Security Center
Release Notes
5.1 SR3 Service Pack 8

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Security Center 5.1 SR3 Service Pack 8 Release Notes

Security Center is the unified security platform that seamlessly blends Genetec's IP security and safety systems within a single innovative solution. The systems unified under Security Center include Genetec's Omnicast IP video surveillance system, Synergis IP access control system, and AutoVu IP license plate recognition (LPR) system.

Security Center 5.1 SR3 Service Pack 8 is a service release that improves the reliability and performance of Security Center. It includes the cumulative hotfixes for Security Center 5.1 SR3. This document describes the release in detail, and provides late-breaking or other information that supplements the Genetec Security Center documentation.

What's new in 5.1 SR3 Service Pack 8

- **HID EVO support.** Security Center 5.1 SR3 Service Pack 8 now supports the following HID EVO controller firmware versions:

Controller type	Model	Firmware
HID VertX EVO	V1000	2.3.1.542 2.3.1.673[a] 2.3.1.791[a] 3.3.1.1168 **CAUTION** • If the controller is running a firmware earlier than 2.3.1.791, then first you'll need to upgrade to 2.3.1.791 *before* you upgrade to 3.3.1.1168. Upgrading directly to 3.3.1.1168 will cause irreparable harm to the controller. • Cannot downgrade the firmware after upgrading to 3.3.1.1168. **IMPORTANT** • 3.3.0.1168 could be vulnerable to the OpenSSL Heartbleed attack.
	V2000	2.3.1.542 2.3.1.673[a]
HID Edge EVO	EH400-K Standard Controller	2.3.1.603 2.3.1.605 2.3.1.730[a] 2.3.1.926[a]
	EHR40-K Standard Controller/Reader Module	2.3.1.603 2.3.1.605 2.3.1.730[a] 2.3.1.926[a]
	EHRP40-K Standard Controller/Reader Module	2.3.1.603 2.3.1.605 2.3.1.730[a] 2.3.1.926[a]

a. After you upgrade to the new firmware, the access control unit goes offline or cannot be enrolled. This is because the firmware is shipped with the Telnet/FTP/SSH disabled by default. As a workaround, log on to the unit's webpage and manually enable the Telnet/FTP/SSH feature. The unit can then be enrolled.

What's new in 5.1 SR3 Service Pack 7

- **HID EVO support.** Security Center 5.1 SR3 Service Pack 7 now supports the following HID EVO controller firmware versions:

Controller type	Model	Firmware
HID VertX EVO	V1000	2.3.1.542 2.3.1.673[a]
	V2000	2.3.1.542 2.3.1.673[a]
HID Edge EVO	EH400-K Standard Controller	2.3.1.603 2.3.1.605 2.3.1.730[a]
	EHR40-K Standard Controller/Reader Module	2.3.1.603 2.3.1.605 2.3.1.730[a]
	EHRP40-K Standard Controller/Reader Module	2.3.1.603 2.3.1.605 2.3.1.730[a]

a. After you upgrade to the new firmware, the access control unit goes offline or cannot be enrolled. This is because the firmware is shipped with the Telnet/FTP/SSH disabled by default. As a workaround, log on to the unit's webpage and manually enable the Telnet/FTP/SSH feature. The unit can then be enrolled.

The following modules are supported with HID Edge EVO controllers in Security Center 5.1 SR3 Service Pack 7.

- EDWM-M Door & Wiegand Module
- EDM-M Door Module
- EWM-M Wiegand Module
- EIM-M Input Module

NOTE The Unit Replacement tool cannot be used to swap from HID Edge to HID Edge EVO.

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- **HID support.** Security Center 5.1 5.1 SR3 Service Pack 7 supports the following HID controller firmware versions:

HID VertX (V1000/V2000)	HID EdgeReader / EdgePlus
2.2.7.18	2.2.7.18
2.2.7.39	2.2.7.39
2.2.7.49.1	2.2.7.49.1
2.2.7.70[a]	2.2.7.70
2.2.7.149[a]	2.2.7.149
2.2.7.151[a]	2.2.7.151
2.2.7.257[b]	2.2.7.257[b]

a. Versions 2.2.7.70, 2.2.7.149, and 2.2.7.151 do not support elevator control. If this feature is required, you'll need to use firmware version 2.2.7.49.1.

b. After you upgrade to the new firmware, the access control unit goes offline or cannot be enrolled. This is because the firmware is shipped with the Telnet/FTP/SSH disabled by default. As a workaround, log on to the unit's webpage and manually enable the Telnet/FTP/SSH feature. The unit can then be enrolled.

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What's new in 5.1 SR3 Service Pack 6

- **HID EVO support.** Security Center 5.1 SR3 Service Pack 6 supports the following HID EVO controller firmware versions.

Controller type	Model	Firmware
HID VertX EVO	V1000	2.3.1.542
	V2000	2.3.1.542
HID Edge EVO	EH400-K Standard Controller	2.3.1.605
	EHR40-K Standard Controller/Reader Module	2.3.1.605
	EHRP40-K Standard Controller/Reader Module	2.3.1.605

The following modules are supported with HID Edge EVO controllers in Security Center 5.1 5.1 SR3 Service Pack 6.

- EDWM-M Door & Wiegand Module
- EDM-M Door Module
- EWM-M Wiegand Module
- EIM-M Input Module

NOTE   The Unit Replacement tool cannot be used to swap from HID Edge to HID Edge EVO.

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Installing the Security Center Service Pack

The service pack must be installed on all Security Center 5.1 SR3 computers that have the Server, Client, WebClient, or SDK installed.

This section includes the following topics:

- "Install the Service Pack" on page 5
- "Install the Service Pack in Silent Mode" on page 6

Install the Service Pack

Before you begin:

- Make sure Security Center 5.1 SR3 software is installed. For more information about installing Security Center, see the *Security Center Installation and Upgrade Guide.*
- Download the service pack from GTAP.

1 Stop all Genetec applications (Config Tool, Security Desk, and so on) and services (Genetec Server, and so on).

2 Inside the Service Pack .zip file, run the "*SP(X) for Genetec Security Center 5.1 SR3.msp*" file.

   NOTE If installing the service pack on a system that uses the SDK, run the "*SP(X) for Genetec Security Center SDK 5.1 SR3.msp*" and follow the on screen instructions.

3 Once the InstallShield has finished analyzing your computer to begin the installation, click **Update**.

4 Click **Finish.**

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Install the Service Pack in Silent Mode

The service pack can be installed without any prompts or visual feedback using a command line.

Before you begin:

- Make sure Security Center 5.1 SR3 software is installed. For more information about installing Security Center, see the *Security Center Installation and Upgrade Guide*.
- Download the service pack from GTAP.

1   Use the command prompt to run the following command:

```
Msiexec /p "NAME_OF_THE_PATCH.msp" /qn
```

The command can be run from the location where the *.msp* file is located. For example:

```
Msiexec /p "SP(X) for Genetec Security Center 5.1 SR3.msp" /qn
```

or by providing the complete path:

```
Msiexec /p "C:\Genetec\ SP(X) for Genetec Security Center 5.1 SR3.msp" /qn
```

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Uninstalling the Service Pack or SDK Update

Security Center Service packs are uninstalled from Windows Control Panel.

To uninstall a component from Windows XP:

1 Click **Start** > **Control Panel** > **Add or Remove programs**.
2 Click **Show Updates**, select the Service Pack or SDK update and click **Remove**.

To uninstall a component from Windows 7 or Windows 2008:

1 Click **Start** > **Control Panel** > **Programs and Features**.
2 Click **View Installed Updates**, right-click the Service Pack or SDK update and select **Uninstall**.

Installing the AutoVu Service Pack

The service pack must be installed on Security Center Server, Patroller, and the associated Sharp cameras, using one of the following methods:

- **Security Center updater service.** If your Security Center AutoVu components are connected through a wireless link, you can use Security Center to automatically push the updates to Patrollers and associated Sharps, see "Install AutoVu updates wirelessly" on page 8.
- **Copy files manually.** If your Security Center AutoVu components are not connected through a wireless link, then you must manually copy the updates to Patroller and the associated Sharps, see"Install AutoVu updates manually" on page 11.

Before you begin:

- Download the service pack from GTAP.
- Make sure Security Center 5.1 SR3 software is installed. For more information about installing Security Center, see the *Security Center Installation and Upgrade Guide.*
- Make sure the AutoVu Patroller 5.1 SR3 software is installed. For more information about installing Patroller, see the *AutoVu Handbook.*
- In a wireless system setup, connect to the components you want to upgrade. For example, if you want to upgrade Patroller, or upgrade mobile Sharp units, Patroller must be connected to Security Center. For more information, see the *AutoVu Handbook.*

Install AutoVu updates wirelessly

If your Security Center AutoVu components are connected through a wireless link, you can use the Security Center updater service to automatically push the updates to Patrollers and Sharps.

- If you have a fixed installation, the updates are automatically installed.
- In mobile installations, the updates are automatically sent to Patroller, but you'll need to manually accept them using the Patroller interface.

1 Update Security Center. For more information, see "Installing the Security Center Service Pack" on page 5.

2 Turn on the updater service and specify the listening port in Security Center Config Tool:

   a Log on to Security Center Config Tool.

   b From the Security Center Config Tool Home page, go to **LPR** > **Units**, select the LPR Manager that controls the units you want to update, and then click **Properties**.

   c Turn on the **Update provider** and specify the listening port.

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This port number must match the **Update provider port** specified for Patroller in Patroller Config Tool. For more information, see "Live connection" in the *AutoVu Handbook*.

Security Center creates the *Updates* folder under the *LPR Root Folder* on your computer. This is the folder where you will copy the Genetec zip files that contain the updates.

3   Copy the Patroller updates to the LPR root folder:

    a   From the Security Center Config Tool Home page, go to **LPR** > **General settings** > **Updates** to display all the Patroller and Sharp units on your system.

    b   Click **Patroller and Sharp units** tab.

    c   Click the **Drop folder** that corresponds to the component you want to update.

        This opens the folder where you need to copy the update.

    d   From the service pack *.zip* file, copy the *Patroller.<update number >.zip* file to the **Drop folder**.

        After copying the zip file into the folder, the file name changes from *.zip* to *.processed*. This means that the LPR Manager has unzipped the update, and it is ready to send it to the AutoVu components.

4   Copy the Plate Reader updates to the LPR root folder:

    a   From the Security Center Config Tool Home page, go to **LPR** > **General settings** > **Updates** to display all the Patroller and Sharp units on your system.

    b   Click **Update services** tab.

    c   Click the **Drop folder** that corresponds to the Plate reader you want to update.

        This opens the folder where you need to copy the update.

    d   From the service pack *.zip* file, copy the *PlateReader.< update number >.zip* file to the **Drop folder**.

        After copying the zip file into the folder, the file name changes from *.zip* to *.processed*. This means that the LPR Manager has unzipped the update, and it is ready to send it to the AutoVu components.

5   Push the updates to AutoVu components:

    a   Log on to Config Tool.

    b   From Config Tool Home page, go to **LPR** > **General settings** > **Updates**, and click **Patrollers and Sharp units**.

        You'll see an active **Update** button next to the Patrollers and Sharps eligible for an update.

    c   Click **Update** to update individual Patrollers or Sharps, or click **Update all** to update all eligible components on the list.

        You'll know the update was downloaded by the Patroller and Sharp components when the status changes from **Waiting for connection … to Synchronized**.

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> NOTE The time it takes to transfer the updates depends on the connection bandwidth and the size of the update.

If you have a fixed installation, you're finished, the update is automatically installed on the associated Sharps. For a mobile installation you need to manually accept the updates for Patroller and the associated Sharps. See Step 6.

6   Manually accept updates for Patroller and Sharps (Mobile installation only):

   a   Log on to Patroller.

   b   In the Patroller notification bar, tap Update (🔆).

   The **Update** dialog box appears, listing all the updates that are ready to install on the Patroller.

   c   Tap the **Patroller** icon.

   Once the update is installed, the Patroller application restarts and the Update icon reappears in the notification bar, indicating there are more updates to install. These updates are for the connected Sharps.

   d   Tap Update (🔆).

   The Update dialog appears, listing all the updates that are ready to install on the connected Sharps.

   e   Tap the Sharp icon to start the update.

   The Sharp update is installed on all Sharps connected to Patroller, and Plate Reader restarts.

   > NOTE While Plate Reader is restarting, a message appears saying that the connection to Sharp has been lost. This message disappears once Plate Reader restarts.

The Patroller and connected Sharps are now updated. In the Security Center Config Tool **Patrollers and Sharp units tab**, the status for the Patroller unit and its connected Sharp units changes to **Installed**.

Install AutoVu updates manually

If your AutoVu components are not connected through a network or wireless link, or if your Sharps do not meet the requirements for using the Security Center updater service, then you must manually copy the updates to Patroller and Sharps.

Before you begin: To manually update a Sharp, you must connect to it using Windows Remote Desktop. You'll need the following information:

- **Sharp name.** If you're on the same subnet as the Sharp, you can use the Sharp's name to connect. The Sharp name is printed on the unit's label (for example, Sharp1234).
- **Sharp IP address.** If you're not on the same subnet as the Sharp, you must use the Sharp's IP address to connect. The default IP addresses are 192.168.10.100 (Sharp), or 192.168.10.1 (SharpX). If you have changed the default IP address to a new static IP address, have it ready before you perform the update procedure.

1 Update Patroller:

   a On the in-vehicle computer, close Patroller and Patroller Config Tool.

   b Download and unzip the *Patroller.<update number>.zip*, and copy the contents of the folder to the *Genetec AutoVu 5.1> MobileClient* program folder on the in-vehicle computer.

   c Start Patroller for the update to take effect.

   Patroller is updated with the hotfix or service pack.

2 Update Sharp(s):

   a Start a Windows **Remote Desktop Connection**, and enter the Sharp's name or IP address.

   b Click **Connect**.

   c Go to **Start** > **Run**, type **Services.msc**, and then click **OK**.

   The **Services** window opens

   d Stop the Sharp service that you're going to update.

   EXAMPLE If you're going to update the Plate Reader, stop **Genetec Sharp** - **Plate Reader**.

   IMPORTANT If stopped, **Genetec Sharp** - **HAL** automatically restarts after a few minutes.

   e Go to **Start** > **Run**, type **Explorer**, and then click **OK**.

   Windows Explorer opens.

   f Under *D:\AutoVu*, make a backup of the folder you're going to update.

   EXAMPLE If you're going to update the Plate Reader, rename the current *PlateReader* folder to *PlateReader_Old* or something similar. If you prefer not to keep backup files on the Sharp, you can copy the entire folder to a USB drive.

   g Unzip the update file, and then copy the contents to the corresponding folder on the Sharp.

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EXAMPLE To update the Plate Reader, overwrite the contents of the *PlateReader* folder with the contents of the update file.

h   From the **Services** window, restart the service you updated for the changes to take effect.

The Sharp is updated with the hotfix or service pack.

After you are done: If you updated the Plate Reader service, you can copy the *User.config* file from the old PlateReader folder to the new one. This way, you won't have to re-configure the Sharp's settings in the Server Admin.

Resolved issues in Security Center 5.1 SR3 SP8

The following software issues were resolved in Security Center 5.1 SR3 SP8.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Issue Number	Description
117913	Panasonic DG-SW395: Video randomly freezes in SD tile.
118328	If a cardholder that is active in Security Center has the same PIN as an inactive cardholder, the active cardholder is disabled on VertX units.
118975	You cannot move a PTZ camera using relative coordinates when the zoom level is zero.
120790	PTZ zoom slider appears in SD tile even though the "Use specific commands" privilege is disabled.
120791	When you use the rewind button before playing back video, the playback activity is not listed in the Activity trails report.
121444	SDK: Custom reports don't always work, and a *System.IndexOutOfRangeException* error occurs.
121625	Resetting people counting using a scheduled task causes multiple synchronizations on the same unit, which may cause the unit to fail.
122360	When generating a report with a database that has a lot of entries, *sqlserver.exe* memory increases to over 1.5 GB and the Directory fails.
122913	When many cardholders expire at the same time, the Directory fails.
123436	SDK: Custom privileges are not supported.
123549	Using the Report Manager to perform queries not supported by a plugin, may cause the plugin to fail.
123768	Performing hardware motion detection on Axis units causes high CPU usage.
124012	When an Omnicast Directory database failover occurs on an Omnicast system, you can no longer control federated cameras from that system in SD.

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Resolved issues in Security Center 5.1 SR3 SP7

The following software issues were resolved in Security Center 5.1 SR3 SP7.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Issue Number	Description
107266	When performing a query on POS transactions, the report results are not accurate.
108348	When adding multiple members to a partition, the **Members** list takes a long time to update.
108456	In the **Properties** tab for the HID access control unit, the **Monitor AC Fail** and **Monitor battery fail** options are cleared after navigating away from the **Properties** tab.
108900	Health errors are not reported in the CT Notification tray.
108905	When you change the partition of a role, the change is not reflected in the Logical View.
108913	Pixelation occurs in badge pictures that are assigned using the "Load from file" option.
109571	If a user has access to a lot of partitions but is not an administrator, logging on to SD or CT takes a long time.
109699	SDK: When exporting multiple sequences from the same camera, you may receive a "Cannot write to the specified path" error.
110870	A User that is not an administrator cannot grant the Federation privilege. The privilege can only be granted if the license supports Federation roles.
111182	SDK: If a custom icon is specified for a privilege, you may receive the following error message when logging on to CT: "Error: Privileges could not be retrieved."
111429	If you move a camera from one Archiver to another and then add a bookmark, you will receive bookmarks for both Archivers when you create bookmark report.
111784	You may receive an error when selecting a credential.
111785	Global cardholder management: All the cardholders of a sharing guest system are lost after being synchronized to a sharing host system using the Global Cardholder Synchronizer role.
112264	When monitoring Omnicast federated camera sequences or guard tours with Omnicast federated cameras, the *OmnicastMediaComponent32.exe* process continuously fails and causes SD to run out of memory.
112436	Global cardholder management: When federated cardholders from a sharing guest site are moved to a global sharing partition on the sharing host site, they are not converted to local cardholders.
113038	You may receive an error when viewing Omnicast federated camera sequences in SD. The more sequences being viewed, the higher the chance of receiving an error.

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Issue Number	Description
113143	Global cardholder management: Federation cardholders from sharing host site are not converted to local cardholders on sharing guest site when the **Synchronize Now** button is used on the Global Cardholder Synchronizer role.
113891	Audio stream connection type setting changes after restarting the Archiver.
113961	Security Desk may fail with an IndexOutOfRangeException when working with playback queries.
114321	Security Desk unexpectedly fails with an "Out of memory" error.
114816	SDK: When using a SC SDK Map, you can drag a MapItem without actually clicking on it.
115503	If you are playing back video in the Archives task and the Monitoring task, the Archives task time range will revert to the range specified last in the Monitoring task and vice-versa.
116189	Security Desk fails and an ArgumentOutOfRangeException occurs.

Resolved issues in Security Center 5.1 SR3 SP6

The following software issues were resolved in Security Center 5.1 SR3 SP6.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Issue Number	Description
97040	Archiver Role fails unexpectedly and goes offline.
103129	When a ghost camera is created after the Archiver restarts, the retention period for that camera is lost and archived video files are not deleted.
103133	Samsung: Unable to add Samsung encoder SPE100 or SPE400 in Security Center 5.1 SR3.
103584	TransactionQuery and TransactionDetailsQuery are not working correctly in the SDK.
104860	VertX V100: "Door held open too long" and "Door forced" events get triggered during an unlock schedule, causing the reader to buzz. To resolve this, new buzzer and event behavior can be configured by changing the settings in the *VertXConfig.gconfig* file located at *C:\Program Files f(x86)\SC5.1.* DoorForcedAlarmMode="x" DoorHeldAlarmMode="x" 0- Silenced (default): Events are sent, but the buzzer is suppressed. 1- Enabled: Events are sent and the buzzer is activated when necessary. 2- Disabled: No events are sent and the buzzer is suppressed. 3- Silenced on Close (Door Forced Alarm only): Events are sent and the buzzer is suppressed when the door is closed.
104887	Pelco Spectra IV: Playback is jerky. To resolve this issue, change the Advanced settings for the Security Center Archiver: 1 Open Config Tool. 2 Open the Video task. 3 Choose the Archiver Entity. 4 Click the **Resources** tab, then **Advanced settings**. 5 Click **Additional Settings**, and enter PelcoRTPOverwriteModels as the name, and a list of model names separated by a semi-colon (e.g. NET5301T; NET53xxT). 6 Restart the Archiver. NOTE You may be required to restart the Archiver a second time. To disable the fix, simply remove the model name from the list and restart the Archiver. You may need to restart the Archiver a second time.
106517	Door lock does not change state if modifying unlock schedule while the *ResetTelnetConnectionOnSync* registry option is activated.
106632	Generic Plus units remain offline even after a network or camera problem is resolved.

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Issue Number	Description
106755	Some buttons in the PTZ Widget remain disabled after switching from playback to live in multiple tiles.
106972	VertX V100: Even after configuring DoorHeldAlarmMode= 2 in the *Vertxconfig.gconfig* file, the "Door open too long" event is still displayed.
107174	Federated door is no longer federated when assigned to a global partition. The local system loses control of the door and the host system controls the door. As a result, deleting the GlobalCardHolderSynchronizer deletes the door.
107949	SDK: StartOfflineSynchronization doesn't work in Scheduled Synchronization mode.
108177	Directory crashes and restarts if a connection attempt fails due to the connected party not properly responding after a period of time, or if established connection failed because connected host has failed to respond.
108209	iSCSI is overloaded with playback/export requests when performing playback from iSCSI (used by Bosch VRM or Bosch unit connected to iSCSI) resulting in incomplete G64 archive files when exporting from VRM. To resolve this issue, do the following: 1 From Config Tool open the Video task. 2 Select the Archiver role and click the **Extensions** tab. 3 Select the **Bosch** extension. 4 Click **Advanced settings**. 5 Enter **UnitPlaybackTimerValueInSecond** as the name, and 15 as the value.

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Resolved issues in Security Center 5.1 SR3 SP5

The following software issues were resolved in Security Center 5.1 SR3 SP5.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Issue Number	Description
96763	Monitoring a custom made map may result in a memory error when switching between the Alarm task and the Monitoring task.
101158	Adding a bookmark using the WebSDK does not work.
101201	Errors may occur when trying to add the ACTi KCM-5611 in Config Tool.
101569	The Health statistics task does not work for certain time zones.
101572	A user that does not have the privileges to access Security Desk, is not able to log off Config Tool.
102644	If a user does not have the "Modify tasks" privilege, Security Desk will not automatically switch to the Alarm monitoring task when an alarm is received.
103082	When federating Omnicast sites to a Security Center system, some areas are not sorted properly in the Logical view.
103150	AXIS Q6032-E: The following PTZ commands are not available: Auto Iris On, Auto Iris Off, Auto Focus On, Auto Focus Off, Enable Auto Tracking, Disable Auto Tracking, and Stop All Patterns.
103493	When combining a keyword and an employee number in the **Keywords** query filter, transaction report results are not accurate.
103496	SDK: Cannot create an entity on a "child" partition.
103549	When configuring database failover using the **Backup and restore** mode, a "database unavailable" error occurs. To resolve this issue, the failover database connection timeout can now be configured in the *GeneralSettings.gconfig* file on the server: `<!-- DatabaseFailoverHelperConfig -->` `<databaseFailoverHelperConfig connectionTimeout="5" />` **NOTE** The *GeneralSettings.gconfig* file is located in the following folder: *C:\Program Files (x86)\Genetec Security Center 5.1\ConfigurationFiles* on 64-bit machines, and *C:\Program Files\Genetec Security Center 5.1\ConfigurationFiles* on 32-bit machines.

Issue Number	Description
103681	When playing back archived video at a speed of 4x for over five minutes, the frame rate and bit rate drop to 0.
	To resolve this issue, the following can be configured in the *GeneralSettings.gconfig* file on the Security Desk (client) server:
	`<mediaPlayer PlaybackDecodingThrottlingThreshold="[X]">`
	Whereby [X] is the throttling threshold value in frames after which a reset and reseek will occur. The recommended value for X is 10000.
	NOTE The *GeneralSettings.gconfig* file is located in the following folder: *C:\Program Files (x86)\Genetec Security Center 5.1\ConfigurationFiles* on 64-bit machines, and *C:\Program Files\Genetec Security Center 5.1\ConfigurationFiles* on 32-bit machines.
103763	A potential deadlock in the Pelco driver may cause the Archiver to stop processing Pelco commands.
103778	A slow memory leak occurs when many cameras on the system are using the UDP connection type for video streams.

Issue Number	Description
103820	Media Router fails when many Archivers attempt to connect simultaneously.
	To resolve this issue, the following files can be configured on the servers that are running the MediaRouter and Archiver:
	• In the *MediaRouter.gconfig* file:
	`<ApplicationConfiguration maxRtspAnnounceConcurrency="[X]"/>`
	The default value is 1000000, but it's recommended to set it to1.
	NOTE If the *MediaRouter.gconfig* file already exists, it's located at *C:\Program Files (x86)\Genetec Security Center 5.1\ConfigurationFiles* on a 64-bit machine, or *C:\Program Files\Genetec Security Center 5.1\ConfigurationFiles* on 32-bit machine.
	• In the *Archiver.gconfig* file.
	`<rtspCommand RtspCommandTimeout="[X]" />`
	The default value is 15000 milliseconds, but it's recommended to use 2 minutes or higher.
	NOTE If the *Archiver.gconfig* file already exists, it's located at *C:\Program Files (x86)\Genetec Security Center 5.1\ConfigurationFiles* on a 64-bit machine, or *C:\Program Files\Genetec Security Center 5.1\ConfigurationFiles* on 32-bit machine.
	If the config files do not exist:
	• On the Media Router server, create a file called *MediaRouter.gconfig* and paste the following content into the file:
| | ```
<?xml version="1.0" encoding="utf-8"?>
<configuration >
  <ApplicationConfiguration maxRtspAnnounceConcurrency="1"/>
</configuration>
``` |
| | • On all the Archiver servers, create a file called *Archiver.gconfig* and paste the following content into the file: |
| | ```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <rtspCommand RtspCommandTimeout="120000" />
</configuration>
``` |
	Once the files are correctly configured, deactivate and reactivate the Media Router role and all the Archiver roles to apply the changes.
103873	SD: Unhandled exception occurs when loading multiple maps that have the same assembly name.
103913	Archiver may fail when software motion detection is enabled.

Resolved issues in Security Center 5.1 SR3 SP4

The following software issues were resolved in Security Center 5.1 SR3 SP4. For this release, issues are categorized by their Issue Number rather than the hotfix they are associated to.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Issue Number	Description
50927	AutoVu Sharp: When using the "GreatBritain Multi" context, stacked two line plates aren't being read correctly.
92164	AutoVu Pay-By-Plate plugin: When **Update interval** is set to **0** on the **Properties** tab in Config Tool, any changes made to the active permit are not sent to Patroller.
95861	SD: When running Security Desk in French, some warning messages are in English.
96110	HID V200, V1000: When a door is configured with a door contact and a REX, *Door forced open* events are not triggered.
96621	SDK: Playing back video in a Tile doesn't always work.
96629	Failover: When the primary directory reconnects to the database after a failure, the backup service is no longer available.
96730	Number of intrusion detection units is not calculated correctly in license options.
96833	VertX Schedules file does not update correctly causing Unlock Schedules to fail.
96975	A user that does not have the "Modify public tasks" privilege cannot save their workspace.
96925	SD: Creating a report using the "Daily usage per patroller" task does not work.
97040	Archiver Role fails unexpectedly and goes offline.
97077	Sony units go offline when the connection type is changed.
97083	SD: When two or more alarms with virtual cameras federated from Omnicast are displayed in the Alarm monitoring task canvas, a "Waiting for signal" error message may appear in a tile while cycling through the attached entities.
97084	Panasonic: Software motion detection on Panasonic units doesn't always detect motion.
97131	Axis T8311: If the joystick cable is disconnected and then reconnected, it does not display as connected in Security Center again.
97156	NullReferenceException error on Access Manager.
97167	After restarting the Directory service, hardware zone states remain as *Unknown*, even though the unit is online and input events are received.
97181	Unable to retrieve video streams from the Panasonic GXE-500 encoder.
97237	Sentry 360: Exporting video in G64 format is not supported.

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Issue Number	Description
97404	Input status in Security Center is the opposite of the input status listed on the unit's Web page.
97520	SDK: After installing the latest service pack or hotfix, the SDK application can no longer connect to the Directory.
97808	SDK: When you perform a search in the Transaction task, the query doesn't work and no error is reported.
97822	An Active Directory user whose name includes an apostrophe (') cannot be synchronized.
98022	If you apply an advanced search filter in the Cardholder management task and then modify a cardholder, you must reapply the filter to refresh the search results.
98277	SDK: SendQueryResult contains the wrong ReportQuery.
98343	Performing a search in the Transaction task returns the wrong information.
98418	AutoVu Sharp: When using the "Portugal" context, the plate reads are being cropped.
99180	Access Manager running out of memory. Please note that after installing the Service pack, the firewall should be configured to allow communication with the new process: GenetecAccessManager.exe.
99403	If too many alarms are automatically acknowledged within a certain amount of time, you may receive an IndexOutOfRangeException error.
99659	SD: You cannot create new rows in the Hotlist and permit editor task if a mandatory field for the hotlist or permit list has a default value.
99875	SD: Snapshot naming convention does not use regional settings.
99913	If you are viewing playback video from a specific date, and then try to view playback video from a later date and time, the most recent video archives play instead.
99930	Playback video may freeze when rewinding at -6x or faster.
99952	Cannot sync more than 40,000 credentials to VertX V2000 reader.
99966	Cannot create Global Cardholder Synchronizer role on Sharing Guest system.
100082	SD: Snapshot tool causes Security Desk to crash.
100087	The wrong date and time may be displayed when trying to view playback video from a federated Omnicast camera.
100190	If your Point of Sale database contains many transactions, then when you perform a search in the Transaction task with a large time range, you may receive a "Query could not be sent" error message.
100194	If you are using Config Tool in Chinese, then you cannot add new custom fields.
100500	SD: Cannot arm or disarm a zone when connected to a Failover Directory.

Issue Number	Description
100507	SD: When viewing a camera sequence in a tile, the image moves to the top or left part of the tile.
100576	American Dynamics: Cannot add VideoEdge 8 encoder to Security Center.
100606	The RTSP port for the Media Router takes a long time to open.
100634	When using the Pelco D protocol on a unit that doesn't support GetPosition requests, the Archiver will not stop polling for the PTZ position.
100641	After synchronizing an Active Directory user with "Create user on first log on", that user is removed from the Administrator group and can't connect to the Directory server anymore.
100700	Sharp: If the Sharp is set to read the "GreatBritain Multi" context in the Sharp portal, it won't read plates that contain a dot correctly.
100731	Sharp: Plate reader service doesn't start properly.
100757	SD: The PTZ widget is disabled after the Archiver role is restarted.

Resolved issues in Security Center 5.1 SR3 SP3

The following software issues were resolved in Security Center 5.1 SR3 SP3. Issues are categorized by hotfix number.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Hotfix Number	Description
95370	When viewing archived footage from 1080p cameras in a four-tile layout, certain of the tiles will buffer randomly.
	Pressing F11 in client application causes unhandled exceptions to occur.
	Fast-forwarding archives by 4x and then pressing play makes the video skip ahead.
	Software motion detection does not work on Panasonic units.
	Verint 1708 no longer functions properly after upgrading from Omnicast 4.7 to Security Center 5.1 SR3.
	Patroller: Persistence filter modifications.
94596	Waiting for recorded video message when attempting to play archives.
	CSV import scheduled task fails.
	POS dashboard and result totals do not match the POS receipt.
	Zoom in and out is very slow on Bosch Autodome Junior PTZ when using Axis joysticks.
	State of new elevators and floors display as NotRunning.
	Access Manager database fails to create new tables if event dates are in the future.
	Lockdown does not disengage.
	RFCode plugin does not reconnect when Plugin role reconnects.
	Hardware zone states remain unknown after the Directory restarts.
	Sony DH120T is listed as a PTZ after upgrading to Security Center 5.1 SR3.

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Hotfix Number	Description
93105	Alarm Monitoring task moves to the active monitor when alarm is triggered.
	PTZ preset and pattern options are missing when a user's privileges to use specific commands are removed.
	"No related encoder disk group info for video encoder" error appears when migrating an Archiver from Omnicast to Security Center.
	Certain words are not translated to Japanese.
	Duplicate "Access Denied¨ or "Floor Accessed¨ events appear when selecting a valid floor.
	After modifying an incident task, 2-byte Japanese characters used within become illegible.
	Config Tool hangs when modifying cardholder groups.
	PTZ motors are not listed when creating alarm actions for virtual cameras.
	Security Desk terminates unexpectedly when browsing through screenshots.
	Sony PTZs spin uncontrollably after being moved.
	If the redirector redirects in multicast, cameras will show "Waiting for Signal¨ when switching from playback to live in a Monitoring task.
	Units don't return online when their IP addresses are changed due to DHCP.
	H.264 video on Sony ER550 unit skips when moving the PTZ.
	White bars on side/top of image when viewing sequences.

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Resolved issues in Security Center 5.1 SR3 SP2

The following software issues were resolved in Security Center 5.1 SR3 SP2. Issues are categorized by hotfix number.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Hotfix Number	Description
91115	Scheduled task to send tasks to a user does not work.
	Video from federated camera is cropped/wrong size.
	When using the "Use Windows Credentials" option to log into a client application, credentials are considered invalid.
	Using the Security Desk "Go to Specific Time" search displays video from an hour after the chosen time.
	Motion detection unavailable when using an Axis M7010.
	When Active Directory is large, logging in using Windows credentials takes a long time.
	When Active Directory is large, Active Directory user synchronization takes a long time.
	Media Router loses its connection sporadically.
	Doors do not respect unlock schedules.
	Cardholder Access Rights task in Security Desk only works for certain areas, and does not work for doors.
	RFID units must be rediscovered every time they read a card.
	Unit Swap does not work with HID V1000 units.
	After editing a plate after a hit, additional instances of the same hit are pending.
	Current build number not listed on client splash screens.
	After a unit swap, door events are not received.
	Deactivating a role deactivates other roles in the same group.

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Hotfix Number	Description
91115	Patroller: Daily Usage Per Patroller reports give data from outside the selected range.
	Patroller: On-screen keyboard covers plate image when trying to input/edit manually.
	Patroller: "Show Due" does not show the oldest timestamp per zone.
	Patroller: Hotlist plates do not have their plate states displayed when "hit".
	Patroller: Update Service does not update when Sharp cameras are not online.
	Patroller: Editing an Overtime hit rejects the current hit and does not generate a new one.
	Patroller: Certain reads display the street address as "0".
	Patroller: Watermarking does not work on hit reports.
	Patroller: Custom field selector is missing in read and hit reports.
	Patroller: When viewing the context, pressing "Show Due" does not work.
	Patroller: Unhandled errors occur when applying hotfixes.
	Patroller: Missing clock in Patroller interface.
	Patroller: "Please contact center¨ messages appear on enforcing screen.
	Patroller: "Show Download List at Startup" shows the list for every transfer/parsing session.
	SDK: MediaPlayer.Initialize does not take network into account.
	SDK: Security Desk terminates unexpectedly when unloading notifications.
	SDK: Clean install of PayByPlate plugin makes the Config Tool show an exemption error.
	SDK: Cannot retrieve cardholder¡¦s properties when using the WebSDK.

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Hotfix Number	Description
90034	SDK: Security Desk terminates unexpectedly when unloading notifications.
	SDK: Patroller does not call "EnforcedButtonEnabled" context.
	SDK: Missing context images when plate hits are enforced/accepted.
	SDK: Reboot button missing in Config Tool after upgrading from Security Center 5.1 SR1 to SR3.
	SDK: Unhandled/NULL exception when cancelling a picture import in Cardholder Management task.
	SDK: Pelco NET5301T encoder has no serial port listed.
	SDK: Zones fall offline after a few days.
	SDK: Unhandled exception in Security Desk when choosing tile layout.
	SDK: Missing Japanese translations for certain words.
	SDK: All units under specific Archivers are red.
	SDK: Cannot retrieve cardholder's properties using WebSDK.
	SDK: Sequences don't start automatically when using DisplayInTile.
	SDK: Timestamp on Federation cameras shows wrong time.

Resolved issues in Security Center 5.1 SR3 SP1

The following software issues were resolved in Security Center 5.1 SR3 SP1. Issues are categorized by hotfix number.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Hotfix Number	Description
88753	No results when running a motion search on Auxiliary Archivers.
	Supervised logoff fails if client connection port is not default value (5500).
	Security Desk terminates unexpectedly if no CCTV keyboard is connected while the "Connect to keyboard automatically" option is checked.
	Custom fields are not accessible for cardholders created from Active Directory.
	Archiver terminates unexpectedly if a Generic Plus extension receives a PTZ command from a unit that does not have a PTZ motor configured.
	Mobile Server stays connected to Security Center even if Server Admin has password changed.
	Error when exporting video to ASF.
	Scheduled full database backup does not happen.
	Cannot play G64 files that contain special characters in their filenames.
	High CPU usage on Auxiliary Archiver.
	Database backup fails if there are cardholder conflicts due to Active Directory.

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Hotfix Number	Description
87258	Exported pictures do not have the correct file characteristics.
	Incorrect results when filtering in a Cardholder Management task.
	Cannot add bookmarks if user is not connected to the main Directory.
	Sync errors/warnings are not shown in the Synchronization page in Config Tool.
	Siqura encoders set for PAL always revert back to NTSC.
	Cannot view Siqura unit archives in Security Desk.
	Exceptions returned when attempting to modify entities using the WebSDK.
	When moving a PTZ unit, any units on the same Archiver suddenly show "Waiting for signal".
	Security Desk freezes when browsing for snapshots.
	Archive playback remains at 0% buffering.
	Archiver cannot retrieve all recordings on DVR units.
87004	Hungarian language issues.
	Cannot move GE Legend IP units' PTZ.
	Access control units drop offline during synchronization.
	Access Manager stops when adding a unit.
	Partition managers cannot add entities from other partitions they also manage.
	Cannot export archived video.
	GenetecRedirector.exe terminates unexpectedly on expansion server.
	Config Tool cannot display over 15000 alarms.
	Security Desk terminates when playing video archives.
	Logical View in Config Tool does not display correctly when filtering.
	Custom card formats enroll incorrectly after upgrade.
	Cannot run Pelco Mini Spectra IP patterns in Security Desk.
	RFIDeas USB enrollment reader makes Security Desk/Config tool terminate unexpectedly.

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Hotfix Number	Description
88753	SDK: The Pause command does not work.
	SDK: Cannot run concurrent conversions to ASF.
	SDK: Cannot generate reports if data has "HitUserAction = enforced".
88753	Patroller: InstallShield does not copy the correct Help file during updates.
	Patroller: Updater does not work if many network cards are assigned to a single LPR Manager.
	Patroller: No context or LPR image when enforcing/accepting a hit.
	Patroller: Permit hits do not prioritize available "perfect matches" if OCR or fuzzy logic are enabled.
	Patroller: Arabic plate images are cut.
	Patroller: Arabic University mode sees permit hits even if read plate is not on permit list.
	Patroller: Traces needed for diagnosing overtime issues are missing.
	Patroller: Metadata values for accepted hits not displayed in Event section of report.
	Patroller addition: Cayman Islands and Belgium contexts.
87258	Patroller: PlateReader.config file on Sharp gets corrupted.
87004	Patroller: Incorrect civic number when reverse-geocoding.
	Patroller: Licensing issue with Parking mode.

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Limitations

Security Center 5.1 SR3 Service Pack 8 includes the following limitations. Generic limitations are categorized by solution. Unit specific limitations are categorized by manufacturer and/or model.

For a list of supported hardware known issues and limitations in Security Center 5.1 SR3 Service Pack 8, see the GTAP *Known Issues* page, at https://gtap.genetec.com. You'll need a username and password to log on to GTAP.

NOTE *SD* stands for Security Desk, and *CT* stands for Config Tool.

Solution/Unit	Issue	Description
All	116286	Running Internet Explorer in a Security Desk tile may cause Security Desk to become unresponsive.

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Technical support

Genetec Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a Genetec customer, you have access to the Genetec Technical Assistance Portal (GTAP), where you can find information and search for answers to your product questions.

- **Genetec Technical Assistance Portal (GTAP).** GTAP is a support website that provides in-depth support information, such as FAQs, knowledge base articles, user guides, supported device lists, training videos, product tools, and much more.

  Prior to contacting GTAC or opening a support case, it is important to look at this website for potential fixes, workarounds, or known issues. You can log in to GTAP or sign up at https://gtap.genetec.com.

- **Genetec Technical Assistance Center (GTAC).** If you cannot find your answers on GTAP, you can open a support case online at https://gtap.genetec.com. For GTAC's contact information in your region see the Contact page at https://gtap.genetec.com.

  NOTE Before contacting GTAC, please have your System ID (available from the About button in your client application) and your SMA contract number (if applicable) ready.

- **Licensing.**
  - For license activations or resets, please contact GTAC at https://gtap.genetec.com.
  - For issues with license content or part numbers, or concerns about an order, please contact Genetec Customer Service at customerservice@genetec.com, or call 1-866-684-8006 (option #3).
  - If you require a demo license or have questions regarding pricing, please contact Genetec Sales at sales@genetec.com, or call 1-866-684-8006 (option #2).

Additional resources

If you require additional resources other than the Genetec Technical Assistance Center, the following is available to you:

- **Product documentation.** The latest version of the Security Center documentation is available from the Documents page on GTAP. You'll need a username and password to log on to GTAP.

- **GTAP Forum.** The Forum is an easy to use message board that allows clients and Genetec staff to communicate with each other and discuss a variety of topics, ranging from technical questions to technology tips. You can log in or sign up at https://gtapforum.genetec.com.

- **Technical training.** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to http://www.genetec.com/Services.