

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

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: 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
- 3.8

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 Enterprise v 3.8.1 Release Notes

- 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. VxOpsCenter
2. Accessory Servers
3. VxToolbox
4. Media Gateways
5. VideoXpert 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 3.8.1 Patch / Released April 14, 2020

Software Versions

- VideoXpert Core v 3.8.1.5
- Media Gateway v 3.8.1.3
- VxToolbox v 3.8.1.16
- VxOpsCenter and VxPlayer v 3.8.1.15
- VxStorage v 3.8.1.5

Major Fixes

- Optimized rules processing in VideoXpert Core.
- When updating VideoXpert Cores in a configuration that uses VX Load Balancing, there is no longer an error reporting that other VideoXpert Cores are unavailable.
- VxToolbox refreshes the video configuration information from Pelco EVO-05 cameras without closing and reopening VxToolbox.
- Corrected an issue where VxToolbox sometimes did not allow changing the bitrate on Axis cameras.
- Corrected an intermittent issue of VxOpsCenter crashing while viewing analytics overlays on some cameras.
- Corrected an issue to enable users to swap streams between a local monitor and an Enhanced Decoder. (VxOpsCenter)
- Offline RTSP data sources no longer send "Device Modified" messages when the camera is offline. (VxOpsCenter)

Known Issues

- Due to periodic issues, support for the following cameras/encoders will have limited support in v 3.7 and will no longer be officially supported in v 3.8 or later:
 - NET5300 Series Analog Camera Encoder (sold 2005-2013)
 - IP110 Series Cameras (sold 2007-2011)
 - IP3701 Series Cameras (sold 2007-2011)
 - Spectra Mini IP (SD4N) Series Cameras (sold 2008-2016)
 - Spectra IV IP (SD4N) Series Cameras (sold 2008-2015)
The Spectra IV IP (SD4E) Series Cameras sold between 2010-2016 is not affected by this notice.

It is recommended that before upgrading your system to version 3.8 or newer, a limited bench test is performed with the newer VX version along with the desired legacy camera(s) to ensure satisfaction with the performance.

- 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 Enterprise v 3.8.1 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 Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
 - Windows Server 2016 Standard (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.8 / Released March 31, 2020

Software Versions

- VideoXpert Core v 3.8.0.252
- Media Gateway v 3.8.0.99
- VxToolbox v 3.8.0.271
- VxOpsCenter and VxPlayer v 3.8.0.682
- VxStorage v 3.8.0.108

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, VxStorage, 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, VxStorage, 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, VxStorage)

VideoXpert Enterprise v 3.8.1 Release Notes

- 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.
- 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

- Due to periodic issues, support for the following cameras/encoders will have limited support in 3.7 and will no longer be officially supported in 3.8 or later:
 - NET5300 Series Analog Camera Encoder (sold 2005-2013)
 - IP110 Series Cameras (sold 2007-2011)
 - IP3701 Series Cameras (sold 2007-2011)
 - Spectra Mini IP (SD4N) Series Cameras (sold 2008-2016)
 - Spectra IV IP (SD4N) Series Cameras (sold 2008-2015)
The Spectra IV IP (SD4E) Series Cameras sold between 2010-2016 is not affected by this notice.
- 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 Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
 - Windows Server 2016 Standard (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.7.1 Patch / Released December 18, 2019

Software Versions

- VideoXpert Core v 3.7.1.5
- Media Gateway v 3.7.1.2
- VxToolbox v 3.7.0.156
- VxOpsCenter v 3.7.1.1
- VxPlayer v 3.7.0.458
- VxStorage v 3.7.1.3

Known Issues

- Due to periodic issues, support for the following cameras/encoders will have limited support in VX 3.7 and will no longer be supported in VX 3.8 or later:
 - NET5300
 - IP110
 - IP3701
 - Spectra IV IP and Spectra Mini IP (SD4N series)
- 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 Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
 - Windows Server 2016 Standard (10.0.14393 Build 14393)

VideoXpert Enterprise v 3.7 / 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)

VideoXpert Enterprise v 3.8.1 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 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.

VideoXpert Enterprise v 3.8.1 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 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)



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