Avigilon Control Center™ 7 Release Notes

Table of Contents

Upgrades from Previous Versions

Upgrade Licensing

ACC 7 is a paid major version upgrade and customers running previous major versions will require ACC 7 upgrade activation IDs (license keys) to use the software. If you have a system with a previous version of ACC, contact your integrator partner or Avigilon sales representative for pricing and to determine upgrade licensing requirements for your system.

> Ensure you have sufficient ACC 7 upgrade activation IDs available before proceeding with the upgrade of the software.

Integration Support

If you use any ACC software integrations, you may need to upgrade the integration software to a version supported by ACC 7. Consult avigilon.com/acc to determine which integrations and specific versions are supported and available for ACC 7.

ACC-ACM Unification and Integration

Avigilon Access Control Manager™ (ACM) software should be upgraded to ACM 5.12.2 or later to support the latest ACC-ACM unification features.

> If you have an ACM system configured to pull video from ACC using the Access Control Manager integration, you will need to upgrade the integration to version AvigilonAcmIntegration-6.14.4.6 for compatibility with ACC 7.

SureView Systems Immix Integration

To improve overall network security, ACC 7.8.2 and later no longer supports incoming server connections on port 38880. The Immix integration was using this port as part of a system health check for ACC sites, and after upgrading to ACC 7.8.2 or later this health check will fail. In order to temporarily work around this issue after upgrading to ACC 7.8.2 or later, you can forward port 38880 to port 38881 using Windows. Immix is working on updating the integration to accommodate this change in ACC and will notify mutual customers when available.

Discontinued ACC Components

ACC Gateway - is deprecated with ACC 7. Users of the HTML5 Web Client can connect an ACC 6 Gateway to an ACC 7 site, but this may no longer be possible in future releases. Mobile users should install the ACC Web Endpoint and use the ACC Mobile 3 app. ACC Mobile 2 is no longer available.

ACC LPR Plug-In (V1) - cannot be used with ACC 7. In order to use LPR with ACC 7, you will need to use the LPR V2 plug-in which requires either 1LPR-ACC6 or ACC7-LPR licenses. Licenses for the LPR V1 plug-in (1LPR-ACC5-BASE-M and 1LPR-ACC5-ADD) are incompatible with the LPR V2 plug-in.

Windows OS Support Changes

ACC 7 is not officially supported on Microsoft Windows 7 or Windows Server 2012 (but continues support for Windows Server 2012 R2). ACC 7 adds support for Windows Server 2019. Most ACC software components are only available for 64-bit versions of Windows but the Avigilon Player remains available for both 32-bit and 64-bit Windows.

> If you have a system with Microsoft Windows 7 or Windows Server 2012 you should plan to upgrade the operating system before proceeding with the ACC 7 software upgrade. Future ACC 7 updates may no longer work on these operating systems.

ACC 7.14.24.8 – August 14, 2023

Release Summary

This maintenance release of ACC 7.14 contains bug fixes and performance enhancements. This release is recommended for all customers. This release also introduces support for the new Avigilon Visible Firearm Detection solution on AINVR servers. A software subscription license which enables this capability is available to US customers only. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

Avigilon Visible Firearm Detection support - Avigilon AI NVRs advanced server-based analytics now supports Visible Firearm Detection using video sourced from Avigilon and 3rd party cameras. Leveraging a hybrid edge plus cloud AI detection, this feature triggers on brandished handguns and long guns while they are held by a person. ACC rules can be used to trigger alarms for human-in-the-loop validation using incident management systems such as Avigilon DMS for triage and to initiate complex response flows.

Issues Fixed

- Corrected an issue with video export for cameras that are connected to a failover server
- Fixed an issue with the Joystick button in Client Settings to correctly map the PTZ controls lists such as Preset.
- Resolved an issue that blocked viewing alarm history for face alarms in ACC Mobile 3 app
- Corrected an issue to allow auto-acknowledge for Face Watch Rule
- Fixed an issue that may have caused ACC client to crash
- Addressed an issue that could cause ACC Server running on AI NVR to crash
- Corrected an issue that could interfere with rules set off when a digital input was triggered
- Fixed an issue with rules that couldn't move PTZ cameras to Preset
- Improved Web End Point (WEP) event search result information
- Resolved an issue with CCURE video integration that could interfere with viewing camera streams in the CCURE Client Software
- Improved Appearance Search face profiles for cameras with rotation applied
- Improved zoom performance on Avigilon PTZ cameras
- Resolved an issue that could hinder Recording Database Recovery
- Fixed an issue that could cause server crash during shutdown
- Improved ACC server stability for large environments

ACC 7.14.24.8 (continued)

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance (aka. ENVR1) upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.24.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.68	H5M cameras
4.10.0.96	H5 SL Bullet and Dome cameras
4.60.0.32	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.22	H4 Multi-sensor cameras
4.10.4.98	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.98	H4 Box Bullet Dome cameras with self-learning analytics
4.60.0.26	H5 Pro
4.60.0.24	H5 PTZ
4.60.0.24	H5A Dual Head
4.60.0.30	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.60.0.34	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.2.4.34-acc_7.14.24.8	ACC ES Analytics Appliance, and HD Recorder
6.2.4.34-acc_7.14.24.8	ENVR1 Appliance (Previously Known as ACC ES 8-Port Appliance)
6.2.4.34-acc_7.14.24.8	ENVR2 PLUS Appliance
6.2.4.34-acc_7.14.24.8	ACC ES Rugged 8-Port Appliance
6.2.4.34-acc_7.14.24.8	AI Appliance
6.2.4.34-acc_7.14.24.8	AI Appliance 2
6.2.4.34-acc_7.14.24.8	AI NVR

ACC 7.14.22.2 – May 10, 2023

Release Summary

This maintenance release of ACC 7.14 contains bug fixes and performance enhancements. This release is recommended for all customers, especially those with HD Video Appliance (Series 2). Customers with HDVA2's should upgrade to this version as it removes drivers affected by CVE-2019-7240 vulnerability. For the full list of software defects fixed, please consult the Issues Fixed list below.

Issues Fixed

- Removed drivers with CVE-2019-7240 vulnerabilities from HD Video Appliances (Series 2).
- Resolved an issue in which reference frame recording did not capture the highest resolution frames with specific device types.
- Fixed an issue importing ACC settings to an AI NVR that were exported from a Windows NVR of the same ACC version.
- Resolved an issue that caused ACC client crash with an audio error.
- Resolved an issue where Site Health wasn't displaying correct information about a hard drive.
- Fixed an issue that could cause ACC client crash when face recognition watchlist match alarms were triggered.
- Corrected an issue to allow for archiving footage for all selected cameras where previously, archiving did not work for the first selected camera.
- Enhanced LDAP security setting options for AI NVR, ENVR2 Plus Appliances and Windows NVRs.
- Corrected an issue that prevented selecting the default subscribed item in the ONVIF event subscription dialog.
- Corrected an issue that could cause ACC Client crash while a corrupted AVD file was loading during playback.
- Resolved an issue where a rotated camera when used with LPR performance mode may not resume processing after camera reboot.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance (aka. ENVR1) upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.22.2 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.68	H5M cameras
4.10.0.96	H5 SL Bullet and Dome cameras
4.38.0.32	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.22	H4 Multi-sensor cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.38.0.32	H5 Pro
4.50.0.24	H5 PTZ
4.42.0.4	H5A Dual Head
4.44.0.16	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.2.2.6-acc_7.14.22.2	ACC ES Analytics Appliance, and HD Recorder
6.2.2.6-acc_7.14.22.2	ENVR1 Appliance (Previously Known as ACC ES 8-Port Appliance)
6.2.2.6-acc_7.14.22.2	ENVR2 PLUS Appliance
6.2.2.6-acc_7.14.22.2	ACC ES Rugged 8-Port Appliance
6.2.2.6-acc_7.14.22.2	AI Appliance
6.2.2.6-acc_7.14.22.2	AI Appliance 2
6.2.2.6-acc_7.14.22.2	AI NVR

ACC 7.14.20.14 – Feb 21, 2023

Release Summary

This maintenance release of ACC 7.14 contains bug fixes and performance enhancements including improved precision of classified object detection for AI NVR, AI Appliance 2 and ENVR2 PLUS platforms which reduces the number of false positive detections, and adds support for Nvidia Ampere architecture GPU. This release is recommended for all customers, especially those with multi-server sites. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- **Nvidia Ampere architecture GPU suppor**t - Nvidia Ampere architecture GPUs are now supported for use with Avigilon server-analytics including Appearance Search and Face Recognition. Please consult the system requirements for more details: https://www.avigilon.com/products/acc/system-requirements

Issues Fixed

- Reduced the frequency of device bandwidth updates in Site Health to improve the stability of sites with multiple servers.
- Resolved an issue to allow reuse of logical ID for new cameras.
- Fixed a video streaming issue with Bosch Cameras running FW 7.86.
- Corrected an issue with authenticating images in Avigilon Player.
- Fixed an issue in server database synchronizations that could disable active directory configurations during server boot up.
- Corrected an issue where an ONVIF camera setting could automatically switch between Mdeia2 and Media1 modes.
- Fixed an issue that could cause ACC Server crash during discovering devices on a wide range of IP Addresses.
- Resolved an issue where the "autotrack objects in area" rule had an empty name.
- Resolved an issue that could cause ACC stop recording due to DeviceManager thread block.
- Resolved an issue where the Server Analytics Setup behavior could slow down considerably after repeated use.
- Fixed issue where multiple entries for a camera may appear in the Server Analytics Dialog.
- Corrected an issue where the Self Learning Suspend button was showing for devices without the Self Learning Suspend capability.
- Corrected an issue to display subscribed ONVIF events in the Rules setup for newly branded Pelco Cameras.
- Resolved an issue with AI Appliance and AI NVR where server side analytics tampering couldn't be enabled.
- Corrected an issue to prevent selecting the default subscribed item in the ONVIF event subscription dialog.
- Fix the services Start/Stop button in WebUI always showing Start when LPR performance mode is enabled for ENVR2 Plus Appliance.

ACC 7.14.20.14 (continued)

Issues Fixed (Continued)

- fixed an issue where ACC could not upgrade cameras using the Site Upgrade feature due to missing certificates.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance (aka. ENVR1) upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.20.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.68	H5M cameras
4.10.0.96	H5 SL Bullet and Dome cameras
4.38.0.32	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.16	H4 Multi-sensor cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.38.0.32	H5 Pro
4.30.0.34	H5 PTZ
4.42.0.4	H5A Dual Head
4.44.0.16	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.2.0.54-acc_7.14.20.14	ACC ES Analytics Appliance, and HD Recorder
6.2.0.54-acc_7.14.20.14	ENVR1 Appliance (Previously Known as ACC ES 8-Port Appliance)
6.2.0.54-acc_7.14.20.14	ENVR2 PLUS Appliance
6.2.0.54-acc_7.14.20.14	ACC ES Rugged 8-Port Appliance
6.2.0.54-acc_7.14.20.14	AI Appliance
6.2.0.54-acc_7.14.20.14	AI Appliance 2
6.2.0.54-acc_7.14.20.14	AI NVR

ACC 7.14.18.8 – December 15, 2022

Release Summary

This maintenance release of ACC 7.14 contains bug fixes and performance enhancements. This release is recommended for all customers but those with AINVRs and AI Appliance 2's should upgrade to this version. For the full list of software defects fixed, please consult the Issues Fixed list below.

Issues Fixed

- Resolved an issue with AI Appliance 2 and AINVR where server analytics classified object enabled channels could stop functioning after running for some time.
- Resolved an intermittent issue where ACC server would crash when ACC detected a Long Camera failed event in sites with a large number of cameras.
- Corrected an issue with ACC where when an H4 Video Intercom was connected, audio encoding would revert to the previously active option. With this fix in place, the WebUI maintains the audio encoding configuration while connected to ACC.
- Added Profile G related defects information to ACC Client Site Log and Notifications.
- Fixed an issue where ACC Client incorrectly reported that a software upgrade was successful but it had actually failed to complete during remote site upgrade.
- Fixed a bug where sites with multiple servers could report an incorrect number of Face Recognition licenses being used.
- Introduced an auto-reconnect mechanism between ACC Server and Active Directory Domain Controllers which fixes any issue that arises during unstable AD connections (e.g. AD user login).
- Corrected an issue where an alarm name could incorrectly include a face match profile.
- Resolved a race condition in ACC Client with ONVIF Event Subscription that could result in a client crash.
- Corrected an issue with Arabic license plates to show texts in proper order (left to right).
- Corrected an issue that could cause ACC Client crash on Quick Export when there are special characters in the camera name.
- Fixed a license issue to resolve an IP speaker connection problem.
- Added SPS level 6.0 - 6.2 support to resolve a third party camera streaming issue.
- Improved performance on permission checks in ACC to ensure that customers with large sites and complex configurations experience a more efficient and quick login experience and when the site-tree is loaded.
- Made changes to ACC Client to highlight the selected device on ACC Client setup tree when viewing its setup window.
- Resolved an issue that prevented the use of certain customer supplied custom certificates with the ACC Web Endpoint API.
- Resolved an issue that could cause ACC Server to crash when bulk disconnecting cameras.
- Fixed an issue that could cause the Digital Input/Output settings dialog to hang.
- Fixed an issue where the ACC-SPEAKER-2 setup page incorrectly showed a microphone icon in ACC Client.
- Corrected an issue where switching between Analytics Modes could hide some of the Self Learning feature options.

ACC 7.14.18.8 (continued)

Issues Fixed (Continued)

- Added the ability to utilize alarms triggered through an API with Orchestrate.
- Resolved an issue where certain GPU configurations that previously worked stopped working with Face Recognition.
- Added a warning message to display when selecting NXP TPM for the encryption settings on the camera.
- Improved ACC Default Settings to be consistent with Web UI Defaults.
- Improved push to talk performance for speakers connected via WAN.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.18.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.66	H5M cameras
4.10.0.94	H5 SL Bullet and Dome cameras
4.38.0.28	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.16	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.38.0.28	H5 Pro
4.30.0.36	H5 PTZ
4.42.0.4	H5A Dual Head
4.44.0.14	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.6.56-acc_7.14.18.8	ACC ES Analytics Appliance, and HD Recorder
6.0.6.56-acc_7.14.18.8	ENVR1 Appliance (Previously Known as ACC ES 8-Port Appliance)
6.0.6.56-acc_7.14.18.8	ENVR2 PLUS Appliance
6.0.6.56-acc_7.14.18.8	ACC ES Rugged 8-Port Appliance
6.0.6.56-acc_7.14.18.8	AI Appliance
6.0.6.56-acc_7.14.18.8	AI Appliance 2
6.0.6.56-acc_7.14.18.8	AI NVR

ACC 7.14.16.14 – September 15, 2022

Release Summary

This maintenance release of ACC 7.14 introduces support for configuring cameras that support NXP TPM to use NXP TPM encryption mode in ACC, various bug fixes and other performance improvements. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Improved server-side Classified Object Detection performance on AI NVR Premium+ and AI Appliance CG2.
- Added support to configure cameras that support NXP TPM to use NXP TPM encryption mode in ACC. Cameras that support TPM are H5A IR PTZ.

Issues Fixed

- Fixed an issue where in some cases, cameras at the root of the system tree could become visible to users without access rights to that camera.
- Resolved an issue where PTZ performance was intermittently impacted due to duplicate camera firmware packages being present on ACC Server.
- Improved the performance of the recorded timeline on systems with a large number of bookmarks.
- Fixed an issue to correctly show suspend buttons and Self-Learning percentage indicators for certain Avigilon thermal cameras.
- Fixed an issue that caused bookmark overlays to be duplicated on the timeline in some cases
- Corrected an issue where License plates in multiple Watchlists did not trigger all watchlists when the License plate was detected
- Removed an unsupported motion detection setting for third-party multi-sensor cameras.
- Fixed an issue with batch ID search results when ACC is connected to ACM with identity search enabled.
- Added Enable Backlight Compensation checkbox for cameras without the capability to configure Backlight Compensation Level.
- Updated Camera Status to show "Uninitialized" after a factory reset.
- Corrected an issue with ONVIF Events subscription so that the end users can subscribe back to ONVIF Events after camera reboot.
- Improved server Classified Object Detection performance to keep the analytics framerate steady after camera reconnection events.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.16.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.88	H5 SL Bullet and Dome cameras
4.38.0.18	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.16	H4 Multi-sensor cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.30.0.18	H5 PTZ
4.42.0.4	H5A Dual Head
4.18.0.122	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.4.70-acc_7.14.16.14	ACC ES Analytics Appliance, and HD Recorder
6.0.4.70-acc_7.14.16.14	ACC ES 8-Port Appliance
6.0.4.70-acc_7.14.16.14	ACC ES Rugged 8-Port Appliance
6.0.4.70-acc_7.14.16.14	AI Appliance
6.0.4.70-acc_7.14.16.14	AI Appliance 2
6.0.4.70-acc_7.14.16.14	AI NVR

ACC 7.14.14.12 – August 18, 2022

Release Summary

This is a hotfix of ACC 7.14 to correct an issue introduced with ACC 7.4.14.10 and which could cause the ACC server crash and potentially corrupt the user database during an upgrade from ACC 7.14.14.4 to ACC 7.14.14.10. This release also contains a fix for an ACC server crash that occurs on AI NVRs and AI Appliances when using certain stream formats and classified object detection.

This release is recommended for all customers, and customers that installed ACC 7.14.14.4 should update to this hotfix release as soon as possible. For the full list of software defects fixed, please consult the Issues Fixed list below.

Issues Fixed

- Corrected an issue where updating from ACC 7.14.14.4 to ACC 7.14.14.10 could cause server crash and user database corruption.
- Resolved an issue on AI NVR and AI Appliance where enabling server side classified object detection on MJPEG devices could cause an ACC server crash.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- In some cases, cameras on the root of the camera tree list could become visible to users even though they do not have access to that camera. Although this issue was addressed in 7.14.14.4, the fixes had to be removed to address performance issues. It will be fixed in an upcoming release.

ACC 7.14.14.12 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.86	H5 SL Bullet and Dome cameras
4.38.0.18	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.16	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.30.0.18	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.122	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.2.56-acc_7.14.14.12	ACC ES Analytics Appliance, and HD Recorder
6.0.2.56-acc_7.14.14.12	ACC ES 8-Port Appliance
6.0.2.56-acc_7.14.14.12	ACC ES Rugged 8-Port Appliance
6.0.2.56-acc_7.14.14.12	AI Appliance
6.0.2.56-acc_7.14.14.12	AI Appliance 2
6.0.2.56-acc_7.14.14.12	AI NVR

ACC 7.14.14.10 – August 11, 2022

Release Summary

This is a hotfix of ACC 7.14 to correct an issue that was introduced with ACC 7.4.14.4 that could prevent ACC Client from connecting to ACC Server.

This release is recommended for all customers, and customers that installed ACC 7.14.14.4 should update to this hotfix release as soon as possible.

Issues Fixed

- Corrected an issue that could prevent ACC Client from connecting to ACC Server.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- In some cases, cameras on the root of the camera tree list could become visible to users even though they do not have access to that camera. Although this issue was addressed in 7.14.14.4, the fixes had to be removed to address performance issues. It will be fixed in an upcoming release.

ACC 7.14.14.10 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.86	H5 SL Bullet and Dome cameras
4.38.0.18	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.14	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.30.0.18	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.122	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.2.48-acc_7.14.14.10	ACC ES Analytics Appliance, and HD Recorder
6.0.2.48-acc_7.14.14.10	ACC ES 8-Port Appliance
6.0.2.48-acc_7.14.14.10	ACC ES Rugged 8-Port Appliance
6.0.2.48-acc_7.14.14.10	AI Appliance
6.0.2.48-acc_7.14.14.10	AI Appliance 2
6.0.2.48-acc_7.14.14.10	AI NVR

ACC 7.14.14.4 – July 19, 2022

Release Summary

This maintenance release of ACC 7.14 introduces bug fixes and performance improvements such as improved ACC/ACM unification performance and a new ONVIF Event subscription feature that enables third party ONVIF cameras to trigger ACC rule actions or motion-based recording. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Introduces a new ONVIF Event subscription feature for third party ONVIF compatible cameras. Administrators use an ACC Client wizard dialog to create subscriptions to specific ONVIF camera events which can be used to trigger either ACC motion-based recording or ACC rule actions. The wizard intelligently displays the available ONVIF reported events depending on the camera model including tamper detection, high temperature, digital input state, and others. On multi-sensor camera models rules can be configured individually for each sensor.
- Simplified the installation procedure for the ACC Analytic Service by making the installer agnostic to the GPU architecture. ACC will now provide only two installer packages based on the target OS - Windows OS for all versions since Server 2012 and one specific to legacy Windows Server 2012 OS.
- Introduces support for configuring PTZ Auto-tracking feature rule on H5A PTZ, H5A IR PTZ and H5A Rugged PTZ cameras (requires compatible camera firmware).

Issues Fixed

- Fixed an issue with LPR search where Arabic license plates were displayed incorrectly.
- Corrected Site Logs to indicate that live video was viewed when a user hovers over a camera name to view the preview image. Before this fix, the logs were showing that "Recorded Video" was viewed on hover over a camera name.
- Resolved an issue where Windows Server versions newer than, and including, Windows Server 2016 were misidentified in the Site Health page.
- Fixed a security issue with logins in combined ACC/ACM systems.
- Corrected an issue where Unusual Motion Detection (UMD) bounding box could be discarded as invalid.
- Fixed an issue where in some cases, cameras on the root of the camera tree list could become visible to users without access to that camera.
- Improved ACC/ACM unification performance by improving efficiency of system queries and synchronization events.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.14.4 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.82	H5 SL Bullet and Dome cameras
4.38.0.16	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.10	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.30.0.18	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.122	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.14	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.2.18-acc_7.14.14.4	ACC ES Analytics Appliance, and HD Recorder
6.0.2.18-acc_7.14.14.4	ACC ES 8-Port Appliance
6.0.2.18-acc_7.14.14.4	ACC ES Rugged 8-Port Appliance
6.0.2.18-acc_7.14.14.4	AI Appliance
6.0.2.18-acc_7.14.14.4	AI Appliance 2
6.0.2.18-acc_7.14.14.4	AI NVR

ACC 7.14.12.6 – June 2, 2022

Release Summary

This maintenance release of ACC 7.14 introduces bug fixes and performance improvements. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

Issues Fixed

- Resolved an ONVIF device driver problem that caused connectivity issues for some Bosch camera models with the ACC server.
- Resolved an intermittent issue that would cause the system to crash when a database query would fail due to network instability or latency in ACC clusters with many servers.
- Improved LPR (License Plate Recognition) algorithm to effectively trigger license plate match events as the confidence level rises.
- Resolved a device search performance issue on Connect/Disconnect and Site Health pages for customers with a very large number of cameras.
- Optimized the time it takes to generate a PDF Site Health report.
- Fixed an issue where H4 Fisheye dewarping was set to disabled state by default.
- Made ACC login through ACM credentials case insensitive for username.
- Fixed an issue where analytic and pixel motion overlays were not appearing in the appropriate camera setup dialogs unless they were enabled in the overall client settings.
- Corrected an issue where the file filter shown in Windows File dialogs opened by ACC (such as when opening an export in ACC Player) did not display the expected files when language was set to Arabic.
- Fixed an issue where Site Health camera firmware versions were improperly interpreted by ACC causing the camera to present as out of date.
- Resolved an issue on Avigilon Hardened OS platforms where using push to talk could cause ACC server crash.
- Replaced "Add Key" context by "Add Another Key" to increase clarity on the License setup dialog.
- Updated tooltip information to display accurate status when hovering over the recording button.
- Improved ACC enforcement of trusted device certificates through the "Require trusted device certificates" setting. With this setting on, ACC will not make secure connections to any devices that do not have valid certificates installed. Users will not be able to turn on this setting if there are any devices already connected to a server with invalid certificates installed.
- Fixed an issue where the MP4 Export quality setting did not default to the most recently used setting.
- Fixed an issue where MP4 options were not available after switching to a non-video format in Export.
- Fixed an issue that could cause ACC Client crash while configuring inclusion area for an analytic event.
- Fixed a Maps (Preview) issue where editing a floorplan file (SDTX) in SDT and moving a floor could cause it to show up in an incorrect position when the floorplan file was uploaded to ACC.
- Corrected an issue for Avigilon Hardened OS platforms where system time may randomly not get set from the DHCP specified NTP server after an appliance restart (AINVR, AIA2, ENVR).

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.12.6 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.80	H5 SL Bullet and Dome cameras
4.20.0.20	H5A Box Bullet Dome cameras with self-learning analytics
4.36.0.4	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.30.0.18	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.122	H5A Fisheye
4.18.0.80	H4 PTZ cameras
4.28.0.10	H5 Modular cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
6.0.0.36-acc_7.14.12.6	ACC ES Analytics Appliance, and HD Recorder
6.0.0.36-acc_7.14.12.6	ACC ES 8-Port Appliance
6.0.0.36-acc_7.14.12.6	ACC ES Rugged 8-Port Appliance
6.0.0.36-acc_7.14.12.6	AI Appliance
6.0.0.36-acc_7.14.12.6	AI Appliance 2
6.0.0.36-acc_7.14.12.6	AI NVR

ACC 7.14.10.8 – April 5, 2022

Release Summary

This maintenance release of ACC 7.14 introduces camera analytics improvements that allow for disabling or re-enabling self-learning, adds new analytics support for indoor close up mode on the H5A Modular camera, and introduces several new Maps (Preview) features; a satellite view, the ability to manually resize a floorplan image, and create buildings without the need to create an SDT file. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Manually Suspend Analytics Self-Learning- User can stop the camera analytics from continuing to learn the scene so that it continues to recognise objects correctly in sparse scenes without degrading the accuracy over time. Customers can also resume self-learning as needed.
- Analytics support for indoor close up mode on the H5A Modular camera- Added support to select "Indoor Close-up" analytics mode on supported camera. This mode is optimized for scenarios where the camera is mounted at 4 - 7ft (1.2 - 2.1m) high and where a person occupies most of the camera's field of view or the full view of the person from head-to-foot is not visible. Examples are ATM installations or cameras mounted in height strips. Vehicle detection is not supported in this mode and self learning analytics will be disabled. Object Crossing Beam and Direction Violated events are not supported in this mode.
- Maps (Preview) - Users can scale the size of their floor plans without needing to know the building dimensions by manually resizing the image on the Map.
- Maps (Preview) - Users can now see the satellite image of the world map while using Maps.
- Maps (Preview) - Administrators can now create and edit buildings in ACC client without the need to create an SDT file.

Issues Fixed

- Enhanced client decoding to resolve intermittent white flickering when viewing certain H.265 encoded video from cameras.
- Improved the stability of Profile G recovery for single-head cameras when the connection is disrupted during recording recovery from camera.
- Corrected an issue with LPR detection where sometimes only partial plate detections appear in the search results.
- Resolved a recording performance issue due to intermittent write failures for storage arrays using 4096 byte physical sector size like the Avigilon Video Archive (AVA).
- Corrected an issue with server-analytic enabled cameras on AI-NVR not showing vehicle subtypes in classified object motion search.
- Resolved an issue where removing a server from a cluster would result in cameras failing to stream
- Corrected an issue with AI-NVR and ACC 7.14.6.14 where ACC server exited or restarted randomly when AD was enabled.
- Corrected a known issue where in some circumstances, ACC may not retrieve all recordings from Profile G cameras.

ACC 7.14.10.8 (continued)

Issues Fixed (Continued)

- Fixed an issue preventing speaker and microphone from reconnecting on some cameras after server restart.
- Fixed an issue where remote site upgrades that upgraded the web-endpoint did not trigger an audit log reporting that it was upgraded.
- Added the ability to add teach markers from Alarms View.
- Fixed a Profile G issue with ACC that prevented some recordings from being retrieved from the camera when there was a server outage.
- Resolved an issue on AINVR where system performance does not improve if LPR lanes are disabled.
- Corrected an issue with remote site upgrade where the status would get stuck in upgrading state on ACC client and ACS.
- Improved the performance of RTMP video streaming so that video appears smooth.
- Fixed an issue where the Quick Export option was available when other dialogs are already open.
- Fixed an issue where "Could Not Remove Device" warning popup appeared falsely when resetting a map that does not have any devices
- Resolved a performance issue with AINVR LPR analysis being prematurely rate limited by ACC server.
- Fixed an issue where unstable connectivity to the AD server could cause ACC to accidently remove users from AD groups.
- Fixed an issue that prevented a camera from being moved on the Maps (Preview) after servers were clustered.
- Resolved an issue on AI-NVR where a JPEG snapshot would return the closest keyframe instead of the frame at the requested time
- Corrected an issue where ACC was not retrieving recorded video from VideoManager version 15 and above.

Known Issues

- Backups created in 7.14.8 and earlier for Maps (Preview) will not be able to be restored in 7.14.10 and later versions of Maps (Preview.) Maps (Preview) backups will only save building information and will not save Camera information.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.10.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.78	H5 SL Bullet and Dome cameras
4.20.0.20	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.38	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.18.0.88	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.68	H5A Fisheye
4.18.0.80	H4 PTZ cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.12.2.48-acc_7.14.10.8	ACC ES Analytics Appliance, and HD Recorder
5.12.2.48-acc_7.14.10.8	ACC ES 8-Port Appliance
5.12.2.48-acc_7.14.10.8	ACC ES Rugged 8-Port Appliance
5.12.2.48-acc_7.14.10.8	AI Appliance
5.12.2.48-acc_7.14.10.8	AI Appliance 2
5.12.2.48-acc_7.14.10.8	AI NVR

ACC 7.14.8.8 – March 1, 2022

Release Summary

This maintenance release of ACC 7.14 introduces Quick Export for video clips. It also includes improvements that allow for enabling or disabling hardware rendering explicitly in client settings dialog and other fixes. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Quick Export Video Clips - ACC users can quickly export videos as a right mouse click action over a video view panel or the timeline. The simple video export allows the users to select from Avigilon Player, AVI or MP4 export file formats.

- Hardware Rendering through Client Settings Dialog - This new improvement gives users of ACC Client, ACC Player, ACC Virtual Matrix the ability to enable or disable hardware rendering explicitly in client settings dialog.

Issues Fixed

- Fixed an issue where ACC Server may crash if a POS Transaction Source was linked to a camera with both microphone and speaker enabled.
- Corrected an issue where some Australian license plates were not properly recognized by LPR.
- Fixed an issue where ACC client crashes when attempting to export video to a file using bookmarks that were created after footage was recovered by Profile G recovery.
- Fixed an issue with Linux appliances that could cause the site endpoint information stored in ACC Client to become corrupted and the site to become unreachable requiring re-discovery.
- Fixed an issue where some Hikvision cameras with SD Card caused cameras to disappear from camera tree/license.
- Corrected an issue where a non-Fisheye 3rd party camera image was displayed warped.
- Fixed an issue with Analytic detection boxes going missing with scrubbing or pausing recorded video on H5A PTZ and H5A Rugged PTZ cameras.
- Corrected a playback speed behavior, after opening a second video file from the Avigilon Player and increasing or decreasing the playback speed did not select the next speed step.
- Corrected behavior where ACC client, ACC Virtual Matrix and Avigilon Player crash dump files were not being written to %localappdata%\Avigilon.
- Corrected behavior that allowed users without "View images recorded before login" privilege to review the ACC timeline from before their login time but correctly prevented them from playing recorded video.
- Resolved client crash when acknowledged 'Face Watch List Match' alarm was bookmarked or exported.
- Resolved rare server crash when server Classified-Object-Detection or LPR is enabled.
- Resolved an issue on AI NVR that could prevent a video clip from being included in a Central Station Monitoring notification message.
- Resolved an issue that prevented JPEG/MJPEG Camera streams working with LPR on AINVR.

ACC 7.14.8.8 (continued)

Issues Fixed (Continued)

- Resolved an issue where LPR events sent from ACS to Vigilant License Plate portal could be missing the image attachment on AINVR.
- Corrected a problem where Linux devices were not able to connect or stay connected to ACS.
- Several fixes to Improve readability in Polish across multiple dialogs.
- Corrected an issue where users couldn't log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- Improved ACC/ACM unification performance when used in conjunction with ACM 6.30.
- Corrected a problem with H4ES cameras failing to restart after a firmware update.
- Resolved an issue that could cause ACC Client to crash when adding an ACM user to a local ACC group.
- Corrected an issue that prevented Avigilon cameras from being placed into Dual Stream mode or selecting Manual or Flexible recording profile when using Dual Stream mode. The setting would quickly revert to the original setting preventing modification.
- Fixed an issue where client could crash upon hovering on bounding boxes in Alarms Search
- Corrected an issue that could cause Avigilon Player to crash when exporting from an AVK video archive.
- Corrected an issue that could enable both Active Directory and Avigilon ACM external directory configuration, where only one is possible.
- Improved readability of General Site settings options in several languages.

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- In some circumstances, ACC may not retrieve all recordings from Profile G cameras. This issue will be fixed in an upcoming release.

ACC 7.14.8.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.74	H5 SL Bullet and Dome cameras
4.18.0.98	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.38	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.18.0.88	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.68	H5A Fisheye
4.18.0.80	H4 PTZ cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.12.0.56-acc_7.14.8.8	ACC ES Analytics Appliance, and HD Recorder
5.12.0.56-acc_7.14.8.8	ACC ES 8-Port Appliance
5.12.0.56-acc_7.14.8.8	ACC ES Rugged 8-Port Appliance
5.12.0.56-acc_7.14.8.8	AI Appliance
5.12.0.56-acc_7.14.8.8	AI Appliance 2
5.12.0.56-acc_7.14.8.8	AI NVR

ACC 7.14.6.14 – January 27, 2022

Release Summary

This is a hotfix of ACC 7.14.6 to correct an issue with cameras connected to ACC as a generic RTSP stream. For a list of new features and other issues fixed in ACC 7.14.6, please consult the ACC 7.14.6.12 release notes that follow.

Issues Fixed

- Corrected an issue that caused ACC to incorrectly apply fisheye dewarping to cameras connected as a generic RTSP stream

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- In some circumstances, ACC may not retrieve all recordings from Profile G cameras. This issue will be fixed in an upcoming release.
- Analytic detection boxes may disappear when playing or pausing recorded video on H5 Corner Mount, H5 PTZ and H5 EX cameras. This issue will be fixed in an upcoming release.
- ACC Server may crash if a POS Transaction Source is linked to a camera with both microphone and speaker enabled. This issue will be fixed in an upcoming release.

ACC 7.14.6.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.60	H5 SL Bullet and Dome cameras
4.18.0.98	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.38	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.18.0.88	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.68	H5A Fisheye
4.18.0.80	H4 PTZ cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.10.2.100-acc_7.14.6.14	ACC ES Analytics Appliance, and HD Recorder
5.10.2.100-acc_7.14.6.14	ACC ES 8-Port Appliance
5.10.2.100-acc_7.14.6.14	ACC ES Rugged 8-Port Appliance
5.10.2.100-acc_7.14.6.14	AI Appliance
5.10.2.100-acc_7.14.6.14	AI Appliance 2
5.10.2.100-acc_7.14.6.14	AI NVR

ACC 7.14.6.12 – January 11, 2022

Release Summary

This maintenance release of ACC 7.14 includes support for certificate management on Linux Appliances, improved remote site upgrades, performance improvement through GPU optimization for AI NPR's, improved UI Localization, and more. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Manage Certificates on ACC ES Appliances and AI NVRs - Custom CAs can be added to Linux servers which allows Linux servers to verify server and camera certificates.
- LPR GPU Mode for AI NVR - A new GPU vs CPU mode switch for AI NVR servers allows users to dedicate GPU resources to LPR to improve performance.
- Maps Preview Update - Maps can be directly created in ACC without the need to use System Design Tool.
- Nvidia Turing architecture GPU support - Nvidia Turing architecture GPUs are now supported by ACC, adding to the existing support for Nvidia Maxwell (M series) and Pascal (P series) GPU architectures. In order to prevent installer failures, make note of which generation of GPU and Windows OS version your platform uses and select the appropriate installer.
- MP4 Export - ACC client users can now select MP4 as an available option in the export dropdown.

Issues Fixed

- Fixed an issue where Hikvision DS-2CD2385G1-I with SD Card caused cameras to disappear from camera tree/license.
- Fixed an issue where exported CSV files contained empty lines.
- Improved FoA (Focus of Attention) performance and fixed an issue where ACC client froze while trying to launch FoA.
- Resolved an issue that could prevent manually added sites from being saved.
- Corrected an issue that could prevent an AD user from logging in and being granted access to groups they had been manually added to if an AD group they belonged to was removed.
- Resolved a problem that could cause a server to be removed from a multiple server cluster when upgrading from ACC6 to ACC7.
- Fixed an issue where closing FoA Settings caused an unexpected error.
- Corrected an issue that caused the "Adjust Image" option to be shown in the Dewarping settings for camera models in which it doesn't apply.
- Fixed an issue where H4 Fisheye doesn't dewarp unless "Vivotek" is selected as the lens type in dewarp mode.
- Fixed an issue where an AD user's first and last names are blank when the user is added, deleted and then added again.
- Fixed an issue with ACC/ACM Unification where a non partition user could search and identify users in the partition.

ACC 7.14.6.12 (continued)

Issues Fixed (continued)

- Corrected a problem with Avigilon Player that could cause a blank profile photo to be shown when performing an Appearance Search.
- Fixed an issue where the option to enable Appearance Search is available for an analytics camera connected to a non-appearance search capable site.
- Fixed an issue that could cause a user's password to require reset after restarting a server during a large site configuration update such as removing a server from the site.
- Fixed an issue where H5 Hardened PTZ Day/Night Threshold is grayed out when the Day/Night mode is Day Mode or Night Mode.
- Fixed an issue where AI NVR Server Analytics Tab is missing LPR feature view in a mixed OS platform site.
- Improved video playback on AI NVR devices that had a large number of cameras connected.
- Improved several translations for ACC Client dialogs and error messages.
- Fixed an issue where 3rd party cameras would not resume streaming video after a power outage incident.
- Fixed an issue where high resolution (tiled) Avigilon cameras might stop recording or fail to start manual recording if the camera's recording profile settings were modified and then the recording profile was set back to HDSM Auto or the Stream mode was set back to Single mode.
- Resolved an issue that could cause ACC Server to crash when performing archives for camera footage retrieved using ONVIF Profile G.
- Corrected a problem that could cause Windows to crash (BSOD) when shutting down if ACC Server was not shutdown first.
- Resolved an issue on AI NVR that could prevent a video clip from being included in a Central Station Monitoring notification message.
- Corrected a problem that could cause login attempts to fail when connected to multi-server sites when under heavy load.
- Fixed an issue where protected bookmarks were not displayed in ACS.

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.6.12 (continued)

Known Issues (continued)

- In some circumstances, ACC may not retrieve all recordings from Profile G cameras. This issue will be fixed in an upcoming release.
- Analytic detection boxes may disappear when playing or pausing recorded video on H5 Corner Mount, H5 PTZ and H5 EX cameras. This issue will be fixed in an upcoming release.
- ACC Server may crash if a POS Transaction Source is linked to a camera with both microphone and speaker enabled. This issue will be fixed in an upcoming release.

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.60	H5 SL Bullet and Dome cameras
4.18.0.98	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.38	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.18.0.88	H5 PTZ
4.14.0.112	H5A Dual Head
4.18.0.68	H5A Fisheye
4.18.0.80	H4 PTZ cameras

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.10.2.86-acc_7.14.6.12	ACC ES Analytics Appliance, and HD Recorder
5.10.2.86-acc_7.14.6.12	ACC ES 8-Port Appliance
5.10.2.86-acc_7.14.6.12	ACC ES Rugged 8-Port Appliance
5.10.2.86-acc_7.14.6.12	AI Appliance
5.10.2.86-acc_7.14.6.12	AI Appliance 2
5.10.2.86-acc_7.14.6.12	AI NVR

ACC 7.14.4.10 – November 5, 2021

Release Summary

This maintenance release of ACC 7.14 includes support for annotating video with text from POS transactions, ACC-ACM unification improvements, the Vigilant ClientPortal integration, support for LPR in the AI NVR, a new camera failure status for the H4A Multisensor and support for legacy Arecont Duo cameras. This release is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- POS Interface Enhancements - Added the ability to overlay text from POS transactions on video and the ability to search for video based on that text.
- Vigilant Client Portal integration - Available to cloud-connected U.S. customers only, the integration forwards license plate readings to the Vigilant Client Portal, and allows sharing license plate reads with the Vigilant LEARN platform.
- ACC-ACM Unification Improvements - When connected to ACM 6.22 or newer, ACC logins using ACM credentials will be much quicker.
- AI NVR LPR support - LPR support for all AI NVR models (Value, Standard, and Premium; requires the same LPR software license used on Windows-based recorders)
- Hardware Failure Notification - Device hardware failures are now displayed in ACC Site Logs and the Site Health Report. This can be used to detect IR ring failures in H4 Multisensor cameras.
- Increased ACS scalability - Improved performance when connecting sites with thousands of cameras to ACS.
- Site Log Filtering - Users can filter site logs entries by the severity of the event.
- Integration with Arecont Duo Cameras - enables users to receive extended motion events from the Arecont Duo camera as well as allows streaming in full resolution. This requires connecting the camera using the native Arecont device driver. When using the native driver instead of ONVIF, ACC will consume one channel per imager.
- Server Throughput Processing Improvements - Performance improvements allow ACC to fully support video/data throughput up to 1500 mbps, giving users improved access to data during database recovery
- Enforce Minimum Password Length - ACC can now enforce a configurable minimum password length in addition to the existing option to enforce password complexity on a per-group basis. Enforcement of minimum password length can be turned on or off for all ACC users via the Windows registry, see the hardening guide for details.

Issues Fixed

- Fixed an issue where ACC Server crashed a few minutes after connecting to ACM
- Fixed an issue where non-mosaic frames could be inserted into a mosaic stream, causing the ACC Server to crash in certain scenarios. Protection was added which catches the error and prevents instability

Issues Fixed (continued)

- Fixed an issue where ACC Server crashed a few minutes after connecting to ACM
- Fixed an issue where non-mosaic frames could be inserted into a mosaic stream, causing the ACC Server to crash in certain scenarios. Protection was added which catches the error and prevents instability
- Includes a fix for a rendering bug in Focus of Attention where the hexagons would overlap each other
- Fixed an issue where ES Appliances and AI NVRs would show uploaded camera firmware packages as not applicable in remote site upgrade.
- Exporting bookmarks with special characters is now supported however the special characters will be replaced by underscores ("_"). A list of special characters can be found here: https://docs.microsoft.com/en-us/windows/win32/fileio/naming-a-file
- Fixed an issue where "Very Low" confidence could not be used for individual profiles in a Face Watch List.
- Fixed an issue where if Avigilon Encoders had their active camera channels changed on the fly, ACC did not refresh the information on the active channels and still presented as if the previous channel was active instead of the new one.
- Fixed an issue where the Oncam Grandeye EVO-12NxD camera stopped recording after upgrading from ACC6 to ACC7.
- Fixed an issue in the ACC Client where 'Login Duration' was not sorted correctly.
- Fixed an issue where a high Camera Failover count caused site instability.
- Fixed an issue where an ACC7.12 Client would crash when performing an appearance search (from recorded view) with a non-Gregorian calendar.
- Fixed an issue related to the Flir DX series cameras where Digital Inputs were no longer available after updating to an ACC version higher than ACC7.12.0.30.
- Fixed an issue in Mobile 3 which caused the inability to login to a child site using synced down users from the parent site
- Fixed an issue that caused a large block of "data for device blocked" events in site logs
- Fixed an issue where there was no Focus of Attention event on rule triggered by Motion or Analytics. Events triggered by a rule should now have a custom FoA event card with a white bar
- Fixed an issue where reopening FoA after resizing the window did not render groups correctly
- Fixed an issue where the POS Transaction Sources list was sometimes seen as empty
- Fixed an issue where camera tamper settings set in ACC did not persist
- Fixed an issue where under Users and Groups, the enable "Emergency Privilege Override" checkbox was missing
- Fixed an issue where LPR Daemon was not visible in Task Manager when installed from .msi
- Fixed an issue in which a first time login, password expiry or change of password on next login set, client could attempt to use the old/incorrect password to establish connections with servers, denying access to the required privileges
- Fixed an issue in a clustered environment, where total site logs "count" kept changing for a past date

Issues Fixed (continued)

- Fixed an issue where a blank window appeared when max login attempts were reached and the user tried to login again
- Fixed an issue in appearance search results which caused failure to zoom out the next selected result upon scrolling
- Fixed an issue that prohibited users from modifying tampering configuration on VAL5 cameras after a factory restore
- Fixed an issue that caused Appearance Search to fail and produce the error "Error Failed to process image. Check that the ACC Analytics Service is up to date and running"
- Fixed an issue that caused the System Bug Report to hang in a site that has different/mixed versions of the Client and Server
- Fixed an issue to prevent the Avigilon control server service account from reverting to "local system" account when upgrading

Known Issues

- Exporting ACM alarms search results to a csv file shows blank lines between results. This will be addressed in the next release.
- Hikvision DS-2CD2385G1-I with SD Card causes cameras to disappear from camera tree/license. This issue was introduced in ACC7.12 and will be addressed in the next release.
- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website's Software Download section by searching for the word "Complete": https://www.avigilon.com/software-downloads
- ACC ES Appliance upgrades from ACC 7.8 or earlier can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.

ACC 7.14.4.10 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.60	H5 SL Bullet and Dome cameras
4.18.0.44	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.38	H4 Multi-sensor cameras
4.18.0.80	H4 PTZ cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.72	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.90	H5 Pro
4.18.0.84	H5 PTZ
4.14.0.84	H5A Dual Head
4.18.0.68	H5A Fisheye

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.10.0.94 - ACC 7.14.4.10	ACC ES Analytics Appliance, and HD Recorder
5.10.0.94 - ACC 7.14.4.10	ACC ES 8-Port Appliance
5.10.0.94 - ACC 7.14.4.10	ACC ES Rugged 8-Port Appliance
5.10.0.94 - ACC 7.14.4.10	AI Appliance
5.10.0.94 - ACC 7.14.4.10	AI Appliance 2
5.10.0.94 - ACC 7.14.4.10	AI NVR

ACC 7.14.2.10 – October 7, 2021

Release Summary

This is a hotfix release for ACC 7.14.2, where we fixed a bug that caused the ACC Server to crash and also fixed a Focus of Attention rendering bug. This build is recommended for all users.

Issues Fixed

- Includes a fix where non-mosaic frames could be inserted into a mosaic stream, causing the ACC Server to crash in certain scenarios. Protection was added which catches the error and prevents instability
- Includes a fix for a rendering bug in Focus of Attention where the hexagons would overlap each other
- Includes a fix for an issue where drawing motion regions for Arecont cameras in Extended mode would cause an error

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.14.2.10 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.60	H5 SL Bullet and Dome cameras
4.18.0.44	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.24	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.68	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.68	H4 Box Bullet Dome cameras with self-learning analytics
4.18.0.82	H5 Pro
4.14.0.66	H5 PTZ
4.14.0.84	H5A Dual Head
4.18.0.68	H5A Fisheye

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.8.2.98 - ACC 7.14.2.10	ACC ES Analytics Appliance, and HD Recorder
5.8.2.98 - ACC 7.14.2.10	ACC ES 8-Port Appliance
5.8.2.98 - ACC 7.14.2.10	ACC ES Rugged 8-Port Appliance
5.8.2.98 - ACC 7.14.2.10	AI Appliance
5.8.2.98 - ACC 7.14.2.10	AI Appliance 2
5.8.2.98 - ACC 7.14.2.10	AI NVR

ACC 7.14.2.8 – September 1, 2021

Release Summary

This maintenance release of ACC 7.14 includes Support for legacy Arecont cameras. This release addresses issues for ACM-ACC Unification and SIA over TCP and is recommended for all customers. For the full list of software defects fixed, please consult the Issues Fixed list below.

Important note when updating the firmware for the H5SL cameras from ACC:

- All cameras running firmware version 4.10.0.42 should upgrade to 4.10.0.46 then to 4.10.0.60
- All cameras running firmware version 4.10.0.44 and above should directly go to 4.10.0.60

New Features

- Integration with Arecont cameras - enables users to receive extended motion events from select Arecont cameras as well allows streaming from said cameras in full resolution. This requires connecting the cameras using the native Arecont device driver. When using the native driver instead of ONVIF, ACC will consume one channel per imager.

Issues Fixed

- Fixed an issue where the ACC Client crashed when applying Teach by Example markers.
- Fixed an issue where post motion recording would only record 5 seconds even when set to record for a longer duration (for H5A cameras).
- Fixed an issue where if a bookmark is created for a Profile G enabled camera, a duplicate "ghost" camera also gets linked.
- Fixed an issue where users could not export bookmarks that originate from a Profile G camera.
- Removed an error message that showed up when re-activating licenses, prompting users to decluster sites.
- Fixed an issue where Duplicate Cameras were showing up after upgrading from ACC6.14.6.x to ACC7.12.2.x.
- Fixed an issue where the Web Endpoint API didn't send alarm notifications if alarm auto-acknowledgement was enabled. This impacts Mobile 3 users as well 3rd party integrations using ACC 7.12.2.56 and up.
- Fixed separation of the speaker, microphone, and live view permissions. They were incorrectly bundled for some use cases and as a result, all exports created by regular users had no audio. Only Admin users could export with audio without issue.
- Fixed an issue where the Analytic Event for Occupancy Area would sometimes return a communication error when trying to save changes.
- Fixed an issue where users could not trigger actions for a rule while using the Arbitrary Events feature with some Axis cameras.
- Fixed an issue in ACC Client 7.14.0.14 where users could not remove old sites.
- Fixed an issue where upon closing the ACC Client, a non-auto discovered site was no longer saved under the discovered sites list.

ACC 7.14.2.8 (continued)

Issues Fixed (continued)

- Fixed an issue that caused excessive logging when scrubbing the timeline for a camera linked to a POS transaction source.
- Fixed an issue (ACC7.12 and up) that caused a visual artifact when viewing live video for Avigilon's tiled cameras.
- Fixed an issue where the installer launcher did not load the splash screen.
- Fixed an issue where Focus of Attention alarms were not reordering based on the most recent.
- Fixed a bug in the ACC Player where selecting a camera did not update the image seen on screen and motion search did not return any results until the user clicked on the timeline.
- Fixed an issue related to ACC-ACM Unification where connecting ACC to ACM versions greater than 5.10.10 prompted the user with an erroneous warning notification indicating that inputs are not supported.
- Fixed an issue where restarting the ACC Client within 2 minutes of manually discovering sites removed those manually discovered sites.
- Fixed a bug where camera settings were allowed to be changed for offline cameras.
- Under "Users and Groups" settings, changed the name for the "Edit Rank" button to "Edit Hierarchy".
- Fixed an issue where H.265 streaming from GeoVision cameras did not work on ACC Mobile.
- Fixed an issue where the Tooltip text for the permitted time range in Storage Management was incorrect.
- Fixed an issue where a left click on a bounding box did not pause the video.
- Fixed an issue where in rare conditions running concurrent searches were crashing ACC.
- Fixed a bug related to ACC-ACM Unification and Identity Search where ACM doors did not appear as a selectable list.
- Fixed an issue where any user could receive access to Face watchlists irrespective of their permission level.
- Fixed an issue where the ACC Server intermittently crashes when using SIA over TCP with heartbeat enabled.

ACC 7.14.2.8 (continued)

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.14.2.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.60	H5 SL Bullet and Dome cameras
4.18.0.44	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.24	H4 Multi-sensor cameras
4.14.0.100	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.4.68	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.10.4.68	H4 Box Bullet Dome cameras with self-learning analytics
4.14.0.86	H5 Pro
4.14.0.66	H5 PTZ
4.14.0.84	H5A Dual Head
4.18.0.68	H5A Fisheye

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.8.2.84 - ACC 7.14.2.8	ACC ES Analytics Appliance, and HD Recorder
5.8.2.84 - ACC 7.14.2.8	ACC ES 8-Port Appliance
5.8.2.84 - ACC 7.14.2.8	ACC ES Rugged 8-Port Appliance
5.8.2.84 - ACC 7.14.2.8	AI Appliance
5.8.2.84 - ACC 7.14.2.8	AI Appliance 2
5.8.2.84 - ACC 7.14.2.8	AI NVR

ACC 7.14.0.16 – August 2, 2021

Release Summary

This is a hotfix release for ACC 7.14, where the only change compared to ACC 7.14.0.14, is a new firmware package for H4 Fisheye cameras. The new firmware fixes a bug where the cameras would record continuously even when configured to record on motion only. For an easier upgrade experience, any customers with sites already running ACC 7.14.0.14 may wish to download the H4 Fisheye firmware version 4.12.0.62 and deploy that through ACC's Remote Site Upgrade feature instead of performing the full ACC upgrade.

Issues Fixed

- Includes a new firmware package (version 4.12.0.62) for H4 Fisheye cameras that addresses a bug in firmware version 4.12.0.60 that was bundled with ACC 7.14.0.14. The issue would cause H4 Fisheye cameras to record continuously even when configured for record on motion.

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled. This issue will be fixed in an upcoming release.
- A video/GPU driver issue for Intel Iris Xe graphics cards has been identified as causing video to freeze in ACC Client. Avigilon is working with Intel on a driver update. Users can use zoom or other image control changes to unfreeze video, but customers who are heavily impacted by this should contact Avigilon technical support for other potential workarounds.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.14.0.16 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.42	H5 SL Bullet and Dome cameras
4.12.0.56	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.24	H4 Multi-sensor cameras
4.14.0.88	H4 Video Intercoms
4.12.0.62	H4 Fisheye cameras
4.10.0.38	H4 PTZ cameras
4.4.4.84	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.84	H4 Box Bullet Dome cameras with self-learning analytics
4.14.0.86	H5 Pro
4.14.0.66	H5 PTZ
4.14.0.84	H5A Dual Head

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.8.0.84 - ACC 7.14.0.16	ACC ES Analytics Appliance, and HD Recorder
5.8.0.84 - ACC 7.14.0.16	ACC ES 8-Port Appliance
5.8.0.84 - ACC 7.14.0.16	ACC ES Rugged 8-Port Appliance
5.8.0.84 - ACC 7.14.0.16	AI Appliance
5.8.0.84 - ACC 7.14.0.16	AI Appliance 2
5.8.0.86 - ACC 7.14.0.16	AI NVR

ACC 7.14.0.14 – July 15, 2021

Release Summary

This is the initial version of ACC 7.14 and introduces support for Avigilon Smart Assurance Plan software upgrade licenses, Appearance Search and Face Recognition Support for H5A Fisheye cameras, a new maps experience known as the ACC *Maps Preview*, and several other features as listed below. The release also includes a number of fixes including a fix for customers experiencing issues with issuing door grants from ACC Client for ACC-ACM unified sites. For the full list of software defects fixed, please consult the Issues Fixed list below.

New Features

- Avigilon Smart Assurance Plan license support - enables customers to purchase a subscription for major version upgrades as a 1, 3, or 5-year plan.
- Facial Recognition and Appearance Search support for the H5A Fisheye camera - ability to run Appearance Search on H5A Fisheye cameras and review the results as dewarped images.
- Maps Preview - the maps within ACC have been redesigned as a separate new experience, currently known as the *Maps Preview*. This enhanced user experience has outdoor background tiles and the ability to geolocate buildings, floorplans, and cameras. Customers can now take bitmap or vector (CAD) images of their site's floor plans and map out where all the security cameras are placed. *Maps Preview* also improved the user experience for zooming in/out and grouping of cameras.
- Display required camera firmware versions - manage camera firmware more easily with minimum required firmware version display in Site Health for older camera firmware not bundled into the ACC Server installer.
- Camera firmware upgrade option for firmware packages not included in ACC installer - upgrade camera firmware using Firmware Package (FP) files and Remote Site Upgrade. A new combined camera firmware upgrade file is now available that contains firmware for all supported camera models to be used with this feature.
- ACC Support for Cryptr Card - ACC support to enable FIPS 140-2 Level3 mode for supported Avigilon cameras with installed CRYPTR card.
- Edesix body-worn camera integration - in addition to live video, the ACC/Edesix body-worn camera integration now supports recorded video as well. ACC retrieves recordings using Profile G and supports parallel backfill from many cameras at the same time.
- Send SIA notifications using TCP - it's now possible to send central station notifications using the SIA protocol over both TCP and UDP

Issues Fixed

- Fixed an issue preventing door grants from working for ACC-ACM unified systems
- Added a 'Restrict login to only Global or Unranked users' checkbox in the general Site Settings. When this is checked, users from the parent site who have been synchronized down to a child site cannot login to "Global" or "Unranked" sites.
- Fixed an issue that could cause ACC to incorrectly report a warning that it was in a licensing grace period when valid licenses were applied and activated and no licenses had expired

ACC 7.14.0.14 (continued)

Issues Fixed (continued)

- Improved the way in which exports involving a failover event and footage from both primary and secondary/tertiary camera connections are handled to ensure that they don't incorrectly fail to complete.
- Corrected an issue where video from fisheye cameras wasn't being dewarped when the ACC 7 Client was connected to an ACC 6 Server, or when the Avigilon Player (version 7) was playing video exported from an ACC 6 Server
- Fixed a condition that could cause licenses to disappear from the License Management dialog and from being applied to the ACC Site following an attempt to reactivate them
- Fixed an issue that was causing the red motion indicator bar from being displayed when configuring the Motion settings (Pixel Motion) for Avigilon cameras
- Updated LPRv2 model to better read UAE license plates
- Corrected an issue that was incorrectly preventing users from being notified as a rule action when digital inputs were triggered if they didn't have the permission to see recorded video.
- Fixed an issue that caused the Active Directory integration to fail for ACC ES appliances
- Corrected an issue that prevented a snapshot being attached to an email notification for 'object stop in area' analytics events
- Fixed an issue where the ACC Analytics Service could become stuck and no longer process new metadata for Appearance Search, Face Recognition, and No Face Mask analytics. Site Health would also indicate that the Analytics Service was overloaded when this condition occurred.
- Corrected an issue where it was not possible to start an Appearance Search from a camera opened using and keyboard shortcut and its logical ID
- Fixed an issue that caused the automatic license activation option to fail in ACC Client, requiring manual (offline) activation to be used as a workaround
- Fixed an issue that could cause ACC Server and Web Endpoint to crash when viewing H.265 streams for certain GeoVision cameras from the ACC Mobile 3 app
- Fixed an issue that prevented uploading a new firmware package for AI NVR using the Server Management setup dialog in ACC Client
- Corrected an issue where modifying sites and/or cameras for an Appearance Search did not revert back to the original values when cancelling
- Improved the accuracy of the connected to Avigilon Cloud Services status shown in Site Health when multiple servers in the site are offline or shutdown
- Corrected an issue where multiple redundant log messages were created when clicking on the new task menu
- Ensured the Analytics Service is installed under the Windows Local System account which prevents an issue that could cause the service from starting up in some cases
- Fixed several minor issues where parts of the user interface in the Client and Avigilon Player would be in the wrong theme after switching between light and dark themes in the application settings
- Fixed an issue that could cause the Avigilon Player to crash after the help tab was closed
- Improved the performance of configuring Arbitrary Events through the user interface

ACC 7.14.0.14 (continued)

Issues Fixed (continued)

- Corrected an issue with zooming in and out of video for H5A Fisheye cameras using the zoom tool in the Client
- Corrected an issue where the snapshot from fisheye cameras was incorrectly cropped in the Event Search window
- Fixed a Client crash that could occur when exporting multiple JPEG snapshots from a H5A Fisheye camera
- Ensured that Site Health shows a warning status when a site is claimed by Avigilon Cloud Services but hasn't successfully connected yet
- Fixed an ACC Server crash that could occur on systems with a number of LPR lanes enabled
- Corrected an issue where after changing the site membership (i.e. removing one or more servers from the site) could cause a Face Recognition Watchlist to show that a particular profile image was rejected even though matches would still come through for that same profile
- Prevented a Client crash that could occur after modifying a Face Recognition Watch List profile and using the option to move it to another watch list
- Improved the reporting of certain error conditions between ACC and Avigilon Cloud Services for Remote Site Upgrade
- Resolved an issue that prevented a self-learning reset from succeeding when this was initiated after changing which AI NVR or AI Appliance enabled the server analytics for a non-analytics camera in a site.
- Corrected an issue with the audit logs where the device names were missing in some cases for export events
- Corrected an issue that prevented the Face Recognition Watch List match option in Event Search from appearing in the standalone Avigilon Player
- Fixed an issue that could cause the ACC 7 Client to crash in certain scenarios when activating ACC 6 licenses
- Fixed an issue that could affect connection stability between ACC and Avigilon Cloud Services

ACC 7.14.0.14 (continued)

Known Issues

- The keyboard arrow keys do not adjust the time when clicking on the time in the bottom left corner of the timeline when viewing recorded video. This issue will be fixed in an upcoming release.
- It's not possible to log into the Virtual Matrix Application (VMA) using an ACC user account that has two factor authentication enabled. This issue will be fixed in an upcoming release.
- A video/GPU driver issue for Intel Iris Xe graphics cards has been identified as causing video to freeze in ACC Client. Avigilon is working with Intel on a driver update. Users can use zoom or other image control changes to unfreeze video, but customers who are heavily impacted by this should contact Avigilon technical support for other potential workarounds.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.14.0.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.42	H5 SL Bullet and Dome cameras
4.12.0.56	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.24	H4 Multi-sensor cameras
4.14.0.88	H4 Video Intercoms
4.12.0.60	H4 Fisheye cameras
4.10.0.38	H4 PTZ cameras
4.4.4.84	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.84	H4 Box Bullet Dome cameras with self-learning analytics
4.14.0.86	H5 Pro
4.14.0.66	H5 PTZ
4.14.0.84	H5A Dual Head

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.8.0.78 - ACC 7.14.0.14	ACC ES Analytics Appliance, and HD Recorder
5.8.0.78 - ACC 7.14.0.14	ACC ES 8-Port Appliance
5.8.0.78 - ACC 7.14.0.14	ACC ES Rugged 8-Port Appliance
5.8.0.78 - ACC 7.14.0.14	AI Appliance
5.8.0.78 - ACC 7.14.0.14	AI Appliance 2
5.8.0.78 - ACC 7.14.0.14	AI NVR

ACC 7.12.6.4 – June 11, 2021

Release Summary

This maintenance release of ACC 7.12 resolves an issue with automatic (online) license activation in ACC, in addition to fixing a number of other issues that are detailed below. It is recommended for all customers, with the exception of those using ACC-ACM unification with sites that involve multiple ACC servers, due to the first known issue listed below.

Customers using ACC-ACM unification with multi-server sites that have not already upgraded to ACC 7.12.4 should hold off on an upgrade if possible, until this issue is resolved.

Issues Fixed

- Fixed an issue that caused the automatic (online) license activation option to fail in ACC Client, requiring manual (offline) activation to be used as a workaround.
- Corrected an issue that was causing video clip attachments from ACC ES 8-port appliances sent with Central Station Notifications to be encoded incorrectly, and this prevented them from being displayed by the receiving software.
- Fixed an issue that affected ACC-ACM unification where any Role in ACM that was set to never expire would break the group to role connection and would not let those ACM credentials sign into ACC.
- Corrected an issue that caused the 'toggle digital output' button to be missing in views restored when the ACC Client was opened and the "save/restore window layout" setting was enabled
- Fixed a bug related to RedVison PTZ cameras where presets set in the camera WebUI were not maintained within ACC7.
- Fixed an issue affecting ACC with Cisco IPC 6030 cameras and motion based recording, where the server would not stop recording after the motion event ended
- Improved the sorting of the groups of cameras shown in the Focus of Attention interface so that they follow the order of the folders shown in the site view (system tree)
- Fixed an issue that could cause ACC Server to crash in certain customer environments where there were network problems.
- Corrected an issue that was incorrectly preventing users from being notified as a rule action when digital inputs were triggered if they didn't have the permission to see recorded video.
- Fixed an issue that prevented the configuration files or log files from being downloaded from an AI NVR using the Server Management setup dialog in ACC Client
- Resolved an issue that prevented a self-learning reset from succeeding when this was initiated after changing which AI NVR or AI Appliance enabled the server analytics for a non-analytics camera in a site.
- Corrected an issue that was preventing the full capacity of the AI Appliance 2 from being used when enabling cameras with Server Analytics capabilities.

ACC 7.12.6.4 (continued)

Known Issues

- Door grants from ACC Client for sites with ACC-ACM unification set up may fail when there are multiple ACC Servers in a site. This issue was introduced in ACC 7.12.4 and will be addressed in an upcoming release.
- A video/GPU driver issue for Intel Iris Xe graphics cards has been identified as causing video to freeze in ACC Client. Avigilon is working with Intel on a driver update. Users can use zoom or other image control changes to unfreeze video, but customers who are heavily impacted by this should contact Avigilon technical support for other potential workarounds.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.6.4 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.60	H5M cameras
4.10.0.42	H5 SL Bullet and Dome cameras
4.12.0.56	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.20	H4 Multi-sensor cameras
4.14.0.54	H4 Video Intercoms
4.12.0.50	H4 Fisheye cameras
4.10.0.38	H4 PTZ cameras
4.4.4.84	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.84	H4 Box Bullet Dome cameras with self-learning analytics
4.14.0.68	H5 Pro
4.14.0.66	H5 PTZ
4.15.0.26	H5A Fisheye

For camera models not specified above, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.6.2.46 - ACC 7.12.6.4	ACC ES Analytics Appliance, and HD Recorder
5.6.2.46 - ACC 7.12.6.4	ACC ES 8-Port Appliance
5.6.2.46 - ACC 7.12.6.4	ACC ES Rugged 8-Port Appliance
5.6.2.46 - ACC 7.12.6.4	AI Appliance
5.6.2.46 - ACC 7.12.6.4	AI Appliance 2
5.6.2.46 - ACC 7.12.6.4	AI NVR

ACC 7.12.4.14 – May 7, 2021

Release Summary

This maintenance release of ACC 7.12 provides improved support for H5A Fisheye and Edesix camera systems and new support for Avigilon IP Horn Speakers. This release also includes several performance, stability and usability fixes and is recommended for all customers.

ACC/ACM unification users should also upgrade to ACM 6.18.0.53 to take advantage of performance improvements included in this release.

New Features

- IP Horn Speaker Support - Added support for the new IP Horn Speaker with bi-directionaly audio which is now shipping (part number: ACC-SPEAKER). No ACC channel license is required.
- Next-Generation Analytics Support for H5A Fisheye - Analytics rules can now be configured for H5A Fisheye cameras, with support for analytics event searches, alarms and classified object motion. Support for Appearance Search and Face Recognition features are not yet supported and will be available in an upcoming release.
- New GPU Specific Analytics Service Installers - In order to offer the latest enhancements and reduce the size of the installers, there are now multiple ACC Analytics Service installers each specific to the generation of the GPU: Nvidia Maxwell (M series) and Pascal (P series) GPUs now have their own installers. There are also separate GPU specific installers for Windows Server 2012 R2. In order to prevent installer failures, make note of which generation of GPU and Windows OS version your platform uses and select the appropriate installer.

Issues Fixed

- Corrected an issue where Edesix Video Manager was being discovered in ACC but not connecting.
- Addressed an issue that could cause ACC/ACM unification users to experience login timeouts.
- Fixed an issue where the server could crash if a rule was created that triggered an alarm that subsequently re-triggered the same rule.
- Resolved an issue with Central Station Monitoring emails to work with SMTP servers that require MIME name and filename entries to be enclosed in quotation marks.
- Corrected an issue that prevented users that did not have the 'view high resolution images' privileges from seeing live POS transactions.
- Corrected an issue where Arecont Cameras were not showing the correct name on Site Health Report and Connect/Disconnect Cameras page.
- Resolved an issue where trying to backup server settings from multiple instances results in a crash.
- Corrected an issue where some users reported seeing the recording indicator show that a camera is recording when it is not.
- Corrected an issue that could cause ACC Server to crash when continuous archiving was enabled.
- Corrected a problem that prevented ACC Client from automatically starting on windows start when that option was selected on installation or upgrade.

ACC 7.12.4.14 (continued)

Issues Fixed (continued)

- Corrected a problem with LPR search for Egyptian license plates.
- Corrected an issue where Pelco Spectra and Spectra Mini cameras were responding with a 500 error causing connection issues with ACC.
- Corrected an issue where an ACC Server could stop recording unexpectedly when a different server in a multi-server (2+ servers) site is shut down and if failover camera connections or redundant recording is configured.
- Resolved an issue that prevented some log entries from being shown in the server admin panel Application Log viewer and also prevented them from being copied to the Windows Event logs.
- Corrected an issue that caused snapshot exports to be corrupted when multiple snapshots were included in the export.
- Improved ACC recording system resilience to cameras that report invalid RTP timestamps in their ONVIF messages which was causing gaps in recording and under certain conditions causing ACC to restart.
- Improved site family functionality by adding a button to child site user and group configuration to request an immediate synchronization of groups from the parent.
- Resolved an issue that caused the LPR plugin to crash when processing video from JPEG2000 based LPR camera kits.
- Prevented server and network resource overloading by limiting the number of concurrent camera firmware upgrades.
- Corrected an issue that could cause servers without internet access to be selected as the primary connection to Avigilon Cloud Services which prevented proper communications and operation.
- Improved ACC recording system resilience to cameras that report large gaps RTP timestamps causing cameras to stop recording.
- Corrected an issue that could cause ACC Server to crash due to a timing issue when a H4 PTZ camera encounters an error and the stream restarts.
- Corrected an issue that caused JPEG image snapshots from camera video on AI NVR platforms to have a green tinge in the resulting image. This affected camera previews on the Avigilon Cloud Services web client, email image attachments, and Central Station Monitoring image attachments.
- Optimized "Delete archive video older than....." function so that archiving of new video will complete within an hour and not fall behind for customers with very large archives.
- Corrected an issue that causes Axis cameras connected using the native Axis driver to have their configuration reset to default values after upgrading to ACC 7.12.2 releases. Several configuration items are impacted, including but not limited to camera rotation, frame rate and encoding quality.
- Corrected a Web Endpoint installation issue that specified the incorrect permissions and prevented Web Endpoint from functioning properly.
- Corrected an issue where snapshot exports for de-warped fisheye cameras were low resolution only.
- Resolved an issue that prevented Occupancy Area analytics rule names from being modified.

ACC 7.12.4.14 (continued)

Issues Fixed (continued)

- Resolved an issue where the learning progress for Unusual Motion Detection was not being properly shown in the video debug overlay.
- Corrected an issue that could cause snapshots exports to be generated as over-exposed.
- Resolved an issue that prevented video clips from being attached to Central Station Monitoring notification messages if the frame rate of the camera was too low or if smart codec was enabled.
- Fixed an issue where ACC Server could crash during shutdown or when joining a site if it was configured with camera failover or redundant recording connections.
- Improved sorting and display of cameras in the server analytics dialog.
- Corrected an issue that could cause Virtual Matrix to freeze or crash when a fisheye camera's dewarped view was changed from ACC client.
- Improved text color selection for some dark mode user interface objects to make them more readable.
- Fixed an issue where some face match detections were being missed in sites with multiple cameras using face detection.
- Fixed an issue where sometimes a user would receive an error when trying to upload a face photo to a face watch list after restarting ACC Server or the ACC Analytics Service.
- Resolved an issue that prevented the name of the camera being included in an export when the export was requested from an alarm search.
- Fixed an issue that could cause only one alarm for a Face Watch List match to trigger when multiple should be triggered. The most likely scenario in which this could occur is if multiple alarms were configured for the same watch list.
- Corrected an issue that caused "No Face Mask" events from being presented in the Focus of Attention interface for cameras with Face Recognition enabled but without No Face Mask detection being enabled.
- Fixed an ACC Server crash that could occur if a profile was removed (or expired) from a Face Watch List and that same profile matched on a camera soon after it was removed from the list.
- Fixed an issue that caused duplicate "Always" schedule options to appear in Alarms, Rules, and External Notifications" after merging an ACC ES based server to a site with another server running on Windows.
- Fixed an issue that could cause ACC Client to crash if the Event Search tab was open at the same time as the Site View was being edited.
- Corrected an issue that caused Recording Schedule Templates and POS Data Formats and Exceptions not to be restored when only the server settings are restored through the settings backup file.
- Fixed an issue affecting some customers who upgraded from ACC 6 and that could cause AVI exports to fail when multiple video clips (with a time gap between them) were exported together as a single export.
- Fixed an issue that prevented the "Video analytics activity checkbox" from being displayed as an option when exporting video in AVI format.

ACC 7.12.4.14 (continued)

Issues Fixed (continued)

- Corrected a problem where the "Open in View" option that's available in the various search tools, like Thumbnail Search, wasn't working for H5A fisheye cameras. The new view tab would open with a blank panel, rather than the camera's video.
- Corrected an issue that prevented the recorded video for an event from being replayed in the Focus of Attention interface if the camera was offline at the time of the attempted playback.
- Fixed an issue with ACC hardware decoding where video streaming for HDSM 2 capable cameras such as the H5A-FE would freeze.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Resolved an issue where portions of a HDSM 2 capable camera's video image flickered or blurred if the camera was configured to use custom MTU settings.
- Resolved a problem with LPR entry names and descriptions not being updated when the entry is updated using the Web Endpoint.
- Resolved an issue where site information was not returned unless a valid session ID was provided.
- Resolved an API issue where a camera's geolocation was not updated.
- Resolved an issue where the event search API was returning a 200 response for invalid site and server IDs, instead of an error.
- Corrected an issue where Avigilon ES appliances were not upgraded when using ACS to upgrade.

ACC 7.12.4.14 (continued)

Known Issues

- A video/GPU driver issue for Intel Iris Xe graphics cards has been identified as causing video to freeze in ACC Client. Avigilon is working with Intel on a driver update. Users can use zoom or other image control changes to unfreeze video, but customers who are heavily impacted by this should contact Avigilon technical support for other potential workarounds.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.4.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.42	H5 SL Bullet and Dome cameras
4.12.0.52	H5A Box Bullet Dome cameras with self-learning analytics
4.16.0.20	H4 Multi-sensor cameras
4.14.0.54	H4 Video Intercoms
4.12.0.50	H4 Fisheye cameras
4.10.0.38	H4 PTZ cameras
4.4.4.62	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.62	H4 Box Bullet Dome cameras with self-learning analytics
4.14.0.68	H5 Pro
4.14.0.66	H5 PTZ
4.15.0.24	H5A Fisheye

For camera models not specified above, please consult the Avigilon website at
https://www.avigilon.com/support/cameras-sensors/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.6.0.82 - ACC 7.12.4.14	ACC ES Analytics Appliance, and HD Recorder
5.6.0.82 - ACC 7.12.4.14	ACC ES 8-Port Appliance
5.6.0.82 - ACC 7.12.4.14	ACC ES Rugged 8-Port Appliance
5.6.0.82 - ACC 7.12.4.14	AI Appliance
5.6.0.82 - ACC 7.12.4.14	AI NVR

ACC 7.12.2.52 – March 29, 2021

Release Summary

This hotfix release addresses a critical problem where Axis camera configuration settings such as frame rate, encoder quality and image rotation, reverted to default settings on upgrade to earlier versions of ACC 7.12.2 (.46 and .50)

Users who have already upgraded to previous releases of ACC 7.12.2 or were planning to upgrade should upgrade to this version instead.

Issues Fixed

- Corrected an issue that causes Axis cameras connected using the native Axis driver to have their configuration reset to default values after upgrading to ACC 7.12.2 releases. Several configuration items are impacted, including but not limited to camera rotation, frame rate and encoding quality.
- Corrected an issue that could cause ACC Server to crash due to a timing issue when a H4 PTZ camera encounters an error and the stream restarts. (Previously fixed only for AINVR)

Known Issues

- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.2.52 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.12.0.52	H5A Box Bullet Dome cameras with self-learning analytics
4.12.0.48	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.110	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.24	H4 Elevated Temperature Detection camera
4.14.0.54	H4 Video Intercoms
4.12.0.50	H4 Thermal cameras
4.10.0.38	H4 IR PTZ cameras
4.12.0.50	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.38	H4 PTZ cameras
4.4.4.58	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.62	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.2.226 - ACC 7.12.2.52	ACC ES Analytics Appliance, and HD Recorder
5.4.2.226 - ACC 7.12.2.52	ACC ES 8-Port Appliance
5.4.2.226 - ACC 7.12.2.52	ACC ES Rugged 8-Port Appliance
5.4.2.226 - ACC 7.12.2.52	AI Appliance
5.4.2.226 - ACC 7.12.2.52	AI NVR

ACC 7.12.2.50 – March 17, 2021

Release Summary

This is an AINVR and AI Appliance only hotfix release for ACC 7.12.2 that corrects an issue with firmware upgrades on these platforms as well as addresses a problem with JPEG snapshots from cameras connected to the AINVR. This release also corrects the known issue in ACC 7.12.2.46 with H4 PTZ cameras for the AINVR platform; customers upgrading to ACC 7.12.2 on other platforms including Windows should review the ACC 7.12.2.46 release notes for details and the recommended workaround for that issue.

Issues Fixed

- Corrected a problem with the firmware upgrade process for the AINVR and AI Appliance that can cause the upgrade to fail
- Fixed an issue that caused JPEG image snapshots from camera video on AI NVR platforms to have a green tinge in the resulting image. This affected camera previews on the Avigilon Cloud Services web client, email image attachments, and Central Station Monitoring image attachments.
- Corrected an issue that could cause ACC Server to crash due to a timing issue when a H4 PTZ camera encounters an error and the stream restarts.

Known Issues

- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.2.50 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.12.0.40	H5A Box Bullet Dome cameras with self-learning analytics
4.12.0.48	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.110	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.24	H4 Elevated Temperature Detection camera
4.10.0.32	H4 Video Intercoms
4.12.0.50	H4 Thermal cameras
4.10.0.38	H4 IR PTZ cameras
4.12.0.50	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.38	H4 PTZ cameras
4.4.4.58	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.58	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.2.220-ACC_7.12.2.46	ACC ES Analytics Appliance, and HD Recorder
5.4.2.220-ACC_7.12.2.46	ACC ES 8-Port Appliance
5.4.2.220-ACC_7.12.2.46	ACC ES Rugged 8-Port Appliance
5.4.2.222-ACC_7.12.2.50	AI Appliance
5.4.2.222-ACC_7.12.2.50	AI NVR

ACC 7.12.2.46 – March 8, 2021

Release Summary

This is a maintenance release of ACC 7.12 that includes a number of performance and stability fixes and is recommended for all customers. In particular, customers that use the ACC Mobile 3 app, alarms, Avigilon Cloud Services (ACS), Active Directory, site families, LPR, or server-based analytics such as Appearance Search, Face Recognition, and "No Face Mask" detection should note key fixes in those areas as outlined below.

However, customers that have H4 PTZ cameras should carefully review the first known issue detailed below if upgrading from ACC 7.10.2.16 or earlier. This issue can cause ACC Server to crash due to a timing issue when a H4 PTZ camera encounters an error and the stream restarts. To avoid this issue, customers with H4 PTZ cameras should upgrade to the latest H4 PTZ firmware (version 4.10.0.38) prior to performing the ACC 7.12.2.46 upgrade. Note that this is a more recent firmware version than comes bundled with this release.

New Features

- H5A Fisheye Support - Introduced support for the Avigilon H5A Fisheye camera

Issues Fixed

- Corrected an issue that was causing additional user sessions to be created every time a user opened the ACC Mobile 3, rather than resuming the existing session already open for that user. This led to increased resource utilization on ACC Server and system instability over time
- Fixed an issue that was preventing alarms from being viewed from the ACC Mobile 3 app. When attempting to view the alarm, an error message "Alert Not Found" was shown instead of the actual alarm details.
- Corrected an issue that could cause the alarm service in ACC Server to hang in rare circumstances where a very large number of alarms were generated within a short period of time
- Prevented an ACC Client crash that could occur when acknowledging a large number of alarms quickly in the Focus of Attention interface
- Improved the performance of ACC sending events up to the Avigilon Cloud Services platform to avoid cases where large sites were seeing the connection drop and re-establish, and server restarts due to the amount of notification traffic being sent
- Fixed an issue that caused the Server Analytics settings to be lost on both NVRs and AI Appliances and the video analytics event configurations from being lost on AI Appliances upon upgrade
- Corrected an issue that could cause a camera connection to disconnect and reconnect quickly and repeatedly (i.e. flap) after enabling Appearance Search for that camera
- Prevented an ACC Server crash that could occur if Appearance Search was enabled or disabled for a camera that had connectivity issues (i.e. flapping online and offline)
- Corrected an issue that could cause Face Watch List match events from not being generated when they should have been, and as a result are missing from showing in the Focus of Attention interface

Issues Fixed (continued)

- Corrected an issue causing high memory usage on ACC Servers on systems with LPR configured
- Fixed an issue that prevented users from seeing some number of cameras on Avigilon Cloud Services or from the ACC Mobile 3 app if that user was a member of a group that lacked access to all channels on one or more encoders
- Fixed an issue that was incorrectly preventing "No Face Mask" events from being detected when the server didn't have any licenses for Face Recognition. "No Face Mask" detection does not require Face Recognition add-on licenses.
- Modified Active Directory group synchronization to be only done as part of a login group membership check and on-demand for inspection by administrators when viewing group membership. This addresses performance challenges in large multi-server sites.
- Resolved an issue that could cause child sites to be removed from the site family when the parent site is busy.
- Corrected an issue that could cause ACC Client to crash when generating a PDF export of site health.
- Resolved an issue where the user was not notified when there was insufficient disk space for an export from ACC Client.
- Resolved an issue that prevented temperatures being displayed for some detections for the Elevated Thermal Detection camera.
- Corrected an issue that could cause snapshots to be over-exposed.
- Resolved an issue that prevented a self-learning reset from succeeding for analytics cameras.
- Corrected the system health behavior to not show errors for the Web Endpoint when not installed.
- Enhanced the System Bug Report to include more details of connected devices.
- Resolved an issue where older processor models without SSE4 could not start ACC Server. Processors with at least SSE2 are supported.
- Corrected an issue that prevented microphones from being linked with cameras when a newer version of ACC Client was used to connect to a server running an older version of the software
- Fixed an issue that prevented an Axis C1310-E Network Horn Speaker from being linked with cameras
- Corrected an issue where having different Appearance Search (Server Analytics) settings for the same camera connected to multiple servers in a site could cause system stability problems
- Corrected an issue that was preventing PTZ cameras from being moved from the ACC Mobile 3 app
- Fixed an issue affecting ACC ES Analytics Appliances and ACC ES HD Recorders where snapshots or video clips were missing from Central Station Notifications if the camera was using H.265
- Enhanced the audit logs (Site Logs) related to changing Archiving settings
- Prevented an ACC Client crash that could occur when selecting all cameras in the Connect/Disconnect Devices setup dialog using the 'ctrl + a' shortcut key combination
- Fixed an issue that could cause ACC Client to crash in rare circumstances when viewing/scrubbing recorded (including archived) footage

ACC 7.12.2.46 (continued)

Issues Fixed (continued)

- Corrected an issue that caused the 'Full Profile' reference photo displayed in Appearance Search results to be uncentered when the search was initiated from an uploaded image containing a person's face
- Corrected an issue that prevented ACC7-VAC licenses from being applied to an AINVR or ENVR if existing rules were already configured on the appliance
- Fixed an issue preventing the "Enable All" option from successfully enabling Face Matching in the Server Analytics setup dialog
- Fixed an issue where the button to access Server Analytics setup was showing on systems that did not support the features
- Corrected an issue where the button to setup Avigilon Cloud Services wasn't showing when a newer version Client connected to an older Server.
- Corrected an issue that prevented pan and tilt from persisting when exporting a snapshot from a camera with generic fisheye dewarping enabled and when the snapshot format was something other than JPEG
- Corrected an issue that could prevent an integration application from connecting to an ACC 7 site
- Fixed an issue on ACC Server that could cause an ACC 6 Client or integration application to crash when exporting video

Known Issues

- ACC Server can crash due to a timing issue when a H4 PTZ camera encounters an error and the stream restarts. H4 PTZ firmware versions 4.10.0.18 and 4.10.0.36, the first of which was included with ACC 7.10.4.30 and the latter which is the bundled firmware with ACC 7.12.2.46, are likely to encounter the error and cause the stream restart. The condition causing the ACC Server crash will be fixed in an upcoming service release but in the meantime to avoid the issue, customers with H4 PTZ cameras should upgrade the camera firmware to version 4.10.0.38 prior to the ACC upgrade. This can be done using the Camera Configuration Tool (CCT) or through the camera's Web UI.
- When creating JPEG image snapshots from camera video on AI NVR platforms, a green tinge is seen in the resulting image. This affects camera previews on the Avigilon Cloud Services web client, email image attachments, and Central Station Monitoring image attachments.
- When creating a multi-server site involving AINVR and/or the AI Appliance by clustering them together, if cameras were already connected to the appliance being clustered into another server, those cameras do not appear as available to configure in the Service Analytics setup. The workaround is to restart the appliance from its Web UI to get them to appear
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/

ACC 7.12.2.46 (continued)

Known Issues (continued)

- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.2.46 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.12.0.40	H5A Box Bullet Dome cameras with self-learning analytics
4.12.0.48	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.110	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.24	H4 Elevated Temperature Detection camera
4.10.0.32	H4 Video Intercoms
4.12.0.30	H4 Thermal cameras
4.10.0.36	H4 IR PTZ cameras
4.12.0.30	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.36	H4 PTZ cameras
4.4.4.58	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.58	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.2.220-ACC_7.12.2.46	ACC ES Analytics Appliance, and HD Recorder
5.4.2.220-ACC_7.12.2.46	ACC ES 8-Port Appliance
5.4.2.220-ACC_7.12.2.46	ACC ES Rugged 8-Port Appliance
5.4.2.220-ACC_7.12.2.46	AI Appliance
5.4.2.220-ACC_7.12.2.46	AI NVR

ACC 7.12.0.30 – December 24, 2020

Release Summary

This Windows-only hotfix release for ACC 7.12 addresses the Avigilon Cloud Services issue that was addressed for appliances (ACC ES, AI Appliance, and AI NVR) in the 7.12.0.24 hotfix. It also addresses installer issues with Web Endpoint. The appliance firmware has not been updated with this release - ACC 7.12.0.24 remains current for those platforms.

A known issue, described further below, may prevent the installation of the ACC Client as part of an ACC Server install particularly when the remote site upgrade feature is used. Users who experience this issue can use the remote site upgrade feature along with the ACC Client installer to ensure that an up to date ACC Client is offered for upgrade to users of that server.

For details on new features introduced in ACC 7.12 and other issues fixed, please consult the ACC 7.12.0.22 and earlier release notes that follow.

Issues Fixed

- Resolved an issue that could cause "Camera not found" error messages when trying to access cameras in the Avigilon Cloud Services web client. This issue affected ACC Sites with multiple servers.
- Corrected a problem with the Web Endpoint installer that could cause upgrades to fail or take a long time to complete.

Known Issues

- The installation of ACC Client will fail when performed using the ACC Server installer. Customers who use the ACC Client on the server should use the ACC Client installer to update the client on those machines. This defect will be corrected in a release in January.
- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.0.30 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.12.0.32	H5A Box Bullet Dome cameras with self-learning analytics
4.12.0.24	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.110	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.24	H4 Elevated Temperature Detection camera
4.10.0.32	H4 Video Intercoms
4.12.0.30	H4 Thermal cameras
4.10.0.36	H4 IR PTZ cameras
4.12.0.30	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.36	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.0.96-ACC_7.12.0.24	ACC ES Analytics Appliance, and HD Recorder
5.4.0.96-ACC_7.12.0.24	ACC ES 8-Port Appliance
5.4.0.96-ACC_7.12.0.24	ACC ES Rugged 8-Port Appliance
5.4.0.96-ACC_7.12.0.24	AI Appliance
5.4.0.96-ACC_7.12.0.24	AI NVR

ACC 7.12.0.24 – December 18, 2020

Release Summary

This is an appliance only (ACC ES, AI Appliance, and AI NVR) hotfix release for ACC 7.12 that addresses an issue that may impact Avigilon Cloud Services users when viewing cameras from ACC Sites that have multiple servers. Customers experiencing this issue should upgrade for a resolution of the issue.

For details on new features introduced in ACC 7.12 and other issues fixed, please consult the ACC 7.12.0.16 release notes that follow.

Issues Fixed

- Resolved an issue that could cause "Camera not found" error messages when trying to access cameras in the Avigilon Cloud Services web client. This issue affected ACC Sites with multiple servers.

Known Issues

- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.0.24 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.10.0.24	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
4.10.0.32	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.18	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.0.96-ACC_7.12.0.24	ACC ES Analytics Appliance, and HD Recorder
5.4.0.96-ACC_7.12.0.24	ACC ES 8-Port Appliance
5.4.0.96-ACC_7.12.0.24	ACC ES Rugged 8-Port Appliance
5.4.0.96-ACC_7.12.0.24	AI Appliance
5.4.0.96-ACC_7.12.0.24	AI NVR

ACC 7.12.0.22 – December 10, 2020

Release Summary

This is a hotfix release for ACC 7.12 correcting two issues where ACC Server can unexpectedly stop recording due to a crash. Both issues affect customers with multiple (2+) servers in an ACC site where camera failover connections and/or redundant recording connections are used. The first issue was introduced in the initial ACC 7.12.0.16 release and due to it causing recording to fail on secondary or tertiary connections during a failover event, any customers that installed that release should upgrade immediately. Other customers with multi-server sites and failover connections and/or redundant recording should upgrade as soon as possible. There is a third issue fixed, affecting some customers who were unable to disconnect an ACC site from Avigilon Cloud Services.

For details on new features introduced in ACC 7.12 and other issues fixed, please consult the ACC 7.12.0.16 release notes that follow.

Issues Fixed

- Corrected an issue where an ACC Server could stop recording unexpectedly when a different server in a multi-server (2+ servers) site is shut down and if failover camera connections or redundant recording is configured
- Fixed an issue where ACC Server could crash during shutdown or when joining a site if it was configured with camera failover or redundant recording connections
- Corrected an issue that could cause disconnecting an ACC site from Avigilon Cloud Services (ACS) to fail

Known Issues

- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.0.22 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.14	H5M cameras
4.10.0.32	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.10.0.24	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.56	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
4.10.0.32	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.18	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.0.80-ACC_7.12.0.22	ACC ES Analytics Appliance, and HD Recorder
5.4.0.80-ACC_7.12.0.22	ACC ES 8-Port Appliance
5.4.0.80-ACC_7.12.0.22	ACC ES Rugged 8-Port Appliance
5.4.0.80-ACC_7.12.0.22	AI Appliance
5.4.0.80-ACC_7.12.0.22	AI NVR

ACC 7.12.0.16 – December 4, 2020

Release Summary

This is the first release of ACC 7.12 which introduces several enhancements to Avigilon Appearance Search™ Technology, making it easier than ever to start a search and making it possible for users with Face Recognition watch lists to search for previous instances of an individual. It also introduces dewarping for third-party fisheye cameras in ACC Client and support for the AI NVR - Avigilon's first combined network video recorder and analytics appliance. Other new features and enhancements are listed below.

This release also includes several performance and stability improvements as well as other bug fixes as noted below in the Issues Fixed. It is recommended that all customers plan an upgrade to this release.

New Features

- Start an Appearance Search from a Photo - Users can now initiate an Appearance Search from an uploaded photo of a person or vehicle of interest.
- Start an Appearance Search from any Recorded Video - An Appearance Search can now be initiated from any recorded video, including third-party and Avigilon non-analytic cameras, making it possible to start a forensic investigation from any example of the individual or vehicle in recorded video. While any camera can be used to start the search, results for Appearance Search continue to come from Avigilon analytics cameras enabled for Appearance Search or those connected to an AI Appliance or AI NVR and enabled for Appearance Search.
- Search for Previous Instances of a Person on a Face Watch List - An Appearance Search can be initiated for a person on a Face Watch List making it possible to search for historical instances of the person in recorded video.
- Improved Auditing of Appearance Search - Appearance Search from an image (uploaded Photo or Face Watch List profile) allows users to enter their reason for using the search. The reason for search and image used for the search are included in the audit logs so administrators can review previous Appearance Searches to ensure their ethical use.
- Third-Party Fisheye Dewarping - ACC Client now supports dewarping third-party fisheye cameras, providing an improved experience for viewing live and recorded video for customers with such cameras. The dewarping is enabled in the camera setup and supports most third-party fisheye devices as it uses a generic library.
- Improved Server Analytics Setup - Improved user interface for server analytic setup pages. More specific information is provided about the hardware impact each analytic (such as Appearance Search or Face Recognition) has which simplifies management of enabled analytics.

Issues Fixed

- Updated the ACC Server EXE installer to include the ACC Web Endpoint as an additional bundled component that will be installed or upgraded by default
- Fixed an issue that prevented a rule from triggering if 'Digital output is triggered' is selected as the trigger and "the camera linked to the event" is used in the configuration
- Corrected an issue that prevented new alarms from appearing in an empty armed panel and instead caused them to appear in an armed panel that already had an alarm

ACC 7.12.0.16 (continued)

Issues Fixed (continued)

- Fixed an issue that caused ACC Server to get into a state where it didn't appear in Site Health and couldn't be logged into following an upgrade to ACC 7.10.4.30
- Fixed an issue that caused the time zone to display as UTC when viewed from the Avigilon Cloud Services web client instead of the actual time zone set on ACC ES appliance
- Corrected an issue affecting ACC Sites with more than one server in the cluster that prevented an alarm to be displayed in the ACC Mobile 3 app after tapping on its push notification
- Enhanced the site logs for login events to include the remote IP when the login originates from the ACC Mobile 3 app
- Fixed an issue on ES Appliances where ACC servers recording or playing back cameras at high bitrates may run out of memory and restart
- Fixed an issue that caused Unusual Activity Detection (UAD) events to appear on the timeline shown with the results for an Appearance Search
- Corrected an issue with Appearance Search where invalid profiles (ones with errors) sent by the cameras weren't rejected and instead could cause the search to slow down and the errors to appear in the results returned
- Corrected an issue that was causing ACC to configure a secondary stream that was too high in resolution for Avigilon cameras that use HDSM 2.0 for streaming
- Fixed an issue where users would get an error when attempting to download the system bug report from various locations
- Fixed a memory leak on ACC Server that occurred when Face Watch List match events triggered
- Corrected an issue that caused the Face Watch List setup dialog to display the wrong status (OK instead of error) for an invalid uploaded photo (i.e. one where there wasn't a face that could be successfully detected)
- Resolved an issue where performing a remote site upgrade from ACS would sometimes stall in the downloading stage
- Corrected an issue that prevented a user from logging into a site from the ACC Mobile 3 app if the site also had the Avigilon Radio Alert integration installed on the server
- Resolved an issue where receiving alarm notifications from the ACC Web Endpoint for the first time would require a restart of the Web Endpoint service.
- Resolved an issue where acknowledged alarm events were not being sent from the ACC Web Endpoint.
- Fixed an issue that could cause the ACC Web Endpoint to restart in certain scenarios when connected to Avigilon Cloud Services (ACS)

Known Issues

- Dewarping of recorded video from third-party fisheye cameras is not functioning in Avigilon Player.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/

ACC 7.12.0.16 (continued)

Known Issues (continued)

- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.12.0.16 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.12.0.10	H5M cameras
4.10.0.28	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.10.0.24	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
4.10.0.18	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.18	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.4.0.56-ACC_7.12.0.16	ACC ES Analytics Appliance, and HD Recorder
5.4.0.56-ACC_7.12.0.16	ACC ES 8-Port Appliance
5.4.0.56-ACC_7.12.0.16	ACC ES Rugged 8-Port Appliance
5.4.0.56-ACC_7.12.0.16	AI Appliance
5.4.0.56-ACC_7.12.0.16	AI NVR

ACC 7.10.4.30 – October 30, 2020

Release Summary

This is a maintenance release of ACC 7.10 that addresses performance, stability and reliability concerns, especially for systems with large numbers of cameras and/or servers.

Users who have experienced problems noted in the Issues Fixed section should install this release, but it is recommended for all customers.

New Features

- LPR Improvements - In order to improve accuracy of readings, the North America region setting has been split into Mexico, Canada and the United States. Iran, Iraq and Israel now have their own region settings. Note that the specific country settings will still detect plates from the original region (United States setting will still detect Canadian and Mexican plates, for example) but will have higher accuracy for the specified region.
- ONVIF Profile G Support Expanded - Included Avigilon Camera Firmware for H4 PTZ, H5SL and H4 Video Intercom have been updated to include Profile G support. Please see the release notes for the camera firmware for details.
- SIP Support for H4 Video Intercom - Included Avigilon Camera Firmware for the H4VI now includes SIP support. Note that SIP configuration must be done using the camera Web User Interface. Please see the release notes for this camera firmware for details.

Issues Fixed

- Resolved an issue that could cause high CPU usage for systems with large numbers of cameras.
- Resolved a problem with ACC Client not showing license usage for ACC 6.x systems.
- Corrected an issue that may prevent the analytics overlay options from being available for selection on export using AVI format.
- Handling of Arabic characters for LPR has been improved. Plate text and numbers for searching and watchlists now matches the plate image.
- Corrected an issue that may cause regular bookmarks to be aged out before the related video is aged out.
- Resolved a problem with the pixel measuring tool providing incorrect values for some H5A cameras.
- Improved Continuous Archive reset and logging functionality.
- Improved the display of long camera names in the Recording and Bandwidth screen. Users can now hover over the camera entry to see the complete camera name.
- Fixed an issue where exporting a video with multiple Appearance Search result clips would occasionally fail.
- Fixed a problem where Objects Too Close analytics events would not save properly if the Windows default decimal symbol was set to a comma.

ACC 7.10.4.30 (continued)

Issues Fixed (continued)

- Resolved an issue that can cause ACC Server to crash when generating email and central station monitoring notifications with bounding boxes.
- Resolved an issue that could cause users to be logged out accidentally.
- Improved the connection management from ACC to Avigilon Cloud Services for multi-server sites.
- Resolved an issue that could cause lines of video noise along the bottom of video images in ACC Client.
- Added an audit log entry for when UMD learning is reset
- Fixed an issue where exported AVI files would have video and audio streams go out of sync.
- Resolved an issue where an Appearance Search would allow you to choose a time range less than 5 minutes even though 5 minutes is the minimum time range.
- Made a functional change to the LPR system so that license plates that are partially obscured now have a lower rate of the missing characters being "guessed" and instances where they are guessed have a lower confidence rate.
- Corrected an issue that prevented a rule from being edited if it contained an action to display a camera live stream on a Virtual Matrix monitor that is no longer connected
- Fixed an issue causing the pixel measurement tool in the Image and Display dialog to display inconsistent results when used on a camera that had HDSM SmartCodec enabled
- Corrected an issue that could cause successful door accesses on the identity verification view to be shown without user information.
- Corrected an issue that prevented a bookmark that includes footage from a Profile G camera from being exported
- Resolved an issue that could return licensing errors when creating or modifying rules on large sites.
- Corrected an issue that could incorrectly prevent users from selecting require trusted device certificates on servers with multiple network interfaces.
- Corrected an issue that prevented alarms for Face Watch List matches from showing up on maps

Known Issues

- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.10.4.30 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
4.10.0.18	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.10.0.24	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
4.10.0.18	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
4.10.0.18	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.2.4.108-ACC_7.10.4.30	ACC ES Analytics Appliance, and HD Recorder
5.2.4.108-ACC_7.10.4.30	ACC ES 8-Port Appliance
5.2.4.108-ACC_7.10.4.30	ACC ES Rugged 8-Port Appliance
5.2.4.108-ACC_7.10.4.30	AI Appliance

ACC 7.10.2.16 – October 8, 2020

Release Summary

This is a hotfix release for ACC 7.10.2 that addresses a defect, affecting versions ACC 7.10.2.8, ACC 7.10.2.10, and ACC 7.10.2.14, where ACC clients can become disconnected from the server and are unable to reconnect. Video continues to be recorded but further connections to the system are impossible. Restarting the ACC server is the only known workaround to restore connectivity. This release works around the problem by disabling the performance enhancement introduced in ACC 7.10.2.8 for WAN connected cameras. Any customers that are running ACC 7.10.2.8 or later are encouraged to upgrade to this release. An upcoming release is expected to restore the WAN connected cameras performance improvement while maintaining a fix for the issue.

Issues Fixed

- Implemented a workaround to prevent an issue where ACC clients can become disconnected from ACC Server and are unable to reconnect.

Known Issues

- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.10.2.16 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.8.0.12	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.2.2.62 - ACC 7.10.2.16	ACC ES Analytics Appliance, and HD Recorder
5.2.2.62 - ACC 7.10.2.16	ACC ES 8-Port Appliance
5.2.2.62 - ACC 7.10.2.16	ACC ES Rugged 8-Port Appliance
5.2.2.62 - ACC 7.10.2.16	AI Appliance

ACC 7.10.2.14 – October 1, 2020

Release Summary

This is a hotfix release of ACC 7.10.2 that addresses a potential server crash, and is recommended for all customers, especially those using Central Station Monitoring notifications and Email Notifications.

Issues Fixed

- Resolved an issue that can cause ACC Server to crash when generating email and central station monitoring notifications with bounding boxes.

Known Issues

- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.10.2.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.8.0.12	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version.

Version	Avigilon Appliance
5.2.2.60 - ACC 7.10.2.14	ACC ES Analytics Appliance, and HD Recorder
5.2.2.60 - ACC 7.10.2.14	ACC ES 8-Port Appliance
5.2.2.60 - ACC 7.10.2.14	ACC ES Rugged 8-Port Appliance
5.2.2.60 - ACC 7.10.2.14	AI Appliance

ACC 7.10.2.8 – September 16, 2020

Release Summary

This is a maintenance release of ACC 7.10 that improves performance for users that have selected WAN mode for connected cameras, in particular to encrypt the video for those cameras.

As this release includes performance and reliability improvements including performance on large sites for Avigilon Cloud Services, it is recommended for all customers.

Note that Web Endpoint installers and ACC ES firmware images are labeled ACC 7.10.2.10 as they include additional fixes for Web Endpoint users.

New Features

- Server Management WebUI Access - ACC Client has a new Server Management button on the Server Setup page that launches the WebUI for the Linux-based solutions such as the ACC ES 8-Port Appliance.

Issues Fixed

- Corrected an issue that could prevent dual-streaming mode from being configured for Avigilon cameras.
- Resolved an issue that prevented motion events from being correctly processed for some Axis analog encoders.
- Addressed a problem with receiving audio from H4 Video Intercom cameras when the cameras are connected using WAN mode.
- Corrected an issue that caused ONVIF device digital inputs/outputs configuration to be shown differently in the device web UI than in ACC Client.
- Corrected an issue that could cause silent installation to pop up installer windows when installation was run as Windows users without admin privileges.

Known Issues

- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.10.2.8 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.8.0.12	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
4.5.2.20	H4 Elevated Temperature Detection camera
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.104	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.2.2.58 - ACC 7.10.2.10	ACC ES Analytics Appliance, and HD Recorder
5.2.2.58 - ACC 7.10.2.10	ACC ES 8-Port Appliance
5.2.2.58 - ACC 7.10.2.10	ACC ES Rugged 8-Port Appliance
5.2.2.58 - ACC 7.10.2.10	AI Appliance

ACC 7.10.0.18 – August 20, 2020

Release Summary

This is the first release of ACC 7.10, including support for the new H4 Thermal Elevated Temperature Detection camera, enhanced ACC video encryption, camera certificate trust settings, and FIPS 140-2 settings for cameras.

This release supports the new H4 ETD camera which provides facial temperature screening capabilities to customers, making it ideal for customers who want to reopen their business or organization as safely as possible.

This release includes multiple security improvements which make it ideal for customers with heightened security requirements such as government. The security and reliability improvements this release provides also make it recommended for all customers.

New Features

- H4 Thermal Elevated Temperature Detection Camera - ACC can be configured to show temperature overlays on a face detected by the H4 ETD camera in live and recorded video. These overlays are configurable to have an elevated, expected and low temperature state. Analytic rules can be created for each of these states which allow a user to trigger events and alarms.
- ACC Video Encryption - Communication between ACC Server and ACC Client can now be encrypted for both live and recorded video. Encryption can be enabled per site or can be easily enabled for all sites.
- Camera Certificate Trust Settings - ACC Server can be restricted to only connect to cameras that present a trusted certificate. This requires customers to import a Trusted Certificate Authority (CA) to ACC Server's trusted certificate storage and install trusted certificates to their cameras.
- FIPS Settings for Cameras - ACC can now select regular or FIPS cryptography for supported Avigilon cameras. Use of the FIPS 140-2 level 1 certified engine requires a separate camera cryptography license which is installed and tracked using ACC Client.

Issues Fixed

- Corrected an issue that could cause ACC Virtual Matrix screens to freeze for a few seconds when processing rule actions.
- Resolved an issue in the Virtual Matrix during login where unreachable sites were showing up as a thin, selectable line.
- Resolved an issue in the Virtual Matrix where the site login dropdown menus were hard to read in dark mode.
- Resolved an issue that could cause the ACC help pages to stay stuck in full screen mode.
- Corrected a problem with the display of live timestamp video overlay on ACC Client.

Issues Fixed (continued)

- Improved the readability of joystick settings when ACC Client is in dark mode.
- Resolved an issue in Focus of Attention where bookmarking or exporting non-alarm events auto-populated the end time with the user's current time instead of the end time of the event.
- Resolved an issue where Face Watch List Match event start times were using the time that the face was first detected instead of when the person first entered the camera's field of view.
- Resolved an issue where some languages would have cutoff text in ACC's analytic events window.
- Resolved an issue processing video from some Hikvision cameras.
- Resolved an issue on H4Pro cameras where the defaults could not be restored if the camera encoding was set to MJPEG.
- Resolved an issue where sometimes ACC would stop responding when receiving events through a POS connection from the Halo Sensor.
- Resolved an issue where sometimes PlateLost events received using the SDK did not have an associated PlateFound event.
- Fixed a problem with ACS and MSI Aware integrations where PTZ controls were not accessible when using PTZ cameras.
- Addressed an issue with Pelco encoders continually switching into an error state in ACC.
- Corrected an issue that prevented multiple AVI exports from being written directly to DVD media.
- Resolved an issue that caused frame rates on some Avigilon cameras to be mistakenly rounded down and displayed incorrectly.
- Added a warning to users when they attempt to export Event Search results to a .csv file when their hard drive does not have enough available space.
- Resolved an issue where H4A cameras would create erroneous error logs when creating analytic rules.
- Corrected a problem with silent (command line) installation of ACC Server when connecting to an existing configuration with stored video that caused server startup failures.
- Added support for suppressing ACC Client automatic start when installing in silent (command line) mode.
- Resolved an issue that could cause duplication of cameras when upgrading ACC Server.
- Resolved an issue where ACC Server name changes would sometimes take hours to update.
- Addressed an issue that prevented clustering Windows based ACC Servers configured in FIPS mode with Linux based ACC Servers.
- Fixed an issue where attempting to remotely upgrade ACC Server on a clustered site would result in an error.
- Resolved an issue where ACC Server would crash sometimes when the 4-port ACC-ES appliance was shut down.
- Fixed a problem in the ACC ES HD recorder appliance where continuous archiving would sometimes restart the ACC Server and change the server time.
- Resolved numerous issues that were causing instability of POS connections in ACC.
- Resolved an issue on NVR4s where the ACC Server service was set to not automatically restart if there was a failure.

ACC 7.10.0.18 (continued)

Issues Fixed (continued)

- Resolved an issue where setting the 'Object not present in area' analytic rule to have an 'Object count' of 2 or higher would cause the rule to be uneditable.
- Resolved an issue where the 'Objects too close' analytics rule would allow you to enter a distance value that is above the upper limit of the camera.
- Resolved an issue in ACC event search where classified object events would report a value in the 'Distance' column even if they did not have a distance (ex. Object in Area analytic rule).
- Fixed a problem where 'Object too close' analytic events were sometimes not visible in event search when the camera was at 100% for self-learning.
- Addressed an issue that could prevent adding a site as a child site to a site family if the site has been claimed to Avigilon Cloud Services.
- Resolved an issue that prevented Social Distance violation events from being forwarded to Avigilon Cloud Services.
- Corrected multiple issues that could cause connection issues between ACC and Avigilon Cloud Services.

Known Issues

- Selecting WAN mode for more than 5-10 cameras connected to ACC Server may experience a decrease in performance and may lead to video recording problems depending on the resolution and bitrate of the connected cameras. This will be addressed in an upcoming release.
- When using Remote Site Upgrade, the Recovery settings for ACC Server service may be incorrectly set to "Take No Action". Avigilon recommends changing these to "Restart the Service", with "Reset fail count after" set to 1 day, and "Reset service after" set to 0 minutes. This will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.

ACC 7.10.0.18 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.32	H5A Explosion-Protected cameras
4.6.0.16	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.102	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.2.0.60 - ACC 7.10.0.18	ACC ES Analytics Appliance, and HD Recorder
5.2.0.60 - ACC 7.10.0.18	ACC ES 8-Port Appliance
5.2.0.60 - ACC 7.10.0.18	ACC ES Rugged 8-Port Appliance
5.2.0.60 - ACC 7.10.0.18	AI Appliance

ACC 7.8.0.34 – July 31, 2020

Release Summary

This is a hotfix release for ACC 7.8.0 that resolves an installer problem that prevents installation of ACC software on workstations that are configured for some languages and locales. It also resolves an issue affecting customers upgrading ACC Client from previous versions, where the client settings would incorrectly revert to their default values during the upgrade.

Issues Fixed

- Fixed an issue where the ACC Client and ACC Virtual Matrix Application (VMA) software would fail to successfully install on Windows systems operating in a language other than English.
- Corrected an issue that caused the ACC Client settings to reset to their default values after upgrading from ACC 7.6.4 or an earlier version to ACC 7.8.0

Known Issues

- When using Remote Site Upgrade, the Recovery settings for ACC Server service may be incorrectly set to "Take No Action". Avigilon recommends changing these to "Restart the Service", with "Reset fail count after" set to 1 day, and "Reset service after" set to 0 minutes. This will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.
- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.

ACC 7.8.0.34 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.6.0.16	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.52	H4 Pro H.264 cameras
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.102	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.20.122 - ACC 7.8.0.32[1]	ACC ES Analytics Appliance, and HD Recorder
5.0.20.122 - ACC 7.8.0.32[1]	ACC ES 8-Port Appliance
5.0.20.122 - ACC 7.8.0.32[1]	ACC ES Rugged 8-Port Appliance
5.0.20.122 - ACC 7.8.0.32[1]	AI Appliance

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[1] No update - hotfix release 7.8.0.34 not required for Avigilon Appliances

ACC 7.8.0.32 – July 27, 2020

Release Summary

This is the first release of ACC 7.8, including support for Social Distancing analytics, Face Watch List Alarms, FIPS 140-2 support and other new and updated features described below.

Improvements to the existing COVID-19 response features No Face Mask Detection and Occupancy Counting along with the new Social Distancing feature recommends this release for customers who want to get their business or organization reopened as safely as possible.

This release improves connection stability with Avigilon Cloud Services and System Health Monitoring, so it is a recommended update for all cloud-connected ACC sites. As this release also includes security and reliability improvements, it is recommended for all customers.

New Features

- Social Distancing - Detects when social distancing measures are not being followed using advanced analytics on H5A cameras. Users can use the reporting dashboard in ACS to detect trends and determine appropriate responses, and can use ACC event search to find examples where people were determined to be closer than the configurable minimum distance threshold.
- Face Watch List Alarms - This feature provides an easier approach for defining alarms for face watch list matches and for assigning the alarms to different watch lists. Face watch list alarms can be easily toggled from within the Face Watch List management menu. Face watch list alarms feature per-profile tracking across multiple cameras and will include the reference and matched image in armed panels, alarm views and Focus of Attention.
- FIPS 140-2 Cryptography - Users can select FIPS 140-2 cryptography on Microsoft Windows platforms in place of the standard OpenSSL cryptography used for client and server communications, in order to enable compliance with corporate and government policies.
- Selectable Server Certificates - Administrators can easily configure ACC to use properly signed server certificates to improve trust for communications between ACC clients and servers, and can configure ACC to require servers to use signed certificates.
- Emergency Privilege Override - Operators who have limited access to cameras in order to satisfy privacy requirements, can now get full access during an emergency. Supervisors can be notified when an operator has selected an emergency to ensure proper use of the feature.
- Halo Smart Sensor Integration - Updates to ACC Point of Sale (POS) integration support enables Hal Smart Sensors to send events to ACC which can be used to trigger rules and search for video when a smoke, vape, or other supported event occurs.
- H4 Video Intercom Call Support for the ACC Mobile 3 app - This feature enables users to receive video calls from H4 Video Intercom on an iOS or Android mobile device.
- Server Analytics Licenses - For ACC ES appliances that support server analytics, new ACC analytics licenses can be used to add or expand to the capabilities of those platforms.
- Maximum is the Default Retention Time - New installations of ACC will automatically set maximum retention as the default for cameras.
- Continuous Archive Status Enhancements - Continuous or Tier-2 archive users can see more information about the status of their archives.

ACC 7.8.0.32 (continued)

Issues Fixed

- Resolved an issue that could cause Appearance Search results to be poor when people and vehicles stay in the field of view for long periods of time.
- Improved the system bug report to properly capture Web Endpoint logs.
- Corrected an issue that could cause continuous archive to fail and never catch up when the failure was resolved.
- Resolved a problem that would cause AVI exports for multiple cameras and clips to be written out of chronological sequence.
- Corrected an issue that could cause site clustering problems due to SNMP configuration differences.
- Corrected a problem that could cause ACC Server to crash when merging it into an existing site.
- Corrected an issue that could cause the Last Successive Archive time displayed for continuous archive to be incorrect.
- Resolved an issue that could cause cameras to not view properly on ACC Virtual Matrix when failover occurs.
- Fixed an issue where ACC Server's recording queue could become blocked causing the server to shutdown in certain situations where Avigilon cameras are used and the network has video packet loss.
- Fixed an issue that could cause ACC Client to use 100% of the CPU when the Focus of Attention interface was open
- Corrected an issue that caused the Focus of Attention view to continue to use network bandwidth due to video streaming even after the view was no longer the actively selected tab
- Corrected an issue that could cause the preview images for an AVI export to be shown incorrectly.
- Resolved an issue that could cause nightly Active Directory updates to timeout and fail to complete.
- Fixed a serious issue affecting the Avigilon AI appliance where it would become stuck and no longer process video and generate analytics metadata and events for linked cameras.
- Corrected an issue that could cause ACC Server to crash when performing nightly updates of Active Directory.
- Resolved an issue that could cause some models of Bosch Analog PTZ cameras to move to maximum zoom when panning or tilting.
- Resolved an issue that could cause Alarm status change information to not be passed to Web Endpoint integrated applications.
- Corrected an issue for LPR users where cameras rotated 180 degrees for mounting provided poor or no results.
- Resolved an issue that could report the incorrect GPU mode in analytics service logs.
- Corrected an issue that could cause error messages when loading large face watch lists.
- Resolved several problems with remote site upgrade failing to upgrade the servers, or providing erroneous status when the upgrade succeeded.
- Resolved a problem with the status of child sites not being updated when viewing status from the parent site.

ACC 7.8.0.32 (continued)

Issues Fixed (continued)

- Corrected an issue that could cause inaccurate site family status to be reported when clustering or removing servers from the parent site.
- Corrected an issue that could cause poor quality face watch list reference images to be accepted even when they fail the quality check. This would lead to poor results for face matching.
- Resolved an issue that showed inconsistent status or grayed out status for a child site after logging out of the child site and logging into the parent site.
- Corrected an issue that could cause Rialto to stop providing analytics on a camera channel after a reboot of the Rialto device.
- Resolved an issue that prevented users without the View High Resolution Images privilege to perform footage related searches, exports and archives.
- Resolved an issue that caused Continuous Archive to fail and not restart on multi-server sites.
- Corrected an issue that caused long export times when using the ACC 6.14 SDK with ACC 7.
- Resolved an issue that caused login failures for large sites with multiple servers each with multiple network interfaces.
- Corrected a problem with the notification list button being shown when all notifications had been cleared.
- Improved site logs to accurately show when occupancy entry/exit rules are created or modified.
- Resolved an issue that would show "Enable Face Mask Detection" as still enabled when "Enable Appearance Search" was disabled.
- Corrected an issue that prevented Continuous Archive settings being properly restored when a server configuration was restored from backup.
- Added "Enable Face Mask Detection" settings changes to site logs.
- Resolved an issue that would cause no speaker icon to be shown for users that had permission to listen to a camera's microphone.
- Corrected an issue that would occasionally prevent a face watch list reference image from being shown in the watch list.
- Resolved an issue that caused Occupancy Entry/Exit analytics activity names to become corrupted and the activity to be changed to an Object Crossing Beam. This would also prevent Entry/Exit events from reaching the COVID dashboard on Avigilon Cloud Services.
- Resolved an issue that would cause analog cameras on Avigilon encoders to generate large numbers of disconnect/connect notifications when the analog signal quality was intermittent.
- Corrected an issue that could cause video streaming problems between ACC and Avigilon Cloud Services.
- Addressed an issue that could cause Radio Alert to stop receiving alerts.
- Corrected multiple issues that could cause connection issues between ACC and Avigilon Cloud Services.
- Corrected an issue where Avigilon Cloud Services would incorrectly show "Service Temporarily Unavailable" for an ACC site after Web Endpoint was upgraded.

ACC 7.8.0.32 (continued)

Known Issues

- When using Remote Site Upgrade, the Recovery settings for ACC Server service may be incorrectly set to "Take No Action". Avigilon recommends changing these to "Restart the Service", with "Reset fail count after" set to 1 day, and "Reset service after" set to 0 minutes. This will be fixed in an upcoming release.
- In order to reduce the size of ACC installers and appliance firmware, firmware for older camera models including H3, H3A and H3 PTZ has been removed. Up to date firmware for these cameras can be found on the Avigilon website at: https://www.avigilon.com/support/cameras-sensors/h3/
- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.
- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.
- The recorded views for fisheye cameras incorrectly display the ability to draw a box around a person's face to add them to a Face Recognition watchlist. If this option is used, the image added to the watch list is offset from what was intended. Fisheye cameras should not support this ability due to the warped image and this option will be removed in an upcoming release.

ACC 7.8.0.32 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.6.0.16	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.96	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.96	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.48	H4 Pro H.264 cameras
3.26.0.50	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.102	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.98	H4 PTZ cameras
4.4.4.48	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.48	H4 Box Bullet Dome cameras with self-learning analytics
2.2.0.82	H.264 encoders

For older camera models including H3, H3A and H3PTZ, please consult the Avigilon website at https://www.avigilon.com/support/cameras-sensors/h3/ for current firmware.

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.20.122 - ACC 7.8.0.32	ACC ES Analytics Appliance, and HD Recorder
5.0.20.122 - ACC 7.8.0.32	ACC ES 8-Port Appliance
5.0.20.122 - ACC 7.8.0.32	ACC ES Rugged 8-Port Appliance
5.0.20.122 - ACC 7.8.0.32	AI Appliance

ACC 7.6.4.6 – June 24, 2020

Release Summary

This is a hotfix release for ACC 7.6.4 that resolves a single issue where recording could be interrupted and ACC Server would shut down in some customer environments where Avigilon cameras were used and there was video packet loss on the camera network. Any customer experiencing this issue should upgrade to this release.

Issues Fixed

- Fixed an issue where ACC Server's recording queue could become blocked causing the server to shut down in certain situations where Avigilon cameras are used and the network has video packet loss.

Known Issues

- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.
- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.
- In ACC 7.2, the Export feature gained the ability to generate multi-clip AVI exports but there is a known issue where the order of the cameras shown is not chronological. This will be fixed in an upcoming release to ensure the video shown follows chronological order.
- The recorded views for fisheye cameras incorrectly display the ability to draw a box around a person's face to add them to a Face Recognition watchlist. If this option is used, the image added to the watch list is offset from what was intended. Fisheye cameras should not support this ability due to the warped image and this option will be removed in an upcoming release.

ACC 7.6.4.6 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.0.0.40	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.94	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
4.4.0.40	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.48	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.92	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.90	H4 PTZ cameras
4.4.4.28	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.28	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.4.14-acc_7.6.4.6	ACC ES Analytics Appliance, and HD Recorder
5.0.4.14-acc_7.6.4.6	ACC ES 8-Port Appliance
5.0.4.14-acc_7.6.4.6	ACC ES Rugged 8-Port Appliance
5.0.4.14-acc_7.6.4.6	AI Appliance

ACC 7.6.4.4 – June 17, 2020

Release Summary

This maintenance release includes security, stability and other fixes described in the Issues Fixed section below and is recommended for all users. Customers using Focus of Attention or the Avigilon AI Appliance should upgrade to this release due to the first three issues fixed below.

This maintenance release also includes the first release of the COVID-19 response features - Occupancy Counting and No Face Mask Detection. For a summary of these features please see below.

New Features

- Occupancy Counting - Facility managers, retail store supervisors and other users who need to follow their own policies or regulations from their local governments to restrict the number of people allowed to enter their premises can now use their ACC system to monitor and report on occupancy. Avigilon analytics cameras can be configured to count entry or exit events, and have that data forwarded to Avigilon Cloud Services (ACS) where a reporting dashboard is provided to monitor and review past occupancy statistics. An Entry Control Screen is also provided for use by employees supervising entry, but can also be used in an unattended mode to let people know when they may enter and when they must wait for room to enter.
- No Face Mask Detection (Preview) - Avigilon analytics cameras can now be used with Avigilon Appearance Search technology to detect when people are not wearing face masks. These detections can be used to create alerts for use with features like Focus of Attention and ACC alarms to notify facility supervisors, store managers, etc. when a person is in their premises and not wearing a face mask. For users who do not want to react to this information, but would instead like to track adherence to mask wearing policies, detections are forward to Avigilon Cloud Services where a reporting dashboard can be used to analyze where and when face masks are not being worn.

Issues Fixed

- Fixed an issue that could cause ACC Client to use 100% of the CPU when the Focus of Attention interface was open.
- Corrected an issue that caused the Focus of Attention view to continue to use network bandwidth due to video streaming even after the view was no longer the actively selected tab.
- Fixed a serious issue affecting the Avigilon AI appliance where it would become stuck and no longer process video and generate analytics metadata and events for linked cameras.
- Fixed an issue with the LPR v2 plug-in where Irish license plates with 9 digits weren't read correctly.
- Added an option to the Active Directory configuration to disable nested groups. This can be used when AD has a nested group configuration that results in LDAP queries taking too long to complete and causing the ACC Server's login process to hang.

ACC 7.6.4.4 (continued)

Issues Fixed (Continued)

- Corrected an issue that could affect the synchronization of user accounts between ACC Sites and Avigilon Cloud Services if the ACC Site membership configuration was changed (i.e. new servers added to the site).
- Improved the connectivity between ACC Sites and Avigilon Cloud Services to address certain scenarios where it could fail.

Known Issues

- ACC ES Appliance upgrades can fail if the firmware filename is changed. To avoid this please remove any excess "(1)" or "Copy" at the end of the firmware filename.
- Manually setting the time on an ACC ES Appliance will apply the browser's timezone instead of the appliance's timezone. To avoid this only manually set the time from a browser in the same timezone as the appliance.
- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.
- In ACC 7.2, the Export feature gained the ability to generate multi-clip AVI exports but there is a known issue where the order of the cameras shown is not chronological. This will be fixed in an upcoming release to ensure the video shown follows chronological order.
- The recorded views for fisheye cameras incorrectly display the ability to draw a box around a person's face to add them to a Face Recognition watchlist. If this option is used, the image added to the watch list is offset from what was intended. Fisheye cameras should not support this ability due to the warped image and this option will be removed in an upcoming release.

ACC 7.6.4.4 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.0.0.40	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.80	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
3.30.0.84	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.48	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
4.4.4.28	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.28	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.4.10-acc_7.6.4.4	ACC ES Analytics Appliance, and HD Recorder
5.0.4.10-acc_7.6.4.4	ACC ES 8-Port Appliance
5.0.4.10-acc_7.6.4.4	ACC ES Rugged 8-Port Appliance
5.0.4.10-acc_7.6.4.4	AI Appliance

ACC 7.6.2.4 – Released June 8, 2020

Release Summary

This is a hotfix release for ACC 7.6.2 that resolves a single issue for sites with failover camera connections and connected to Avigilon Cloud Services. Any customers with this configuration and that previously upgraded to ACC 7.6.2.2 should upgrade to this hotfix release.

Issues Fixed

- Corrected an issue that prevented cameras connected to ACC Server as a secondary or tertiary connection from being displayed within the Avigilon Cloud Services web client

Known Issues

- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.
- In ACC 7.2, the Export feature gained the ability to generate multi-clip AVI exports but there is a known issue where the order of the cameras shown is not chronological. This will be fixed to ensure the video shown follows chronological order in an upcoming release.
- The recorded views for fisheye cameras incorrectly display the ability to draw a box around a person's face to add them to a Face Recognition watchlist. If this option is used, the image added to the watch list is offset from what was intended. Fisheye cameras should not support this ability due to the warped image and this option will be removed in an upcoming release.

ACC 7.6.2.4 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.0.0.38	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.80	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
3.30.0.84	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.48	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
4.4.4.28	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.28	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.2.28-acc_7.6.2.4	ACC ES Analytics Appliance, and HD Recorder
5.0.2.28-acc_7.6.2.4	ACC ES 8-Port Appliance
5.0.2.28-acc_7.6.2.4	ACC ES Rugged 8-Port Appliance
5.0.2.28-acc_7.6.2.4	AI Appliance

ACC 7.6.2.2 – Released May 27, 2020

Release Summary

This maintenance release includes security, stability and other fixes described in the Issues Fixed section below and is recommended for all users. Avigilon Cloud Services users should upgrade to this release to take advantage of several performance and usability improvements. Customers with configured analytic event email or central station notifications may also want to adopt this release to take advantage of the first new feature noted below.

New Features

- Enhanced Bounding Box Options for Central Station and Email Notifications - These rule action notifications now have the option to control which bounding boxes are included in the burned-in analytics activity overlay for the attached images or video. A user can choose to include bounding boxes only around the triggering object, only around the triggering object and moving objects, or around all objects in the field of view.
- Emergency Privilege Override - Customers that restrict operator access to recorded video to support privacy or other policies but still want to make recorded video available to operators during an emergency can use Emergency Privilege Override to grant the required access during an emergency and notify supervisors when an override has been performed.
- In-Application Product Information Messaging - This release introduces support for Avigilon to display occasional, informative messages in ACC Client about new features and other important updates. These periodic messages are a great way to stay informed about important product updates. Users must be opted-in to send Avigilon anonymous usage information (used to help improve ACC) in order to receive these messages. This setting can be changed when running the ACC Client installer or from the ACC Client settings.

Issues Fixed

- Fixed several issues related to connectivity to Avigilon Cloud Services, including problems related to the initial connection and connections that would drop out
- Resolved an issue where connectivity between Avigilon Cloud Services and very large sites (those with 3000+ cameras) would drop intermittently.
- Corrected an issue which would provide the same server details for all servers in an ACC cluster when viewed from the Avigilon Cloud Services System Health server details page
- Fixed an issue where camera video retention was always displayed as unknown from the Avigilon Cloud Services System Health storage analysis page
- Resolved an issue that was causing sites with multiple clustered servers to show an error that Avigilon Cloud Services is temporarily unavailable.
- Fixed an issue where sites that included an Avigilon AI Appliance could not connect to Avigilon Cloud Services
- Resolved an issue where the setup button to connect to Avigilon Cloud Services was incorrectly available for Avigilon H4ES camera sites. The Avigilon H4ES cameras do not support connectivity to Avigilon Cloud Services.
- Web-enabling a user for Avigilon Cloud Services now provides a more descriptive message when sending the registration email.

ACC 7.6.2.2 (continued)

Issues Fixed (continued)

- Bookmarks viewed in ACC Client that were created in the Avigilon Cloud Services web client now show the ACS user that created the bookmark in the 'Created By:' heading.
- Added a progress bar and reset button for Unusual Activity Detection learning progress.
- Resolved an issue where H3A and H4A cameras were getting stuck in "upgrading" mode over a WAN connection.
- Corrected an issue that prevented the site settings changed rule trigger from being triggered for all site settings changes.
- Resolved an issue where trying to save a snapshot from a live view would result in a black image if the camera's speaker was enabled but there was no audio data available.
- Corrected an issue that prevents audio from functioning properly with Axis Video Door Stations.
- Resolved an issue where a failover PTZ camera that was pulled into view using the logical ID would not have access to the PTZ controls.
- Resolved an issue with PTZ controls where zooming during a pan or tilt action would result in maximum zoom.
- Resolved an issue where streaming from Pelco cameras would cause a crash in ACC client and player.
- Resolved an issue where turning off notifications (through the ACC Client settings) still resulted in notifications being displayed.
- Changed the behavior for Export such that when a new clip is added, instead of automatically adding the last device that was pulled into an image panel, no devices are added by default
- Resolved an issue where pausing recorded footage from cameras configured with failover connections sometimes resulted in the paused image jumping backwards or forwards to a different time than the current time.
- Resolved an issue where the analytics service would crash when switching the camera type on a camera connected to an ACC ES Analytics Appliance.
- Corrected an issue where an ACC ES appliance with an Enterprise license could not be clustered into a Windows server without an Enterprise license.
- Resolved an issue where a user was able to export data of the same camera off of two different servers. This now properly displays an error message when it is attempted.
- Corrected an issue where the timeline filter checkboxes were not adopting dark mode styles.
- Resolved an issue where site log strings use the language of the system at the time of their creation instead of being shown in the current language.
- Resolved an issue where the timeline would be hidden when selecting an export item that was re-added to the list after being exported successfully.
- Resolved an issue where third-party cameras connected to a Rialto appliance would not produce any classified object motion events
- Resolved an issue where clustering two servers could result in the same user groups being shown twice in the list from both servers.

ACC 7.6.2.2 (continued)

Issues Fixed (continued)

- Bookmarks viewed in ACC Client that were created in the Avigilon Cloud Services web client now show the ACS user that created the bookmark in the 'Created By:' heading.
- Resolved an issue in the zoom pop-up of a webpage panel where the 'increase zoom' button was missing.
- Resolved an issue where uncaught exceptions were not being logged within the Web Endpoint logs.

Known Issues

- It is not possible to start an Appearance Search by selecting a person or vehicle in recorded video if that object has not left the field of view of the camera used to initiate the search. The message displayed when no results are found because of this is not informative and will be improved in an upcoming release.
- In ACC 7.2, the Export feature gained the ability to generate multi-clip AVI exports but there is a known issue where the order of the cameras shown is not chronological. This will be fixed to ensure the video shown follows chronological order in an upcoming release.
- The recorded views for fisheye cameras incorrectly display the ability to draw a box around a person's face to add them to a Face Recognition watchlist. If this option is used, the image added to the watch list is offset from what was intended. Fisheye cameras should not support this ability due to the warped image and this option will be removed in an upcoming release.

ACC 7.6.2.2 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
4.0.0.18	H5M cameras
3.30.0.38	H5 SL Bullet and Dome cameras
4.2.0.12	H5A Explosion-Protected cameras
4.0.0.38	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.80	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
3.30.0.84	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.48	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
4.4.4.28	H4 Box Bullet Dome (-B) cameras with self-learning analytics
4.4.4.28	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.2.22-acc_7.6.2.2	ACC ES Analytics Appliance, and HD Recorder
5.0.2.22-acc_7.6.2.2	ACC ES 8-Port Appliance
5.0.2.22-acc_7.6.2.2	ACC ES Rugged 8-Port Appliance
5.0.2.22-acc_7.6.2.2	AI Appliance

ACC 7.6.0.22 – Released April 9, 2020

Release Summary

This is the first release of ACC 7.6 delivering an improved set of Face Recognition capabilities including multiple watch lists and the ability to upload photographs to add an individual to a watch list. ACC 7.6 also introduces support for Unusual Activity Detection (UAD) technology, enabling operators to be notified in the Focus of Attention interface when H5A cameras detect an object that is moving at an unusual speed or is in an unusual location. In addition to these, there are several other new features and a number of issues resolved, as described in further detail below.

New Features

- Improved Face Recognition Capabilities - multiple face watch lists are now supported with up to 5000 profiles as a combined total across all lists. Watch list profiles can be created using an uploaded image (all Windows default formats supported) in addition to a snapshot from recorded video or an Avigilon Appearance Search result. The presentation of Face Watch List match events in Focus of Attention has been improved with an enhanced preview when hovering over a camera node. New Identity Retention settings have been introduced for Face Watch List match events and Face Recognition / Appearance Search metadata, enabling administrators to have the ability to age out these events and the related search metadata ahead of video if necessary. Lastly, face recognition matching is now done at the full resolution for H5A cameras for improved performance (requires the H5A firmware upgrade included with this release). As before, separate licenses are required for Face Recognition on a per-camera basis.
- Unusual Activity Detection (UAD): Speed and Location - H5A cameras will now analyze a camera's scene and detect when objects (people or vehicles) are moving at an unusual speed or are present in an unusual location in the scene and send an event to ACC for presentation to an operator in Focus of Attention, or for review on the recorded timeline (requires the H5A firmware upgrade included with this release).
- LPR Watch List Matches in Focus of Attention - license plates detected and matched against a LPR Watch List are now shown as events in Focus of Attention for easier review
- Support for H5A Explosion-Protected cameras - these cameras can be connected to and controlled from ACC
- Enhanced ONVIF Profile G Support - It is now possible to configure the maximum number of cameras to retrieve footage from in parallel and manage the load on ACC server after a network interruption. In addition, ACC will now retrieve audio from the SD card of ONVIF Profile G conformant third party single-head cameras that support audio.
- Live Streaming from Motorola Solutions' VideoTag VT-100 Body-Worn Cameras - activation of a body camera's recording generates a motion start event for ACC and displays the camera's live video feed to the system operator
- Tamper Configuration - is it now possible to disable tamper events from Avigilon cameras and ACC ES analytic appliances

New Features (continued)

- Stream Configuration for H5A and H4A Cameras - the 'Compression and Image Rate' settings page now supports Flexible HDSM for cameras with tiled streams and allows for configuration of secondary streams. A new option now permits dual streaming of Avigilon cameras with tiled streams to both ACC and from the camera to another application or VMS. Dual streaming will disable HDSM 2.0 and incur higher bandwidth usage.

Issues Fixed

- Fixed an issue that prevented Canon VB-H45 and VB-M50B cameras from connecting to ACC using WAN mode
- Corrected an issue that could occur in a multiple server site with failover connections configured when camera passwords were changed. ACC Server had to be restarted in order to recover.
- Fixed an issue that caused alarm notifications to be sent incorrect recipients if they were using the ACC Mobile 3 app
- Ensured that the arrow keys can be used to navigate between fields in the date/time selector for the recorded timeline
- Fixed an issue that caused the live video timestamp overlay to freeze during a daylight savings time change event
- Corrected an issue that could cause ACC Client to crash when changing the enabled/disabled setting for Face Recognition on a camera
- Corrected an issue with Rules engine that caused all sensors for multi-sensor devices and all channels for encoders to resume or standby for 'Resume Device' and 'Device Standby' actions even if only specific heads or channels were selected
- Fixed an issue that prevented ACC from using microphones on certain models of Hikvision cameras
- Added the microphone and speaker overlay icons to the Featured Event panel in Focus of Attention for devices that have one or both of these enabled
- Corrected an issue in the Avigilon Player that prevented Appearance Search from working on exports and archives created from an ACC Server running ACC 6.4 or earlier
- Fixed an issue that prevented the export of archived (tier-2) video in cases where the export time range included recording gaps longer than an hour in duration
- Fixed an issue with Focus of Attention settings where the selected / enabled devices weren't saving correctly
- Fixed an issue where the recorded timeline could persist and overlap other tabs or places in the ACC Client user interface where it shouldn't be
- Corrected an inconsistency in the values shown for confidence for LPR events in Event Search. The value shown in the result row didn't match what was shown in the event details on the right side of the interface
- Corrected an issue that caused the wrong icon to be displayed for the mouse cursor selector tool
- Corrected an issue that resulted in an incorrect snapshot region for exports of snapshot images if the camera was rotated

ACC 7.6.0.22 (continued)

Issues Fixed (continued)

- Fixed an issue in the ACC Analytics Service installer that prevented it from being installed if ACC Server wasn't already installed.
- Fixed an issue that caused duplicate camera connection entries after the Windows OS on the servers was upgraded
- Fixed an issue that could cause ACC Client to crash if multiple ACC Client sessions had the License Plate Watch List dialog open and were modifying entries
- Ensured that expiring demo licenses result in a notification being shown in ACC Client
- Implemented improvements to the way ACC Server process shutdown and restart events are handled
- Corrected an issue that caused communicated between multiple servers in an ACC Site to fail after the Windows OS on the servers was upgraded
- Corrected the messages that appear in an Identity Verification panel within ACC Client when an operator manually grants a door for ACC-ACM unified sites
- Ensured that column headers are included in .csv exports of Avigilon Presence Detector (APD) events from ACC's Event Search
- Fixed an issue that caused a misalignment in the entries for each column vs the headers when Event Search was used to export a set of results of different event types to a .csv file
- Fixed a crash that could occur when Focus of Attention was active
- Corrected an issue where some analytics bounding boxes appeared partially off screen, depending on where the object appeared in the field of view.This prevented such bounding boxes from being used to initiate Appearance Search
- Improved the performance of loading saved views ACC Client
- Improved the usability of drag and drop functionality within the Export tab, to allow individual clips to be moved between native export files (.ave) and different export files to be combined
- Fixed an issue that could cause the ACC Analytics Service to crash when the Appearance Search setting was changed for cameras connected to an Avigilon AI appliance
- Fixed an issue that prevented starred Appearance Search results from being added to a Face Watch List
- Fixed an issue that could cause ACC Server to crash when streaming video through ACC Web Endpoint to the ACC Mobile 3 app in some network environments
- Corrected a minor misalignment issue with the positioning of the overlay buttons shown in image panels
- Corrected an issue with maps where the previous and next (map) icons were always shown even if the map wasn't linked with any other maps
- Corrected issues with using the Face Watch List tab with the dark mode UI theme
- Fixed an issue where push-to-talk functionality didn't work for cameras linked with multiple speakers that were using different audio codecs
- Fixed an issue in Focus of Attention where double clicking the 'featured event' panel when the zoom in/out mouse cursor was selected would cause the event to close rather than the video to zoom in/out as expected

ACC 7.6.0.22 (continued)

Issues Fixed (continued)

- Fixed a memory leak in Focus of Attention that occurred when Face Watch List match events were shown
- Corrected an issue that could cause a change to a device's microphone recording setting to not apply after the ACC Server restarts
- Corrected an issue that could cause the ACC Analytics Service to report that its queue is full in rare occurrences when it wasn't actually full
- Fixed an issue with the Server Analytics setup dialog where the load estimate for Appearance Search being enabled on one or more cameras was incorrect
- Fixed an issue that resulted in duplicate rules being created for Focus of Attention after an ACC Server backup was restored
- Fixed an issue with image exports (snapshots) where the resolution selection was ignored and the export was created in full resolution
- Fixed an issue with missing minimize / maximize overlay icons for web pages shown within ACC Client
- Corrected the site log entries for login/logout events for users connecting from a mobile device to ensure the correct IP addresses were included in the logs
- Fixed an issue with the ACC Web Endpoint service installer that could cause the service to fail to start automatically or if it started would be stalled, and administrators could not connect the site to Avigilon Cloud Services.

Known Issues

- The Avigilon Cloud Services setup button still appears if the ACC Web Endpoint isn't installed, but if clicked on, an error dialog reports that the cloud services are temporarily unavailable. This will be fixed in an upcoming service release such that the button will not appear until the ACC Web Endpoint is installed.

ACC 7.6.0.22 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer and the combined ACC Server installer both contain the following firmware. Please consult the relevant Avigilon device firmware release notes for details on changes.

Version	Avigilon Device
3.30.0.38	H5 SL Bullet and Dome cameras
4.0.0.34	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.42	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.30.0.82	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
3.30.4.78	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.30.4.78	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

Avigilon Appliance Firmware

The following Avigilon appliance firmware is available for this ACC version. Please consult the relevant Avigilon appliance firmware release notes for details on platform changes.

Version	Avigilon Appliance
5.0.0.58-acc_7.6.0.22	ACC ES Analytics Appliance, and HD Recorder
5.0.0.58-acc_7.6.0.22	ACC ES 8-Port Appliance
5.0.0.58-acc_7.6.0.22	AI Appliance

ACC 7.4.4.14 – Released March 16, 2020

Release Summary

This is a hotfix release for ACC 7.4.4 that resolves an ACC Client crash for ACC-ACM unification customers that are using the Identity Verification feature. Any customers using ACC-ACM unification and that previously upgraded to ACC 7.4.4.10 should upgrade to this release.

Issues Fixed

- Fixed an issue affecting ACM-ACC Unification that caused ACC Client to crash when accessing Identity Verification. This could occur when opening a saved view that included a camera enabled for Identity Verification or when clicking the Identity Verification overlay button when viewing the live view for a camera linked with one or more doors.
- Fixed an stability issue in Web Endpoint that in certain conditions prevented Web Endpoint from retrieving a camera list for Avigilon Cloud Services Web Client users.

Known Issues

- Since ACC 7.0, some users are experiencing slower loading of new client tabs and saved views in particular compared to ACC 6. This will be fixed in an upcoming release.
- Focus of Attention rules may be duplicated when a server's settings are backed up and restored. This will be fixed in an upcoming release. It is safe to delete the extra focus of attention rule(s) created
- The device and event type filters in the Focus of Attention interface do not take effect correctly in some cases. This will be fixed in an upcoming release.

ACC 7.4.4.14 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.30.0.38	H5 SL Bullet and Dome cameras
3.32.0.42	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.42	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
3.30.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.30.4.72	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.82	H.264 encoders

ACC 7.4.4.10 – Released March 4, 2020

Release Summary

This service release of ACC 7.4 introduces general availability of being able to securely connect ACC 7 Sites to the Avigilon Cloud Services platform. Avigilon Cloud Services provides a modern web client that facilitates secure, remote viewing of live and recorded video from ACC sites using a web browser. In addition, Avigilon Cloud Services can be used to provide secure remote access to ACC 7 sites through the ACC Mobile 3 app (i.e. without requiring complicated firewall configurations or port forwarding). An update to the ACC Mobile 3 app which adds support for this functionality will be made available in the Apple App Store and on Google Play within the next week.

This release resolves a number of issues that Avigilon Cloud Services beta program participants were experiencing when connecting ACC sites to the cloud and is now the required minimum ACC version to use with Avigilon Cloud Services. In addition, this service release is recommended for any customers experiencing issues with applying access rights to user groups, due to the first fixed issue listed below.

Issues Fixed

- Fixed an issue that prevented access rights from being changed when editing user groups
- Corrected an issue that prevented right click actions (e.g. 'print', 'back', and 'forward') from being used with web pages viewed within ACC Client.
- Fixed an issue where the numeric keypad wasn't working correctly with ACC Client when NumLock was enabled.
- Corrected an issue that was preventing bounding boxes from appearing on some camera streams that were associated with an Avigilon AI Appliance or ACC ES analytics appliance
- Fixed an issue that could prevent connectivity to the ACC ES appliances and recorders through the Web Endpoint (e.g. when using the ACC Mobile 3 app)
- Corrected various issues related to connecting ACC Sites to the Avigilon Cloud Services platform and enabling ACC users for web access

Known Issues

- Since ACC 7.0, some users are experiencing slower loading of new client tabs and saved views in particular compared to ACC 6. This will be fixed in an upcoming release.
- Focus of Attention rules may be duplicated when a server's settings are backed up and restored. This will be fixed in an upcoming release. It is safe to delete the extra focus of attention rule(s) created
- The device and event type filters in the Focus of Attention interface do not take effect correctly in some cases. This will be fixed in an upcoming release.

ACC 7.4.4.10 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.30.0.38	H5 SL Bullet and Dome cameras
3.32.0.42	H5A Box Bullet Dome cameras with self-learning analytics
3.30.0.42	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.30.0.44	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.30.0.60	H4 Thermal cameras
3.30.0.58	H4 IR PTZ cameras
3.30.0.70	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.30.0.40	H4 PTZ cameras
3.30.4.72	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.30.4.72	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.80	H.264 encoders

ACC 7.4.2.2 – Released January 2, 2020

Release Summary

This is a service release for ACC 7.4 that resolves a number of issues with connecting ACC Sites to the Avigilon Cloud Platform. Any customers that have already or are planning to connect an ACC site to the Avigilon Cloud Platform for the purpose of using its web client to view live/recorded video from those sites should plan to upgrade to this release. This functionality is currently available as a public beta and the expected general availability is in early 2020. There are also a number of other issues fixed in this release, as detailed below, and any customers experiencing those issues should upgrade as well.

Issues Fixed

- Fixed an issue that affected ACC Sites being claimed to the Avigilon Cloud Platform (Avigilon Blue) when those sites where behind firewalls with configurations that block outbound traffic on port 5671. When this occurred, it would result in the ACC Web Endpoint crashing and the ACC site and its cameras would not being visible from the cloud platform's web client, despite the fact that ACC reported the connection to Avigilon Cloud Platform as being successful.
- Corrected an issue where ACC could incorrectly indicate it was successfully connected to the Avigilon Cloud Platform (Avigilon Blue) when the connection between the site and the cloud wasn't established
- When claiming ACC Sites to the Avigilon Cloud Platform (Avigilon Blue), improved the communication between the ACC site and the cloud to determine the successful establishment of the connection.
- Fixed an issue that affected ACC Sites claimed to the Avigilon Cloud Platform (Avigilon Blue) where the cameras could incorrectly appear as disconnected when viewed through the cloud platform's web client.
- Fixed an issue that caused old, no longer valid doors from appearing in the setup system tree and the camera-door links. This issue occurred when ACC was connected to a new ACM appliance after previously being connected to a difference ACM appliance. The fix removes the old configuration when the ACM appliance is disconnected or the ACC Site is connected to a different appliance.
- Fixed an issue with the camera replacement feature, where after replacement the new camera would remain in the discovered devices list within the Connect/Disconnect devices tab
- Corrected an issue for multi-server sites with the Focus of Attention interface where the settings that control which events (i.e. which event types and from which cameras) appear in the event list on the left side of the interface weren't being adhered to.
- Fixed an issue with PTZ cameras where attempting to use the day/night mode button in the live feed image panel resulted in the ACC Client crashing.
- Fixed a memory leak issue with all ACC ES appliances causing the server to become unresponsive after an extended period of ACC recording and playback.
- Fixed an issue where sometimes the digital input/output settings for cameras could not be changed through ACC and the user would receive a communication error. Also, if the camera digital input/output settings were changed for the camera using the camera's web UI, they would sometimes show different values in ACC.

ACC 7.4.2.2 (continued)

Issues Fixed (continued)

- Corrected an issue where the Connect/Disconnect Devices interface wouldn't list an Avigilon camera's state as 'uninitialized' after the device was factory reset and disconnected from ACC. This was a display only issue, as the device could still be connected to and initialized again. Note that this 'uninitialized' state only applies to new Avigilon cameras starting in 2020 (see the previous ACC 7.4.0.22 release notes for details).
- Fixed an issue where the HDSM recording profile setting in the compression and image rate setup page for a device could be disabled if it was the first time settings were being changed for a device or if there were multiple servers attempting to change the settings on a device.
- Fixed a memory leak issue with Export tabs which could cause slowness and/or unresponsiveness of the ACC Client after some time, especially for large sites and if the Export tab was being opened and closed many times per session.
- Fixed an issue where some of the text was truncated in the Face Watch List setup tab when ACC Client's language was set to German or Russian
- Fixed an issue where some of the text was truncated in the Remote Site Upgrade dialog when ACC Client's language was set to Polish
- Fixed an issue where some of the text was truncated in the Analytics Setup dialog for Avigilon cameras with self-learning or next-generation analytics when ACC Client's language was set to Spanish
- Improved the performance of the ACC Web Endpoint for sites with multiple servers and large numbers of cameras to address an issue where the cameras would disappear intermittently from the ACC Mobile 3 app. Note that in order to take advantage of this fix, a corresponding update to the ACC Mobile 3 app is required. That app update is expected to be released in early January 2020.

Known Issues

- The ACC Mobile 3 app is unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release of the Mobile 3 app on the mobile app stores.
- When the face watchlist tab in ACC is open without activity for a period of time, that portion of the session will timeout and further attempts to alter existing entries or save new faces to the watchlist will fail. The workaround is to close any face watchlist tabs in ACC client after editing the watchlist. This will be fixed in an upcoming release.
- Since ACC 7.0, some users are experiencing slower loading of new client tabs and saved views in particular compared to ACC 6. This will be fixed in an upcoming release.
- Focus of Attention rules may be duplicated when a servers settings are backed up and restored. This will be fixed in an upcoming release. It is safe to delete the extra focus of attention rule(s) created

ACC 7.4.2.2 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.30.0.28	H5 SL Bullet and Dome cameras
3.32.0.38	H5A Box Bullet Dome cameras with self-learning analytics
3.28.0.130	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.28.0.128	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.28.0.148	H4 PTZ cameras
3.28.4.118	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.4.118	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.80	H.264 encoders

ACC 7.4.0.26 – Released December 11, 2019

Release Summary

This is a hotfix release for ACC 7.4 that resolves an issue with the ACC Client and VMA software installers when used on Windows systems natively set to operate in a language other than English. All customers who have been unable to install or upgrade to ACC 7.4 should use this release, which corrects the installation problem. Any customer already running ACC 7.4.0.22 should continue doing so, as this release changes only the included installers.

Issues Fixed

- Corrected an issue where the ACC Client and ACC Virtual Matrix Application (VMA) installers failed to complete the installation on Windows systems operating in a language other than English.

Known Issues

- The ACC Mobile 3 app is unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release of the Mobile 3 app on the mobile app stores.
- When the face watchlist tab in ACC is open without activity for a period of time, that portion of the session will timeout and further attempts to alter existing entries or save new faces to the watchlist will fail. The workaround is to close any face watchlist tabs in ACC client after editing the watchlist. This will be fixed in an upcoming release.
- Since ACC 7.0, some users are experiencing slower loading of new client tabs and saved views in particular compared to ACC 6. This will be fixed in an upcoming release.
- Focus of Attention rules may be duplicated when a servers settings are backed up and restored. This will be fixed in an upcoming release. It is safe to delete the extra focus of attention rule(s) created

ACC 7.4.0.26 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.30.0.28	H5 SL Bullet and Dome cameras
3.32.0.38	H5A Box Bullet Dome cameras with self-learning analytics
3.28.0.130	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.28.0.128	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.28.0.148	H4 PTZ cameras
3.28.4.118	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.4.118	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.80	H.264 encoders

ACC 7.4.0.22 – Released December 5, 2019

Release Summary

This is the first release of ACC 7.4 delivering Face Recognition features and ONVIF Profile G support, along with the other new features described below.

This release also provides support for setting camera user ID and password at first connection as required for several jurisdictions including California and Korea. All users are recommended to upgrade to this release for the best experience when connecting new Avigilon cameras which will require a user ID and password to be specified before connection starting in 2020.

New Features

- Face Recognition - With this release, users can add faces to a watchlist from recorded video and Appearance Search results, and will be provided an alert on the Focus of Attention display when any face on the watchlist is seen on face enabled cameras. A separate per-camera license is required.
- ONVIF Profile G - After network connectivity fails, ACC can now retrieve footage from the SD cards on ONVIF Profile G cameras and merge it with the regular footage when network connectivity returns.
- Default Camera Password - Starting in 2020, Avigilon cameras will not have a default camera password and will need to have their UserID and password specified at connection time. Camera credentials can also be provided when doing manual discovery of cameras.
- Alarm Handling Improvements for FoA - Alarms in Focus of Attention are now consistent with the rest of ACC; active alarms are displayed when the FoA view is opened, and the honeycomb for the camera stays red until acknowledged.
- Auditing Enhancements - Site management operations, server and site setting changes and licensing changes are now saved to the site logs. Enhanced details such as the client workstation name and IP address are also provided for site log entries.
- LPR Improvements - New support is added for Singapore and Malaysia, a new region setting with better performance for Gulf Cooperation Council countries, improvements for Brazil Mercosur plates and support for Japanese provinces. Users will also experience better performance in terms of handling more frames per second on their hardware.
- H.265 Hardware Decoding - Enhanced support for hardware accelerated video decoding for ACC Client, now supporting H.265 video decoding.
- Shared Client Site Settings - Client settings are now stored in the Microsoft Windows user profile directory. Manually added sites can now be shared to the Windows 'all users' profile for use by all Windows users on a workstation by a Windows Administrator.
- Installer Improvements - MSI style installers are now available for ACC7, and remote site upgrade supports all optional server components such as the LPR plugin and the Analytics Service.
- Avigilon Cloud Platform Web Client - This release will support connection of ACC servers to the Avigilon Cloud Services platform (new web platform expected to be released before the end of 2019) for video access by web browser. Automatic firewall traversal is included for ease of connection.

ACC 7.4.0.22 (continued)

Issues Fixed

- H.265 clips and snapshots are now supported for central station monitoring and email rule actions.
- Failed user login attempts on child sites in a site family are now logged on the child site and not just the parent site.
- Corrected an issue that could cause slow playback of recorded video.
- Resolved a problem that prevented failed cameras from being shown in the system tree after a system restart.
- Corrected an issue with camera access audit logs incorrectly showing access after the user logged out.
- Resolved an issue that prevented the generation of snapshots from high resolution cameras.
- Corrected an issue that prevented auto-layout from functioning properly with Avigilon Player.
- Corrected a problem that prevented some Axis cameras from connecting and streaming properly using the ONVIF driver.
- Addressed an issue that could cause multiple or incorrect versions of ACC client to be shown in Windows programs and features view.
- Resolved an issue that could cause clients to show "authentication failed" messages
- Resolved multiple issues that can cause ACC Client to crash.
- Improved the performance of system tree views for large systems to prevent ACC client from freezing during system configuration updates such as adding or removing cameras.
- Resolved a problem with ACC Client crashing when accessing multiple sites with long video retention times.
- Corrected an issue that could prevent license activation when the server or site name contained non-ASCII characters.
- Corrected an issue that could cause errors when using high frame rate on 8MP H4A cameras
- Corrected an issue that could cause ACC Client to crash when adding a camera to a map display
- Resolved a problem that caused archives to fail when archiving to 4096 byte sector hard disks that do not have 512 byte emulation.
- Corrected a problem that caused the Avigilon Player installer to freeze when upgrading from earlier versions.
- Resolved a problem that prevented exporting snapshot exports for rotated high resolution cameras.
- Corrected and issue that could prevent push notifications being sent to ACC Mobile 3.
- Corrected an issue with PTZ lock override when using Web Endpoint integrations
- Fixed an issue that caused AVI exports to have missing frames if the export contained recorded video from a camera where idle scene mode was active
- Upgrading more than 400 licenses on a site may time out prior to completion of the license activation. Default timeout is 5 minutes. Config item changes will be handled with Tech Support assistance.
- Resolved an issue with motion search on some Axis ONVIF Profile T cameras.
- Resolved an issue that prevented a camera from being properly disconnected and removed from the system if communication to the camera has failed
- Improved range checking on several recording setting functions using WebEndpoint.

ACC 7.4.0.22 (continued)

Issues Fixed (continued)

- Improved handling of Daylight Savings Time transitions when viewing bookmarks on ACC Client timeline.
- Addressed a problem that can cause ACC Client to crash when archiving video from a large number of cameras.
- Improved the quality of AVI exports at low bitrates for complex scenes
- Improved installation/uninstallation scenarios for ACC Client.
- Corrected an issue that prevented pixel motion from being recorded for H.265 cameras.
- Resolved installer issues with enabling or disabling automatic startup at Windows start for ACC software components.
- Addressed problems with applying licenses to sites that only contain factory-licensed appliances.
- Corrected an issue that prevented configuration of classified object analytics when modifying the number of objects for the rule.
- Corrected an issue that could cause exported high resolution video to be letterboxed.
- Resolved an issue that could cause the timestamp on snapshot exports to be off by as much as a second.
- Addressed an installer issue that could prevent ACC Client, ACC Virtual Matrix or Avigilon Player from upgrading properly.
- Corrected an issue that could cause exports from H4 Fisheye cameras not respecting the selected region of interest.
- Provided more descriptive installer error messages.
- Resolved an issue that could cause the timeline to not refresh properly for some third party cameras.
- Addressed a problem with connecting some Samsung cameras.
- Corrected an issue on heartbeat handling for WebEndpoint integrations on session renewal.

Known Issues

- The ACC Mobile 3 app is unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release of the Mobile 3 app on the mobile app stores.
- When the face watchlist tab in ACC is open without activity for a period of time, that portion of the session will timeout and further attempts to alter existing entries or save new faces to the watchlist will fail. The workaround is to close any face watchlist tabs in ACC client after editing the watchlist. This will be fixed in an upcoming release.
- Since ACC 7.0, some users are experiencing slower loading of new client tabs and saved views in particular compared to ACC 6. This will be fixed in an upcoming release.
- Focus of Attention rules may be duplicated when a servers settings are backed up and restored. This will be fixed in an upcoming release. It is safe to delete the extra focus of attention rule(s) created

ACC 7.4.0.22 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.30.0.28	H5 SL Bullet and Dome cameras
3.32.0.38	H5A Box Bullet Dome cameras with self-learning analytics
3.28.0.130	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.44	H4 Video Intercoms
3.28.0.128	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.136	H3 Multi-sensor cameras
3.28.0.148	H4 PTZ cameras
3.28.4.118	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.4.118	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.80	H.264 encoders

ACC 7.2.2.0 – Released November 5, 2019

Release Summary

This is the first service release of ACC 7.2. Users that are experiencing any of the issues that appear in the fixed issues list below, in particular users experiencing problems with export, should update to this release.

Users upgrading directly from ACC 5 should use this release instead of previous releases to avoid potential upgrade problems. Note that the ACC 7 upgrade guidance recommends that all customers running ACC 5.x systems first upgrade to ACC 5.10 before upgrading to ACC 7.

Issues Fixed

- Fixed an issue that could cause the Export interface's timeline to appear on the wrong ACC Client application window (when multiple monitors are used)
- Addressed an issue that caused the region of interest to reset in the Export interface's video preview panel if the export format was changed
- Fixed an issue that could cause part of the filename to be cut off in the Export interface
- Corrected an issue that prevented the 'Show in folder' option in the Export interface from opening the correct folder after exporting multiple image snapshots
- Corrected an issue that could incorrectly cause the timeline to show up on some setup pages within ACC Client if the Export tab was also open
- Changed the default export format to AVE (native) for results exported from Appearance Search or Identity Search. The default format was incorrectly changed from AVE to AVI in ACC 7.2.0
- Fixed an issue that prevented the activation of valid ACC licenses on Windows 7 systems in some cases
- Fixed an issue where a newly created private bookmark could be seen by other non-admin users logged into the site until those users logged out and back in
- Corrected an issue that prevented the keyboard from being used to shift to the next field when entering a date and time range in ACC.
- Addressed an issue that could cause ACC Client to crash when accessing the Avigilon AI Appliance setup if certain models of Axis cameras were connected to the site
- Improved the logic in the ACC Server installer to prevent it from inadvertently removing the AvigilonConfig and AvigilonData folders when aborting an upgrade from certain ACC 5.x versions to ACC 7
- Fixed an issue that could cause ACC Client to crash when selecting one or more thumbnails for Identity Search results
- Corrected an issue that could cause the wrong analog PTZ camera to move, when multiple cameras were connected to an encoder, if a user attempted to pan, tilt, or zoom the camera the ACC Mobile 3 app
- Fixed issues with incorrect tool-tips being displayed for the 'Burn to Disc' option in the Export tab
- Corrected an issue that caused the white balance slider to be cut off in the Image and Display settings (camera setup) for certain languages
- Fixed an issue that caused attempts to export a snapshot from H5A cameras to fail when the streaming format was H.265

ACC 7.2.2.0 (continued)

Known Issues

- If ACC Site Families are used, failed user login attempts to a child site do not appear in the child site's audit logs. However, these failed login attempts will appear in the parent site's audit logs and can be reviewed by an administrator there. This is a newly introduced issue in ACC 7.2 and will be fixed in an upcoming service release.
- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Both the ACC Web Endpoint and the ACC Mobile 3 app are unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.

ACC 7.2.2.0 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.32.0.20	H5A Box Bullet Dome cameras with self-learning analytics
3.28.0.130	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.38	H4 Video Intercoms
3.28.0.128	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.58	H3 Multi-sensor cameras
3.28.0.112	H4 PTZ cameras
3.28.4.118	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.4.118	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.78	H.264 encoders

ACC 7.2.0.24 – Released October 3, 2019

Release Summary

This is a hotfix release of ACC 7.2 that addresses a licensing issue for users of ACC 7.2.0.18 who have used the built-in trial license on a new install. Users who have already activated licenses do not need to apply this release.

Issues Fixed

- Resolved an issue for users who originally used the built in trial license on a new installation of ACC server on ACC 7.2.0.18 and are now unable to activate a license key.

Known Issues

- If ACC Site Families are used, failed user login attempts to a child site do not appear in the child site's audit logs. However, these failed login attempts will appear in the parent site's audit logs and can be reviewed by an administrator there. This is a newly introduced issue in ACC 7.2 and will be fixed in an upcoming service release.
- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Both the ACC Web Endpoint and the ACC Mobile 3 app are unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.

ACC 7.2.0.24 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.28.0.130	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.120	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.38	H4 Video Intercoms
3.22.0.128	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.58	H3 Multi-sensor cameras
3.28.0.112	H4 PTZ cameras
3.28.0.118	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.0.86	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.78	H.264 encoders

ACC 7.2.0.18 – Released September 10, 2019

Release Summary

This is the initial release of ACC 7.2 and introduces support for the H5A camera line with next-generation video analytics, Appearance Search by Description for Vehicles, a redesigned video export workflow, and other features as described below. Customers that have adopted ACC 7 and will be using H5A cameras, customers using Focus of Attention, and those that are experiencing one or more of the other issues listed in the Fixed Issues list below are encouraged to upgrade to this release.

New Features

- H5A Camera Line with Next-Generation Analytics Support - adds support for the H5A camera line. The next-generation video analytics on these cameras delivers better object tracking, simultaneous tracking of a larger number of individual objects, and the tracking of both stationary and moving objects. ACC's video analytics overlay settings have been updated to allow the display of moving objects only or all objects (moving and stationary) from these cameras. In addition, vehicles are classified by sub-types (car, truck, bus, motorcycle, and bicycle) and these sub-types are available as more specific search options within ACC's Motion Search for classified objects, but aren't available when configuring analytic event configurations for rules and alarms.
- Appearance Search by Description for Vehicles - introduces the ability to search for a vehicle of interest by color and vehicle category (car, truck, bus, motorcycle, bicycle), and this is supported for any cameras that include Avigilon next-generation video analytics or self-learning video analytics and that have Appearance Search enabled. This includes H5A cameras, H4A cameras, H3A cameras, and those connected to an Avigilon AI appliance.
- Enhanced Video Export Workflow - the redesigned video exporting workflow makes it easier to collect video from a variety of sources, add it to an export queue, and then bring together these various video segments into a single export to complete an investigation. In addition, it is now possible for an operator to easily review the live video that he or she previously viewed and include that video in an export as well.
- Auditing of User, Group, and Access Rights Changes - audit log entries related to user and group changes, including changes to camera access right assignment for user groups, have been been enhanced with additional levels of detail to make it easier for an administrator to review and understand when specific changes were made.
- Active Directory (AD) integration improvements - the Windows Active Directory (AD) integration has been updated to better support the needs of large organizations that typically have more complicated directory structures. In particular, the integration now supports the nesting of groups, support for multiple forests / domains, and support for universal and local groups.
- Export Site Health Status as CSV - Site Health information can now be exported as a comma separated value (CSV) file so that administrators and integrator partners can easily consume the site health information for other purposes.
- Remote Site Upgrade for all server components - all ACC server-based components can now be upgraded remotely. This includes ACC Server, the ACC Analytics Service, the ACC Web Endpoint, the ACC LPR Plug-in, and additional language packs for help content.

New Features (continued)

- Licensing Changes for 3rd Party Multi-Channel ONVIF Devices - licensing requirements have been relaxed for the connection of 3rd party multi-channel devices when using the ONVIF driver. Only one ACC channel license is now required for each device (whereas previously one license was required for each channel).
- Additional channel licenses for ACC ES Appliances and Recorders - it is now possible to activate additional channel licenses on ACC ES appliances and recorders, beyond what is included by default. Note that this allows additional devices to be connected for recording, but does not expand the analytics capacity (if applicable) or throughput limitations of the devices.

Issues Fixed

- Updated the NVIDIA GPU Display Driver included with the ACC Analytics Service installer to release 430.86 to address the following disclosed security vulnerabilities: CVE-2019-5675, CVE-2019-5676, CVE-2019-5677. When run, the ACC Analytics Service Installer will only update this driver on Avigilon NVR4s and other NVRs with Avigilon Analytics Kit installed. Customers with third party hardware should check the driver version on their systems and upgrade it manually if required
- Corrected an issue that could cause ACC Server to mix up the device connections for video streaming between different Hikvision cameras in some cases.
- Fixed an issue with the use of presets for Axis M7001 Encoder devices in ACC.
- Fixed an issue that could cause the PTZ Day/Night Controls to be unavailable for cameras in a multi-server ACC site, depending on which server the ACC Client was connected to at the time.
- Resolved an issue where ACC motion recording would record for unusually long periods of time due to mis-configured inclusion area in the classified object motion detection settings dialog.
- Resolved an issue that could cause the ACC Client to crash while exporting the Site Health information as a PDF document.
- Fixed an issue that could cause communication failures between ACC and ACM for unified systems, resulting in such problems as not being able to add new doors or log into ACC (with ACM credentials).
- Corrected an issue that caused Appearance Search to time out and not return any results in some cases.
- Improved ACC Client performance on the Connect/Disconnect Devices tab when logged into sites with many cameras.
- Fixed an issue that could cause Videotec Ulisse Compact HD (UC-HD) cameras to show with an error state in ACC.
- Corrected an issue affecting ACC Sites with Active Directory synchronization enabled and a mix of ACC ES appliance(s) and Windows based ACC Server(s). If an ACC ES appliance lost and regained network connectivity, Active Directory users were unable to log into the site.
- Fixed a condition that could cause ACC Client to crash when viewing recorded video and scrubbing the timeline.

ACC 7.2.0.18 (continued)

Issues Fixed (continued)

- Fixed an issue with the use of Bosch MIC IP fusion 9000i cameras in ACC, where after a camera reboot, the visible imager stream would be incorrectly replaced with the thermal imager stream in an ACC Client view.
- Corrected an issue that was causing duplicate entries for a given alarm trigger in the Alarm Search results. This could occur when the Alarm was configured with its source as being 'External Software Event' and was configured to auto-acknowledge.
- Fixed an issue that could cause the analytics configuration to be lost for cameras connected to the Avigilon AI Appliance after an ACC Server restart.
- Fixed an issue in the Archive tab interface that make it possible to inadvertently trigger another duplicate manual archive while one is already in progress.
- Fixed a bug that caused ACM to be unavailable as an option in the External Directory tab, within the ACC Users and Groups setup dialog, if the ACM appliance was connected to ACC using a hostname that had mixed upper and lower case letters.
- Corrected an issue that could cause the ACC Client to crash after a camera was brought into a view's image panel.
- Fixed an issue where running an Event Search with a large time range could cause ACC Server to shut down unexpectedly.
- Corrected an issue that prevented ACC Server from restarting automatically after a crash.
- Fixed an issue that could cause the ACC Client to crash if multiple setup tabs were closed at once.
- Fixed an issue with PTZ control of cameras connected to an Avigilon encoder (ENC-4P-H264).
- Fixed an issue where audio output to an Axis A8105-E speaker could stop working in some cases after a device firmware upgrade.
- Ensured that the timestamp for the image exported as a saved snapshot matches the timestamp for the recorded video frame.
- Fixed an issue that caused the analytic overlays for Unusual Motion Detection to be misaligned with the source of the UMD activity in the scene.
- Fixed an issue that occurred when exporting video from a bookmark where the video export file did not include the bookmark name and description.
- Corrected an issue where the bookmark search results export does not include all the related cameras for each bookmark in the CSV file.
- Fixed a bug that caused the default English language help files to be incorrectly removed if the Americas language pack was installed and later uninstalled.
- Corrected a minor flickering issue that appeared on the button when a drop down menu was clicked
- Ensured that the filtering of the Site View is properly updated after new text is entered or cleared from its search field.
- Corrected an issue where the minimum analytics timeout was one minute, despite new camera firmware allowing much lower timeout values.
- Fixed an issue where certain devices connected using the ONVIF driver could cause ACC Server to crash.

Issues Fixed (continued)

- Resolved an issue that affected server to server communication within a site when the servers were originally discovered from the ACC Client by hostname, rather than IP, prior to merging them together.
- Corrected an issue that prevented Appearance Search from working in the Avigilon Player for ACC archives that included cameras linked with the Avigilon AI Appliance.
- Added a new "cancel" button on the "find camera" dialog, to enable users who accidentally entered a very broad search range to cancel the search and review their input.
- Resolved an issue that prevented from merging in a new unlicensed server to an existing ACC Site when the Active Directory (AD) integration was enabled.
- Fixed an issue where ACC Client could crash if ACC Server rebooted or shutdown while certain client views were open.
- Fixed an issue where the LPR service would sometimes crash on shutdown.
- Corrected an issue where the Bosch VJM-4016-US encoder would not connect to ACC using the Onvif driver.
- Corrected an issue that could cause long waits to retrieve footage in views with multiple cameras, if one of the cameras did not have footage available.
- Updated the behavior when connecting new ONVIF devices so that secondary streams are disabled by default to prevent issues on initial connection. Users can choose to enable secondary stream as part of their initial configuration of the camera or at any time afterwards. Existing camera connections are not affected.
- Adjusted a setting in the driver for the ACC-USB-PRO-JOY joystick to prevent the inadvertent switching of views in ACC Client from live to recorded video.
- Improved ACC Server's ability to handle malformed video packets from cameras in problematic states.
- Corrected an issue where a replacement device would show as not connected and duplicate entries would show up in the discovered devices list, if an IP change took place after replacement.
- Fixed an issue where the client could crash if the license plate watchlist setup dialog was closed while the dialog was still loading.
- Improved the visibility of a number of controls in dark mode, including the "upgrade" button for remote site upgrades, auxiliary PTZ controls, and site endpoints listed in site networking setup.
- Ensured build number is included in the file description for ACC 7 installations.
- Fixed an issue that caused some ACC 7 Client program files to be incorrectly deleted after the software was uninstalled and then re-installed.
- Corrected an issue with the ACC 7 Language Pack installers that required them to be run as administrator. Now these installers are consistent with other ACC installers and will request those elevated privileges when the installer is run by a non-administrator user account.
- Addressed several problems that could cause license activation to fail for upgraded systems.
- Resolved a problem that prevented ACC 6.14.x systems from being children to an ACC 7.x parent while the site family was being upgraded.
- Corrected an issue that could cause the Focus of Attention settings in the ACC Client to fail to save correctly.

ACC 7.2.0.18 (continued)

Issues Fixed (continued)

- Corrected an issue in the Focus of Attention interface where the 'mini map', used to pan and zoom on the main part of the display, covered the timestamp for an alarm being viewed.
- Ensured that the "Display Events" settings in Focus of Attention works for alarms to control whether their video feeds are shown or not.
- Fixed an issue with alarms in the Focus of Attention interface where a user who was not a recipient of an alarm would incorrectly see it when it triggered, as well as duplicate entries for each trigger.
- Addressed an issue with the Focus of Attention interface that could cause 'empty' or blank image panels to appear in the event list that weren't possible to clear.
- Added missing PTZ controls to the Focus of Attention interface.
- Corrected an issue that prevented the 'go live' and 'replay' buttons from functioning on Focus of Attention tiles
- Corrected a problem with multiple cameras linked to an alarm showing on the wrong honeycombs on the Focus of Attention display.
- Ensured the volume slider is fully visible in the speaker setup dialog.
- Corrected a problem with the interpretation of Onvif version information that prevented speaker setup for some Onvif connected devices to be unavailable.
- Resolved a problem that could cause ACC Client to crash when changing passwords on newer cameras.
- Fixed a problem that prevented the Appearance Search results graph from loading the results for searches that involve a large number of cameras.
- Added a tooltip that was missing for the 'star' icon in the Appearance Search and Identity Search interfaces
- Resolved an issue that could cause poor server performance with large numbers of analytics cameras connected to a single server.
- Improved the performance of the ACC Client when loading views with large numbers of cameras.
- Fixed an issue that incorrectly caused fewer camera channels to be reported as available in the licensing dialog after servers were merged together into a site, prior to reactivating the licenses.
- Improved ACC Client performance by addressing an issue that was causing excessive CPU usage by the main UI thread.
- Improved ACC Client performance on maps with large numbers of cameras.
- Fixed an issue that could cause the ACC Client to crash when interacting with maps that include large numbers of cameras.
- Improved performance of the ACC Client while in Site Setup for sites with large numbers of cameras
- Corrected an issue that could prevent users from logging into an ACC Site due to a thread becoming blocked.
- Corrected an issue where a user saving a manual activation/deactivation file could overwrite a previous manual activation/deactivation file without warning.

ACC 7.2.0.18 (continued)

Known Issues

- If ACC Site Families are used, failed user login attempts to a child site do not appear in the child site's audit logs. However, these failed login attempts will appear in the parent site's audit logs and can be reviewed by an administrator there. This is a newly introduced issue in ACC 7.2 and will be fixed in an upcoming service release.
- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Both the ACC Web Endpoint and the ACC Mobile 3 app are unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.28.0.80	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.82	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.38	H4 Video Intercoms
3.22.0.36	H4 Thermal cameras
3.28.0.112	H4 IR PTZ cameras
3.28.0.84	H4 Fisheye cameras
3.28.0.58	H3 Multi-sensor cameras
3.28.0.112	H4 PTZ cameras
3.28.0.100	H4 Box Bullet Dome (-B) cameras with self-learning analytics
3.28.0.86	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.174	H3 Micro Dome cameras
2.6.0.174	H3 PTZ cameras
2.6.0.174	H3 Bullet cameras
2.6.0.174	H3 Box and Dome cameras
2.2.0.78	H.264 encoders

ACC 7.0.0.30 – Released June 13, 2019

Release Summary

This is a hotfix release for ACC 7.0 that resolves two significant issues. All customers that have adopted ACC 7 are encouraged to upgrade to this release to avoid a potentially confusing user experience when exporting, bookmarking, or using searches. Customers that are using ACC-ACM unification should definitely upgrade to avoid a crash of the ACC Client when using Identity Search.

Issues Fixed

- Corrected an issue that affected the Export, Bookmark, and various Search user interfaces in the ACC Client and Avigilon Player. If the date range spanned midnight UTC, the end date reflected in the 'to' field was one day greater than what it should have been.
- Fixed an issue that could cause the ACC Client to crash when initiating an Identity Search. This was generally only seen if the ACC Server had previously been connected with different ACM appliances, or had the same ACM appliance disconnected and reconnected multiple times.

Known Issues

- The current version of the Access Control Manager integration (AvigilonAcmIntegration-5.8.4.13) is incompatible with ACC 7. If you have ACM integrated to pull video from an ACC 5 or ACC 6 system, do not upgrade to ACC 7 at this time. Avigilon is working to make an updated version of the integration available as soon as possible.
- ACC Central Monitoring Notifications will not include JPEG image or video clips in the notifications if the related camera is configured to encode streams using H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.
- Both the ACC Web Endpoint and the ACC Mobile 3 app are unable to stream video from cameras configured to use H.265. The workaround is to configure the camera to use H.264. This will be resolved in an upcoming release.

ACC 7.0.0.30 (continued)

Avigilon Device Firmware

The ACC Camera Firmware installer contains the following firmware versions for Avigilon devices. The ACC Server installer also includes the ACC Camera Firmware installer and will upgrade Avigilon device firmware when necessary by default.

Version	Avigilon Device
3.28.0.34	H4 Multi-sensor cameras
3.18.0.36	Presence Detectors
3.28.0.82	H4 Mini Dome cameras
3.28.0.82	H4 SL Bullet and Dome cameras
3.16.0.252	H4 Pro H.264 cameras
3.28.0.86	H.264 H3 cameras with self-learning analytics
3.26.0.38	H4 Video Intercoms
3.22.0.36	H4 Thermal cameras
3.20.0.64	H4 IR PTZ cameras
3.28.0.36	H4 Fisheye cameras
3.28.0.58	H3 Multi-sensor cameras
3.16.0.248	H4 PTZ cameras
3.28.0.86	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.170	H3 Micro Dome cameras
2.6.0.170	H3 PTZ cameras
2.6.0.172	H3 Bullet cameras
2.6.0.172	H3 Box and Dome cameras
2.2.0.76	H.264 encoders
2.2.0.58	HD H.264 cameras

ACC 7.0.0.28 – Released June 5, 2019

Release Summary

This initial release of ACC 7 introduces the Focus of Attention interface, a new concept for live video monitoring that makes it easier to effectively monitor large numbers of cameras and brings attention to events that would otherwise be missed. ACC 7 also introduces a refreshed user interface with a new optional dark mode theme, specifically designed for use in dimly-lit environments. Additional features included in the release are described below.

New Features

- Focus of Attention interface - introduces an entirely new way to live monitor video security systems and, when combined with Avigilon artification intelligence (AI) and video analytics technologies, enables operators to be more effective when monitoring large numbers of cameras. Events that are occurring across cameras from the entire site are visualized in an easily consumable format that always makes it clear where the operator should focus his or her attention.
- User Interface Refresh - ACC's interface has been refreshed with a modernized design. Bounding boxes for classified objects detected by Avigilon self-learning analytics have updated stylizations that make it easier to view them when objects partially overlap one another. Bounding boxes for both people and vehicles now use a teal color for the boxes and have icons that appear on-hover to indicate the object type.
- Dark Mode Theme - a new optional dark theme for the user interface to reduce visual fatigue in dimly-lit environments like security operators centers.
- Age category for Avigilon Appearance Search™ technology - it is now possible to specify an age category (adult versus child) when searching for a person of interest by physical description.
- Enhanced Experience for Browsing the ACM Interface within ACC - users that have unified their ACM system with ACC now benefit from an improved experience when browsing the ACM web-based interface within ACC. Now users with ACM-based credentials are provided with single sign-on, and it is no longer necessary to re-enter the ACM credentials when opening the ACM web page within ACC.
- Improved Web Page Support - the rendering engine used to display web pages within ACC has been completely replaced and delivers improved support for modern websites.
- More Granular Assignment of Group Privileges to Cameras - it is now possible to assign users different privileges for different cameras. For instance, users can be granted access to live video for one group of cameras but both live and recorded access to another set of cameras by assigning the user to multiple groups, with each group having their own privileges and camera access rights. Based on system configuration, customers upgrading from earlier releases of ACC may experience more restricted permissions than desired. This can be corrected by adding devices to the affected groups, or adding the users affected to more groups.
- Simplified Licensing - it is now easier to order and to activate ACC software licenses with a simplified set of license part numbers. Most notably, it is now possible to order a single activation ID (license key) for any number of camera channel connections, which greatly reduces the number of activation IDs that you need to manage. In addition, the new Avigilon Licensing Portal makes it easier to track and manage all of your ACC 7 software license purchases.

ACC 7.0.0.28 (continued)

New Features (continued)

- ONVIF® Profile T & Profile S conformance - ACC 7 offers advanced features for Profile T conformant cameras such as H.265 support, motion detection, motion configuration, 2-way audio, and digital I/O; this adds substantial functionality over what is available using Profile S conformant cameras. If streaming negotiation using Profile T fails, ACC will fall back to the Profile S connection sequence instead.

Known Issues

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3.20.0.64	H4 IR PTZ cameras
3.28.0.36	H4 Fisheye cameras
3.28.0.58	H3 Multi-sensor cameras
3.16.0.248	H4 PTZ cameras
3.28.0.76	H4 Box Bullet Dome cameras with self-learning analytics
2.6.0.170	H3 Micro Dome cameras
2.6.0.170	H3 PTZ cameras
2.6.0.172	H3 Bullet cameras
2.6.0.172	H3 Box and Dome cameras
2.2.0.76	H.264 encoders
2.2.0.58	HD H.264 cameras

Documentation and Training

Software user guides are available at avigilon.com/acc. Online training courses for Integrator Partners and End-Users are available at avigilon.com/training.

License Activation

If internet access is available, software licensing can be completed automatically using the ACC Client application. Manual activation can be completed using the Licensing Portal at licensing.avigilon.com.

Users may request License Portal access from support@avigilon.com by providing a Technical Contact that will be granted administrative rights for their account in the Licensing Portal. The Technical Contact can then add and manage regular user accounts as needed.

System Requirements

Complete system requirements are available at avigilon.com/acc.