

## Surveyor HD Firmware Version 6.8.227

### General Description

Vicon is releasing Surveyor HD firmware version 6.8 (build 227) for Vicon's Surveyor HD PTZ domes (SN118X and SN220X). This updated version fixes problems reported from the field and testing, and improves overall system performance and stability. A new operation manual is also available online.

The major issues resolved with this update are the loss of site authorization settings and a reset to default settings that would occur after a power cycle.

### Vicon Production

The new version of Surveyor HD firmware is now in production and will be installed on any new dome going forward. The firmware for existing users will be made publicly available online.

### Field Installation

The installation of Surveyor HD firmware 6.8.227 on existing Surveyor HD domes is expected to provide a solution to the list of issues detailed in the following pages. Users who wish to update their existing systems may download the new installation from the Vicon website (Support - Technical Support - Software Downloads – Surveyor HD Camera Software).

Surveyor HD units that are running an earlier build of firmware (0.4.4.12) must perform the upgrade as a two-step process and backup the camera settings prior to beginning the upgrade process. Upgrade instructions are available online, posted on the same page as the firmware download.

**Note:** *Even if you haven't had any problems with your dome, Vicon strongly recommends updating its firmware to address underlying issues that could lead to future malfunctions. Please be aware that the updating process does pose a slight risk of triggering such malfunctions, including the possibility of a critical failure. Please call Vicon Technical Support for immediate help if your Surveyor HD becomes unresponsive during the update process.*

**Note:** *If you have multiple domes, you cannot do a "batch" update. However, up to three (3) browsers can be opened simultaneously and updated individually.*

### Installation NOTE!

The Reboot process after installation has a 2 minute countdown. An error message will appear after the normal time to install (2 minutes) has passed, due to the firmware update. *Wait an additional 4 minutes after the "Fail" error message (you will NOT receive a prompt that the installation is complete) and then reopen/refresh the browser.* Please allow this process to complete and do not cycle power to the dome. This behavior is only expected with this version.

# Vicon Release Notes

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## New Features

### Default User and Password Addition

In order to match other Vicon cameras' log in, the user ADMIN with password 1234 was added along with the current default user. To enable this new user/password, go to the Maintenance page and select the "Restore factory defaults" option. This will enable the use of either user/password. Note that any other settings will be lost when factory defaults are restored; the IP address of the camera will NOT be affected.

### ONVIF Commands Added

Improved for support for the following ONVIF commands:

- Preset set/call
- Zoom in/out
- Focus far/near
- Video streaming of secondary stream

With these added commands the Surveyor HD can now be integrated and function with Genetec's Omnicast (version 4.8) and Honeywell's MaxPro Video Management Systems (version 2.5.1, build 35 Rev B).

### NTCIP Support Expanded

Support for the NTCIP interface was expanded and, as a result, the Surveyor HD 720P was approved for use by the Florida DOT. Approval for the 1080P will be received when the known issue (NTCIP Mode Zoom Command) listed on the following page is corrected in the next release.

### Updated to Support VLC Player's Latest Version

All updates needed to support the latest version of VLC player have been implemented.

## Solved Issues

### Loss of Site Authorization Settings

Previously, after a power cycle or camera restart, all ViconNet Site Authorizations were lost. This would result in the inability to view the HD video from a workstation.

### Reset to Default Settings

Previously, after a power cycle or camera restart, the Surveyor HD would reset itself to default settings.

### Telnet Access Password Protection

A user and password protection was added for Telnet access in order to increase security.

### Foreign Keyboard Programming of Masking

If a European keyboard is used, Privacy Masking will not be able to be programmed unless the PC is switched to English. The issue is the use of "," instead of the USA "." for the decimal point. In the format selection window, there is no need to change the format to English. Instead, go to the Advanced settings and change the decimal symbol from ',' to '.'. Privacy mask setup should then work in the non-English Windows.

# Vicon Release Notes

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## Known Issues

### 1080P Dome Limited to 8 Concurrent Users

Using the 1080P version of the Surveyor HD dome in unicast will allow up to 8 concurrent systems (recording or viewing live) to receive full FPS. If additional users connect to the camera at that time, frames are expected to drop out.

Note that the 720P version of the Surveyor HD dome still supports 10 concurrent systems.

### Video Motion Detection (VMD) is Not Currently Available

VMD is not currently available with the Surveyor HD. This will be enabled in a future release.

### SSM Multicast is Not Currently Working

The Surveyor HD does not send the SSM join group IGMP message. Standard ASM multicast works.

### NTCIP Mode Zoom Command Not Working on 1080P Version

When using the 1080P dome in NTCIP mode, the zoom in/out does not function correctly. This will be addressed in the next firmware release.

### Switch to M-JPEG in Browser

When changing the camera stream setting (via the browser interface) from H.264 to M-JPEG, the camera will report failure but will reboot with the correct setting.

### Backup/Restore Function from the Web Browser

The Surveyor HD Web Browser backup/restore function ONLY operates on the camera specific settings and NOT on any of the ViconNet related settings (those set by the VMS). Therefore the camera backup/restore should be performed from the VMS as well.

### Restore Settings from Version 6.8.82

Restoring settings that were taken with version 6.8.82 on the dome will remove alarm settings and the new ADMIN user. To avoid such issues, create new backups once this upgrade is done.

### Time Zone Setting from VNSetup

There might be a difference in the time zone set up by VNSetup and the one actually set in the dome. To avoid issues it is best to setup the time zone from ViconNet or the dome browser.

### ViconNet Primary User Indication

The indication for primary or secondary user on the video displaying in ViconNet is not always correct. Sometimes the changes for primary control, for example when running a macro, do not always change correctly on the display; additionally sometimes the manual force to be primary doesn't respond.

### ViconNet Primary User Indication

Following the upgrade, the version shown in the browser for UBOOT might say NULL. This is not a functional issue and the Surveyor HD will work correctly.

## Availability

The Surveyor HD 6.8.227 firmware has been released for production.