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.

Sometimes, .NET updates are needed for elements used within VideoXpert systems because they run on Microsoft Operating Systems. Microsoft might require a reboot when .NET updates are installed.

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 USB or network drive.

Caution: In order to upgrade to 3.1 or later, your current system must be VxPro v 2.5.x or later. You cannot update to VxPro 3.1 or later from VxPro versions earlier than 2.5.
VideoXpert Professional v 3.8 Release Notes

VideoXpert Professional v 3.8 / Released March 31, 2020

Software Versions

- VxPro Bundled Installer v 3.8.0.209
- VxToolbox v 3.8.0.271
- VxOpsCenter and VxPlayer v 3.8.0.682

New Features and Improvements

- Added a system-wide setting to optionally force encryption on exports, and a system-wide setting to optionally use a globally-specified password on exports. This feature does not apply to MSA mode. (VxToolbox, VxPortal, VxOpsCenter)
- VxToolbox simultaneously updates firmware for multiple cameras.
- VxToolbox can create passwords for cameras that do not have initial passwords set. This configuration can be done in bulk.
- Added the ability to configure People in Zone Analytics for PTZ cameras that are capable of running the Pelco Advanced Analytics Suite. (VxToolbox)
- Added video overlays for Object in Zone using the Pelco Advanced Analytics Suite. (VxOpsCenter)
- Added the ability to select the tertiary stream, when available on the camera. (VxToolbox, VxPortal, VxOpsCenter, servers)
- Added the ability to create event-triggered rules to start and stop recordings, and to record a specific group of data sources. (VxToolbox)
- Added support for the updated Spectra Enhanced 7 series 2MPx30 speed dome cameras. (VxToolbox, VxPortal, VxOpsCenter)
- Added support for the new Esprit TI Thermal PT series cameras. (VxToolbox, VxPortal, VxOpsCenter)
- Added SD card notifications from Sarix Enhanced 2 cameras. To use this new feature, you must update to the controlled camera firmware release version 6.4.2.8. (VxOpsCenter)
- Added new user settings for snapshots: font size and color, background, text position. These will apply to all subsequent snapshots made via VxOpsCenter by the specific user. (VxPortal, VxOpsCenter)
- Replaced functionality of the VideoXpert Accessory Server with software in VideoXpert Core that performs load balancing and supports Windows Server DHCP and NTP services. This supports RMF-compliant load balancing.
- Updated browser plugin for VxOpsCenter.
- Added the ability to monitor and view the status of all connected VideoXpert services (Cores, Gateways, databases) on-premises. Users can see online/offline status, and can choose to receive SMS notifications when the status of one or more services changes. (VxToolbox, VxOpsCenter)
- Added full frame-rate and fractional-speed rewind and playback. (VxOpsCenter, VxPlayer)
- Operators can use a QWERTY keyboard to manually cycle through cameras by camera number. (VxOpsCenter)
- Reduced default memory allocation for VxToolbox to 1 GB. Users can configure additional memory for large VideoXpert systems that will persist through reboots and software updates.
VideoXpert Professional v 3.8 Release Notes

- VxToolbox, VxPortal, and VxOpsCenter software is now available in six more languages: Bulgarian, Croatian, Czech, Hungarian, Polish, and Romanian. These are in addition to the previously available Arabic, Brazilian Portuguese, English, French, German, Italian, Korean, Russian, Simplified Chinese, Spanish for Latin America, and Turkish.

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 in VxOpsCenter v 3.7 and v 3.7.1, when a camera was disconnected and then reconnected to the network, the camera would not automatically reconnect the live video stream.
- Changed the port range associated with VxOpsCenter UDP Unicast ports to 4502-4900. (This change was implemented in VideoXpert v 3.8; the VideoXpert System Design Guide dated 03/20 reflects the previous range.)

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 Professional has been tested with:
  - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)
VideoXpert Professional v 3.7.1 Patch / Released December 18, 2019

Software Versions
- VxPro Bundled Installer v 3.7.1.2
- VxToolbox v 3.7.0.156
- VxOpsCenter v 3.7.1.1
- VxPlayer v 3.7.0.458

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 from VX 3.5 that occurred when upgrading to VX 3.7. The VxS would stop recording or begin capturing after the upgrade.
- Corrected an issue from VX 3.5 that occurred when upgrading to VX 3.7. In VideoXpert Core, after upgrading, licenses were expired with the expiration year 1970.

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 Professional has been tested with:
  - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)
VideoXpert Professional v 3.8 Release Notes

VideoXpert Professional v 3.7 / Released December 10, 2019

Software Versions
- VxPro Bundled Installer v 3.7.0.267
- VxToolbox v 3.7.0.156
- VxOpsCenter and VxPlayer v 3.7.0.458

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 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, 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, VX Server)
- 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)
VideoXpert Professional v 3.8 Release Notes

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 Professional has been tested with:
  - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)
VideoXpert Professional v 3.6.1 Patch / Released October 14, 2019

Software Versions

- VxPro Bundled Installer v 3.6.1.19
- VxToolbox v 3.6.1.3
- VxOpsCenter and VxPlayer v 3.6.1.2

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 that caused an incorrect response to RTSP Setup. (VideoXpert Professional Server, Media Gateway)
- Corrected an issue that caused VideoXpert Eco Servers to run out of memory after updating to VideoXpert professional v 3.6.
- 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 Professional has been tested with:
  - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)
VideoXpert Professional v 3.8 Release Notes

VideoXpert Professional v 3.6 / Released September 17, 2019

Software Versions

- VxPro Bundled Installer v 3.6.0.339
- VxToolbox v 3.6.0.361
- VxOpsCenter and VxPlayer v 3.6.0.812

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.
VideoXpert Professional v 3.8 Release Notes

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 Build 17763)

- VideoXpert Professional has been tested with:
  - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)