



Latitude End of Support for DVTEL Altitude ValueLine cameras

June 25, 2020

DVTEL Network Cameras Altitude DVT-942x and DVT-952x were first released in Q2 2007 and have been supported on all Latitude versions up to and including Latitude V8.0.5.

Latitude Version 9.0 includes an upgrade to full 64-bit operation. The original software for these cameras is restricted to a 32-bit environment. The plugin supplied by the manufacturers for these cameras (called FLIR 9x20) cannot be used in the 64-bit environment and hence it is no longer possible to support these cameras in Latitude v9.0.

Additional Information

Customers should export any required recorded footage and then remove the cameras from their system prior to upgrading to v9.0, as any recorded footage will not be readable following the upgrade.

The cameras can be added to the system using **Generic Camera** plugin.

Note: With **Generic Camera** plugin users are only able to view live and record the stream. Configuring video or picture settings from Latitude, using motion detection, PTZ and other features are not supported.

If **Generic Camera** plugin functionality is not sufficient, customers are advised to **replace the cameras with newer models**, or otherwise **to remain on their current Latitude version** and not upgrade to Latitude 9.0.

Customers are referred to the Technical Note “End of support for FLIR 9x20 and Arecont camera Plugins” for more details (found [here](#)) or contact your FLIR Representative.

Cameras reaching end of Latitude support:

- DVTEL Altitude model: DVT-9520, DVT-9523, DVT-9420
- Any other cameras using the 9x20 plugin, such as Vivotek cameras

Effective Latitude Version:

Latitude version 9.0.

Replacement Products:

The FLIR range of visible cameras is available on our website on

<https://www.flir.com/browse/security/visible-security-cameras/>

The products below can be considered as direct replacements

CB-3304	Ariel Quad HD IP Bullet Camera	CM-3102	Ariel Full HD IP Mini-dome Camera
CB-3308	Ariel Ultra HD IP Bullet Camera	CM-3304	Ariel Quad HD IP Mini-dome Camera
CB-3102	Ariel Full HD IP Bullet Camera	CM-3308	Ariel Ultra HD IP Mini-dome Camera
CF-6308	Quasar Ultra HD IP Box Camera		

Additional Information

For software and documentation downloads, visit our website <http://www.flir.com/security/>

For further information, please contact your local FLIR sales representative