Release Notes

United VMS 9.0.1
v.3005
Latitude Update
Latitude / Horizon / Meridian
# Table of Contents

1. Introduction ........................................................................................................... 5
2. In This Release ...................................................................................................... 6
   2.1 Quick View ........................................................................................................ 6
   2.2 EZ Client on Mobile Devices ........................................................................... 9
      2.2.1 Examples of EZ Client on Mobile screens .................................................... 9
      2.2.2 Adaptations for Mobile Devices ................................................................. 9
   2.3 Reporting tool revamp ..................................................................................... 9
      2.3.1 Sign-Off Report ......................................................................................... 10
      2.3.2 Report Types ............................................................................................ 10
      2.3.3 Report examples ....................................................................................... 10
   2.4 Output Pin Control .......................................................................................... 11
      2.4.1 Setup ........................................................................................................ 11
      2.4.2 Controlling an Output Pin from the Control Center .................................. 12
      2.4.3 Linked Output Pin Inaccessible ................................................................. 12
      2.4.4 Controlling an Output Pin from the EZ Client .......................................... 12
   2.5 Support for EST screening ............................................................................. 13
      2.5.1 FR-345-EST Camera support .................................................................. 13
      2.5.2 Screening offset support, events etc. ......................................................... 13
      2.5.3 Brickstream Integration .......................................................................... 13
   2.6 Adjustments and upgrades to UI .................................................................... 14
      2.6.1 Lock and unlock multiple clips ................................................................. 14
      2.6.2 Storage pie graphic .................................................................................. 14
      2.6.3 Sync playback videos with bookmarks ................................................... 15
      2.6.4 Date fields added in Export From and To ................................................ 15
   2.7 Transcoder improvements .............................................................................. 16
   2.8 New Camera Support ..................................................................................... 16
      2.8.1 FR-345-EST .............................................................................................. 16
      2.8.2 CB-6404 .................................................................................................. 16
      2.8.3 CB-6408 .................................................................................................. 16
      2.8.4 CM-6408 ................................................................................................. 16
      2.8.5 CM-6405 ................................................................................................. 16
      2.8.6 Axis Plugin improvements ........................................................................ 17
      2.8.6.1 HTTPS Support .................................................................................... 17
      2.8.6.2 VMD4 Motion Detection Support ......................................................... 17
   2.9 Documentation ................................................................................................. 17
3. Previous Release .................................................................................................. 17
4. Fixed Issues .......................................................................................................... 17
5. Limitations ........................................................................................................... 18
6. Upgrade Instructions ............................................................................................ 18
List of Figures
Figure 1 Quick View setup from Admin Center .................................................. 6
Figure 2- A Quick View defined for a camera.................................................... 7
Figure 3 – Example of available cameras related to a Quick View ......................... 7
Figure 4 - Quick View in Playback mode, with a preview showing ........................ 8
Figure 5 – Mobile Login ..................................................................................... 9
Figure 6 – Mobile Catalog .................................................................................. 9
Figure 7 – Mobile Live View ............................................................................. 9
Figure 8 – Mobile Playback ................................................................................. 9
Figure 9 - Dynamic Layout ............................................................................... 9
Figure 10 - Full Screen option for Mobile Devices ............................................. 9
Figure 11 - Report Types .................................................................................. 10
Figure 12 - Alarms Report ................................................................................ 10
Figure 13 - Signoff Report ................................................................................ 10
Figure 14 - Reporting Tool - Custom Reports .................................................. 11
Figure 15 - Selecting an Output Pin to be linked ............................................. 11
Figure 16 - CC Viewing Pane showing Camera with Linked Output Pin in 'Normal' State.... 12
Figure 17 - Linked Output Pin Tooltips ............................................................ 12
Figure 18 - Output Pin not accessible............................................................... 12
Figure 19 - Linked Output Pin in EZ Client ..................................................... 12
Figure 20 - Output Pin Icons and Tooltips ..................................................... 13
Figure 21 - FLIR Elara FR-345-EST ................................................................. 13
Figure 22 - Brickstream occupancy module displayed in Control Center .......... 14
Figure 23 - Lock / unlock of multiple clips ....................................................... 14
Figure 24 - Storage pie now includes locked clips statistics ............................. 15
Figure 25 - Multiple Select of bookmarks and sync playback ........................... 15
Figure 26 - Export - Date fields .................................................................... 15
1. Introduction

This release of FLIR’s United VMS V9.0.1 adds major features to the UVMS 9 generation, together with product enhancements and fixes.

Major new capabilities include the introduction of Quick View and Output Pin control, designed to streamline the Control Center Operators capabilities, and development of the EZClient on mobile devices so that users on Android and IOS devices have the convenient and familiar browser-based interface even on small-screen devices, without needing to download and update Apps.

Major improvements to the Reporting Tool will make it easier for users to develop and access information from the system.

New bullet and minidome cameras integrations are added as well as a new security ESTcamera are supported in this version.

The features in this release are added to the previous United VMS 9.0 release, details of which can be found in the Release Notes for UVMS 9.0 on our website.
2. In This Release

The following specific additions have been made.

2.1 Quick View

FLIR introduces an exciting new user interface as part of the UVMS Control Center – the Quick View.

Setting up a Quick View for a camera allows all camera/s covering the adjacent areas to be defined so that they are available to the Control Center user at the click of a symbol in the camera’s normal display window. This gives the operator an intuitive way to select the next scene without taking his eyes away from the screen. Utilizing all available cameras, the operator can follow a person or scan across an area covering more than one field of view.

Using easily-defined overlays, the operator ‘sees’ what additional relevant cameras are available. Live thumbnails preview the new scene, and without looking away to a navigation tree, a click of the mouse switches the viewing tile to the selected view.

Here’s how the Quick View works:

At setup, the Admin Center user defines overlays on the camera view. Each overlay corresponds to an available alternative camera view. Overlays can be placed and shaped to provide visual cues about the camera views that they represent.

![Quick View setup from Admin Center](image)

**Quick View Icon** - When a camera which has a Quick View definition is displayed in the Control Center, an icon in the tile allows to turn the feature on/off.

When Quick View is turned on, overlays on the camera are shown when the cursor is placed in the current tile. Hovering the mouse on an overlay displays a tooltip giving the corresponding camera
name. Clicking on an overlay shows a preview of the indicated camera as a thumbnail, and a double-click switches the tile to that camera view.

Figure 2 - A Quick View defined for a camera

The resulting Quick View is shown in the Control Center viewing tile when the camera is displayed.

Figure 3 – Example of available cameras related to a Quick View
Double-clicking on an overlay or clicking in the preview window replaces the view in the camera window with the selected camera.

<table>
<thead>
<tr>
<th>Hovering the mouse inside an overlay displays a tooltip that identifies the selected camera</th>
<th>Clicking on the overlay displays a preview thumbnail of the selected camera</th>
</tr>
</thead>
</table>

Any camera may have a Quick View defined, so in the new camera view, corresponding overlays can represent the camera that would take the operator back to the first camera, or on to other cameras.

**Quick View during playback.**

The Quick View is fully supported in playback mode, and so if an overlay is selected during playback, then provided there are available recordings of the indicated camera/s in the same timeframe, the operator will have the same options for viewing them.

*Figure 4 - Quick View in Playback mode, with a preview showing*

**Note:** Quick View is available for Latitude only.
2.2 EZ Client on Mobile Devices

The EZ Client has been updated and enhanced so that it is responsive and can be used on Android and Apple Mobile Phones and Tablets (using Chrome or Safari browsers).

A major advantage of this approach is that mobile phone and tablet users will no longer be required to download and update specific Apps, but can use the EZ Client through the standard browser interface.

2.2.1 Examples of EZClient on Mobile screens

![Figure 5 – Mobile Login](image1)

![Figure 6 – Mobile Catalog](image2)

![Figure 7 – Mobile Live View](image3)

![Figure 8 – Mobile Playback](image4)

2.2.2 Adaptations for Mobile Devices

Some functions had to be adapted to accommodate the smaller footprint, but EZ Client users will easily adapt to the new format.

![Figure 9 - Dynamic Layout](image5)

![Figure 10 - Full Screen option for Mobile Devices](image6)

Note: Only shown when the device you are using supports this (not available on iOS)

Supported browsers:

For Windows PC OS: Google Chrome (v29 and later), Internet Explorer (v11 and later), Opera (v16 and later), Microsoft Edge (v1 and later).

For tablets and mobile phones: Android: Google Chrome (v29 and later), iOS: Google Chrome (v29 and later), Safari (v8 and later)

2.3 Reporting tool revamp

Security reports are no longer related to intrusion, robbery and vandalism only, as they merge with system events, and are covered by UVMSs powerful cyber security. This is crucial to keeping your
The integrated Reporting Tool now allows users to create reports using all the events in the system for better monitoring, anticipation, maintenance and improved cyber security. Thanks to the broadened customization capabilities, users can define more comprehensive and more focussed custom reports, and these can be stored as templates, allowing users to build a repertoire of reports tailored to their individual needs.

### 2.3.1 Sign-Off Report

The Sign-Off report previously available for Horizon/Meridian only is now available for Latitude users.

### 2.3.2 Report Types

![Report Types](image1.png)

Thanks to the broadened customization capabilities, users can define more comprehensive and more focussed custom reports, and these can be stored as templates, allowing users to build a repertoire of reports tailored to their individual needs.

### 2.3.3 Report examples

![Alarms Report](image2.png)

![Signoff Report](image3.png)
Note: Reporting Tool revamp is affecting Latitude only, the reporting tool on Horizon/Meridian has not changed.

2.4 Output Pin Control

While viewing a camera, Operators can see, set and reset Output Pins that are linked to that camera. The output pin must be defined in an I/O scene on the camera to which they are connected (which may be different from the camera currently being viewed). For example, an operator viewing a corridor camera can toggle a door relay that is connected to a different camera that is located closer to the door itself.

2.4.1 Setup

In the Admin Center, the **Camera/Linked** page allows the user to set up Linked Output Pins.

(Note: Output Pin Device must be defined before doing this)
2.4.2 Controlling an Output Pin from the Control Center

When an Output Pin is linked to a camera, then, if the operator moves the cursor to within the camera’s viewing tile, the Output Pin icon is shown, and the icon shows the ‘current’ state.

![Figure 16 - CC Viewing Pane showing Camera with Linked Output Pin in ‘Normal’ State](image)

Hovering on the Output Pin Icon shows a tooltip and the state the pin will change to if clicked.

![Figure 17 - Linked Output Pin Tooltips](image)

2.4.3 Linked Output Pin Inaccessible

If the camera on which the Output Pin is defined becomes inaccessible, the Output Pin Icon is shown greyed-out, and if the mouse is placed on it, a status tooltip is shown.

![Figure 18 - Output Pin not accessible](image)

2.4.4 Controlling an Output Pin from the EZ Client

Users of the Web Client have a similar ability to view and change the status of Output Pins.

![Figure 19 - Linked Output Pin in EZ Client](image)
Hovering on the Display Pane shows the Output Pin Icon. And placing the cursor on the icon shows the Tooltip.

![Figure 20 - Output Pin Icons and Tooltips](image)

**Note**: Linked Output Pins are available for Latitude only.

## 2.5 Support for EST screening

### 2.5.1 FR-345-EST Camera support

FLIR has recently announced a radiometric camera model directed at Elevated Skin Temperature screening – the FLIR Elara FR-345-EST. Latitude has been updated to support this camera, allowing the user to set a screening temperature threshold, and then allow the camera to register screening events and trigger associated actions.

![Figure 21 - FLIR Elara FR-345-EST](image)

### 2.5.2 Screening offset support, events etc

![Figure 22 - Set Screening Temperature threshold](image)

**Screening events**

- Screening alarm triggered
- Screening temperature within limit
- Screening - No mask
- Screening - Missed reading
- Screening - remind to calibrate
- Screening - Crowded scene

### 2.5.3 Brickstream Integration

AIC have recently released a Brickstream plugin for Latitude. The plugin allows adding Brickstream 3D Gen2 devices to the Latitude trees for display of the Brickstream video stream and receipt of Brickstream alerts in Latitude.

Possible events are total occupancy exceeded, tailgating discovered.

Upon receipt of these events, the VMS can automatically display the video from the Brickstream device or from associated security cameras, start recordings, trigger alarms, etc.

For convenience, the dashboard of the Brickstream device can also be added as a map and displayed in Control Center tile.
In This Release

UNITED VMS 9.0.1 Rel 3005

The Brickstream add-on needs to be purchased separately.

2.6 Adjustments and upgrades to UI

The user experience in Latitude is now enhanced on UVMS with upgrades that provide even more efficient and streamlined Operator control of live and recorded video.

2.6.1 Lock and unlock multiple clips

Locking and unlocking multiple clips in a single operation as needed to make sure they are kept, regardless of your recording configuration.

2.6.2 Storage pie graphic

The storage space occupied by locked clips is displayed on the Archiver storage pie graphics so users can monitor the resources that they occupy, and adapt dedicated storage to ensure that they have enough resources for scheduled recording.
2.6.3 Sync playback videos with bookmarks

Videos with same bookmark assembled from different cameras (i.e. a car number plate search) can now be synchronized and reviewed together, streamlining the user experience.

A new ‘Play’ button has been added to the Query Results pane. When multiple cameras are selected in a Bookmark or Clip query and the results displayed in the Query results pane, the operator can choose selected results and display them as a Synchronized Playback.

2.6.4 Date fields added in Export From and To

Date fields are added to the Advanced tab for setting up export of clips spanning more than a day.
2.7 Transcoder improvements

Sending H.264 streams directly through the Transcoder (not transcoded - proxy) to your EZ Clients has been improved considerably. We now support more streams through one transcoder as well as more EZ clients connections.

Note: this feature needs to be enabled using a config-file change. Please contact FLIR Support for more information.

2.8 New Camera Support

2.8.1 FR-345-EST

Multispectral EST Camera
- Radiometric sensor
- Built-in Screening Station Application
- Latitude integration

2.8.2 CB-6404

Visible Bullet Camera
- 4K ULTRA HD

2.8.3 CB-6408

Visible Bullet Camera
- 4MP QUAD HD

2.8.4 CM-6408

Visible minidome camera
- 4K ULTRA HD

2.8.5 CM-6405

Visible minidome camera
- 5MP QUAD HD
2.8.6 Axis Plugin improvements

2.8.6.1 HTTPS Support
Axis cameras discovered via the Axis plugin can now be set to secure control communication.

2.8.6.2 VMD4 Motion Detection Support
Support for VMD4 motion detection was added to the Axis plugin.
Note: requires Axis camera firmware to be 6.50 or above.

Axis Plugin improvements

2.9 Documentation
The Help Files have been updated to describe the new features, reflect changes in the above areas and the coverage of Mass Export.

3. Previous Release
The features in this release are added to previous United VMS releases, details of which can be found in the Release Notes for UVMS v9.0 Rel 9.0.0.3000.

4. Fixed Issues
All the cases described in the table below were fixed in V9.0.1

<table>
<thead>
<tr>
<th>CR-ID</th>
<th>Description</th>
<th>Support Ticket</th>
</tr>
</thead>
<tbody>
<tr>
<td>49362</td>
<td>QCC - Upgrading ThinApp to 5.2.7 to solve Skin registration and Help file open issues on the ThinApp side</td>
<td></td>
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<tr>
<td>46088</td>
<td>When creating a new user from within a Group attach to this Group</td>
<td>74454</td>
</tr>
<tr>
<td>49366</td>
<td>SDK Player sample - wrong camera may be selected if one camera name is contained within the other</td>
<td>84183</td>
</tr>
<tr>
<td>49334</td>
<td>Application Server config file corruption prevents service to start</td>
<td>0044906</td>
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<tr>
<td>46861</td>
<td>Favorites are being deleted during upgrade</td>
<td>84578</td>
</tr>
<tr>
<td>49315</td>
<td>Mpeg4 video issues with several cameras</td>
<td></td>
</tr>
<tr>
<td>49353</td>
<td>TRK binding did not work with PT-606Z-HD due to wrong PTZ model set on the TRK</td>
<td>0023276</td>
</tr>
<tr>
<td>49328</td>
<td>Add Live Buffer parameters into the AM config file</td>
<td>0028636</td>
</tr>
<tr>
<td>48862</td>
<td>Support Onvif units on a Wireless modems</td>
<td>0019810</td>
</tr>
<tr>
<td>49291</td>
<td>Background export folder and status is not updated in real time</td>
<td>0053534</td>
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<tr>
<td>49294</td>
<td>No video through Transcoder after a few days</td>
<td>0045333</td>
</tr>
<tr>
<td>49397</td>
<td>Mobile app crashes on iOS devices following upgrade to iOS 14</td>
<td>0044120</td>
</tr>
<tr>
<td>49560</td>
<td>Arecont cameras disconnect when connected via Generic camera plugin</td>
<td>0055763</td>
</tr>
</tbody>
</table>

Note: config file change required, contact FLIR Support for details
5. Limitations

<table>
<thead>
<tr>
<th>CR-ID</th>
<th>Description</th>
<th>Support Ticket</th>
</tr>
</thead>
<tbody>
<tr>
<td>49618</td>
<td>Control Center crashes due to change layout in the video wall plugin</td>
<td>0056750</td>
</tr>
<tr>
<td>49538</td>
<td>User cannot change his password on first login session after upgrading to 9.0. Change password will work in subsequent login.</td>
<td></td>
</tr>
<tr>
<td>49639</td>
<td>CM-6408</td>
<td>Discovery of MJPEG encoder decreases the Q-factor to value of 1 (lowest quality). After discovery the quality can be changed.</td>
</tr>
<tr>
<td>49657</td>
<td>H265</td>
<td>CM/B-3304 - Change video format (PAL/NTSC), unit becomes inaccessible. Rediscover the camera after format change to resolve.</td>
</tr>
<tr>
<td>49678</td>
<td>No video is available from Proline and Proline A legacy cameras. Users with such cameras should contact support prior to the upgrade</td>
<td></td>
</tr>
<tr>
<td>49738</td>
<td>No support for USB Joystick.</td>
<td></td>
</tr>
<tr>
<td>49702</td>
<td>No support for Bosch H263 cameras. Users with such cameras should contact support prior to the upgrade.</td>
<td></td>
</tr>
</tbody>
</table>

6. Upgrade Instructions

The following upgrade paths are supported:

New upgrade paths to be drawn up

* Latitude 9.0
* Horizon 9.0
* Meridian 9.0

**Note 1:** Users on prior versions must upgrade to 9.0 before applying this LU.

**Note 2:** Users with v9.0.0 build 2900 must first upgrade to build 3000 before applying this LU. Build 3000 can be obtained via FLIR Operations or FLIR Support.

6.1 Upgrade Steps

To obtain the update executable follow one of the steps below:

1. Check the FLIR website:
   - For Latitude [https://www.flir.com/support/products/latitude#Resources](https://www.flir.com/support/products/latitude#Resources)
   - For Horizon [https://www.flir.com/support/products/horizon#Resources](https://www.flir.com/support/products/horizon#Resources)
   - For Meridian [https://www.flir.com/support/products/meridian#Resources](https://www.flir.com/support/products/meridian#Resources)

2. If the desired update version number is not available on the website, please contact support at +1 888 388 3577

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

Note that SDK applications must be closed manually.
Note that AdminCenter and ControlCenter won’t start automatically.

1. Close the client applications before running the installation package.
2. Start the installation program and proceed as guided by the installation wizard.

**Note:** This stops your VMS Windows Services, which resume upon completion of the wizard.

3. Upgrade the server side of the system, starting with the Directory server if not an all-one system.
4. Once the server upgrade concludes, open ControlCenter over a client workstation.
5. 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.

### 6.2 Upgrade Limitations

1. During upgrading, Directory synchronization is not maintained until all Directories are upgraded.
2. Using Windows “Remote Desktop Protocol” (RDP) to load the update with “Automatic Client Update” feature is not supported.
3. If Mentor is installed on the client machine, Automatic Client updates will not work.
4. 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. **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.

9. **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.

10. **Disclaimer**

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