



Release Notes

FLIR TruWITNESS

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□ **Document History**

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1. Introduction

FLIR United VMS V8.1 is a dedicated version of United VMS, created to support the new FLIR TruWITNESS product line.

FLIR TruWITNESS introduces an innovative approach, changing the way Security Operation Centers function.

By utilizing smart sensors on the ground, in the air, and everywhere in-between it augments the VMS fixed and integrated assets, providing enhanced situational awareness.

FLIR TruWITNESS combines mobile technology, Cloud networking and traditional video surveillance infrastructure to create a network of smart IoT devices that can stream video, audio and location data directly to the control room. All the while recording locally for future use utilizing the easy to use offload and charging hub, allowing the data to be queried and exported directly from the VMS. Providing eyes and ears at the center of the occurrence, TruWITNESS brings dramatic improvements to real-time interactions between the control room operators and early responders during the critical moments of security and public safety scenarios.

For directions to configuring a Latitude system for TruWITNESS, see [*FLIR TruWITNESS Installation Guide.pdf*](#)

1.1 FLIR TruWITNESS Highlights

SUPERIOR IMAGE

- Wide scene captures up to 124° horizontal field of view, recording and streaming full HD video, excellent low light performance up to 0.001 lux.

CYBER PROTECTION

- Cyber Protection to the highest degree with AES 256-bit Cryptography (encryption during content creation), Transport Layer Security, comprehensive Device Hardening and Chain of Custody.

STREAM LIVE VIDEO, AUDIO AND GPS

- Transmission of location data to the VMS for real time situational awareness. All the FLIR TruWITNESS units are displayed and accessible on the VMS map in real-time.

OFFLOAD AND CHARGING HUB

- Offload of critical video and metadata directly to the VMS allows the investigator to quickly and efficiently query for footage and location data, while charging and storing the PCS for the next user.

NEIGHBOR AWARE

- Interaction between devices, creating an IoT network able to trigger nearby units, share location and metadata, record from nearby devices and auto-direct nearby PTZ camera to the location of event.

PROGRAMMABLE CONOPS

- Allows the configuration of different business logic profiles such as recording profiles, pre-alarm recording buffer time and audio.

EVENT EMAIL REPORTS

- Each alarm generated by users during a shift are automatically sent as an individual event email, which is ready to use by the time the shift is over.

WEARER-TRIGGERED ALARMS

- Alarms and associated events with live video, audio and GIS location. Enables real-time event handling with full situational awareness by control room operators.

2. Features

FLIR TruWITNESS adds many new features and functionalities to the VMS all the while keeping the look and feel of the Control Center not entirely different from how it has always worked. The flows and operations are largely the same but the amount that can be done with this interface has increased quite a bit. Therefore, the operator must be made aware of a couple new functionalities specific to FLIR TruWITNESS and how they can be best utilized.

For a visual outline of the entire flow of operations, see the diagram in [FLIR TruWITNESS Flow](#)

NOTE: For a new installation, prior to following TruWITNESS installation instructions, the user must perform a standard Latitude Installation as described in the Latitude Installation and Clarifications documents. This document is provided as part of a standard Latitude installation.

2.1 Wearer-Triggered Alarms

FLIR TruWITNESS is a powerful security tool put into the hands of personnel who operate in the field. While utilizing the mobile functionality of TruWITNESS, the User has the ability to trigger Events and Alarms from the field to alert command and Control of important or critical events. The functionality described below outlines flows of the User interaction.

Event

An event is used in the case where the User wants to mark video with a bookmark for later review but does not find it necessary to trigger an alarm to alert the Control Center Operator.

This is accomplished by performing a **'Short Press'** (<2 sec) on the **Sensory Alarm button**.

1. With 'Event-based Recording' enabled, the TruWITNESS Wearable device will begin recording, based on configured pre/post recording settings, and create a bookmark event in the recording
2. With 'Always Recording' enabled, it creates a bookmark event in the recording timeline

If the User is in Privacy Mode, the event will not have an effect.


Alarm

When the User triggers an Alarm from the sensory, an automatically pre-configured alarm will trigger in the Control Center, alerting the operator that the User requires emergency attention.

This is accomplished by performing a **Long Press'** (>= 2 sec) on the **Sensory Alarm button**

The Alarm accomplishes the following:

1. While the User is online and out in the field, the triggered alarm will appear in the CC Alarm Pane.

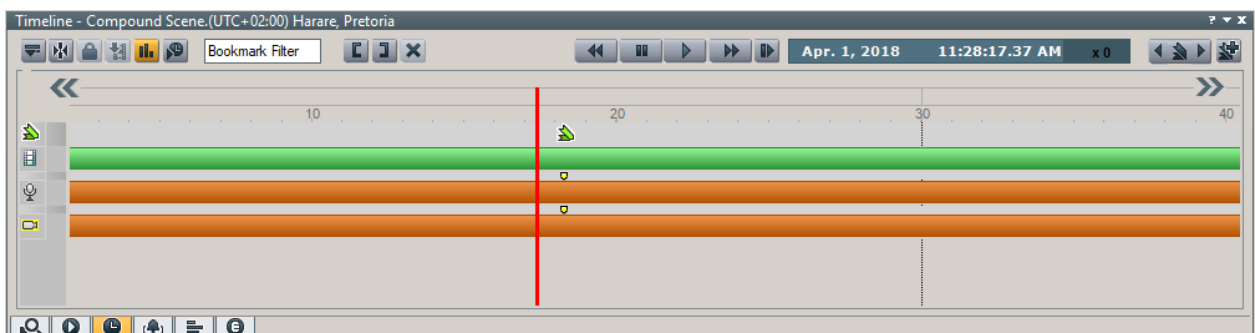
- a) If a tile is 'Armed for alarm', by clicking the tile number on the bottom left until it's red , the live view of the User will pop into the tile automatically

- b) If a tile is not 'Armed for alarm', when the alarm is double-clicked by the operator in Control Center, the live view of the TruWITNESS Wearable device will display in the tile layout with an alarm status.

Note: If a GIS map is opened, the alarm will display there as well. To learn more, see: GIS Map



2. With 'Always Recording' enabled, when the Alarm is triggered, it creates a bookmark event in the recording timeline. This can be used to easily locate an important event on the timeline as well as query using the "search for: Bookmark" function in the query pane.



3. With 'Event-based Recording' enabled, the TruWITNESS Wearable device will begin recording, based on configured pre/post recording settings, and create a bookmark event in the recording. This can be used to easily locate an important event on the timeline as well as query using the "search for: Bookmark" function in the query pane.

Note: A TruWITNESS alarm can only be cleared with the User ends the Alarm from the sensory.

Note: If the User is in Privacy Mode, triggering an Alarm will force his unit out from privacy mode and perform the necessary recording and bookmarking tasks.

An Event will have no effect on Privacy Mode and will not trigger if in Privacy Mode

2.2 Neighbor Aware

Neighbor Aware functionality takes the mobile security utilization of TruWITNESS and expands it to a network of field personnel, enhancing the situational awareness available to the Control Center staff.

Neighboring TruWITNESS Users, within a defined radius of the alarm, will be alerted and their devices will start recording (if not already recording).

Neighbor aware will send an event to all fixed asset cameras which will create a bookmark and start recording on these devices (if not already recording), allowing more investigative powers for later investigation.

PTZ cameras will position themselves toward the alarm (if 'go to location' is set) and will equip the Control Center staff with more "eyes" on the incident.

Neighbor aware provides more information to the Control Center staff, increasing their ability to deal with events and increases information available for later investigation.

With Neighbor Aware, a TruWITNESS User out in the field using a TruWITNESS User device has the ability to trigger an alarm and by doing so the neighbor aware does the following:

1. All cameras which are in the Neighbor Aware region enter into a Neighbor Aware state.
2. If a camera was not recording, it will start recording, including the pre-recording set for the TruWITNESS User policy. It will end recording when the neighbor aware event is over.
3. If a PTZ camera is set to "go to location" it will redirect to the GPS location of the TruWITNESS User that triggered the event.
4. Any TruWITNESS User in the defined radius of the triggered alarm will receive a notification (vibration of PCS, OLED message and blue light on Sensory) alerting them that there is a nearby alert and they will enter into Neighbor Aware state.
5. If a second alarm is triggered by a different TruWITNESS User within the same radius:
 - a. PTZ camera location will remain positioned towards the original alarm device
 - b. The cameras in Neighbor Aware state will update their post recording time to the policy with the longer post alarm time.
 - c. The Neighbor aware device will remain in Neighbor Aware state, even if the first device ends the alarm, loses signal or leaves the radius, as long as there is an active alarm from a TruWITNESS User device within its radius.
 - d. The Neighbor aware device will not remain in Neighbor Aware state if it itself loses signal or leave the radius of the all alarm devices.

With this functionality, if a User finds themselves in an emergency situation, requiring more footage than the TruWITNESS device can provide, Neighbor Aware can step in and ensure all available cameras in the area are being utilized.

2.3 GIS Map

The TruWITNESS sensory is equipped with a GPS locator which reports its live location to the VMS for real-time monitoring and investigative queries. The Control Center staff has constant visibility of the location of the User using the GIS map, increasing situational awareness. The GPS coordinates are recorded together with the video allowing for the use of GIS map during playback investigation. The GIS Map allows the Control Center Operator to display a map according to its stored GIS parameters (Longitude, and 'Eye Altitude').

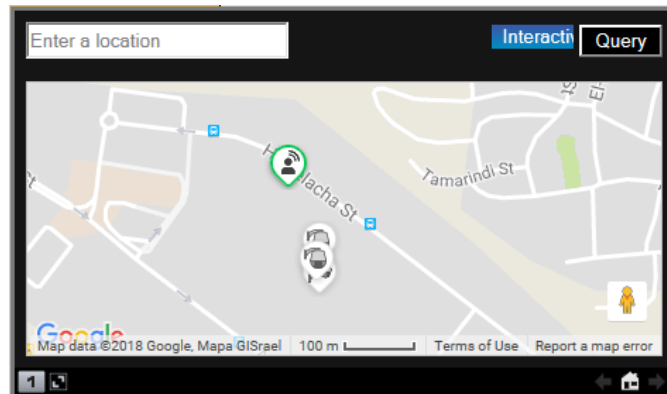




Figure 3 - TruWITNESS GIS Live Accurate

If the User loses GPS connection for 30-60 seconds, the icon will switch back to the "Last known Location" icon  until it receives another GPS update.

If the unit loses internet connection for more than 60 seconds, the icon will change to the "offline" icon , which will remain in the last location prior to losing the signal. If the unit remains in this state for more than 30 minutes (configurable) it will be removed from the map until a connection is found.

Playback:

1. Query for footage from a User and double click the desired clip to bring it into a tile.
2. Select the GIS Map you want to display, and drag it to another tile.
3. Right-click on the opened TruWITNESS tile to open the Context Menu and select 'Show my location'

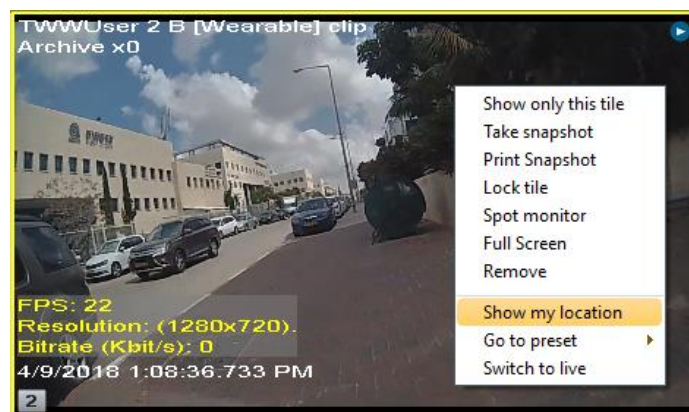


Figure 4 - TruWITNESS playback go-to-location

4. The GIS map will jump to the GPS coordinates and show the location of the User during that point in time. The User icon will move along with the playback footage to show the location of the User during the times of playback

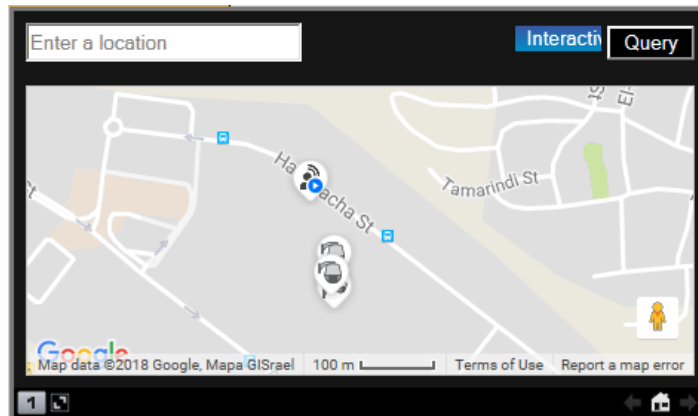


Figure 5 - TruWITNESS GIS playback

Note: If the User lost GPS signal during the shift, the User will disappear from the map for that duration. Once GPS had reestablished, the playback will show the User on the map.

Alarms:

When the map is opened in a tile and an Alarm is triggered, the map will automatically centralize to the coordinates of where the alarm was triggered. The User on the map will be displayed with a special alarm icon showing Accurate Location of the User.

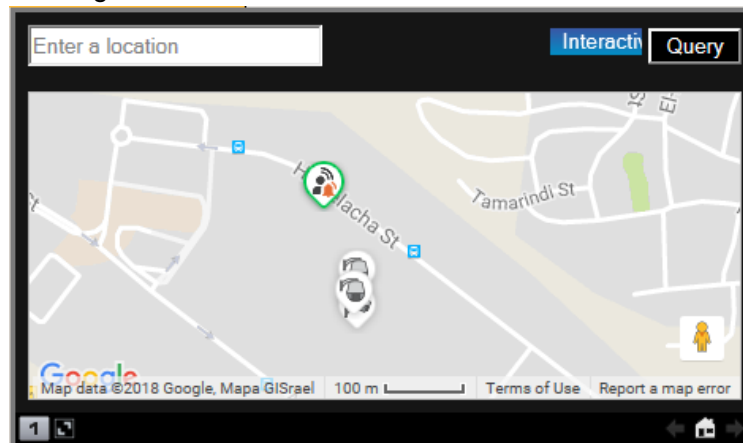


Figure 6 - TruWITNESS GIS Alarm

The triggered alarm will show on the map and will remain on the map until the alarm is cleared.

Note: A TruWITNESS alarm can only be cleared with the User ends the Alarm from the sensory. The Control Center Operator does not have the ability to clear or forward alarms triggered by a User.

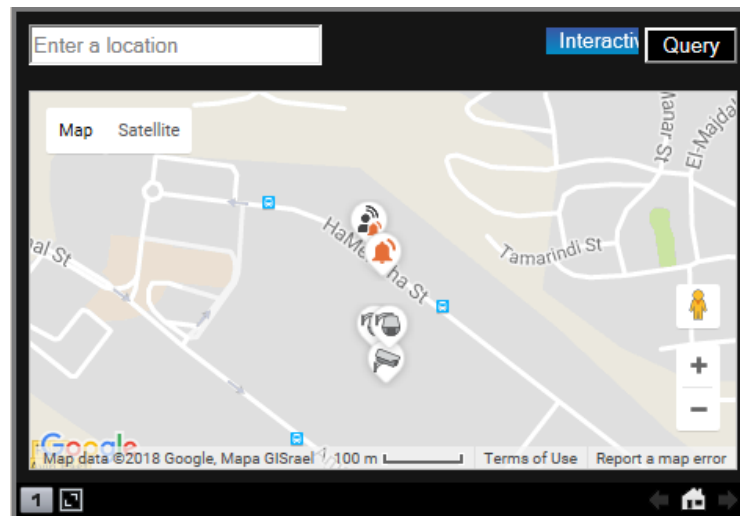




Figure 7 - GIS Map - Live Alarm

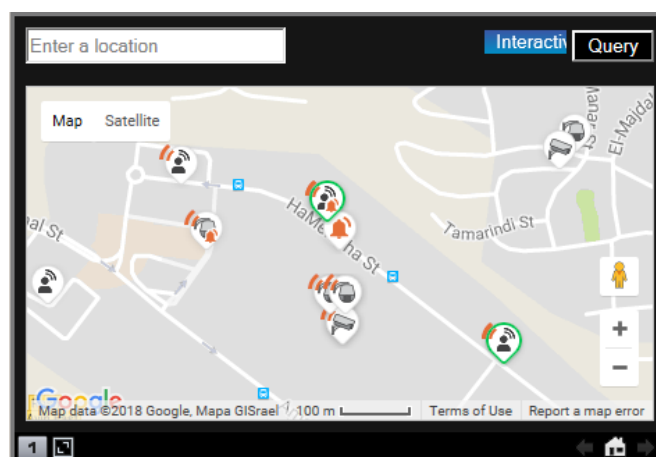
If the User loses GPS connection for 30-60 seconds, the icon will switch back to the "Last known Location" icon until it receives another GPS update.

Neighbor Aware

During a Neighbor Aware event, the GIS map will update the present icons to show which units on the map are involved in the event.

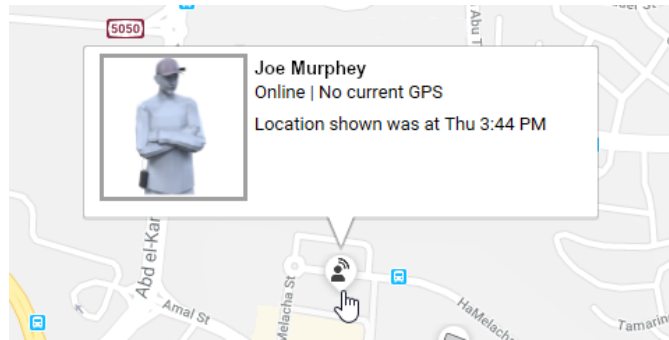
There's two versions of each icon when in neighbor aware mode:

- 1) A unit in an alarm state AND Neighbor aware state: 
- 2) A unit only in Neighbor Aware state: 



Hover to see user details

While TruWITNESS users are displayed on the map, the Control Center Operator is able to hover over each user to view user details such as: Username, image, online status and GPS information.



GPS Not Available:

If there are no GPS coordinates available from the User, a couple of scenarios might take place:

1. The User will first show on the map at the coordinates set in the Charging Hub (coordinates of hub must be configured in Admin Center or User will not show on map without GPS).
2. The last known location will be kept for the User until a new location is received from the User or the Sensory is unassigned.
3. During playback if the User lost GPS signal during the shift, the User will disappear from the map for that duration. Once GPS had reestablished, the playback will show the User on the map.

Notes:

1. Live GPS coordinates will always be sent even in Privacy Mode, as long as there is a valid internet connection.
2. If the Sensory is stationary and has a poor GPS signal, sometimes it will jump to an inaccurate location on the map.
3. If a user is logged into CC and then goes to File > System > Disconnect > [SYSTEM NAME], and then logs in with another user, TruWITNESS units that have not sent new GPS coordinates (e.g. last known location) will not show on the map. Workaround: When switching users, close CC and reopen it to log in with the new user.

2.4 Playback

With FLIR TruWITNESS, investigation and playback capabilities are enhanced with GPS location data coupled with the video footage. It additionally includes other system metadata such as bookmarks and synced audio.

Playback from a FLIR TruWITNESS device is possible once the [PCS \(Power/Communications/Storage Pack\)](#) has been inserted into the [Charging Hub](#) and the data has successfully offloaded.

Once the footage is offloaded, it can be queried like any other video recorded by the VMS. The Query tree shows FLIR TruWITNESS Users with the same icons as shown in the navigation tree.

An Operator queries the User to receive a linked video and audio clip.

When the desired clip is selected, and sent to play, the time line will show the video and audio within the same clip.

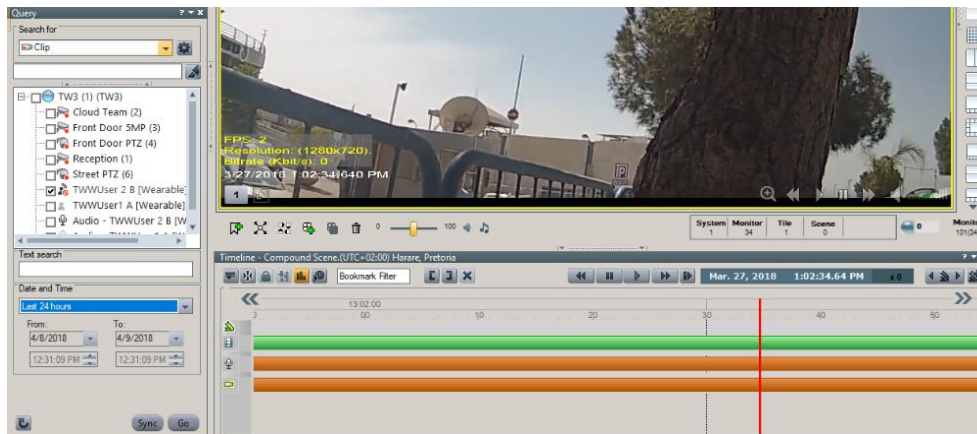


Figure 8 - Playback

Note: During times when the TruWITNESS User was in Privacy Mode, there will be a gap in recording.

2.4.1 EZ Client

EZ Client is utilized to watch TruWITNESS User playback footage received by the end of day [Event Email](#). For those familiar with the modern look and comfortable feel of the EZ Client, the functionality has remained the same. The added ability to watch live and recorded footage of a FLIR TruWITNESS device as well as handle alarms, further strengthens the EZ Client application. For Live viewing of TruWITNESS, it is recommended to use Control Center as EZ Client does not support the full TruWITNESS live functionality (specifically not supporting audio).

2.5 Live View

2.5.1 Control Center

The Control Center does not allow streaming live video from the TruWITNESS directly to the Control Center. Live stream is only available for a unit when an Alarm is triggered by the user. In the event of such an alarm state, the Control Center Operator can drag the User from the navigation tree into a layout tile, as they would with a regular camera. The video from the TruWITNESS will populate in the tile and the CC Operator will be able to view the live footage from the field.

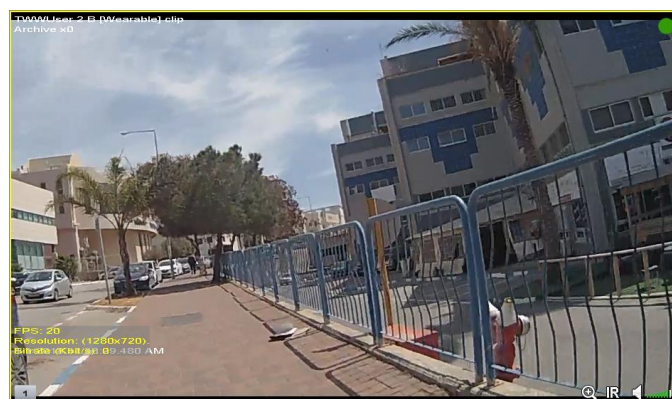


Figure 9 - Live Stream from TruWITNESS User

When Live View is engaged, the TruWITNESS User will see a message appear on the PCS “Live on” informing him that the video is currently viewed in Control Center.

2.5.2 Audio

Audio and video are automatically linked and synced when the wearable device is assigned to a TruWITNESS User and will be played simultaneously.

During playback, the Operator will query for footage from the TruWITNESS User only, to receive a synced playback scene with video and embedded audio. It is not possible to query for the audio scene alone.

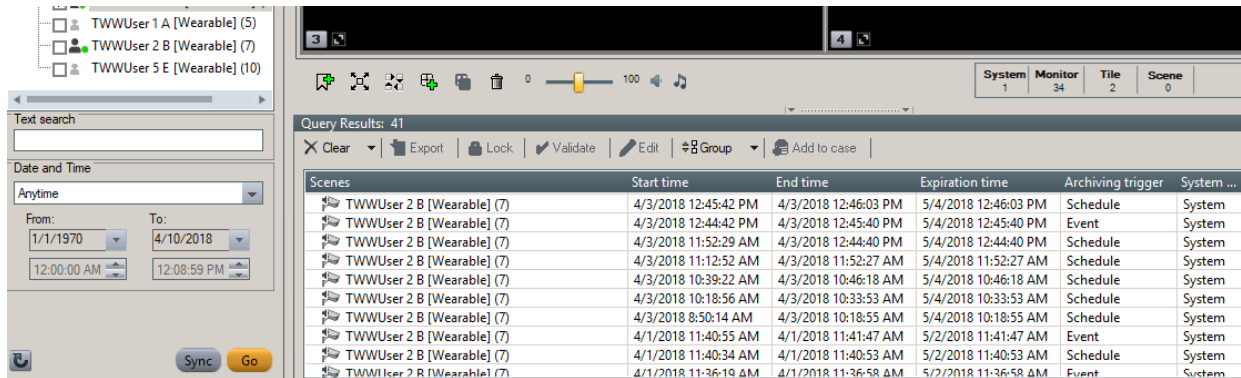


Figure 10 - TruWITNESS Query Results

The audio capability can be disabled if needed due to corporate restrictions or local regulations. To do so, navigate to the desired FLIR TruWITNESS policy (users and groups > FLIR TruWITNESS policies) and de-select "Enable Audio".

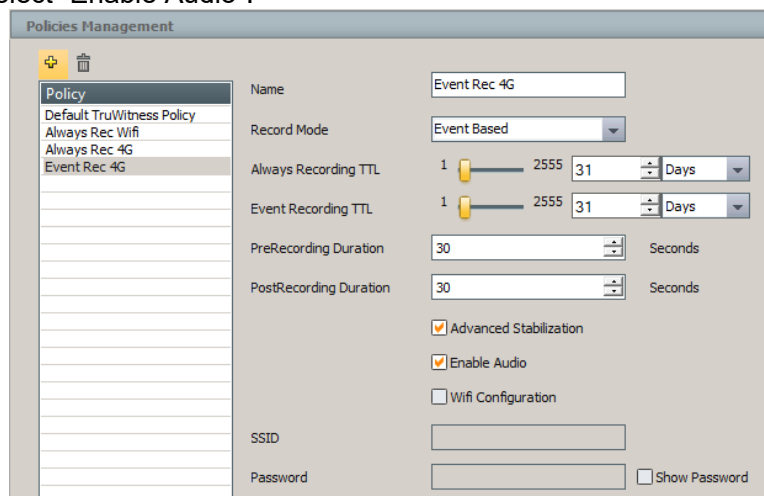


Figure 11 - Policies Management

2.5.3 Privacy Mode

When the TruWITNESS User initiates privacy mode, by holding down the two volume buttons together and releasing, the live and recorded video and audio stream will be blocked. GPS Metadata will continue to be sent. This will be indicated by the icon in the navigation tree as well as a message in the layout tile. When privacy mode is disengaged, the live and recorded video will resume.

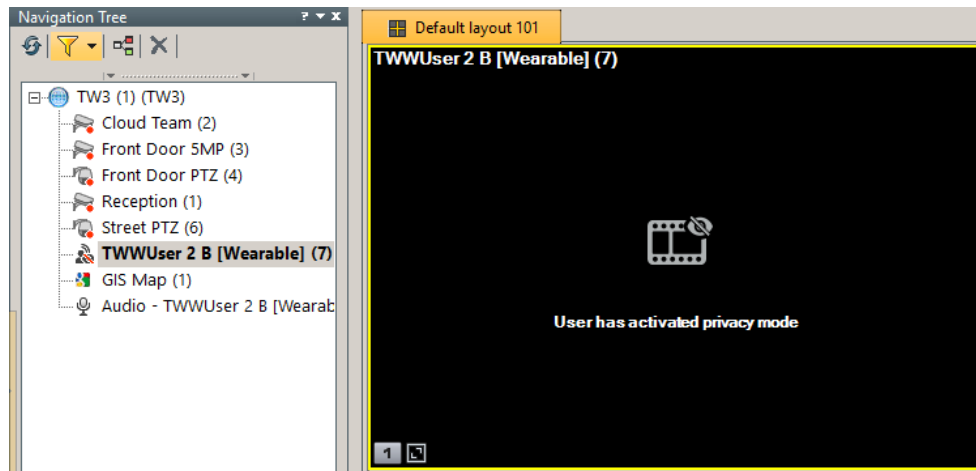














Figure 12 - Privacy Mode

Additionally, the PCS will vibrate and display a message regarding this status. If the User is in Privacy Mode, triggering an Alarm will force his unit out from privacy mode and perform the necessary recording and bookmarking tasks. An Event will have no effect on Privacy Mode and will not trigger if in Privacy Mode.

2.6 Icons and Statuses

Control Center Operators must be aware of new icons and statuses related to FLIR TruWITNESS Icons:

Icons		
Icon	Entity	Description
	TruWITNESS User Online	Shows User in navigation tree is online
	TruWITNESS User Privacy Mode	Shows User in navigation is in privacy mode. Live and recorded video and audio are not available.
	TruWITNESS User Inaccessible	Shows User in navigation is offline or inaccessible
	TruWITNESS User Unassigned	User is not currently assigned a sensory (seen in query tree only)
	TruWITNESS Accurate Location	Shows User during live Accurate Location on GIS Map
	TruWITNESS Last Known Location	Shows User's Last Known Location on GIS map when GPS has been lost
	TruWITNESS User Playback	Shows User during playback on GIS map
	TruWITNESS Alarm Accurate Location	Shows User during Alarm Accurate Location on GIS Map
	TruWITNESS Alarm Last Known Location	Shows User's Last Known Location on GIS map when GPS has been lost during alarm
	Triggered Alarm	Shows Location of Triggered alarm until it is cleared
	TruWITNESS alarm and neighbor aware	User or camera in alarm state while in neighbor aware mode
	Neighbor aware	User or camera in neighbor aware mode

2.7 Offload

Offload of video and metadata directly to the VMS allows the investigator to quickly and efficiently query for footage and location data, while charging and storing the PCS for the next TruWITNESS User.

For more information on the Charging hub see: [3.3 Charging Hub](#)

2.8 Event Email

At the end of a TruWITNESS User's shift, they will disconnect the [FLIR TruWITNESS PCS](#) and insert it in the [Charging Hub](#) for offload of all footage and data to the VMS. Once the video is downloaded to the VMS, a very important part of this transaction is the end-of-shift Event Email. For every time an alarm was triggered, the TruWITNESS User will receive an individual email with location information and a snapshot from the event. Clicking that snapshot will automatically direct the TruWITNESS User to an EZ Client playback page, showing footage from that specific incident, fully equipped with thumbnail search and bookmarks.

The emails contain the date and time of the Alarm and a snapshot from the video. The full video can be viewed by following an embedded link for viewing using the EZ Client viewer.

Incident Notification - TWWUser 2 B | May 01th 2018 at 10:19:39 AM [Inbox](#) x

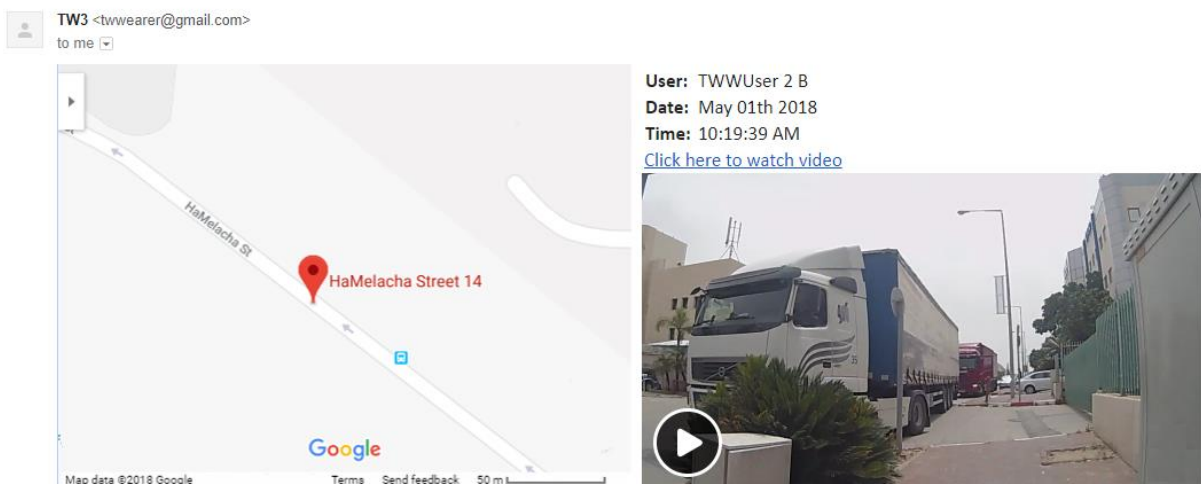


Figure 13 - Event Email

Note: EZ Client is only to be used with the specialized view for playback from Event Emails. For full TruWITNESS functionality, it is recommended to use Control Center

2.9 Programmable CONOPS

The FLIR TruWITNESS system administrator has the ability to create customized, programmable policies which can be assigned to specific individual TruWITNESS Users, or to multiple TruWITNESS Users with the same policy requirements.

2.9.1 Policy Management

Policies set various parameters for FLIR TruWITNESS devices.

Policies can be configured with different names, recording modes, stabilization and audio configurations

The **Default FLIR TruWITNESS** Policy is assigned to all new TruWITNESS Users.

Additional Policies can be defined and allocated to TruWITNESS Users if different Recording parameters are required. Advanced Stabilization should be used.

Note: Wi-Fi is not supported at this time and 4G is to be used– (Wi-Fi configuration should remain unchecked). Sites should arrange suitable Nano SIM cards (4G/LTE recommended, with adequate data capability, considering the number of planned TruWITNESS Users and that streaming is at 1Mb/sec, while streaming live video and audio in an alarm state.)

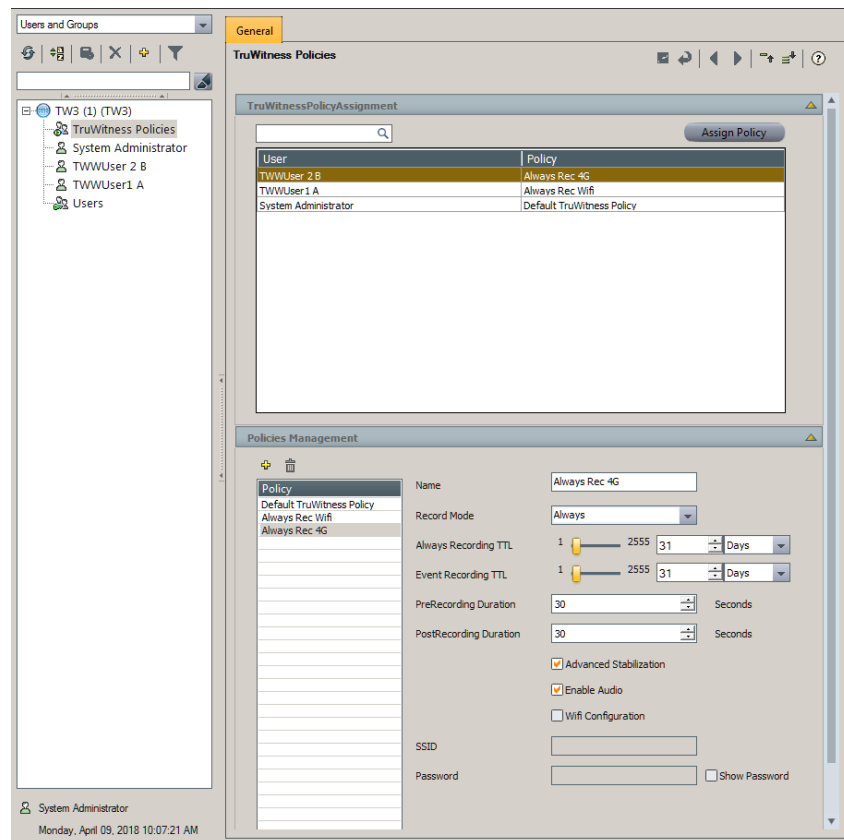
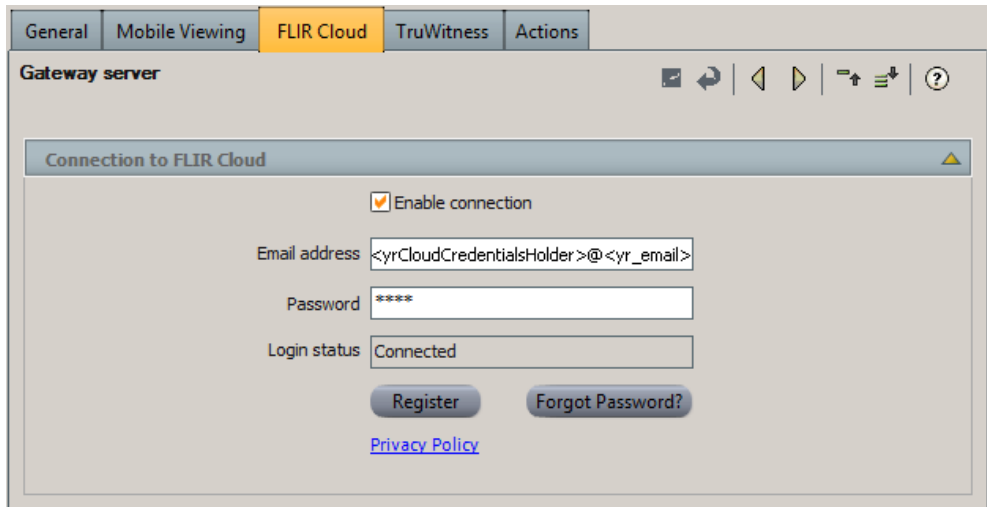


Figure 14 – FLIR TruWITNESS Policies

2.10 FLIR Cloud

FLIR Cloud is used to send live video, audio and data from the FLIR TruWITNESS device, safely and securely over the internet to the VMS. The installer will be required to create a FLIR Cloud account and input that login information in the Admin Center Gateway. This will allow the TruWITNESS User to be out in the field and be monitored real time with live video, GPS and alarms being sent to the VMS.



General Mobile Viewing **FLIR Cloud** TruWitness Actions

Gateway server

Connection to FLIR Cloud

☒ Enable connection

Email address <yrCloudCredentialsHolder>@<yr_email>

Password ****

Login status Connected

Register Forgot Password?

[Privacy Policy](#)

Figure 15 - FLIR Cloud Login

3. FLIR TruWITNESS Hardware

3.1 Sensory

The FLIR TruWITNESS Sensory is a very high-specification mobile surveillance appliance, designed for multiple roles in the field. The Sensory is equipped with a stabilizer, for footage in shaky or unstable scenarios. The Sensory also can adjust based on its position, and the scene will flip if the Sensory is turned over. This allows TruWITNESS Users to change sides and positioning of the Sensory.

The Wearable Sensory includes:

- Hi-Res Camera
- GPS, Gyroscope, Accelerometer
- User controls
- User and Ambient Microphones
- Optional attachment hardware giving flexible wearer options.

The Sensory is assigned to individual Users, and its live and recorded video are always securely transmitted/recorded and protected against tampering using TLS with Continuous or Event-Based Recording and Live Streaming on Alarm.



Figure 16 - Sensory

3.2 FLIR TruWITNESS PCS

The FLIR TruWITNESS PCS (Power, Communications Storage Unit) connects to the sensory providing it with the following capabilities:

- OLED Display screen showing the user relevant messages
- Custom memory card (Basic 32GB)
- Cellular: 4G/LTE support
- Wi-Fi: 2.4GHz 802.11n
- Up to 12-hour battery



Figure 17 - PCS

3.3 Charging Hub

PCSs are placed in the Charging Hub, which offloads their data, applies program updates if required, and charges the battery. A solid green light on the PCS's charging bay indicates that the unit is fully charged and ready to go.



Figure 18 - Charging Hub

3.4 Assignment Station

TruWITNESS User are assigned their Sensory at the Assignment Station. Depending on your site's procedures, you may use the same Sensory from day-to-day, or you may draw a different one each shift - In either case, live view and recordings are clearly identified as belonging to the TruWITNESS User to whom the Sensory is assigned at the time.

The Assignment Station consists of a workstation running the FLIR TruWITNESS Assignment Tool and a connected Assignment Pad via USB.

3.4.1 Assignment Pad

The Assignment pad is a USB connected device with NFC communications. The Sensory is placed onto the Assignment Pad (with the Sensory FLIR logo resting on the Assignment Pad FLIR logo), which allows the Pad to communicate between the sensory and the assignment tool.

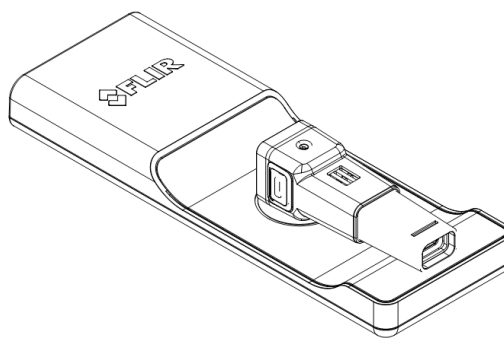


Figure 19 - Assignment Pad


3.4.2 Assignment Tool

The assignment tool is a stand-alone application that is installed along with the Latitude client applications. The Assignment Tool allows you to select a FLIR TruWITNESS User and assign that Sensory to them. At the start of every shift, a TruWITNESS User will be provided with a sensory, and all recording will be linked to their TruWITNESS User account. A Sensory can be unassigned and reassigned to different TruWITNESS Users, using the Assignment Tool Application or a single Sensory can be used for the same User each day.

Note: Assignment Tool should only be installed on the Administrator/Assigner computer


Note: An SDK license is required for each assignment tool client

Device


F17BD15c8b


Policy name	TruWitness Policy1 Event...
Recording mode	Always
Always recording TTL	31 Days
Event recording TTL	31 Days
Pre-recording duration	30 Seconds
Post-recording duration	30 Seconds
Advance stabilization	Yes
Audio enabled	Yes
Wifi SSID	


Assigned to Test User 1 R



UNASSIGN USER


Users


Filter...



System Administrator
(not assigned)


Test User 1 R
rob.davis101@gmail.com
Assigned to device F17BD15c8b


REFRESH ASSIGNMENT



Test User 2 A
(not assigned)



Test User 3 B
(not assigned)

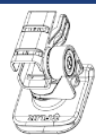

Test User Supervisor 4 D
(not assigned)

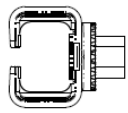
3.5 Accessories

There are various mounting accessory options to fit many needs and requirements for the FLIR TruWITNESS device.



Collar/Cap Mount



Safety Glasses Mount



Vest/Epaulette Mount


1/4 - 20 Mount (Arkon)

Wearing your Sensory

GLASSES


CAP




SHOULDER


LEFT OR RIGHT?

All mounting hardware is rotatable and can be used on either the left or right side of the body/head/glasses

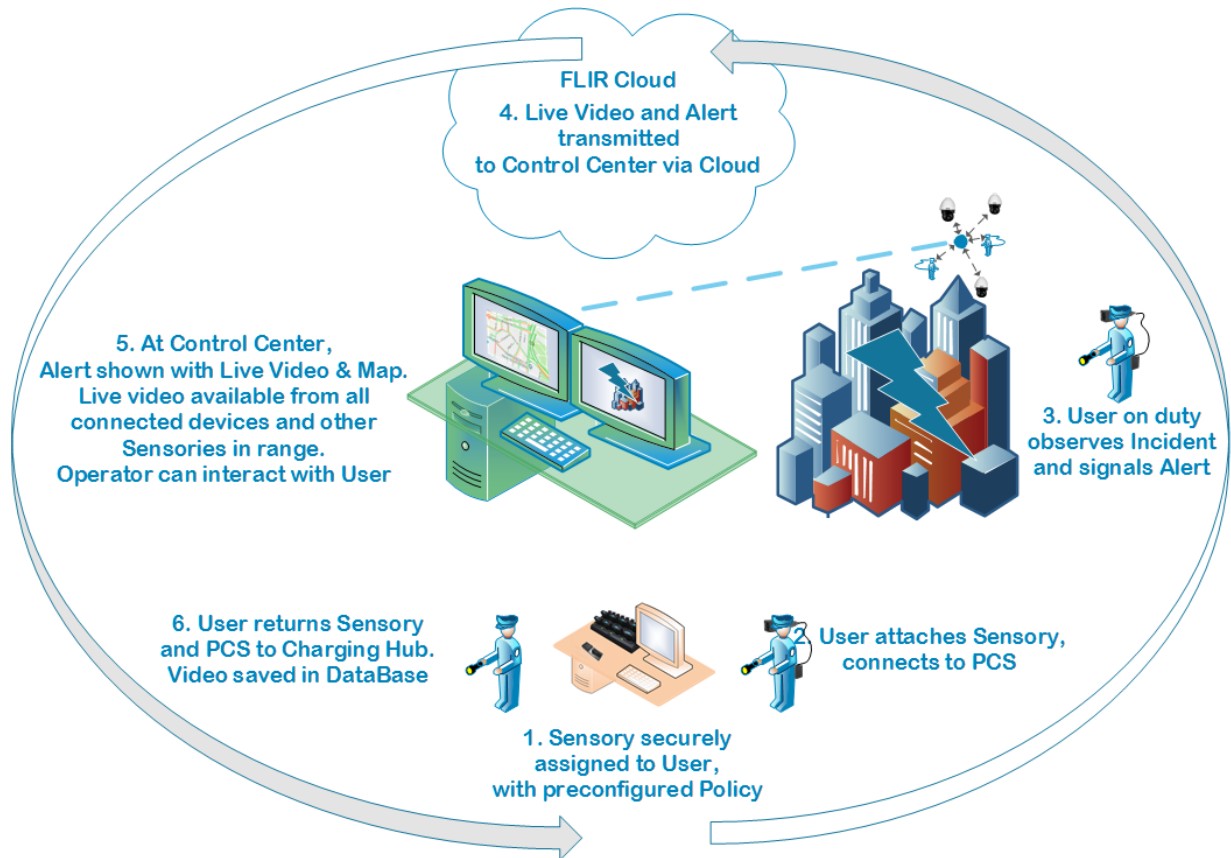
The Sensory knows which way is 'up' - always mount the Sensory so that you can reach the Alarm button easily.

Tip: Wear the FLIR Logo facing **outwards**.

4. FLIR TruWITNESS Flow

The visual below outlines the flow of the FLIR TruWITNESS from assignment to offload.



5. Limitations

Description
Wi-Fi is not supported - only 3G/4G may be used. (4G is always recommended when available).
TruWITNESS Sensory 'Unit' in the Admin Center Physical tree is not affected by events (e.g. disconnections) but rather the Sensory 'Scene' is affected during events.
If a single user offloads from one device on to two different Archivers, there may be issues with Jump-to-Time during playback.
Dragging a muted tile to another tile will unmute it.
EZ client has limited support for Live and playback (audio and camera catalog notifications). It is intended for use with email reports.
Different Time zone between Latitude System and client machine causes problem when playing clip from E-mail report via EZ client.
Video and audio may be slightly unsynchronized some of the time during playback
Location on map is limited to the accuracy of the GPS signal.
Holding the sensory and PCS directly next to each other, may result in interference to the GPS signal.
Radio frequency transmitting devices in close proximity to the PCS may cause interruption.
Background export is not supported with TruWITNESS clips.
If the systems Latitude license expires, all wearable entities disappear, and offloading isn't possible.
Expired clips are not filtered out of query results.
If multiple TruWITNESS users trigger the same cameras in Neighbor Aware events, during the same recording period, query results for clips from those cameras will be duplicated.
PCS Display only supports Basic Latin Characters.
Camera sequences are not supported for TruWITNESS devices.
If Directory fails over and recovers, alarms could show as duplicate. To resolve, close and reopen Control Center.
In Rare cases, the PCS Error: STORAGE EXCEEDED may be shown due to the last few seconds of a file at the end of offload being corrupted. The error message in this case is incorrect. For resolution of this problem see the troubleshooting section in the TruWITNESS installation guide or Admin Center help file
If the PCS battery is completely depleted, it must be inserted into the Charging Hub and charged before use.
Clips exported in DVT format will not show clip location on GIS map
Clips over an hour long (from any camera or TruWITNESS device) might fail to export in MP4

6. Upgrade Instructions

The following upgrade paths are supported:

- Latitude 8.0
- Latitude 8.0.1
- Latitude 8.0.2
- Latitude 8.0.3

Note: This version is built on top of 8.0.3. For more information see Release Notes:

<https://flir.box.com/s/81lsiftuo4adbzc2gh8ho2d1166hfpa6>

6.1 Upgrade Steps

1. Download the installer onto all server(s) and 8.1 clients

This VMS update must be deployed on all machines – servers, clients and SDK applications.

Note that SDK applications must be closed manually.

2. Close Admin Center, Control Center, and Assignment Tool application
3. Upgrade to Latitude 8.1.0.XX00
 - a. Under the “VMS Software” folder, unzip Latitude_Setup_8.1.0.xx00.zip
 - b. Upgrade the server side of the system, starting with the Directory server (if not an all-in-one system).
 - c. Run Latitude_8.1.0.exe as an administrator
 - i. **Note:** This stops your VMS Windows Services, which resume upon completion of the wizard.
 - d. Proceed as guided by the installation wizard.
 - e. Software upgrade should complete after a few minutes with possible reboots required
 - f. Once the server upgrade concludes, open Control Center from a client workstation.
 - g. Connect to the server. You will be prompted to upgrade to the new version. After accepting, the new version will be downloaded over the network and installed automatically without requiring any further input.

After installation is finished, Windows Services will be launched automatically

4. Upgrade Charging Hub firmware
 - a. Under the “Firmware” - “Charging Hub” folders, unzip the .zip file
 - b. Firmware upgrade is done under the DNA application. Charging Hub model: TW1 – HUB-0000-00 Firmware file: ulmage_userland_all
 - c. Refer to “TruWITNESS Installation Guide.pdf” Section 8.1 Hub, page 47 (51) for additional details
5. Upgrade Sensory and PCS firmware
 - a. Under the “Firmware” – “Sensory Pack” folders, firmware file: “SensoryPack_x.x.x.xx.zip” (DO NOT Unzip this file)
 - b. Firmware upgrade is done under the Charging Hub web interface. Select Maintenance – Software Upgrade (for Step2: pcs.zip)
 - c. Refer to “TruWITNESS Installation Guide.pdf” Section 8.2 Sensory and PCS, page 48 (52) for additional details

6.2 Upgrade Limitations

1. When the Latitude license expires, all wearable entities will disappear, and offloading isn't possible.
2. During upgrading, Directory synchronization is not maintained until all Directories are upgraded
3. Using Windows "Remote Desktop Protocol" (RDP) to load the update with "Automatic Client Update" feature is not supported.
4. If Mentor is installed on the client machine, Automatic Client updates will not work.
5. When running Automatic Client updates while not signed into Windows as an administrator, Update screen and Progress Bar will be hidden from the user.

7. Configuration Management

Below are the version numbers of the various TruWITNESS components current to the release of this document:

- Latitude version: Latitude v8.1.0.8900
- Charging Hub version: tw20190417NSZ
- PCS: MCU FW is 20190411A1
- Sensory: FW 20190416

8. Additional Resources

For more information about the VMS system, visit <https://www.flir.com/browse/security/video-management-systems/>

9. Windows Updates

Note: The VMS Windows Services must be stopped prior to applying Windows Updates

10. Protecting Your FLIR Security Product

FLIR strongly recommends following good security practices that protect against malware in general, as that will also help protect against possible exploitation. This includes ensuring devices that are using a Windows OS such as Latitude, Horizon, Meridian and USS servers are deployed with the recent Windows Updates and employing anti-virus updates

11. Disclaimer

By providing this document, FLIR Systems, Inc. is not making any representations regarding the correctness or completeness of its contents.

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