.0.401**

New Features and Improvements
• You can now securely authenticate and write to your NAS archive server.
**Major Fixes**

- VxPro Server now uses the subscription reference URI to pull messages, renew, and unsubscribe.
- An intermittent issue caused the server to stop responding to API requests. This has been fixed.
- A role that has been configured with restricted resources can be deleted.
- You can still perform an Export when audio recording is missing for all or part of a clip.
- Addressed an issue where VxPro Server would grant access to excluded devices, instead of everything except the excluded devices.
- Motion events are being detected and recorded for Sarix Pro Gen 2 cameras.
- Addressed an issue where selecting only a few resources on which to apply permissions would not save the selection.
- When changing Privilege.exclude_restricted, existing restrictions for associated resources are cleared.
- New child permissions inherit the parent privilege exclusions.
- Addressed an issue where, on a VxPro system that has a VxOpsCenter and/or a VxToolbox standalone version installed, upgrading the system might fail.
- Unicast streams can be pulled, and VX Storage records from all cameras.

**VxTOOLBOX VERSION 1.3.1.22**

**Major Fixes**

- Addressed an issue where GBO cameras would not work with the Onvif driver.
- When you add a device to a VxPro system using VxToolbox, the device names are discovered and match the camera settings.

1.0.2.26 / Released January 5, 2018

**VxOPS CENTER VERSION 2.1.15104 R(104)**

**Major Fixes**

- Addressed an issue where upgrading a VxPro system that has an OpsCenter/Toolbox standalone version installed might fail. Also addressed an issue where, after experiencing this upgrade failure, the uninstaller might hang when run on a system that was upgraded with VxPro 1.0.2.20.

**VxTOOLBOX VERSION 1.3.0.206**

**New Features and Improvements**

- The following report types have been added to VxToolbox:
  - Camera Report: Camera information (name, IP, state, etc) and their storage assignments.
  - Recording Gap Report: A list of unexpected recording gaps.
  - Role Report: The currently defined roles and their privileges.
  - Storage Report: Storage (recorder) information (name, IP, state, etc) and their camera assignments.
  - User Report: A list of current system users and their details (name, phone number, roles, etc).
  - User Action Report: System event log entries corresponding to actions performed by system users.
- Improved role and permission management.

**Major Fixes**

- Addressed an issue where a role that had been configured with restricted resources could no longer be deleted.
- Addressed an issue where some Oncam cameras could not be discovered.
- Addressed an issue where the GBO Technology S1080 camera would not authenticate via the Toolbox.
• Corrected an issue where external events are not displayed.
• Corrected an issue preventing all cameras added to VX from being shown as commissioned.

**VxPLAYER Version 2.1.15104 R(104)**

**Major Fixes**
• Addressed an issue where sending multiple sync playback commands caused video cells to lock up.

**VxPRO Server Version 2.1.0.1333**

**Major Fixes**
• Addressed an issue where a successful aggregated VxPro export appears on the aggregator as if it never completed, and canceling the export would delete the successful exports.
• Addressed an issue where using the Frame Forward button had to be pressed multiple times to move forward one frame.
• Addressed an issue where reversing frames quickly multiple times might “break” Frame Forward.
• Addressed an issue where access is incorrectly given to excluded devices instead of everything except those devices.
• Addressed an issue where a child permission with restricted resources could not be deleted.
• Addressed an issue where motion events were not being recorded on Sarix Pro Gen 2 cameras.
• Addressed an issue where on some devices, the simple service discovery protocol (SSDP) responder consumed significant CPU.
• Addressed an issue where, after a reboot, the an incorrect IP address (169.x.x.x) is stored in the server.