SightLogix Enterprise Security System Release Notes 15.12

Release 15.12 of SightLogix Security System software introduces several capabilities.

First, we have released a new **Edge Recording feature**. Newer cameras equipped with an SD card reader can now record, view and retrieve video via WebConfig.

SightMonitor II is released for monitoring SightLogix devices and viewing alarm locations on a site map; new documentation is provided.

The SightSensor HD and TC products now include **Dual Sensor Analytics**, which uses the visible imager to enhance daytime detection performance. This feature can be disabled in WebConfig.

Finally, a new **Discovery Tool** is freely available for finding SightLogix devices on the network with 15.12 or newer firmware. The discovery tool can be downloaded under the "Helpful Tools" section at
https://portal.sightlogix.com/help/getting-started-web-config.

SightSensor devices can be configured by either SightMonitor or WebConfig.
You can learn the key features of WebConfig here:
http://portal.sightlogix.com/help/getting-to-know-webconfig.

New firmware releases are included for 15.x and 10.x software families. When updating an existing camera, choose the software family running on the device that matches the family of firmware you are installing. For example, if you are running 15.x on your existing SightSensor, you would choose the 15.x version of firmware.

SightLogix™ Enterprise Security System

This software release of the Enterprise Security System upgrades the Coordination System (CS) and SightMonitor to version 15.12.12 and the camera firmware to version 15.12.232 for the 15.x firmware family and 10.10.85 for the 10.x firmware family. SightLogix Discovery and SightMontor II version 1.0.4 is released.

The SightMonitor client and Coordination System server is qualified for Windows® 10 (32 and 64-bit), Windows 10 Professional, Windows® 7 Professional (32 and 64-bit), Windows® Server 2003/2008/2012/2016 (32 and 64-bit).

Current Video Management Systems Supported

SightLogix SightSensors have been qualified with the following systems (SightSensor HD has been qualified with those noted, along with the VMS version):

- 360 Surveillance
- Aimetis Senstar Symphony 7.1.0.1
- AMAG 6.2
- American Dynamic Intellex IP
- Avigilon (HD v6.2.2.4, 6.8.4.0)
- Bosch DiBos
- Bosch BVMS 4.5.1 (SightSensor HD: v 7.5 & 8.0)
- Cisco
- Dedicated Micro
- DVTEL 5.3
- DVTEL 6.0
- Exacq Vision 8.4.2.111578, 9.2.2.129658
- Genetec 4.8, Omnicast 4.8 and Security Center 5.5 (HD visible), 5.8 (HD both streams)
- Geutebrück 6.0.880.282
- Honeywell DVM
- Honeywell Enterprise
- Honeywell NVR 2.0 Build 22

- IndigoVision Control Center 12, 15.1 (HD)
- Intellex IP
- Intergraph
- Lenel OnGuard 2010, 2012 NVR 7.2
- Luxriot (HD 2.5.8), EVO 1.6.0
- March Network Command 1.5 & 1.6, 2.1.0.63
- March Network VideoSphere 5.6.1.0561
- Milestone Enterprise (HD v10.0a)
- Milestone Corporate
- Milestone XProtect v11.3, R3 2017
- NICE 10
- Nice 11 Release 10
- ONSSI Netguard , EVDMS 8.6a Occularis 3.0
- OpenEye 1.8.0.8271
- Panasonic
- Pelco Endura
- Proximex

- Sony RealShot Manager
- SWI System with Intelligence Inc.
- SureView IMMX

- Verint Nextiva (HD v6.4)
- Viconnet
- VideoNext

New Firmware Features

This release adds the following new functionality to SightLogix firmware (including WebConfig). These features apply only to 15.x firmware, unless explicitly noted otherwise.

- **Fix for HD startup issue:** Fixed an issue where HD236 and possibly other HD products occasionally have watchdog events when booting 15.12.230 firmware. When upgrading any HD to 15.12.232 or newer, users should make sure they reboot the SightLogix device once more, as burning a second slot would satisfy this extra reboot requirement.

- **SightSensor HD260-220:** Support has been added for SightSensor HD260, which has a 60-degree field of view. You must have FW 15.12.230 or newer.

- **Disable TLS 1.0 and 1.1:** Removed support for deprecated TLS 1.0 and 1.1 from https connections.

- **Improved WebConfig username restrictions:** WebConfig will no longer allow " and / characters in usernames which cause SightMonitor II not to open WebConfig.

- **New ONVIF PTZs supported:** Support was added for Axis Q6215-LE, Hanwha XNP-6550RH, and Pelco P2230-ESR.

- **Dual Sensor Analytics Improvements:** When a scene is very active, frames between sensors can become out of sync resulting in some missed detections. This was most visible in the TC640 product due to heavy CPU load. This problem is fixed in TC and HD models.

- **Expanded UlisseCompactDelux Detection:** IP PTZ UlisseCompactDelux parameters should get detected with more model numbers.

- **Debug report improvements:** Debug report now contains additional information relating to PTZ logging.

- **Support for VideoTec NXPTZ:** Analog PTZ NXPTZ from Videotec is now supported with trackers running 10.10.85.

- **Dual Sensor Analytics is now enabled by default:**

  - New SightSensor HD and SightSensor TC cameras from the factory will default to DSA: Low False Alarm mode.

  - Existing cameras where the user **has not** modified the DSA mode will change to DSA: Low False Alarm mode upon firmware upgrade.

  - Existing cameras where the user **has** modified the DSA mode will retain their current setting upon firmware upgrade

- **SightSensor TC improvements:** Improved detection tuning for SightSensor TC. SightSensor TC also has various stability improvements. Visible core firmware is also upgraded.

- **SightMonitor II Backup feature:** SightMonitor II will now automatically backup all cameras when the administrator logs out or is logged in at 3am.

- **Miscellaneous SightMontor II new features:** Auto login to WebConfig, Grid has 100m and 20m options, better error reporting for corrupted firmware files, improved upgrade firmware checking and error reporting, support for device templates, group device credential changes, and support for https (default) communication with cameras.

- **Improved SureView communication in low bandwidth environments:** Communications timeouts have been adjusted to work better when upload speeds are severely limited by end user networks. The camera is now capable of uploading a clip to SureViewover a period of three minutes (180s). Long uploads will cause alarm delays and may cause subsequent alarms to be suppressed as the camera is not capable of queueing more than one clip for upload. Customers are recommended to size bandwidth requirements so that clips upload in 20s at most (roughly 4 mbps per camera with default settings). For additional information, refer to the [SureView setup instructions](#) in the SightLogix portal.

- **SureView clip statistics report:** The is now a "Clip Bandwidth Stats" button on the WebConfig Device page which produces a report containing information

about SureViewclip upload sizes and times. This is helpful for determining if end user upload bandwidth is sufficient for effective monitoring.

- **SightSensor HD2XX False Alarm:** When temperature changes, SightSensor HD2XX could generate a false alarm after NUC. This problem has been corrected in FW 15.12.163.

- **Dual Sensor Analytics:** SightSensor HD and TC now have the ability to use the visible image to improve daytime detection. This feature can be turned on in WebConfig's Device page by turning on Dual Sensor Analytics. High Sensitivity and Low False Alarm modes are available. Low False Alarm mode should be used when High Sensitivity mode causes significant false alarms.

- **Disable Heater:** There is now an Enable Heater checkbox which, when disabled, will prevent the heater from engaging when the camera is powered by AC/DC.

- **SightSensor HD395-220:** Support has been added for SightSensor HD395, which has a 95-degree field of view. You must have FW 15.12.163 or newer.

- **Horizon in Quick Calibration:** In WebConfig's Quick Calibration page there is now a thermal image with the horizon drawn on it. This can be helpful for determining when the tilt sensor needs tuning and as feedback for such tuning.

- **Edge Recording:** Newer cameras equipped with SD card readers can use the new Edge Recording feature. Users can insert an SD card in the back of the camera and then schedule and view recordings on the "recording" tab of WebConfig. Please note this feature is not available for SightTracker. A setup guide for Edge Recording is also available.

- **Detection improvements:** Detection algorithms have been improved for some situations.

- **Image stabilization improvements:** The algorithm detecting whether to use image stabilization or gyro stabilization has been improved. New messages are now temporarily displayed in the thermal image when the stabilization method changes.

- **Increase shutter drive strength for 640 SightSensor:** Increase shutter drive strength to minimize stuck shutter issue for 15.x and 10.x firmware. (This change was not present in 15.12.7)

- **Edge Recording Bug Fixes:** Various bugs were fixed related to edge recording. Bytes written should now match expected bytes written to card based on bitrate. Card formatting should happen more reliably now. A bug was fixed that caused the items in the recording list to sort incorrectly.

- **Rules/Policy Page Bug Fixes:** It was possible to get the WebConfig UI into an inconsistent state where the rules page shows a rule from policy A but the rule would actually be associated with policy B. Blank fields in the rules editor now have better explanations.

- **Exacq:** Allow Exacq new cookie scheme which caused intermittent connection issues and could cause alarms to get missed. Also fix a recording gap problem. This fix requires the upcoming Exacq 20.03 point release expected March 2020. Before this release Exacq customers can request the unreleased server version 19.12.106.0 which SightLogix has tested against.

- **Memory Settings:** Memory settings have been changed. This was causing occasional dropped frames in compute-heavy situations when recording.

- **Unicast variable not being reset with factory defaults:** Fixes the problem where Unicast variable was not being reset during a factory reset.

- **Support Script:** SightLogix Support now has the ability to supply custom scripts for debugging/fixing problems from the Maintenance page of WebConfig. This feature was added in version 15.12.130.

- **Devel Page not redacting some variables:** Devel page should redact sensitive variables; some new variables were not being redacted.

- **WebConfig policy editor can show visible or thermal image:** Dual imager products now have the ability to draw policies on visible or IR image. Users can toggle the displayed image using "Use Visible Background" toggle button. This image is cropped to show the detection portion of the visible image.

- **Zone rendering can be disabled on visible image:** Dual imager cameras can now have the zones drawn on the thermal image but not on the visible image.

There is now a checkbox "Disable Visible Zone Overlay" on the MPEG page in WebConfig.

- **OpenSSL / SSH security improvements:** Removed weak ciphers and upgraded OpenSSL and SSH programs. Upgrading SSH disabled CBD and Arcfour ciphers. Web Server mitigations implemented against Ticketbleed (CVE-2016-9244), SWEET32 (CVE-2016-2183, CVE-2016-6329), LOGJAM (CVE-2015-4000), RC4 (CVE-2013-2566, CVE-2015-2808), BEAST (CVE-2011-3389), removed low encryption strength ciphers. This change breaks backwards compatibility with older firmware SightTracker. See known issues below. HTTPS certificate signing algorithm has also been upgraded to SHA-256.

- **Zero-config fallback:** It is now possible to hook multiple unconfigured cameras on the same network and discover them with zeroconf/avahi DNS-SD. The camera will now adopt a 169.x address whenever the 192.168.0.99 address is active. This allows multiple cameras to boot in fallback mode on the same network segment.

- **Fallback IP condition modification:** Fallback IP, 192.168.0.99, is no -longer disabled on WebConfig Login. Fallback will trigger if: 1) the camera is in DHCP mode and the CS has never been connected camera is in DHCP mode or 2) the camera is in DHCP mode and the user has not clicked save to change settings via WebConfig. If the camera is not in fallback mode and no DHCP server is available it will reboot continuously until a DHCP server is found. Users should configure the network as the first task after connecting to WebConfig on 192.168.0.99.

- **WebConfig refuses to downgrade before WebConfig feature was added:** WebConfig firmware upgrade feature checks version and will not allow a firmware change to a version without WebConfig support.

- **HTTPS ONVIF:** Support was added for using the cameras ONVIF interface while the webserver is in HTTPS only mode.

- **ONVIF name is now editable:** ONVIF now uses the CameraName field when reporting the name of the camera through the onvif interface. This field is editable through WebConfig.

- **Capture debug information**: A button has been added to the WebConfig maintenance page and devel page "Capture Debug Information" to ease support communications. The user will be prompted for the camera password after clicking this the devel page link.

- **H.264 parameter change bug fix:** A bug was fixed which caused an H.264 glitch when input parameters were changed. If users selected a different bitrate between alarm and non-alarmed states for example. This glitch could cause BVMS viewer to crash.

- **SightTracker backup restore not restoring min/maxFOV:** A bug was fixed where min/maxFOV was not always restored when restoring from a WebConfig backup. New backups will behave correctly as of 15.12 firmware. Previous backups can be restored twice to get the correct min/maxFOV.

- **SightTracker has more options for Target Zoom:** SightTracker target zoom now has more options which will allow better fine tuning of how close trackers zoom their PTZ's.

- **CS not able to change poleheight:** A bug in firmware was fixed which prevented the camera height from being modified by the CS in some cases.

- **Fix IE11 login problem:** Previous versions of WebConfig had a problem which prevented IE11 users from logging into the camera, this has been fixed.

- **Fix WebConfig not showing errors properly:** After reverting changes in WebConfig configuration errors were not being properly displayed. Sometimes save/revert buttons were not showing after changing fields.

Upgrading to the New SightLogix Enterprise System

If you have an existing SightLogix system, do the following to install the new software—both the server (Coordination System) and client (SightMonitor)—over an existing installation:

- **Backup current settings.** This step is optional but recommended (current alarm policy and other information is not overwritten during an upgrade). See Chapter 5 of the System Manual for details.

- **Follow the upgrade steps** as described in the SightLogix Support Portal: http://portal.sightlogix.com/help/upgrading-cs-and-firmware

Known issues in SightLogix Enterprise system

When using this release, please note the following:

- Edge Recording: Sometimes when playing back recording video at 16x the video will not play. Users can manually seek to resume expected fast playback.

- When a user downgrades firmware using WebConfig earlier than 15.12 they will see the login message saying a CS was previously connected even though this was not the case. Users can click the force login button and continue login.

- Backup/restore testing has been stopped for 15.6 backups. Restoring to 15.12+ firmware. Customers can restore to 15.10 firmware and then upgrade to 15.12.

- Cameras with the new SD card readers are not compatible with firmware in the 15.8 major release, as it causes cameras with the SD reader to become unstable. WebConfig will refuse to load these firmwares, but CS will continue to load them. If users end up with 15.8 on a camera with the SD card reader and they perform a Factory Reset, the camera will slowly reboot for 30 minutes before entering safe mode. The camera can then be recovered by upgrading to a supported firmware. Users are encouraged not to downgrade new cameras that include the SD card reader.

- A condition has been identified where rules disappear when the SightLogix service restarts because of a CS computer reboot, CS upgrade or manual service restart prior to 15.10.6. When upgrading beyond 15.10.2, previously lost rules will reappear which may be old version of rules or duplicates. If users would like to maintain the current state of devices and CS, they should use the following procedure when upgrading from versions before 15.10.6: 1) in SightMonitor execute a Backup Database Now from the edit menu 2) shutdown SightLogix system service 3) replace the active database from the backup just created 4) perform the CS upgrade using the installer. This will ensure that camera behavior with regards to rules is maintained through the upgrade process.

- SightSensor TC requires this version of firmware, 15.10 or later. Running older versions of firmware on the new SightSensor TC will cause functional problems.

- IndigoVision Firewall Friendly video connection method is currently unable to connect. It is recommended that the default mode be used (Reliable).

- Milestone Xprotect is unreliable connecting using Legacy Axis 211 (MPEG4 RTSP over HTTP). It is recommended that the camera be added using mjpeg in Legacy Axis 211 or using ONVIF mode.

- The Geolocate button on the DEVICE page of WebConfig has been removed. This button was primarily used for scheduling nighttime use of LED illumination; however since the introduction of "Auto sense with LED" mode, this Scheduled mode is obsolete. To continue using Scheduled mode, calibrate using the GPS Map Calibration or enter GPS position to enable calculation of Sunrise and Sunset.

- SightTracker WebConfig sometimes requires a reboot after changing the PTZ configuration. The "Reboot Camera" action can be initiated from the MAINTENANCE page. After changing SightTracker configuration, fake targets should be generated from associated SightSensors using "Test Mode" on the CALIBRATION page. If the fake targets do not cause the PTZ camera to move, you should initiate a reboot of the SightTracker.

- SightSensor HD, and future SightSensors with firmware 15.12 or later that are used with SightTrackers MUST be used with firmware 15.12 or later on the SightTracker. Earlier versions of SightTracker code will fail to successfully associate with the SightSensor devices. The SightTracker syslog will show repeated SSL errors from targetd process every. SightTrackers with 15.12 are compatible with all versions (15.12 and older) of SightSensor and SightSensor HD. SightTrackers running 10.x series firmware should also be upgraded to the latest release (10.10.79) when used with SightSensors running 15.12 firmware. 15.6 includes another similar incompatibility boundary.

- Two concurrent WebConfig users are able to login; however, changes made by one user may be undone by Save operations of the other.

- After changing the frame rate (MPEG tab of SightMonitor Configuration window), the length of the next clip delivered may be shorter than expected. Subsequent clips will have the correct length.

- After installing SightMonitor client software, the server firewall must have the appropriate exception rule added before the client can connect. Add incoming tcp rule for specific port 8443.

- Currently this release of SightLogix Coordination System requires that the user select the correct firmware image for the target hardware device. For cameras with 15.x firmware select version 15.x, for cameras with firmware 10.x select version 10.x; for cameras with previous generation firmware select version 5.x.

- When adding a previously configured camera which has been assigned custom Administrator Access username / password, the user must add these credentials to the Site Configuration template before an Add Camera operation will succeed. If the username and password are unknown, the camera can be added after it is reset to default state.

- In the Calibration window of SightMonitor, when entering calibration point information, cancelling from a save, after a warning about out of range values, the bad value should be reverted to the currently saved value. However, the fields retain the bad value. User should close and re-open the Calibration window to refresh values.

- SightTracker does not properly display "PTZ not connected" error message in debug video stream. Users should manually refresh PTZ page in WebConfig to determine dome connection status.

- Exacq as of version 9.8.4 no longer understands alarm signals from a SightLogix camera added in Vapix mode. Customers are encouraged to add cameras in Onvif mode. The last known version of Exacq where this feature was working is server version 8.4.2.

3rd party known issues with SightLogix Enterprise system

When using this release, please note the following:

- If a user has added, used, and then removed the SightLogix self signed Certificate authority with Google Chrome, subsequent usage of HTTPS WebConfig interface may not work correctly until the relevant browser cache is cleared. Users can open chrome settings and go to clear browsing data or re-install the SightLogix self signed CA.