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 first be at VideoXpert v 2.5 or later. If necessary, upgrade to v 2.5, and then to the current version.

In order to upgrade to 3.x versions of VideoXpert Enterprise from any 2.X version, you must first update to Vx Enterprise 3.1.1.

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 v2.5 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 v3.1 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 v3.1 or later does not support the UDI5000-CAM. When using an Endura NSM recorder with VideoXpert the Endura NSM will only work with cameras that support the native Pelco driver. For Onvif support, a VideoXpert VxStorage recorder is required.

**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.

**VideoXpert® Enterprise v3.23 Release Notes**

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 v3.23 Released December 7, 2023

## Software Versions

- VideoXpert Core Software v3.23.0.46
- VideoXpert Media Gateway Software v3.23.0.42
- VideoXpert VxToolbox Software v3.23.0.31
- VideoXpert Ops Center Software and VideoXpert VxPlayer Software v3.23.0.93
- VideoXpert Storage Software v3.23.0.45

## New Features and Improvements

- Added support for Sarix Pro 4 Camera 4K variants.
- Added support for Esprit Anti-Corrosion Bispectral Camera.
- Added support for Esprit Compact Bispectral Camera.
- Added support for ExSite Enhanced 2 PTZ Bispectral Camera.
- Added support for ONVIF event behavior improvements in Pelco camera firmware that corrects duplication of events on a third-party system.
- Added support for vehicle sub-class (Car, Truck, Bicycle, Motorcycle, Bus) ONVIF event detections from supported Pelco Smart Analytics cameras.
- Added support for audio analytic (Gunshot, Scream, Glass Break, Car Alarm, Fire Alarm, Dog Bark, Loud Noise, Ultrasound) ONVIF event detections from supported Pelco Smart Analytics cameras.
- Added Image Health events for Sarix Multi Enhanced in Pelco Elevate.

## Major Fixes

- Fixed an issue where the recording bar would continue to extend after a motion recording event has already stopped.
- Corrected an issue where in some situations old database entries may not be removed, resulting in excess usage of disk space.
- Resolved ONVIF event handling with Zenitel Stentofon products.

## 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 build 17763)
  - Windows 10 Version 1809 (OS Build 17763.1282)
  - Windows 11 Pro 21H2 (OS Build 22000.1574)
  - Windows 11 Pro 22H2 (OS Build 22621.1105 & 22621.1194)

- 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)
  - Windows Server 2022 (by design)

# VideoXpert® Enterprise v3.22 Released September 14, 2023

## Software Versions

- VideoXpert Core Software v3.22.0.32
- VideoXpert Media Gateway Software v3.22.0.31
- VideoXpert VxToolbox Software v3.22.0.34
- VideoXpert Ops Center Software and VideoXpert VxPlayer Software v3.22.0.15
- VideoXpert Storage Software v3.22.0.31

## New Features and Improvements

- Added support for ExSite Pro Camera.
- Added support for Pelco Elevate image health and connection status events.
- Improvements to streaming stability in OCC while metadata stream is enabled for Pelco Fisheye cameras.

## Major Fixes

- Fixed issue where invalid backup would result in empty server log folder.
- Fixed issue that would allow some roles to access recorded video in VxPortal without permission.
- Fixed issue where email notification would not be sent after scheduled configuration backup.
- Fixed issue where some executables were not digitally signed.

## 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 build 17763)
  - Windows 10 Version 1809 (OS Build 17763.1282)
  - Windows 11 Pro 21H2 (OS Build 22000.1574)
  - Windows 11 Pro 22H2 (OS Build 22621.1105 & 22621.1194)
- 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)
  - Windows Server 2022 (by design)

# VideoXpert® Enterprise v3.21 / Released June 22, 2023

## Software Versions

- VideoXpert Core Software v3.21.0.40
- VideoXpert Media Gateway Software v3.21.0.36
- VideoXpert VxToolbox Software v3.21.0.45
- VideoXpert Ops Center Software and VideoXpert VxPlayer Software v3.21.0.41
- VideoXpert Storage Software v3.21.0.40

## New Features and Improvements

- In VxToolbox, License Reports can now be generated by selecting "New Report" then "License Report".
- The Ukrainian language option is now available.

## Major Fixes

- Fixed an issue preventing the VideoXpert map from showing all zones for sites with over 555 zones.
- Improvements to VideoXpert Toolbox Stability.

## 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 build 17763)
  - Windows 10 Version 1809 (OS Build 17763.1282)
  - Windows 11 Pro 21H2 (OS Build 22000.1574)
  - Windows 11 Pro 22H2 (OS Build 22621.1105 & 22621.1194)
- 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)
  - Windows Server 2022 (by design)

**VideoXpert® Enterprise v3.23 Release Notes**

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