

SONY®

Network Video Management System
Standard Edition
Device Pack

Release Note

Software Version: 9.4a

Revision 1 (Last Modified: October 31, 2017)

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Revision History

Revision	Date	Description
Revision 1	October 31, 2017	First release (9.4a)

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1 IP Camera and Video Server Compatibility Overview

This release note lists the changes in Device Pack 9.4a that are supported in the following system:

- Network VMS Standard Edition 2016-2017 version

2 Device Pack changes

- Added support for new devices and firmware. Refer to the NVMS Supported Device List. See <https://www.sony.net/CameraSystem/NVMS/Technical-Documents> for details.
- Added support for multicast on Pico.net HD4 encoder through ONVIF
- Fixed an issue with Panasonic driver - ignores RTSP port
- Fixed an issue with HikVision - losing their events configuration
- Fixed an issue with Canon zoom feature
- Fixed an issue with Axis OneClick camera

Replace Hardware Remarks:

Be aware that after using Replace Hardware and changing the license the license should always be checked to verify that it is activated.

Be aware that before using Replace Hardware all Inputs and Events need to be disabled from the Management Application. Failure to do so will end in the Inputs and Events missing after Replace Hardware is used and the only way to get them back is to remove hardware and add it again.

4K Remarks:

Due to the nature of 4K and the high resolution at high frame rates, this will increase the demand for high performing network, CPU, graphic adaptors and monitors. Unless all components in the hardware infrastructure is prepared for a high load, there might be limitations seen as latency, stutter etc.

4K - Recommended Network VMS version 2016 or newer, supporting HW accelerated decoding using the GPU

Known issues Network VMS 2016 versions and newer:

There is a known issue where in the Recording Server logs a lot of devices will display a Video stream error message when a stream is started. This is due to the fact not all frames are keyframes (synchronization point) and if the stream does not send a keyframe as the first frame, it causes the Recording Server to display the Video stream error. This can be seen when Recording Server is started and for some devices when settings are changed.

Axis Remarks:

The Axis M, P and Q drivers (except P8221) have been replaced with four new dynamic drivers that also support the new Axis Events handling. This means that all new devices added to a system will automatically be detected on one of the new drivers.

Note: If your devices are using firmware 5.20 or lower then Events and I/O will not work with the new drivers. So either upgrade to a newer firmware or manually select the driver to add the device. Be aware if you add the device manually and later upgrade the firmware you will need to do a Replace Hardware to change to the new driver.

Note: Before Replacing Hardware to only change the driver and not the hardware please contact Support on how to do this correctly.

Hikvision remarks:

Due to the new security policy introduced by Hikvision with the 5.3.x baseline firmware, adding Hikvision cameras may cause temporary lockout of devices, even if the correct username and password have been predefined. This can be avoided by disabling the 'Enable Illegal Login Lock' option on the camera's webpage, if it is available in the firmware.

Firmware versions supporting the 'Enable Illegal Login Lock':

- v5.3.8 build 150722
- v5.3.0 build 150513
- v5.3.8 build 151224
- v5.3.10 build 150917

Firmware versions without the 'Enable Illegal Login Lock':

v5.3.8 build 150707

v5.3.9 build 150910

Recommended installation steps:

For devices that have the ability to control the Illegal Login Lock:

It is recommended to disable the Illegal Login Lock from camera's web page prior to adding the device to Network VMS software.

Enabling it afterwards will not affect the functionality of this camera.

If disabling this feature is not an option please mind the following:

1. Avoid using express scan. If this is not an option please specify the username and password on top of the credentials' list.
2. When using IP range don't define more than 1 password and username.
3. If you need to add a lot of cameras with different credentials it is recommended using CSV file method.
4. Use manual add method (auto discovery).

For devices without Illegal Login Lock control in their webpage:

1. Avoid using express scan. If this is not an option please specify the username and password on top of the credentials' list.
2. When using IP range don't define more than 1 password and username.
3. If you need to add a lot of cameras with different credentials it is recommended using CSV file method.
4. Use manual add method (auto discovery).

Using firmware 5.5.0 and later versions

With firmware 5.5.0 Onvif will no longer be enabled by default.

To enabled it, you need to use the Hikvisions tool which is found on their webpage or do it directly on the cameras homepage.