



American Dynamics

Release Notes

VideoEdge® Hybrid Appliance

Applicable Software	Product Data
VideoEdge Hybrid Appliance V4.5.1 (4.5.1.308)	Visit the Network Video Recorders section of our web site – www.americandynamics.net – to download datasheets and other documentation in PDF format.

August, 2014

Note

In case of discrepancy, the information in this document supersedes the information in any document referenced herein.

8200-1095-03 A0

Table of Contents

Table of Contents	2
What's in This Release	3
VideoEdge NVR V4.5.1 Software – What's New	3
Resource Management Enhancements	3
Known Limitations and Issues	5
VideoEdge Appliance	5
VideoEdge Client	8
Cameras Supported	9
Contact Information	10

What's in This Release

The following features and enhancements are part of this release.

VideoEdge NVR V4.5.1 Software – What's New

This VideoEdge Network Video Recorder (NVR) is an upgrade version of the V4.5 released in June 2014. The upgrade to this version can only be done from the VideoEdge NVR V4.5.

Note: In order to avoid serious data loss or corruption, it is imperative that a UPS is deployed on systems utilizing RAID cards without a battery backup. The UPS should provide a minimum of 2 minutes of power to allow a managed shutdown.

This Video Edge NVR V 4.5.1 release has the following new features and enhancements.

Resource Management Enhancements

- Resource management functionality has been enhanced to improve user experience over a WAN or LAN connection, to allow victor client to select transcoded streams instead native camera streams to improve performance on the client machine.
- A new palette offering from the VideoEdge NVR includes both native streams and the ability to offer transcoded streams. Transcoded streams are to offer a preserve frame rate and a preserve resolution stream. The user can through the victor client can select which type of transcoded stream they desire.
- New hybrid units (with Haswell CPUs chips) have the ability to transcoded 14 streams (10 hardware transcodes & 4 software transcodes). Otherwise transcoded streams are limited to 4. The new Micro units are limited to 1.

Auto Configuration of a 2nd stream from the camera

- Auto Configuration is responsible for ensuring a default configuration is set for both streams on a camera as the camera is added to the VideoEdge NVR. The default configuration for Cameras is H264 stream one and MJPEG Stream 2. For encoders with multi channels each channel will be configured for both available streams.

Auto Configuration for each individual camera can be switched off from the VE NVR Admin GUI.

- Auto configuration will work differently between the VE platforms for the VE NVR and VE Micro. The differences are highlighted below :
- VideoEdge Micro: The auto configuration of the 2nd stream will choose an option closest to the 2CIF resolution. When Motion Detection is enabled, this will auto configure to the closest and net resolution above 2 CIF (is the camera does not support 2CIF resolution).
- VideoEdge NVR: The auto configuration of the 2nd stream will choose an option closest to the CIF resolution. When Motion Detection is enabled, this will auto configure to the closest and net resolution above 2 CIF (is the camera does not support CIF resolution).

New Bundled VideoEdge NVR Micro Appliance Support

- Two new bundler servers are part of the VideoEdge NVR 4.5.1 release. A 4-port POE and 8-port POE configuration
- These servers can be used with victor client or with the VideoEdge local client
- Capacity for these servers is as follows:
 - Using the victor client, the servers can have an aggregate bit rate into the box of 40 Mbps

- Using with the local VideoEdge client, the servers aggregate bit rate is reduced by half (i.e. 20 Mbps).

NOTE: It is recommended when using the victor client, the user should be logged out if the local VideoEdge client.

- This bundle server can support one POS (Point-of-Sale) IP text streaming option.
- This bundle server can support two Video Intelligence Analytics channels when connected to a victor client
- The following features are not supported with these new bundled servers.
 - No transcoding functionality available on the micro
 - No failover support
 - No archive support
 - No support of Video Intelligence Analytics with the local VideoEdge client

MegaPower 3200 and MegaPower 28 Support

- Support has been added to control Analog Cameras connected to an MP3200 or MP48 Analog Matrix via VideoEdge Local Client camera control GUI.
- With the integration of the MP3200 camera handler all the quickset dome commands are supported from the keyboards to the MP3200 and MPCPU. These commands are listed in Appendix E of the M3200-CPU-admin-guide

AD2089 Keyboard Support

- A new keyboard handler added to support the AD2089 Keyboard. With the introduction of the AD2089, some deficiencies of the ADTTE Keyboard have been addressed.
- Both keyboards now support switching Auxiliary on/off on the Analog Domes.
- With the integration of the MP3200 camera handler all the quickset dome commands are supported from the keyboards to the MP3200 and MPCPU.

Known Limitations and Issues

The table below highlights known limitations or issues against the V4.5.1 VideoEdge Appliance and the V4.5.1 VideoEdge Client. Known limitations and issues may exist from previous releases. Please refer to the specific release for the appropriate information as well as the V4.5.1 VideoEdge release notes.

VideoEdge Appliance

VideoEdge Appliance	
Description	Suggested Work-Around
When a camera resolution is lowered from D1 to QCIF, the clarity of the OSD text decreases correspondingly.	For best results, use OSD with a camera resolution of D1, a lower transparency, and an appropriate high contrast color.
For analog cameras, you cannot directly configure a MJPEG stream to be greater than 12 FPS or 2CIF resolution.	Set both streams to MJPEG, 12 fps and 2CIF and click apply. After clicking apply, configure one of the streams to have a resolution greater than 2CIF and an FPS of greater than 12.
When changing the OSD font for analog cameras from ASCII to ASCII small when three or more items are already present, distortion may occur. This can manifest as the repeating of an OSD item multiple times down the screen.	When changing the OSD font for analog cameras, proceed to remove the OSD item and then re-enter them using the desired character settings.
Changing the time on the VE Appliance could cause cameras to go offline and no video can be viewed from them.	Restart the recorder.
When using a KVM, the Linux standard GUI may not be displayed upon boot up and then show only a command prompt.	Press <Ctrl><Alt><F2> to access the command line prompt #. Proceed to edit the config file /etc/X11/xorg.conf. Under the "Monitor" section, lower the upper rant VertRefresh parameter to a lower value (if it is 85, then change it to 75 or 60). Save the file and then reboot the recorder.
After changing the clock or time zone, the VE Appliance can stop behaving correctly.	After modifying the date/time or time zone, go to the Advanced > Shutdown web page and select "Restart NVR Services".
Some combinations of OSD text and backgrounds colors can cause the OSD text for analog cameras to distort.	Decrease the transparency for the background to improve the contrast on the OSD text for analog cameras.
VideoEdge Client - update of ptz preset setting is delayed in video pane display	Workaround is to wait until VideoEdge Client does an update done in ~ 30 seconds.
VE Appliance - Inconsistent dwell times when multiple tours ran on local analog spot monitor	Workaround is to only have a single tour included with a fixed view to either spot monitor(s) or VideoEdge Client.
Panasonic WC CS385 - G726 doesn't play audio	No known workaround. G726 audio codec not supported
NVR 4.4 Bitrate changes i600 Minidome - when lowering quality of CVBR reports bitrate error on web GUI page	Ignore the error, move off the page and return and the lower rate bitrate will be set

VideoEdge Appliance	
Description	Suggested Work-Around
If you mount a Windows 7 share using Samba/CIFS you may run into “mount error(12): Cannot allocate memory” if you are using very large files on the Windows machine.	Refer to Microsoft technical details: Large Files are locking up Windows 7 32 bit and 64 bit . The solution is to make two registry edits and then restart a service: <ol style="list-style-type: none"> 1. Set “HKLM\SYSTEM\CurrentControlSet\Control\Session Manager\Memory Management\LargeSystemCache” to “1”. 2. Set “HKLM\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters\Size” to “3”. 3. Restart the “server” service
Pressing the menu icon in the PTZ controls for an Optima dome via VideoEdge Client or victor causes loss of PTZ functionality.	Restart the Camera if the menu button pressed and PTZ control lost. Additional functionality has been added to this release to allow the menu button to be removed from the onscreen dome controls. An ‘Enable Camera Menu’ checkbox has been added to the PTZ page. NOTE: This will only be displayed when the PTZ Port is RS-422 & the protocol for the port has been set to be AD4xx.. Use to this turn off the menu button for all optima domes. The default is enabled.
PTZ communication can sometimes fail when using the SensorNet Module (ADACSNETHAD) to control dome cameras with the VE Appliance.	Reboot the Sensornet Module by unplugging and re-plugging the USB lead.
New AD485 protocol handler required for simplex wired domes such as the Optima LT	To enhance the dome communications of a simplex (2-Wire) connected dome (e.g. Optima LT Dome), a ‘Simplex – Optima LT’ checkbox has been added to the PTZ page. NOTE: This will only be displayed when the PTZ Port is RS-422 & the protocol for the port has been set to be AD4xx.
Bosch AutoDome camera Ctrl: Clicking on the auto focus or auto iris causes the camera to Max Zoom	Camera firmware issue. No known workaround.
Factory Recovery of VE Appliance with the ADACSNETH module connected sometimes stops the machine recovering correctly	Remove the module before starting the factory recovery process.
Analog Camera RS422 protocol does not allow program/calling presets-patterns Auto Iris for SDU1-2 &3-5	Sensornet camera protocol allow program/calling presets-patterns Auto Iris for SDU1-2 &3-5
Keyboard Control: Camera action continues on camera switch after joystick released	Workaround is to call the camera again to that monitor
Text Stream: on-board USB port numbers changing when plugging in an RS485-USB device	Default Linux behavior, connecting a RS485 – USB device will call USB port numbers to change. Workaround reconfigure ports after device is added.
Limitation: Archive Storage require single CIF Folder for each NVR archiving	Recommend best practice using a separate folder for each NVR. This will also allow best performance for archiving and media culling.

VideoEdge Appliance	
Description	Suggested Work-Around
Cameras that have been archiving, when deleted are no longer accessible through the device list.	Deleted archive cameras accessible through victor Vault
Auto discovery does not support IP address change if the cameras are on different physical LANs then the NVR	Workaround is to have the cameras on the same physical LAN as the NVR,
NVR unable to resolve when added by Host name.	Workaround is to add the NVR by its IP address in victor. This insures the failover, text streaming and unit notification work properly.
VENVR: Device Replacement: Device replacement does not occur when password has been changed on camera	Replacing cameras only work if the camera is set to the default password.
VENVR: Device Replacement: Dry contacts do not stay enabled after device replacement	After replacing a device, check all settings on the device such dry contacts to insure the device is set to work properly.
victor is reporting 'Raid Degradation' on a unit which does not have a RAID card	No known workaround. The alarm does indicate a storage issue.
If a camera has its audio association still added to the device list it cannot be rediscovered (if the IP has been changed and the camera is now a different IP)	Workaround is to delete the camera's video & audio from the device-list & audio-list after changing the camera's IP address.
Using Pelco D protocol to control an SDU8 dome does not work	Workaround is to use the Pelco P protocol with SDU8 domes.
VENVR Appliance 4.5.0.652 > Restarting the Video Driver service on the NVR created a Video Loss Alert	On occasion when changing camera configuration a video alert maybe generated followed by a video normal alert. This is expected behaviour.
victor 4.5 – Recorder push update attempt from 4.4 reported a success but failed to update to 4.5. Push updates only work from V4.4 Patch 2 and NOT V4.4 release.	Workaround for V4.4 is to use the Software Update page of the NVR Web GUI.
VE-Hybrid: 4.5.1 Analog Camera Handler: Cannot adjust Iris control when programming a Pattern.	Limitation: Cannot Adjust Iris control when programming a Pattern on an Analog Dome using RS422, MP3200 and MP48 Camera control protocols Workaround: None.
VE-Hybrid 4.5.1: MPCPU protocol: Issue with controlling camera on MPCPU RS422 with an address >10	Limitation: When using any recorder with MP3200 matrix integration and RS422 camera protocol, there are PTZ issues when using the recorder on screen camera control GUI for any Analog cameras addressed 11 and above e.g. Pan Left and Tilt Down Workaround: Use addresses 1-10 for RS422 protocol
VE-Hybrid OEM installer hangs when trying to install on a 15TB VE Hybrid	Preferred install method for Hybrid units is to the hybrid. .iso image and not the OEM install image.
VE-Hybrid 4.5.1.178 > Device list > The analog audio channels are not associated with the analog video channels by default	Sometimes when analog channels are deleted and then added, there is no association between analog audio channels and analog video channels.

VideoEdge Appliance	
Description	Suggested Work-Around
VE-Hybrid Error attempting to play video using a Bosch VJR-811-IWCV (AutodomeJR).	The Bosch Autodome Jr will not stream video in a victor surveillance window 2x2 if it is transcoded in to the resolution of 416x240 and connected to a Haswell NVR box. All other resolutions and transcodes will work as expected.

VideoEdge Client

VideoEdge Client	
Description	Suggested Work-Around
VideoEdge Client: Only uncompressed audio work	Only uncompressed sound files can be added
VideoEdge Client: Only uncompressed audio work	Only uncompressed sound files can be added
VideoEdge Client: 4.3- Audio: Audio in live view on the VE Client, is not always accurately synchronised with the video.	No known workaround
VideoEdge Client > Surveillance screen > Set pattern > There is iris controls in the set pattern controls for the VE Client GUI Interface They perform no function.	No known workaround
SDU1 & SDU2 pressing flip button causes camera control to lock up for a few seconds	Workaround is to insure that the check box for Enable Camera Menu on the Web Admin PTZ is set correctly for using flip functionality
VideoEdge Client: Wrong camera triggers dry contact event if initial camera is deactivated	Dry contact slots are reallocate, Care must be taken when allocating dry contacts and creating events. Ensure that dry contacts and events are allocated correctly
VE-Appliance: PTZ: Removing a Preset or Sequence does not prompt user that a Preset or Sequence is being removed.	No known workaround.
VE-Appliance: 4.4.0.540: ADTTE: ADTTE expected functionality is to see the Camera ID # being displayed once called, fails if 2 ports are configured for ADTTE	Ensure that the only port which is enabled with ADTTE is the port that the ADTTE is connected to.
VENVR - Backup Restore of VideoEdge Settings - not all settings are being restored as expected	Workaround is to restart the VideoEdge Client
VideoEdge Client - does not retain tour on screen when the layout is changed	A tour must be dragged into the layout

VideoEdge Client	
Description	Suggested Work-Around
VideoEdge Client - RTSP Port set to value other than 554 causes video not to stream when client's preference are set to AutoStart and AutoLogin	Workaround is to log out of veLocalClient and login again.
VideoEdge Client - viewer3 cannot see camera previews in camera menu	No known workaround
"Video Stream Loss' is populated in VE Client when Snapshot in Discovery feature is clicked.	No known workaround
VideoEdge Client on Micro Bundled Server has reduced streaming functionality on the new Micro bundled servers (i.e. 2x2 limited layout with lower stream resolution	No workaround, limitations due to low-end hardware platform
VE-Hybrid: 4.5.1: 4.5.1.152: AD2089: Pressing the F2 key does not change layout format on Local Client	<p>Limitation: The AD2089 does not change the layout format on Local Client when pressing the F2 key. This is due to a limitation of the Keyboard not sending out any F2 commands whilst the Keyboard Key is in the OPERATE position. The Key must be turned to the PROGRAM position for any F2 commands to be carried out</p> <p>Workaround: Turn Key to PROGRAM position and press F2 key to cycle through layouts.</p>
VideoEdge Local Client :Backup and restore recovers group names, but does not restore camera associations with groups	<p>Limitation: When you do a backup, then a factory reset, then a restore your group names are restored on the local client but the cameras associated with the groups and not..</p> <p>Workaround: When executing a backup/restore operation, do not have the VideoEdge client running.</p>

Cameras Supported

Please refer to the 4.5 Camera Release notes for supported cameras.

Contact Information

If you have any questions regarding this Release Notes, please contact American Dynamics Technical Services at:

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