

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.



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 3.6.1 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)

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- 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 3.6 / 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.

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Test Information

- VxOpsCenter (Shared Display), VxPlayer, and VxPortal have been tested with:
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 - 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 3.5 / Released June 25, 2019

Software Versions

- VxPro Bundled Installer v 3.5.0.215
- VxPro Server v 3.5.0.1981
- VxToolbox v 3.5.0.217
- VxOpsCenter and VxPlayer v 3.5.0.1981
- 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.
- 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. (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)
- 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.

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- 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)
- 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 intermittently caused an error when you logged in to a VxPro server from a system with attached decoders. (VxOpsCenter)
- 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 Professional has been tested with:
 - Windows 10 Enterprise 2016 LTSP (10.0.14393 Build 14393)

VideoXpert Professional v 3.3.1 Patch / Released May 1, 2019

Software Versions

- VxPro Bundled Installer v 3.3.1.6
- VxPro Server v 3.3.1.21
- VxToolbox v 3.3.1.3
- VxOpsCenter and VxPlayer v 3.3.1.21
- VxPortal v 3.3.1.1

New Features and Improvements

- 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).
- 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 Professional v 3.3 / Released April 2, 2019

Software Versions

- VxPro Bundled Installer v 3.3.0.281
- VxPro Server v 3.3.0.401
- VxToolbox v 3.3.0.207
- VxOpsCenter and VxPlayer v 3.3.0.401
- 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.
- After migrating from DS software to VxPro software, the VxPro server records to the drives that were selected during installation.
- After migrating from DS software to VxPro software, previously recorded video (from DS) and new live and recorded video are viewable from the same camera in the camera tree. No additional license is required for the camera.
- After a fresh installation of VxPro and VxToolbox, the software is able to sort devices by IP address.
- “Search Recording for Motion (Pixel Search)” is available to all users who have View Recorded Video permissions. (VxToolbox).
- 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.
- When Event monitor service changes the layout to the shared display, the monitor number stays at the correct number (VxOpsCenter).

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