Release Notes

UNITED VMS 9.0
Rel 9.0.0.3000
Major Release
Latitude/Horizon/Meridian
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**Document History**

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Comment</th>
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<tbody>
<tr>
<td>1</td>
<td>June 2020</td>
<td>Initial FLIR Release</td>
</tr>
<tr>
<td>1.1</td>
<td>November 2020</td>
<td>Edits and limitations</td>
</tr>
<tr>
<td>1.2</td>
<td>December 2020</td>
<td>Updated limitations</td>
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1. Introduction

FLIR is proud to release the next major update to the United VMS family. We’ve been listening to our customers and watching the marketplace – so this United VMS 9.0 major release, available for the Latitude, Horizon and Meridian Video Monitoring System platforms, provides significant new features and benefits, delivers improved performance, and tightens security – so critical in today’s changing world.

Highlights:

- **Performance - United VMS is now 64 bits**
  - Increased memory space - better caching and buffering
  - Platforms can handle larger systems
  - Take full advantage of newer chip architecture

- **Powerful Operator tools and New look & feel**
  - Timeline Scrubbing – directly in the video pane – or just thumbnails on the timeline
  - Thumbnail search
  - Simplified user experience - easier operation and cleaner appearance
  - New dark-mode look for FLIR Control Center and Admin Center

- **System Management - Health Monitor**
  - Health information about server, services and cameras
  - Dashboard with system status
  - Cloud application – available from everywhere

- **Tighter Cyber Security**
  - Load certificate mechanism for centrally loading CA certificate to edge devices
  - Improved password policy and enforced password change upon first login
  - Apply security policy by blocking unsecured cameras
  - Secure communication between VMS services
  - Secure Active Directory communication

- **Camera Support, Upgraded ONVIF Implementation**
  - New/upgraded Camera Integrations
  - H.265 support in ONVIF
  - Support for ONVIF Profile G
2. Product Features

FLIR has added new operator features and under-the-hood improvements that make their work more productive and their jobs easier.

2.1 Operator Facilities and Features

2.1.1 Timeline Scrubbing

Looking for incidents in video recordings is time-consuming and exacting work. Timeline scrubbing will be welcomed by operators because it allows them to quickly home in on details in camera clips.

There are two methods of scrubbing:

**Scrub the video directly in the Playback pane**

The operator can now simply drag the timeline cursor earlier or later, and watch the playback in its current window.

Want to see if that truck picked someone up at the bus stop?

**Scrub with thumbnails on the Timeline**

With the video playing undisturbed, the operator can now just hover over the timeline and check in the thumbnails.

Want to keep the video playing, and just check thumbnails to look for where something changed?
Thumbnails show their own Time details

Limitations:

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scrubbing is not supported with Sync Playback or Linked Scenes</td>
</tr>
</tbody>
</table>

2.1.2 Dynamically add cameras to Synchronized Playback

Searching footage on multiple cameras and synchronizing their playback has always been a useful tool. Users can now modify the Sync Playback dynamically, without needing to start a new search, which would interrupt viewing. Any cameras that were recording can dragged into or out of the Sync Playback layout, and the layout will adjust automatically to accommodate the change. For example, if the tile layout was 2x1 and a 3rd camera is dragged and dropped into the layout, the tiles will automatically readjust to a 2x2 tile layout, allowing the new camera to pop in and begin playback with the others.

2.1.3 Thumbnail Search for Bookmark Query

When searching for Bookmark and Motion Bookmarks, there is a new query option to display the result in a thumbnail pane. The user can select multiple cameras to query and the results will display in chronological order of all cameras selected.

Additionally, the Thumbnail results for Bookmark queries shows the clip starting from the time the bookmark was triggered and not from the start of recording (i.e. pre event clip). By showing the thumbnails
chronologically when they involve more than one camera, the user gets a clearer picture of the sequence of events.

2.1.4 Control Center User Experience Changes

There have been major improvements made to the user experience of Control Center. These changes improve flow and usability of the application without hindering the productivity of long-time users. All the well-known functionality remains, but is now more accessible. Some examples of notable changes can be seen below:

- View Selection is now a dropdown on the menu bar rather than a hidden icon that you had to ‘find’
- The information pane icons, previously displayed as small icons below the pane, have been moved to the top of the pane with labeled tabs, making them easier to identify and quicker navigate.
- The query pane has been unified to include both regular and smart/motion searches.
- The Smart Search viewer is now displayed as a larger pop-out pane making it easier to select desired portions of the footage to search through.
2.1.5 User Interface Redesign

In addition to the UX improvements made to Control Center, Admin Center and Control Center are presented with a new skin and color scheme. This fresh and modern new look provides users with a pleasant experience.

Figure 7 - Admin Center Refresh

Figure 8 - Control Center Refresh
2.2 Cyber Security

Cyber Hardening has become a key requirement, with constantly-evolving need. Below are highlights of the major new or upgraded features that enhance system security.

2.2.1 Password Policy Hardening

Complex passwords have always been a common approach to making a system more secure. We’ve added the ability to enforce the use of more complex user passwords as well as a mechanism that forces all users to change the default password upon first sign-on. The system administrator has the ability to configure and enforce these rules based on industry standards.

![Figure 9 - Force change password](image)

2.2.2 Implementation for SHA-256

This version of UVMS will utilize the SHA-256 hash function for all digital signatures (export and recordings) and hashed passwords. This protocol is becoming a requirement of all federal agencies. As keeping up with such security standards are usually requirements in order for systems to be in consideration, UVMS is making several system and data security changes to enable the system to be compliant with such requirements.

2.2.3 Support for Uploading Trusted TLS Certificate to Camera

In order to strengthen the secure communication between Archiver and cameras, UVMS now supports uploading a Trusted Certificate to the camera via a secure connection. This feature adds a more secure method than the existing ability to create a self-signed certificate directly from the software. The self-signed feature has also been enhanced by allowing the camera and the VMS to sync times if there is more than a one-day discrepancy.

![Figure 10 - Edge Security](image)

Certificate supported: PFX files only
2.2.4 Support for digest authentication and TLS/HTTPS for TRK-101

The FLIR TRK-101 has been a long standing Analytics encoder, granting users the ability to overlay and interact with analytic metadata on top of visible and thermal imaging cameras. This release will take advantage of security upgrades to the TRK-101 by utilizing the new digest authentication and TLS/HTTPS features of the unit. These new additions will be configurable from the UVMS Admin Center, streamlining the setup process and further securing all system endpoints.

![Figure 11 - System Analytics with new Credential and Ports fields](image)

2.2.5 Secure Active Directory

The integration between Latitude and Active directory has always been a welcome feature for larger customers, allowing them to integrate their user management into the VMS software. UVMS has now added TLS to further secure the data being passed from the Active Directory to the Latitude system. By default, this feature is disabled but the user now has the ability to enable TLS, which will automatically update the port to use secure communication.

![Figure 12 - Secure Active Directory](image)

2.2.6 Additional Cyber Security Features

In addition to the cyber security features presented above, the UVMS has implemented several more Cyber Hardening measures by improving existing configurations

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed old unused API</td>
</tr>
<tr>
<td>Disable Mobile app and Middleware SDK by default (option to enable)</td>
</tr>
<tr>
<td>Disable routing from remote connections by default (option to enable)</td>
</tr>
<tr>
<td>Block external connection to SQL server on fresh installations (Upgrades will warn users of risk)</td>
</tr>
<tr>
<td>Enable secure communications protocol between UVMS services (DVCOMM).</td>
</tr>
</tbody>
</table>
2.3 New Functionality

2.3.1 Upgrade to 64-bit

As technology moves forward at a rapid pace, the need to take advantage of the features already available and to support new hardware and operating systems is vital. UVMS has made the crucial move now of becoming a 64-bit application. This will improve performance and memory utilization on existing platforms, and it prepares us for future compatibility. This move allows us to utilize new hardware technologies and other 64-bit integrations and SDKs. It will enhance the Global client, allowing for more connections, more cameras and higher bitrate per camera. Sync playback, smooth reverse playback and resiliency in recording are also among the numerous benefits we will see with this update.

Limitations:

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arecont and 9x20 plugins will no longer be supported. More details can be found in the technical note <a href="#">here</a>. Note: Users are recommended to contact FLIR Support prior to upgrading systems with Arecont cameras to v9.0 to check whether their Arecont camera model has been tested and supported with Generic Plugin.</td>
</tr>
<tr>
<td>SceneTracker no longer supported. In v9.0 it will no longer be possible to open SceneTracker scenes in Control Center or define new SceneTracker scenes in Admin Center</td>
</tr>
</tbody>
</table>

2.3.2 SSA Expiry Notification

Software Service Agreements (SSA) are purchased by customers to offer support and services for the year. This is important in giving the customer piece of mind that they are covered in times of need. To help customers to stay on top of their SSA status, UVMS will now remind them of upcoming expiration. The user will see a message, alerting them of when their SSA will/has expire(d). Additionally, the SSA feature is now an entry in the licensing table. This entry includes the expiration date, so the customer can check manually when the SSA must be renewed.

*Figure 13 - SSA Expiry Notification*

2.3.3 Help File Upgrade

The Help File system has been delivered as a .chm file up until now. The chm format has become deprecated over the years. It is limited in its feature availability and has some security implications – which led Microsoft to limit its portability and place other restrictions on its use. Going forward with UVMS, we now distribute an .exe file, which includes the updates reflecting the new and improved UX and a UI in the new skin update of the client applications. Additionally, this provides more secure delivery and enables us to use more advanced ways to share content such as video clips and animated ‘how-to’ information.
2.3.4 Health Monitor

The Health Monitor is a cloud-based web application which provides Latitude users with proactive health monitoring that both presents information about the system and alerts the user when infrastructure or communications problems arise.

The Health Monitor includes critical, real time information about servers and cameras with a historical alert center for investigative purposes. The Health Monitor allows a single operator to obtain information from multiple systems, pulling in additional information such as licensing features, active Latitude alarms and Latitude users currently logged into the relevant system/s.

The Health Monitor is intended for use by system integrators as well as end users.

![Health Monitor Image]

Note: Health Monitor is available for Latitude only.

2.3.5 Server/Client version displayed

Due to the introduction of backward compatible components several versions ago, we’ve added a way for a user to view which version a specific server or Control Center Client is currently on.

Each relevant entity will have a new field in its Information section called “Version” displaying the major and minor version of that specific component.

![Version number Image]

2.3.6 Add Sounds to Alarm Priorities

Alarm Priorities have traditionally been displayed with distinguishing colors tones, when configured to do so. UVMS now also supports audio tones to signal the priority of alarms when they are triggered. This is useful in busy control rooms and in environments where colors or visual cues may be overlooked.
### 2.4 Radar Integration

Latitude now integrates the FLIR Ranger series allowing radar surveillance to be part of the system’s video display.

The integration allows to receive radar targets, display them on the Latitude GIS map, trigger VMS alarms upon target detections, and automatically direct PTZ cameras towards the most relevant targets according to a user-selected mode of operation.

![Figure 16 - GIS Map enhancements showing special icons, moving objects, FoV and exclusion areas](image)

Multiple Ranger units can be connected via a shared PC.

Radar units appear as nodes in the Latitude Navigation tree and are displayed with detailed information on GIS maps in the Latitude system.

The system allows configuration of specific PTZ to be associated with the radar units. Coverage and range parameters are used to choose only relevant targets for tracking. Associated PTZ cameras can be set so that they will track, the latest target, a target entering an exclusion zone, the closest target, or cycle through all known targets.

Alerts and Alarms are sent to the Latitude system for targets detected, detected in a defined intrusion zone and target lost, as well as to signal if accessibility to the radar units is lost/recovered.

Note: an AIC plugin is required for the radar integration to be supported in UVMS.
2.5 New/Upgraded Camera Support

The following camera integrations have been added/upgraded in this release.

2.5.1 Saros DM-Series (Multiple models)

Multispectral PTZ camera
- Thermal sensor
- 4K visible light sensor with e-zoom

The Saros integration has been upgraded to allow Latitude operators more setup and configuration options, reducing the needing to go back to the camera’s Web page.

2.5.2 FLIR Elara DX-Series (Multiple models)

Multispectral PTZ camera
- Thermal sensor
- 4K visible light sensor with up to 31x optical zoom
- Long-range onboard IR illuminator
- Onboard lens window wiper and optional washer kit

2.5.3 Quasar CP-6408-21-I

4K IR Visible PTZ camera
- Up to 22x optical zoom
- Long-range onboard IR illuminator

2.5.4 Quasar CP-6408-31-I

4K IR Visible PTZ camera
- Up to 31x optical zoom
- Long-range onboard IR illuminator
- Onboard lens window wiper and optional washer kit

2.5.5 Ariel Gen 2 CM-3202-11-I (Refresh)

Full HD Visible mini-dome
- 1080p video with fast frame rates
- True wide dynamic range
2.6 Camera Integration Improvements

2.6.1 Support H.265

UVMS continues to move forward with ONVIF implementation and support, with support for video decoding in H.265 for FLIR cameras and for ONVIF cameras.

H.265 is supported for cameras discovered with FLIR plugin, ONVIF plugin or Generic camera plugin.

Export of H.265 – in AVI and MP4 with embedded OSD the video will be transcoded to H264.

Customers are advised to certify the H.265 support for ONVIF cameras.

2.6.2 Support ONVIF profile G

UVMS is now ONVIF Profile G conformant. ONVIF Profile G is now used for SOE support for FLIR cameras and for ONVIF cameras which are profile G.

Limitations: H.265 is not supported.

2.6.3 Add Analytics OSD to streams over Web Socket

Using Analytics cameras is an important way implement situation awareness. The OSD from FLIR Analytics cameras gives the user a visual display of where the Analytics are focusing and tracking. With the release, we extended that OSD (on screen display) capability to be able to stream over the Web socket. This is available for web client integrations and those who stream video via the transcoder, to take advantage of this important tool.

2.6.4 Support units with motorized lens driver

A new driver has been added in order to support fixed cameras with motorized lenses. This functionality will allow the user to focus cameras, using motorized lenses, without needing to navigate to the webpage of the camera. This will streamline camera setup but allowing the user to remain in the UVMS application.
## 3. Additional Features

<table>
<thead>
<tr>
<th>CR-ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>47867</td>
<td>Added support for gain and exposure mode for FLIR fix box cameras</td>
</tr>
<tr>
<td>48102</td>
<td>Added language translations to new items</td>
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<tr>
<td>47840</td>
<td>Add ability to lock unlock workstation while automatically re-establishing communication with CC and with Chameleon CC</td>
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<tr>
<td>47375</td>
<td>Add new privileges for login as a mobile user and as a web user</td>
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<tr>
<td>47374</td>
<td>Alarm type should have armed/disarmed property</td>
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<tr>
<td>48574</td>
<td>Transcoder will force H.264 to use a proxy stream for web socket to reduce load</td>
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</tbody>
</table>
| 47717 | Increase default UDP port range amount to 2000 (port 15000-17000)  
Note: in upgrades users are recommended to ensure that these ports are open in their Firewall or change the default back to 15000-16000 in Admin Center |
## 4. Fixed Issues

All the cases described in the table below were fixed in V9.0

<table>
<thead>
<tr>
<th>CR-ID</th>
<th>Description</th>
<th>Support Ticket</th>
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<tbody>
<tr>
<td>48639</td>
<td>A faulty Multi Imager camera can lead to Archiver failure</td>
<td>0028654</td>
</tr>
<tr>
<td>48618</td>
<td>Transcoder limit reached while using Dynamic Transcoding</td>
<td>0026571</td>
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<tr>
<td>48579</td>
<td>If multiple short Exports are initiated in a short time, memory leak condition can occur in Transcoder.</td>
<td>0029773</td>
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<td>48533</td>
<td>It takes 3-4 seconds for Ariel Gen 2 and 3 open streams on the tile when asking for an Adaptive streaming stream</td>
<td>0027450</td>
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<tr>
<td>48480</td>
<td>After loss of control on PTZ with IOI encoder, Archiver will stop recording (due to high handle count)</td>
<td>0026138</td>
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<tr>
<td>48400</td>
<td>Camera appear as offline while there is video</td>
<td>0024134</td>
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<tr>
<td>48331</td>
<td>Black tiles after moving between screens or reconnecting screens</td>
<td>0020162, 0021069, 0084259, 0079987, 0082547</td>
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<tr>
<td>48236</td>
<td>GUI Issue - Russian Language overwrites other text.</td>
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<td>48229</td>
<td>Wrong PTZ model set by Latitude on the TRK when Binding with PT-606Z-HD</td>
<td>0023276</td>
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<tr>
<td>48163</td>
<td>Web Server appears as Inaccessible after few days while working with TLS License</td>
<td>0019513</td>
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<tr>
<td>48146</td>
<td>Audio from microphone sometimes play even when muted</td>
<td>86708</td>
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<tr>
<td>48139</td>
<td>Alarm Tile fails to Recover</td>
<td>0021394</td>
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<tr>
<td>48062</td>
<td>CT-5802 Analytics events are not presenting at Latitude V8 after upgrade from V7</td>
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<td>48050</td>
<td>PTZ tracking may stop due to a correcting mechanism on the VMS</td>
<td>0020144</td>
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<td>48030</td>
<td>Map get corrupted while edit in &quot;Map Builder&quot; a map with LaneJS attached</td>
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<td>47980</td>
<td>Exporting schedule and alarm together cause loss of video</td>
<td>0019644</td>
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<tr>
<td>CR-ID</td>
<td>Description</td>
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<td>47976</td>
<td>Issue with Scale Maps while using Russian language OS due for using ',' as</td>
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<td></td>
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<td></td>
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<td>Text Overlay is small on 4K screenshots</td>
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<td>47753</td>
<td>Generic RTSP camera appear as offline in Latitude after a long network\power</td>
<td>81618</td>
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<tr>
<td></td>
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<td>47732</td>
<td>Fast Forward Overrun when play with 4K camera</td>
<td>86601</td>
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<td>47353</td>
<td>When Access Rights are set to “Automatically set to Allow”, new sites and</td>
<td>86572</td>
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<td></td>
<td>added cameras are not set to Allow</td>
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<td>47266</td>
<td>Active Directory Sync takes too long and prevent other operations to take</td>
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<td></td>
<td>place on Directory</td>
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<tr>
<td>47072</td>
<td>Can’t add second Network Storage</td>
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<tr>
<td>46961</td>
<td>Export of MP4 finishes in Client before it was actually finished on the export</td>
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</tr>
<tr>
<td></td>
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<td>48465</td>
<td>Time triggered events are not working properly when switching to daylight</td>
<td>0028404</td>
</tr>
<tr>
<td></td>
<td>saving time</td>
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</tbody>
</table>
## 5. Limitations

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Admin Center or Control Center from a server without a physical monitor, after some time, the application will crash.</td>
</tr>
<tr>
<td>Arecont and 9x20 plugins will no longer be supported. More details can be found in the technical note <a href="#">here</a>. Note: Users are recommended to contact FLIR Support prior to upgrading systems with Arecont cameras to v9.0 to check whether their Arecont camera model has been tested and supported with Generic Plugin.</td>
</tr>
<tr>
<td>No video is available from Proline and Proline A legacy cameras (camera models DVT-XX). Users with such cameras should contact support prior to the upgrade</td>
</tr>
<tr>
<td>No video is available for Bosch H263 cameras. Users with such cameras should contact support prior to the upgrade</td>
</tr>
<tr>
<td>MPEG4 video cannot be displayed in Control Center for live and playback, if you have MPEG-4 cameras, please contact FLIR support for more information</td>
</tr>
<tr>
<td>SceneTracker no longer supported. In v9.0 it will no longer be possible to open SceneTracker scenes in Control Center or define new SceneTracker scenes in Admin Center</td>
</tr>
<tr>
<td>Automatic client update to V9.0 is supported from V8.0.5.6130 or later. Clients upgrading from an earlier version will need to download the client application from the Client Portal (<a href="http://%5BIP%5D/clientportal">http://[IP]/clientportal</a>) and install it on all workstations</td>
</tr>
<tr>
<td>Cloud Services are not supported for V9.0 (customers are recommended to use Health Monitor instead)</td>
</tr>
<tr>
<td>Known issues – stream OSD overlaps camera time.</td>
</tr>
<tr>
<td>Known issues – Background Export GUI and folders do not get updated until stopping and starting the Background Export job.</td>
</tr>
<tr>
<td>ONVIF Profile G – for multi sensor cameras, profile G is supported on one sensor only. H.265 is not supported.</td>
</tr>
<tr>
<td>H.265 multicast is not supported</td>
</tr>
<tr>
<td>No support for USB Joystick. Please contact support.</td>
</tr>
<tr>
<td>TruWitness app not working with v9.0 on Android. Please contact support.</td>
</tr>
</tbody>
</table>
6. Upgrade Instructions

Upgrading from previous versions is performed using the same installation package as the fresh installation.

The current release supports the following direct upgrade paths:

Upgrade from 8.0 GA (8.0.0.6100) – Requires a new license
Upgrade from 8.0.X – any 8.0 LU – Requires a new license

**Important note**: before starting with the upgrade ensure that you have the systems activation key and have obtained a V9.0 license from FLIR operations.

It is important to consult the 9.0-Installation-and-Clarifications document prior to the upgrade to ensure that all pre-requisites have been fulfilled.

6.1 Upgrade Steps for Latitude

The following procedures must be fulfilled prior to upgrading to Latitude UVMS 9.0:

1. Login to Admin Center, System Settings, License and extract the system Activation key.
2. Note: you will need to send the activation key to FLIR Operations get the new V9.0 license.
3. Make sure that the Installation folder created by the previous Latitude build is still in the folder C:\ProgramData\FLIR\VMSInstallCache\Latitude 8.0.0.6100. If this directory was previously deleted for any reason, then contact FLIR Technical Support before carrying out the upgrade, so that the required information can be replaced.
4. Port availability – The Latitude Installation process assumes that certain specific ports are available. Please see the required ports list in the “Default Latitude Port Settings” section of the 9.0 Installation instructions and clarifications document. Should any of the listed ports not be available, then your System Administrator should make suitable adjustments in consultation with FLIR Technical Support.
5. Make sure you have available license for Latitude 9.0. Note that any upgrade from a previous version to Latitude 9.0 will require a new license to be installed for every directory server in the system. Note: In order to upgrade from a previous version, you must have a valid SSA.
6. Make sure you have access to the Internet to activate and download the license file.
7. Apply latest Windows updates.
   **CAUTION**: To avoid improper or failed installation, assure that all Windows updates are run before and not during the Latitude installation process. Please be sure to reboot the machine if required.
   **Note**: The Latitude services must be stopped prior to applying Windows updates.
8. Close Latitude clients and all unnecessary applications before running the upgrade.
9. When planning to upgrade to the next version, you should consult the “Expected Scenarios and Best Practice” section in the 9.0 Installation instructions and clarifications document.
10. Backing up Existing Systems and Database. The upgrade procedure includes an option to back up the databases. It is highly recommended to select this option.

The v9.0 executable is available FOC for customers with valid SSA. To obtain the update executable contact FLIR Operations.

It is recommended to deploy this VMS update on all machines – servers, clients and SDK applications. –

Run Upgrade Procedure from a previous version
1. Copy the software installation packages to the local hard drive of the computer. The installation files are extracted to a temporary folder, (this may take a few minutes).
2. The Welcome screen appears.
   Click Next
   The Language Selection dialog box appears.
3. Select the language to be used when working with the Latitude system, and then click Next. The System Configuration Backup dialog box appears.
   Note: FLIR strongly recommends backing up the application configuration and databases.
4. Accept the default backup path or click Change to use a different backup path.
   Click Next.
5. The Ready to Upgrade the Program dialog box appears.
6. Click Next to begin the upgrade process of the software.
7. The installation of the required pre-requisites (needed for upgrade) begins.
   The Upgrading Latitude screen appears.
   The Installation wizard shows the status of the components and displays a progress bar.
   Once the installation process is complete, the Installation Wizard Completed dialog box appears.
8. Click Finish.

   **Notes:**

   1. SDK applications must be closed manually.
   2. Close the client applications before running the installation package.
   3. The Windows services will stop for the installation, after the installation is finished, windows services will be launched automatically.
   4. Admin Center and Control Center won’t start automatically.
   5. Upgrade the server side of the system, starting with the Directory server if not an all-in-one system.

   Once the server upgrade concludes, open Control Center over a remote client workstation and connect to the server. Automatic client update (ACU) works for systems installed with v8.0.5.6130 and higher, if you upgrade from a previous v8.0 LU the ACU will not work. You will need to connect to the Client Portal (http://[IP]/clientportal) and download the client package in order to upgrade the client application.

### 6.2 Upgrade Steps for Horizon/Meridian

1. A new license should be requested from FLIR operations before the upgrade.
2. Close the client applications before running the installation package.
3. Stop FLIR services and install Windows updates.
4. Obtain the most recently released software file from FLIR Operations or FLIR Enterprise Support.
5. Start by upgrading the server side of the system.
6. Open the containing folder and find Horizon_9.0.0.exe or Meridian_9.0.0.exe – are these correct still?
7. Double click the .exe and allow the software to extract the FLIR Installer.
8. Please keep in mind that FLIR services will stop during this upgrade. Therefore, all cameras will be temporarily offline and will not continue recording until the completion of the upgrade.
9. If not already installed, once the package is extracted, the Microsoft .NET 4.5.2 installer will begin. Follow the steps on the screen. .NET 4.8 will then be installed.
10. Please be patient, as this process can take 15-20 minutes
11. If prompted by the Installer, please allow the server to reboot. The Installer will launch upon login.
12. Continue to follow the prompts on the screen as they appear. Additional reboots may be required.
13. When the Installer completes, open ControlCenter to re-license your server.
14. Once server upgrade has concluded, open ControlCenter over a remote client workstation and 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.

6.3 Client Update

Automatic client update to version 9.0 works only from V8.0.5.6130 LU (or newer LU).

To use automatic client update to V9.0 do the following:

1) Upgrade Directory to LU V8.0.5.6130 or later
2) Login to all clients to ensure ACU occurs in all clients
3) Upgrade to V9.0

Otherwise – go to client portal, download the client application and install on all workstations.
7. Additional Resources

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

8. Windows Updates

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


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.

10. 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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