

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).

Upcoming Changes



Notice: This system is running Windows Server 2012. Mainstream support through Microsoft for this operating system ended October 2018. Beginning October 2022, Pelco will no longer provide support for future major software updates on this operating system. To prevent support disruption and continue to take advantage of future updates, Pelco recommends that you upgrade the operating system to Windows Server 2016 or newer. For information on upgrade options please contact Microsoft Corporation.

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

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 v 2.5 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 v 3.1 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 v 3.1 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.

VideoXpert® Enterprise v 3.17.1 Release Notes



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.

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 v 3.17.1 / Released August 4, 2022

Software Versions

- VideoXpert Core v 3.17.1.9
- Media Gateway v 3.17.1.9
- VxToolbox v 3.17.1.11
- VxOpsCenter and VxPlayer v 3.17.1.6
- VxStorage v 3.17.1.9

Major Fixes

- Fixed an issue where custom rules configured in VxToolbox no longer work after updating to 3.17.0.
- Fixed an issue where automatic backups to remote locations no longer work after updating to 3.17.0.
- Fixed an issue where some Pelco Smart Analytic enabled cameras may display the error 'Cannot connect to video source' when the metadata stream is enabled.
- Improved PTZ control when using a KBD5000 Joystick or 3D Mouse Joystick.

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)
- 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)

VideoXpert® Enterprise v 3.17 / Released June 23, 2022

Software Versions

- VideoXpert Core v 3.17.0.66
- Media Gateway v 3.17.0.56
- VxToolbox v 3.17.0.68
- VxOpsCenter and VxPlayer v 3.17.0.45
- VxStorage v 3.17.0.58

New Features and Improvements

- Added support for analytic bounding box overlays from Onvif Profile M conformant cameras
- Windows 11 is now supported for VxOpsCenter, VxToolbox and VideoXpert Enterprise

Major Fixes

- Fixed an issue where some third-party cameras configured for RTSP streaming would not operate properly with both TCP and UDP dual headers
- Made VideoXpert exports more robust to handle short-duration clip recordings
- Updated the TimeZone database to conform with the most recent regional requirements

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VideoXpert® Enterprise v 3.16 / Released March 31, 2022

Software Versions

- VideoXpert Core v 3.16.0.30
- Media Gateway v 3.16.0.20
- VxToolbox v 3.16.0.26
- VxOpsCenter and VxPlayer v 3.16.0.22
- VxStorage v 3.16.0.21

New Features and Improvements

- Added support for the following cameras:
 - Pelco Sarix Corner Camera 3 Series
 - Pelco Sarix Modular Camera
 - Pelco Spectra Enhanced IR Look-up PTZ

Major Fixes

- Resolved an issue that caused some cameras to lose authentication in VxToolbox and resulted in gaps in communication.
- Resolved an issue that sometimes caused a failure when attempting to stream previously exported video.
- Resolved an issue that sometimes caused the retry button to report an error when an export had failed.

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VideoXpert® Enterprise v 3.17.1 Release Notes



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