

Sarix Professional 3 Series

This document describes operational issues for the initial launch of the new Sarix Professional 3 Series cameras. Review each section to determine if an upgrade is warranted for your installation. For additional information on the unit (including the latest updates to documentation, product specifications, and software downloads), visit the Pelco Web site at www.pelco.com.

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

Upgrading Firmware From Camera Web Interface

1. Use Internet Explorer to access the camera via its IP address.
2. Click on the Login link in the upper right corner of the page and then enter credentials for the administrator.
3. Click Settings and then navigate to the Firmware page under the System menu.
4. Click Browse to select the firmware file and then click Upload.

The camera will install the updated firmware and then restart. The firmware update process typically takes up to 5 minutes to complete.

02.39 Release

Major Fixes

- Improved cybersecurity.
- Corrected an issue causing not all motion to be detected by the camera.
- Corrected a problem with a White Patch White Balance screenshot being tinted a yellow/green color.
- Corrected an issue causing brightness control in the user interface to not change an image.
- Corrected a problem with exposure being dark in WDR and linear.

02.37 Release

Major Fixes

- Corrected an issue causing Pelco cameras to return "HTTP 503 - Service not available" for the GetVideoSources ONVIF call." This fixed a compatibility problem with the Honeywell VMS.
- Corrected a problem the SEI time stamp of established streams not getting updated when the system time changes.
- Corrected an issue with IPv6 addresses listing the percent sign (%) between pairs instead of colon punctuation mark (:) (All browsers).
- Corrected a problem with IMP531-1ERS models which caused analog TV-out functionality to not work.

02.36 Release

Improvements and Features

- Added compliance with California's new SB-327 cybersecurity law aimed at preventing unauthorized access to Internet-connected devices. The camera requires an administrator account to be created the first time it boots. Without such an account, the camera will not stream video and fail most API requests.
- Added the ability to enter camera's GPS settings through the Web Client and ONVIF API.
- Improved cybersecurity.

NOTE: In order to upgrade to this firmware from 02.35 or another previous version, an administrator account must be created on the camera prior to the upgrade.

Major Fixes

- Corrected an issue causing the camera to be unable to assign static IP addresses in range 2.14.x.x.x-219.x.x.x.
- Corrected a problem with dynamic GOP length failing to decrease bitrate.
- Corrected an issue causing the camera settings to revert after configuration.

02.35 Release

Improvements and Features

- Added improved line drawing behavior for video analytics.
- Removed the page for GB/T 28181.

Major Fixes

- Corrected an issue with WDR on 3 MP cameras under performing at 100 db with the version 2.27 firmware.
- Corrected a problem with special characters being allowed to be added to a user password, although the tooltip stated that they were not allowed.
- Corrected an issue causing some, but not all, cameras to execute a focus after "Restoring All Camera Defaults."
- Corrected a problem with 802.1x authentication status having unclear wording.
- Corrected an issue with the Endura Motion Zone drawn in the web UI of some cameras being flipped in the Endura Motion Configuration tab.

02.32 Release

Improvements and Features

- Added a new Pelco Pro Analytics Suite including Audio Detection, Object Counting, Adaptive Motion, Object Removal, and Directional Motion.
- Added Pelco Smart Compression service.

Major Fixes

- Corrected a problem with being unable to update Wedge cameras to firmware 02.30 using VXToolbox.
- Corrected an issue causing changing from Linear mode to WDR mode to move the camera lens out of focus in low light.

02.30 Release

Improvements and Features

- Added support for the Sarix Pro 3 Series Wedge camera.

Major Fixes

- Corrected an issue causing overexposed video and exposure fluctuations in cameras when transitioning to night mode.
- Corrected an issue causing the 3X WDR to create dark imagery if a bright light source was in view.
- Corrected a problem with potential iris oscillation as illumination levels decrease and causing the lens to move out of focus.
- Corrected a problem with the brightness setting not being retained after a camera reboot.
- Corrected an issue causing exported H265 video in Genetec to have green portions and sometimes flicker between grey and green.
- Corrected an issue preventing camera tampering events from displaying in Genetec.
- Corrected a problem with manual exposure not allowing shutter speeds down to 1/4th.
- Corrected an issue during creation of a user, in which the password field does not indicate what special characters are allowed.
- Corrected a problem with the WDR image getting gradually brighter over a long period of time.
- Corrected an issue causing differing 3X WDR loss of fine detail and low color saturation.
- Corrected an issue with zoom sliders on the Live page and Focus page not agreeing on position.
- Corrected an issue with the 5 MP dome exposure page incorrectly displaying iCS lens options. These are only for the box camera.
- Corrected a problem with increasing Zoom level causing Motion Detection to Trigger an Event.
- Corrected an issue with the SD card not present, in which an event was not showing up in VideoXpert.
- Corrected an issue causing the WDR image on 3 MP cameras to appear overexposed or not as well rendered compared to the 5 MP and 2 MP cameras.

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