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 your system, the system must be at VideoXpert Enterprise v 2.5 or later. If necessary, upgrade to v 2.5, and then to the current version.

Before upgrading to the current version of VideoXpert, 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 the version of VideoXpert 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 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.

Upgrade components in the following order:

1. VxOpsCenter™
2. VxToolbox™
3. Media Gateways™

4. VideoXpert Cores™ (this step will break all integrations until the next step is performed)
5. Integrations
6. VxStorage™

When updating from VideoXpert Enterprise™ 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.

During an update (for example: VxOpsCenter, VxToolbox, and Media Gateways have been updated, but VideoXpert Core and VxStorage have not been updated), all critical functionality will work properly; some of the other, less-critical features might not work until all components have been updated to the same release. Critical functionality includes:

- Live viewing
- Playback
- Exports
- PTZ

VideoXpert® Enterprise v 3.13 / Released June 24, 2021

Software Versions

- VideoXpert Core v 3.13.0.35
- Media Gateway v 3.13.0.29
- VxToolbox v 3.13.0.44
- VxOpsCenter and VxPlayer v 3.13.0.44
- VxStorage v 3.13.0.30

New Features and Improvements

- Administrators can use VxToolbox to configure the VideoXpert System to log specific event types to the local Windows Event Log (for example: hardware events, high-severity events, and/or user action events).
- Expired license notifications are removed from VideoXpert. License expiration information continues to be available in VxToolbox on the *Licensing* tab.
- Added generic image dewarping support for third-party fisheye cameras. Users can pan, tilt, and zoom the dewarped image, and take snapshots of the dewarped view. Administrators have the ability to add new un-identified fisheye models as necessary via a user-defined configuration file.
- Support is added for the Pelco Spectra Professional Series 2 camera.

Major Fixes

- Corrected an issue that prevented the status of a trial license to be updated in the *Device Settings* panel after the trial license was activated and VxToolbox was connected to the system.

Test Information

- VxOpsCenter (Shared Display), VxPlayer, and VxPortal have been tested with:
  - Windows 10 Enterprise 2016 LTSB (10.0.14393 Build 14393)
  - Windows 10 Pro (10.0.17763 build17763)
  - Windows 10 Version 1809 (OS Build 17763.1282)

- VideoXpert Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
  - Windows Server 2016 Standard (10.0.14393 Build 14393)
  - Windows Server 2016 Version 1607 (OS Build 14393.3750) (Advantech Core, Media Gateway)
  - Windows Server 2019 version 1809 (OS Build 17763.1282) (Dell R440 Core, Media Gateway)
  - Windows Server 2019 version 1809 (OS Build 17763.1339)
  - Windows Server 2019 version 10.0.17763 (OS Build 17763.1432)

VideoXpert v 3.12 Release / Released April 1, 2021

Software Versions

- VideoXpert Core™ v 3.12.0.86
- Media Gateway™ v 3.12.0.59
- VxToolbox™ v 3.12.0.79
- VxOpsCenter™ and VxPlayer™ v 3.12.0.89
- VxStorage™ v 3.12.0.54

New Features and Improvements

- In VxToolbox, administrators can set permissions such that sensitive camera data can be hidden in VxOpsCenter and VxPortal from operators who otherwise have full camera access.
- In VxToolbox, administrators can set permissions such that operators can perform an investigation in VxOpsCenter, but not access, view, or manipulate a camera SD card.
- In VxToolbox, cameras can be discovered by inputting an IP address range within the existing *Discover Network Devices* screen using the discovery method titled *Discover by IP range*.
- VideoXpert has improved color correctness for Oncam Evo Series cameras.

Known Issues

- After the trial license is activated and VxToolbox is connected to the system, the status of the trial license might not be updated in the *Device Settings* panel. The workaround is to disconnected from the VideoXpert site and then reconnect.

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 LTSB (10.0.14393 Build 14393)
  - Windows 10 Pro (10.0.17763 build17763)
  - Windows 10 Version 1809 (OS Build 17763.1282)
- VideoXpert Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:
  - Windows Server 2016 Standard (10.0.14393 Build 14393)
  - Windows Server 2016 Version 1607 (OS Build 14393.3750) (Advantech Core, Media Gateway)
  - Windows Server 2019 version 1809 (OS Build 17763.1282) (Dell R440 Core, Media Gateway)
  - Windows Server 2019 version 1809 (OS Build 17763.1339)
  - Windows Server 2019 version 10.0.17763 (OS Build 17763.1432)

VideoXpert v 3.11 Release / Released December 8, 2020

Software Versions

- VideoXpert Core™ v 3.11.0.121
- Media Gateway™ v 3.11.0.64
- VxToolbox™ v 3.11.0.269
- VxOpsCenter™ and VxPlayer™ v 3.11.0.389
- VxStorage™ v 3.11.0.102

New Features and Improvements

- Users can customize command and shortcut key bindings on any QWERTY keyboard. (VxOpsCenter, VxPlayer)
- VxOpsCenter supports up to a 64-cell layout (8 x 8) per tab.
- The VideoXpert System logs the start and end times of all clips from all Exports. This additional data is visible in the Event Viewer and Event Reports.
- An historical record of the most-recent ten (10) names of a camera is saved and can be displayed in VxToolbox, VxPortal, and VxOpsCenter.
- Users can generate reports for line counters exported as CSV files. The reports can include specific counting lines, with bi-directional in/out counts listed separately, and with selectable duration granularity (per hour, day, week, month, or year). (VxToolbox)
- Events can be generated for Advanced Analytic line counters, such that a notification occurs when a maximum count threshold is met within a specified time duration. (VxToolbox, VxOpsCenter)
- In VxOpsCenter, users can perform a soft reset for line counting on a per-line basis.
- VxToolbox can now connect to a remote VideoXpert system over a WAN when the HTTPS port is open.

Known Issues

- After the trial license is activated and VxToolbox is connected to the system, the status of the trial license might not be updated in the *Device Settings* panel. The workaround is to disconnected from the VideoXpert site and then reconnect.

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 LTSB (10.0.14393 Build 14393)

  – Windows 10 Pro (10.0.17763 build17763)

  – Windows 10 Version 1809 (OS Build 17763.1282)

- VideoXpert Enterprise (VideoXpert Core, Media Gateway, VxToolbox, and VxStorage) have been tested with:

  – Windows Server 2016 Standard (10.0.14393 Build 14393)

  – Windows Server 2016 Version 1607 (OS Build 14393.3750) (Advantech Core, Media Gateway)

  – Windows Server 2019 version 1809 (OS Build 17763.1282) (Dell R440 Core, Media Gateway)

  – Windows Server 2019 version 1809 (OS Build 17763.1339)

VideoXpert® Enterprise v 3.13 Release Notes