

Release Notes for the Cisco Small Business Video Monitoring System

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Licensing and the Video Monitoring System

The licensing information contained in this section is a subsection of what is found in the [Video Monitoring System Administration Guide](#). For details on the Video Monitoring System, including Downloading, Licensing, and Launching the Video Monitoring System, refer to the Administrator Guide.

30-Day Trial

When you first install the Server Package, you receive a 30-day free trial of the Advanced Video Monitoring System. The free trial is equivalent to a VM 300-64 Advanced license. After the trial period ends, you can purchase license keys for **Basic Plus** or **Advanced**. To use the free version, choose **Enable Basic** (Main Console application then **General Setting > License Manager**).

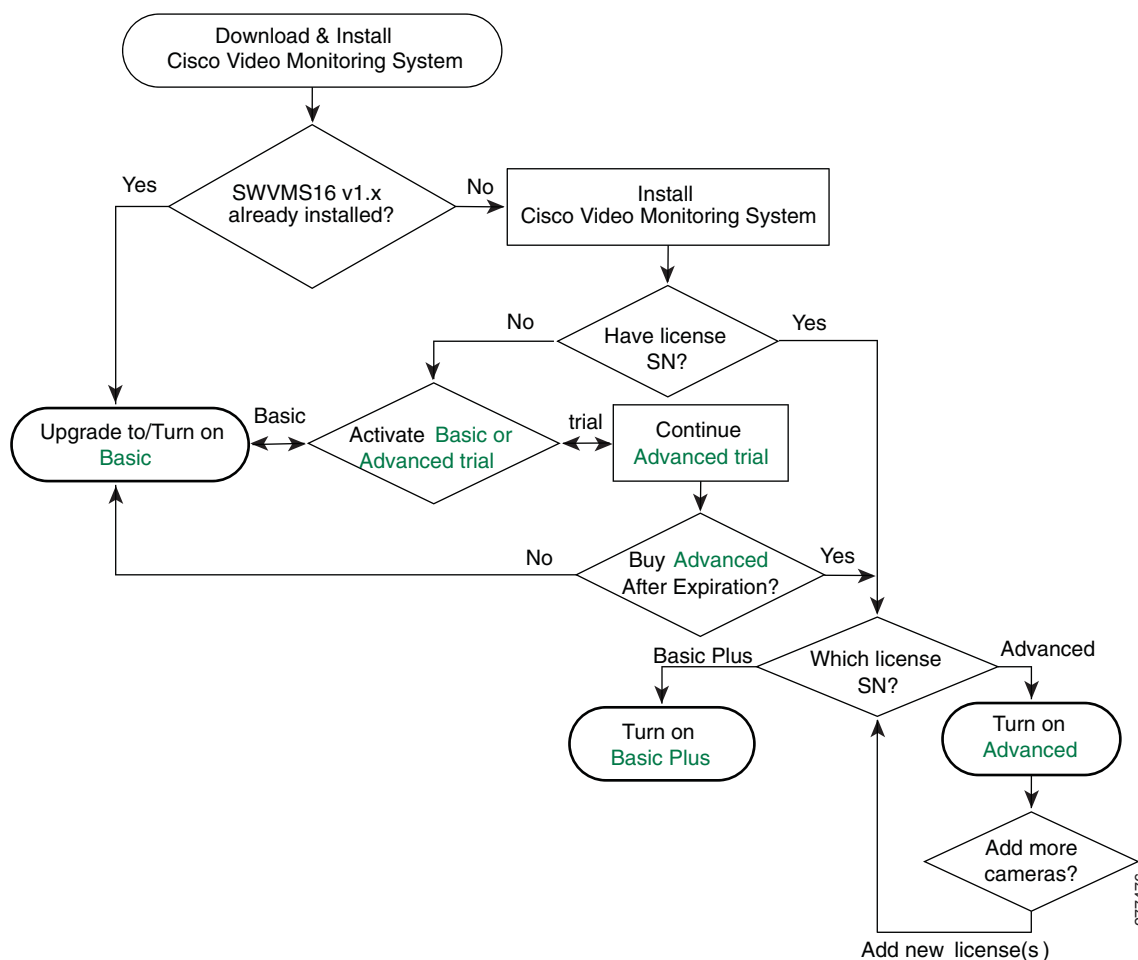
The License Management Tool allows you to activate your license. If you are upgrading from the Basic Video Monitoring System, Version 2.0.1.28, your 30-day trial period will be renewed when you upgrade from Version 2.0.1.28 to 2.0.2.1.

Current BasicPlus or Advanced users can continue with their existing licenses and will not be prompted for another 30-day trial. However, if BasicPlus users want to try the Advanced version, or if Advanced users want to try the 64- camera version, you can still take advantage of the 30-day trial. Simply transfer out your current license and enable instead the VM300-64 30-day trial. For information on how to transfer licenses, see the [Video Monitoring System Administration Guide](#).

License Management Tool allows you to activate, transfer (deactivate), and upgrade licenses. See Activating the Video Monitoring Software in the [Video Monitoring System Administration Guide](#) for more information.

The following decision tree describes the activation processes:

Decision Tree



Where to Go Next

License Management Tool also allows you to upgrade the Advanced Video Monitoring System and transfer licenses. Transferring licenses involves deactivating them on one computer and enabling them on another computer. Licenses may also be activated and transferred offline. For more detailed description of these processes, go to the [Video Monitoring System Administration Guide](#).

Cisco Small Business Video Monitoring System, Firmware Version 2.0.2.1

October 2010

These Release Notes describe the resolved issues and updates for the Cisco Small Business (SW VMS16, VM 200, and VM 300) Video Monitoring System, Version 2.0.2.1.

Added Support

- Cisco VC240 Bullet Network Camera
- Choice of four additional languages in the Setup Wizard: French, German, Spanish, and Italian.
- Cisco FindIT: The Cisco Video Monitoring System works with Cisco Small Business network tools and services including the Cisco FindIT Network Discovery Utility. Cisco FindIT enables you to automatically discover all supported Cisco Small Business devices in the same local network segment as your computer. You can get a snapshot view of each device or launch the product configuration utility to view and configure the settings. For more information, see www.cisco.com/go/findit.

Open Caveats

Table 1 Open Caveats in Firmware Version 2.0.2.1

Ref Number	Description
CSCtj25769	<p>Cisco Surveillance Server Version 1.x and Cisco Surveillance Client Version 2.0.x cannot coexist on the same system.</p> <p>Symptom: If Cisco Surveillance Client version 2.0.x is installed, the start up menu for older Cisco Surveillance Server versions will no longer be available.</p> <p>Workaround: Install either just the client or server version on the system. Also, uninstall the Cisco Surveillance Server version 1.x before installing the Cisco Surveillance Client version 2.0.x.</p>

Cisco Small Business Video Monitoring System, Firmware Version 2.0.1.28

September 2010

These Release Notes describe the resolved issues and updates for the Cisco Small Business (SW VMS16, VM 200, and VM 300) Video Monitoring System, Version 2.0.1.28.

Hardware Requirements

- For a complete list of supported cameras, go to:
<http://www.cisco.com/go/avms-cams>
- Verify that the time and date is set correctly on your computer. Setting the correct time and date ensures that the time and date is accurately reported on recorded video (CSCth04096).
- Your computer must meet the recommended hardware and software requirements. (See the [Video Monitoring System Administration Guide](#) for complete CPU requirements).
 - Supported operating systems include Windows XP Pro SP3 32-bit, Windows Server 2003 32-bit, and Vista SP1 32-bit.
 - Requires a dedicated video graphics card with 512 MB or greater internal memory.
 - See also the online *Video Monitoring System Resource Calculator* found at http://www.cisco.com/web/sbtg/avms_calc/index.html. You can enter your system statistics, such as number of cameras, codec, frame-rate, and resolution to understand what resources your setup requires.
 - Insufficient hardware may cause system overload, CPU spikes during recording, or a black screen instead of displayed video. You might have to reduce the number of camera displays or reduce the frame rate or resolution (CSCti48445).
- For optimal performance, reboot your computer once per week (CSCtg09278).
- Do not set a storage location in your computer's system drive (usually the C:// drive). Your computer efficiency may drop when your free storage is low. Use a separate physical hard drive, or you can use an iSCSI connection

on Cisco Small Business Smart Storage. An iSCSI target on Smart Storage acts as local storage to Windows. For information on Smart Storage, see [Using the iSCSI Target Service](#).

- The Remote Desktop Controller might be slow to refresh if you have a significant number of cameras connected. Move the mouse cursor around the screen to improve the refresh rate. Or, reduce the number of camera displays. (CSCtg47839)

Installation and Localization

- When loading localized versions of the video monitoring system, question marks may appear on the installation screens. This indicates that the software is unable to find the appropriate language fonts. To correct this issue, make sure the language you select during installation is the same as the language selected in your Windows environment.
 - **XP**—Control Panel > Regional and Language Options > Advanced tab. Select the appropriate language in the language for non-Unicode programs section.
 - **Vista**—Control Panel > Regional and Language Options > Administrative tab. Change the system locale and select the appropriate language.
- The Video Monitoring System software interface supports 22 languages. However, the mobile application interfaces (for PDA and SP Clients) are in English only. The user documentation is also only available in English.

Open Caveats

Table 2 Open Caveats in Firmware Version 2.0.1.28

Ref Number	Description
CSCtd93287	<p>Installation</p> <p>Symptom: Unable to install the Advanced Video Monitoring System when an earlier version of the Video Monitoring System is already installed.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Uninstall all existing versions the Advanced Video Monitoring System. 2. Use RegEx .exe tool. The RegEx .exe tool is found in the folder where you first downloaded the Cisco Video Monitoring System software package. The tool is located under the Main SW folder. 3. Select the second option Restore to Default. 4. Reinstall the latest Advanced Video Monitoring System software.
CSCth56454	<p>Playback Functionality</p> <p>Symptom: The Playback application may not encode .avi files properly (audio and video are not synchronized).</p> <p>Workaround: If the error occurs, use the default format of .asf encoding.</p>
CSCth34563	<p>Viewing Video Remotely</p> <p>Symptom: When viewing video remotely on the web or playing back video remotely, clicking refresh causes the user to be logged out.</p> <p>Workaround: None</p>
CSCtg09263	<p>Remote Desktop Functionality</p> <p>Symptom: The Remote Desktop Controller cannot be used if the computer running the Main Console application is locked.</p> <p>Workaround: None</p>

Release Notes

Table 2 Open Caveats in Firmware Version 2.0.1.28

Ref Number	Description
CSCtf74310	<p>Registration</p> <p>Symptom: An invalid license error occurs if you launch the Cisco Video Monitoring System from a different network interface from the one in which you registered the product. For example if you installed the Cisco Video Monitoring System on a wireless connection, the wireless NIC card is registered with the Cisco Video Monitoring System. Later, if you switch to a wired connection, the wired interface is not registered.</p> <p>Workaround: To resolve this issue, transfer out the license on the wireless network and register again on the wired connection</p>
CSCtg07792	<p>3GPP Functionality</p> <p>Symptom: There is no connection when authentication is set for 3GPP service.</p> <p>Workaround: Check whether your cell phone allows 3GPP service. For example, one common phone, the Apple iPhone, doesn't currently allow 3GPP. If your phone allows 3GPP service, disable Enable User Authentication on the server running the Main Console application. Some phones do not work well when user authentication is enabled.</p>
CSCth04096	<p>Windows Time Error</p> <p>Symptom: Windows reports a time error.</p> <p>Workaround: This issue occurs if you change the date or time after installing the software. To resolve this issue, revert your computer clock to it's previous date and time settings, or move the time forward, past the 30-day trial period.</p>
CSCtg34439	<p>Network Functionality</p> <p>Symptom: Occasionally, the video monitoring system may not see your network drive.</p> <p>Workaround: Disconnect and re-map your network drive. Or, you can use an iSCSI connection on Cisco Small Business Smart Storage. An iSCSI target on Smart Storage acts as local storage to Windows. Windows sees the iSCSI target as internal storage, so there are less file system compatibility issues. For information on Smart Storage, see Using the iSCSI Target Service.</p>
CSCtf97141	<p>Auto Reboot Functionality</p> <p>Symptom: Auto reboot doesn't work.</p> <p>Workaround: Not all computers accept the auto reboot command. Test the auto reboot scenario after you configure it.</p>

Table 2 Open Caveats in Firmware Version 2.0.1.28

Ref Number	Description
CSCtg88103	<p>Display (Installation)</p> <p>Symptom: The “would you like to register” message appears to be stuck.</p> <p>Workaround: You might observe instances upon installation where the registration prompt does not refresh and appears to be stuck. This may happen on systems running an older version of the display driver, or on systems running non-supported display drivers. If this error happens, minimize and then maximize the Main Console application to force the screen to refresh.</p>
CSCti86158	<p>Upgrade Changes</p> <p>Symptom: Users created in version 1.2.1 are not maintained when upgrading to version 2.0.1.28. This change was necessary because the user privileges are expanded in version 2.0.1.28.</p> <p>Workaround: A prompt during the installation process will ask you to redefine your admin password and users will need to be redefined.</p>
CSCti86177	<p>Upgrade Changes</p> <p>Symptom: Pan/tilt Patrol Groups are not maintained when upgrading to version 2.0.1.28.</p> <p>Workaround: Redefine your Patrol Groups.</p>

Cisco SWVMS16 Video Monitoring System, Firmware Version 1.2.1

Version 1.2.1

December, 2009

These Release Notes describe the resolved issues and updates for the Cisco SWVMS16 Video Monitoring System, Version 1.2.1.

Resolved Issues

- Resolved the issue that caused the preview window to turn black when changing the camera protocol (TCP/UDP).
- The Cisco PVC300 now blocks unacceptable characters in preset point names and a warning message is provided.
- The Cisco SWVMS16 installation path is added to the registry during software installation so that applications can launch Cisco SWVMS16 even if users change to a customized install path.

Open Caveats

- When using the search functionality, SWVMS16 may crash. The issue is caused when non-camera UPnP-enabled devices send out large packet sizes. Upcoming video monitoring releases will fix this issue.

Workaround—If the issue occurs, add your cameras manually to SWVMS16.

- Remote access of SWVMS16 v1.2 through a Windows Remote Desktop connection does not work. Upcoming video monitoring releases with Remote Management will fix this issue.

Changes From Firmware Version 1.1 to Firmware Version 1.2

Version 1.2

Compatibility

Version 1.2 supports the following Cisco and Linksys Video Internet cameras:

- Cisco WVC210
- Cisco WVC2300
- Cisco PVC2300
- Cisco PVC300
- Linksys WVC210
- Linksys WVC2300
- Linksys PVC2300

Open Caveats

- The Linksys WVC2300 and Linksys PVC2300 cameras require firmware v1.01 or higher. Firmware can be downloaded from:
<http://www.cisco.com/en/US/products/ps9945/index.html>
- The Linksys WVC200 camera is not supported in the SWVMS16 Video Monitoring System application. The WVC200 camera can be monitored using the Monitoring Utility. The Monitoring Utility can be used to monitor the Linksys WVC200, WVC2300, and PVC2300 cameras simultaneously. The utility can be downloaded from:
<http://www.cisco.com/en/US/products/ps9946/index.html>
- When changing the protocol port of the camera from HTTP to TCP or UDP, the live video monitor in the window displays a black screen.

The workaround is to click another camera in the live video monitor window and click back on the configured window, or click **OK** to save your change.

Related Information

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Product Documentation	
Cisco Small Business Video Monitoring System, SW VMS16, VM 200, and VM 300	www.cisco.com/go/smallbizcameras www.cisco.com/go/vidsw
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb
Cisco Small Business Surveillance	www.cisco.com/go/vidsw

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OL-20341-02