

This document describes the features, operational issues, and major fixes for VideoXpert Professional (VxPro) software. Review each section to determine whether or not you should perform updates.



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

Installing the system

If you have multiple drives, or have a designated recording directory, you should perform a custom installation so that you can select your recording directory. Performing a default installation will place your recording directory on the drive with the largest amount of free space.



Note: If installing on a JBOD unit, you must go to the VxStorage® interface, and add your individual drives as recording volumes. If the drives have been added so that each is its own volume group, you must also assign cameras to the individual drives (as if they were separate recorders).

Updating your system

When updating your VxPro system, use the latest VxPro installer. This will update all of your installed VxPro components.

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: 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 USB or network drive.



Caution: In order to upgrade to 3.1 or later, your current system must be VxPro v 2.5.x or later. You cannot update to VxPro 3.1 or later from VxPro versions earlier than 2.5.

VideoXpert® Professional v3.24 Released April 1, 2024

Software Versions

- VideoXpert Professional v3.24.0.45
- VideoXpert VxToolbox Software v3.24.0.49
- VideoXpert Ops Center Software v3.24.0.30
- VideoXpert VxPlayer Software v3.24.0.29

New Features and Improvements

- Added support for Sarix Enhanced 4 Camera.
- Added support for Ulisse Enhanced 2 Camera.

Test Information

- VxOpsCenter (Shared Display), VxPlayer, and VxPortal have been tested with:
 - Windows 10 Enterprise 2016 LTSC (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 Professional has been tested with:
 - Windows 10 Enterprise 2016 LTSC (10.0.14393 Build 14393)
 - Windows 10 version 1607 (OS Build 14393.3750) (Eco v2 Series Server)
 - Windows 10 version 1607 (OS Build 14393.4750) (Flex v2 Series Server)
 - Windows Server 2019 1809 (OS Build 17763.1282) (Power v2 Series Server)
 - Windows Server 2022 (by design)

VideoXpert® Professional v3.23 Released December 7, 2023

Software Versions

- VideoXpert Professional v3.23.0.46
- VideoXpert VxToolbox Software v3.23.0.31
- VideoXpert Ops Center Software and VideoXpert VxPlayer Software v3.23.0.93

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.

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- Windows Server 2019 1809 (OS Build 17763.1282) (Power v2 Series Server)
- Windows Server 2022 (by design)

VideoXpert® Professional v3.22 Released September 14, 2023

Software Versions

- VideoXpert Professional v3.22.0.32
- VideoXpert VxToolbox Software v3.22.0.34
- VideoXpert Ops Center Software and VideoXpert VxPlayer Software v3.22.0.15

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.

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