

# Pro-Watch® Release Notes

## Release 4.2 SP3, Build 10835

Release Availability Date: September 2015

### New Features

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | In the Advanced Badging module, the users can (as an option) render the Card tab fields (Card Status, Company, Issue Date, Expire Date, and Card Type) read-only or editable by granting or revoking the fields in the Edit Users > Programs Tab > Badge Maintenance > Badge Maintenance sub-directory.                                       | PW-4848      |
| APB                 | APB (anti-passback) queue is now processed faster due to several changes made to PW server and database. New features “SITE-based APB” and “Area-based APB” allow reduction in APB queue size, giving further boost to performance. The “Auto Load Balancer” feature ensures even distribution of APB processing between the APB processors.” | PW-4922      |
| Badging             | Two new program functions added: Badge Audit History and Badge/Card Transactions.   | PW-4951      |
| Partitions          | The users can now bulk-load hardware into partitions by using the Partition Manager.  | PW-4697      |

### Resolved Issues

| Pro-Watch Component | Issue Description   | Issue Number    |
|---------------------|---|-----------------|
| Advanced Badging    | Custom badge fields now work properly.  | PW-4899         |
| Badge Designer      | When the users try to upload an image that exceeds the maximum allowable size limit, the system now displays an error message.      | PW-68<br>PW-262 |
| Badging             | When bulk-adding badges, if a company has clearance codes assigned to it, the clearance code additions to the card are now audited. | PW-4410         |
| Companies           | A user without any permissions now cannot Add, Edit or Delete a   | PW-4481         |

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|              | company.   |         |
| Installation | Remote database installation instructions updated since Pro-Watch does not now use extended stored procedures in the master database.                          | PW-4807 |
| Reports      | Certification Compliance Report now lists the certifications along with whether or not that certification is expired for the badge-holder.                     | PW-4903 |
| Reports      | The audit report now displays the name of the companies that have been added and then deleted.   | PW-4648 |
| Reports      | After adding and deleting a new clearance code, the Audit Log Report and the Operator Log Report display the correct before and after values and descriptions. | PW-366  |
| Web Badging  | In Pro-Watch web client, users are now able to add the already-added Asset to a Badge Holder.  | PW-4961 |
| Web Badging  | In Web Badging, the system will now demand that the users fill all the "Save" and "Print" fields that are configured as mandatory in the badge profile.        | PW-4791 |
| Web Client   | When the Web Client is uninstalled it does not remove the registry keys "database name" and "database server name".  | PW-4866 |
| Web Client   | The user now can save the "Character Case" setting in the Application Settings screen of the web client.   | PW-4854 |
| Web Client   | Clearance Code Association screen now displays the appropriate titles.   | Pw-4962 |
| Web Client   | Web Client Alarm Monitor now plays sound files for audio alerts.   | PW-3861 |

## Known Issues

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Database            | While upgrading a database using patch.sql on a database server using SQL 2012 the user will see the following error: "Msg 257, Level 16, State 3, Procedure COMMON_PANEL_MOVE, Line 303" WORKAROUND: Use the script Common_Panel_Move.sql, found in the Scripts folder on the distribution disk, which will drop and re-add the stored procedure with the fix. | PW-5147      |
| Web Reports         | In the Web Report Wizard, the web client displays an error message if the fields selected to filter and create a report are not selected from left to right in an orderly fashion.  | PW-5157      |

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|  | WORKAROUND: Select the Web Report Wizard filtering fields from left to right and not in any other order. |  |
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## Release 4.2 SP2, Build 10765

Release Availability Date: August 2015

### New Features

| <b>Pro-Watch Component</b> | <b>Issue Description</b>  | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| Alarms                     | The users now have the option to stop receiving video alarms from MaxPro VMS.   | PW-4560             |
| Archive Conversion Tool    | Archive Conversion Tool helps users convert old archives (3.81, 4.0, and 4.1) to the current format (4.2).  | PW-4890             |
| Certifications             | Clearance Codes screen now features a "Certifications" tab. Advanced Badging now offers a certification module through which a user can create certifications and assign them to clearance codes and badge-holders. | PW-4531<br>PW-4364  |
| Compliance Reports         | New report "Clearance Code Non-Usage Report" is added to Sample Reports under Configuration Reports > Clearance Code Reports.   | PW-4567             |
| Compliance Reports         | The users now can run a report on the firmware version of the panels.   | PW-4408             |
| Compliance Reports         | New report "Hardware Status Report" is added to Sample Reports under "Log Reports". This report tracks the last status of a logical device.   | PW-3634             |
| Devices                    | The Server Options screen now has a "Logical Device Status Reporting" check box that the users can select to enable Logical Device Status Reporting.  | PW-4936             |
| MaxPro                     | Synching between the Pro-Watch and MaxPro users can now be disabled so that deleting any users in MaxPro does not affect the Pro-Watch users.   | PW-4558             |
| Panels                     | Users upgrading from PW-5000 panels to PW-6000 can now easily convert these panels in Pro-Watch without having to rebuild the panels.   | PW-4526             |
| Web                        | Windows authentication is now available for Pro-Watch Web Client.   | PW-3350             |

## Resolved Issues

| Pro-Watch Component | Issue Description   | Issue Number       |
|---------------------|---|--------------------|
| Advanced Badging    | Advanced Badge Manager now displays the "Time Data" field correctly.  | PW-4362            |
| Advanced Badging    | A custom Badge Field of the Type Resource with resource type Badges now works properly in Advanced Badging.                   | PW-4041            |
| Advanced Badging    | The users can now set Temporary Access for revoked logical device.  | PW-2617<br>PW-4598 |
| Badge Designer      | Badge Designer now supports the browsing functionality to search for images.  | PW-281             |
| Badge Wizard        | The Badge Wizard now reports any duplicate cards.   | PW-248             |
| Badges              | Unique badge fields can now be configured.  | PW-1208            |
| Badges              | The new Badge Bulk Add functionality now works properly.  | PW-182             |
| Badging             | Users cannot void a card that is already void.  | PW-4588            |
| Badging             | Pro-Watch now offers a new resource type for badges: "Cell Carrier".  | PW-4389            |
| Badging             | Badge Status Default value now can be assigned in Badge Builder.  | PW-4038            |
| Badging             | When Unique PIN is enabled, copying and pasting now does not allow the creation of a duplicate PIN.                           | PW-3555            |
| Badging             | The users now cannot exceed the permissible limit of clearance codes for CHIP and PW6000 series panels by using batch modify. | PW-3544            |
| Badging             | Badging Wizard now supports up to 32 digits as Card Number.   | PW-342             |
| Badging             | Refreshing the Badge List now does not crash the system.  | PW-178             |
| Cards               | "Copy card" function now correctly copies clearance codes that are assigned to partitions.                                    | PW-3038            |
| Cards               | When a user adds a card, the Audit Log Report is issued correctly.  | PW-181             |
| CCTV                | The users can now view CCTV dependencies and dependencies for CCTV commands associated with Video Events.                     | PW-120             |
| Channels            | The Channel Type column is now adjusted for PW-6000 channels.   | PW-106             |
| Company             | Company deletes are now properly audited.   | PW-4219            |

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| Compliance Reports | Users are not allowed to have duplicate folders or report names under a sub-folder.  | PW-4615            |
| Compliance Reports | The “IN” operator now works correctly without reporting any error messages in Compliance Reports.  | PW-3908            |
| Compliance Reports | The legends in Compliance Reports charts now display the correct information.  | PW-3144            |
| Compliance Reports | The Mustering Report, when sorted by different columns, now prints correctly.  | PW-1097            |
| Compliance Reports | The text of the “Message” column in the Event Log Report does not overwrite on the “Channel” column anymore.   | PW-297             |
| Database           | System performance is improved due to better configuration of PWAP stored procedures.  | PW-4566            |
| Database           | Web performance is improved due to better configuration of Web stored procedures.  | PW-4565            |
| Devices            | While adding a new logical device, if you select a Hardware Template after selecting a control panel, the control panel now does not go back to the first control panel in the list. | PW-233             |
| Devices            | When deleting a device from a hardware template, the system will issue a warning that the device will be deleted from all configured logical devices.                                | PW-221             |
| Event Log          | While in the Even Log Viewer, the users can now conduct a search by reader name, input, and output name.   | PW-115             |
| Events             | Line items in the Event Viewer can no longer be edited by the user.  | PW-306             |
| Events             | Users can view all dependencies on an event procedure, including those referenced by a hardware point.   | PW-116             |
| Galaxy             | A large icon can now be displayed for a Galaxy Keypad.   | PW-4467            |
| Licensing          | “Compliance Reports” has been removed from and “Data Transfer Utility API” has been added to the Pro-Watch Licensing Information and Installation screen.                            | PW-2984<br>PW-4394 |
| Logical Device     | When the users create a new device (e.g., readers), the device now defaults appropriately to the selected hardware class.  | PW-4535            |
| MaxPro             | MaxPro now integrates with Pro-Watch better with Class associations in Pro-Watch synched with and mapped to the Role associations in Maxpro.   | PW-4561            |
| MaxPro             | When synching workstations from MaxPro, the description field for the workstation now is not overwritten.  | PW-4559            |

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| MaxPro              | If a Pro-Watch user's FirstName and LastName are edited in MaxPro, the new first and last name fields will now display correctly in Pro-Watch instead of displaying the User Name field from MaxPro. | PW-2166 |
| Mercury Intrusion   | Action rules are now enforced on Mercury Intrusion related logical devices.  | PW-4493 |
| Messages            | When there is a version mismatch, Pro-Watch now displays the correct error message.  | PW-4652 |
| Mustering           | The user now can delete records from the Mustering Area.   | PW-4502 |
| Mustering           | Partitioning now works properly with Mustering.  | PW-4406 |
| Panel Mover         | Panel Mover updated for database changes.  | PW-4087 |
| Panels              | The "Offline (ms)"editable field on the Panel tab of the Edit Panel screen has been removed.   | PW-3109 |
| Partition           | While creating a logical device, the users now cannot assign the hardware template of a partition if they do not have the necessary permission for that partition.                                   | PW-135  |
| Partitions          | Partitions can now be assigned to the "All Access" clearance code.   | PW-4659 |
| Partitions          | Partion dependencies now display correct resources.  | PW-3075 |
| PW-2000             | The "Entry/Exit Reader Door" hardware template in Pro-Watch now supports PW2000 interlocks programmed by default.  | PW-3932 |
| Saving              | The Audit Log, Event Log, and Unacknowledged Alarms Log now saves the date as well as the time.  | PW-71   |
| Star II             | Star II panel now issues the appropriate error message when there is an access level violation.  | PW-1308 |
| Tables              | "Point" table is now audited properly.   | PW-4509 |
| Verification Viewer | When a custom "Time" field is added, Verification Viewer display the time correctly.   | PW-4537 |
| Web                 | Pro-Watch Web Component installer now install the VC++ redistributable vs2008 and vs2010.  | PW-4538 |
| Web                 | If a user does not have permissions for certain options, those options are now grayed out.   | PW-4480 |
| Web                 | Pro-Watch web client now displays the appropriate error message when a user does not have a valid license.   | PW-4470 |

## Known Issues

| <b>Pro-Watch Component</b> | <b>Issue Description</b>   | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| 128-bit Card               | Pro-Watch 128 bit card number support is not yet available until FICAM certification is completed.   | PW-4255             |
| Antipassback               | For an Area, after unchecking the Active and Minimum checkboxes, the Two-Person Rule continues to be enforced until a system download is performed.  | PW-4953             |
| Classic & Web Badging      | Certifications have been enabled in Advanced Badging. However, the users are able to use Classic & Web Badging to circumvent the requirements for Certifications such as:<br><br><ol style="list-style-type: none"><li>1) Not being able to assign Clearance Codes to cards when the badge-holder does not have the required certification.</li><li>2) Not being able to assign companies which have certificate requirements to cards when the badge-holder does not have the required certification.</li></ol> | PW-4873             |



## Release 4.2 SP1 (Build 10629) HOT FIX

Release Availability Date June 2015

### New Feature

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Archiving           | The users can now archive and restore records more quickly. | PW-4479      |

### Resolved Issues

| Pro-Watch Component | Issue Description  | Issue Number   |
|---------------------|--|----------------|
| <b>Archiving</b>    | In Archive of Events, the “Username” and “Workstation” fields are archived and restored correctly. | <b>PW-4047</b> |
| Archiving           | The users can now purge all the records within the time window while archiving.                    | PW-4796        |

### Known Issue

| Pro-Watch Component | Issue Description   | Issue Number   |
|---------------------|---|----------------|
| <b>Archiving</b>    | <b>Archive Status should indicate “Processing” instead of “Pending” when the user starts the process.</b> | <b>PW-4801</b> |

## Release 4.2 SP1, Build 10629

Release Availability Date: May 2015

### New Features

| Pro-Watch Component | Issue Description  | Issue Number       |
|---------------------|--|--------------------|
| Advanced Badging    | PW6000IC and PW6101ICE now support 32 clearance codes.   | PW-4092            |
| Installation        | Silent installation is now supported.  | PW-4074            |
| Stored Procedures   | System performance is enhanced by improved performance of stored procedures.   | PW-4026<br>PW-4009 |
| Enterprise          | Pro-Watch Enterprise now supports SQL 2012.  | PW-4016            |
| Advanced Badging    | In the Advanced Badging module, the Batch Printing screen now displays the new "Issue Date" column and supports sorting on all columns prior to printing.                                      | PW-3910            |
| DTU                 | DTU now supports Card Type and Last Change Date data fields.   | PW-3807            |
| Firmware            | PW-3000 panel now features 2.092 version firmware.   | PW-3863            |
| Hardware            | Pro-Watch now supports a new tab for all hardware devices (Site, Channel, Panel, Logical Devices) that gives the operator the ability to define 5 text fields and a notes box for each device. | PW-3635            |
| Clearance Codes     | Clearance Codes definition screen now supports "Owner" and "E-Mail" text boxes to identify the owner of the clearance code.  | PW-3633            |
| Advanced Badging    | When importing a photo in Advanced Badging, the operator now can resize the photo and display the photo properties like size, height, and width.   | PW-3631            |
| Advanced Badging    | The users can now add assets in the Advanced Badging module.   | PW-3630            |
| Compliance Reports  | When exporting a report in Compliance Reports, the operator can now add text to the body of the e-mailed report.   | PW-3629            |
| Enterprise          | The Enterprise Stored Procedures now have a new sort order to make sure that the records are processed in proper order   | PW-3339            |
| Mercury Intrusion   | Pro-Watch now supports Mercury Intrusion functionality as a future feature.  | PW-3074            |
| Interface           | Customized icons for Maps and hardware monitor status screen.  | PW-1021            |

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|  | The new icons now differentiate between Input Alarm and Input Shunted conditions. |  |
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## Resolved Issues

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Time Zones          | Added a Note to “59.1 Overview” of Chapter 59 “DBS – Time Zones”:<br><br>“ <b>Note:</b> The end time for a time zone ends at the END of the last specified minute. For example: a time zone running from 16:00 to 23:59 starts at 4 PM and ends at midnight, not at 11:59 PM. Another example: an 8-hour time zone running from 10:00 to 18:00 starts at 10 AM and ends at 6:01 PM.” | PW-4578      |
| Firmware            | The new version of firmware for the ep1501 (PW6K1ICE) is "ep1501_1_20_1_437".  | PW-4115      |
| Wireless Readers    | Pro-Watch now correctly reports if an ASSA ABLOY lock has lost communication with the router, if the lock is reporting a low battery, or if the tamper button is pushed.   | PW-4113      |
| Badging             | MicShell now does not crash when using mustering by badge.   | PW-4103      |
| Cards               | The “Card is out of range for one or more channel types” error message is not issued any more when editing a card created by the Wizard interface.   | PW-4064      |
| Badging             | The users can now rename the “Company” in Server Options without any problems both in Classic Badging and Advanced Badging modules.  | PW-4044      |
| Users               | A user with an expired User ID can no longer log on as a Shadow User by using the Shadow Login functionality.  | PW-4043      |
| Panels              | Reader commands from Panel Status dialog box now do not generate any database errors.  | PW-4028      |
| Licensing           | The system now will not report a random “License Expired” message in error.  | PW-4015      |
| Users               | The system now will not generate a Run Time error message when the user logs off the Shadow Login.   | PW-3994      |
| User Interface      | When the UI menus are updated they now do not generate any flickering or performance loss.   | PW-3991      |
| Cards               | When the Duress option is enabled, the users can create cards by using a Null PIN code.  | PW-3990      |

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| Panels             | When the user opens multiple status windows, sub-panels now will not go on and offline.  | PW-3984 |
| Compliance Reports | Pro-Watch upgrades now support Pre-canned Compliance Reports.  | PW-3983 |
| Compliance Reports | Archived transaction report now runs and generates data successfully.  | PW-3936 |
| Panels             | The panels set to APB (Anti-Passback) will now not experience unnecessary downloads thanks to the new registry settings.   | PW-3890 |
| Installation       | Large sites now will not experience any communication issues due to new registry values set at installation.   | PW-3888 |
| Wireless Readers   | The cypher mode option for SALTO locks is now disabled.  | PW-3867 |
| Panels             | EP-2500 can now be configured with the correct port options.   | PW-3856 |
| Wireless Readers   | It is not possible to change the SALTO lock's default Held Time/Extended Held Time. So the option has been removed.  | PW-3855 |
| Panels             | EP2500 now does not issue any error messages when SALLIS subpanels are assigned to its ports.  | PW-3843 |
| Panels             | A user can now assign multiple SALTO routers to a PW-6000 panel with each router having its own port.  | PW-3840 |
| Advanced Badging   | When the user wants to take someone's picture with the web camera, selecting the "Display Twain Crop Box" in Console/Options now does not create any errors.   | PW-3838 |
| Advanced Badging   | In the Advanced Badging module, the users now can save a signature when the regional server is connected to the enterprise server by using the workaround described in the Enterprise Guide.                           | PW-3813 |
| Advanced Badging   | "Enrollment Reader" drop-down list now displays readers from all panels.   | PW-3795 |
| Alarm Monitor      | The acknowledge menu/button is now disabled for already acknowledged events.   | PW-3783 |
| Advanced Badging   | The Advanced Badging module now can reconnect with the server after PW Client connector to the server is restored.   | PW-3779 |
| Wireless Readers   | When using a SALTO reader, the system now does not erroneously display a host grant in the event monitor screen when the door is closed. A Host grant works with PW6000 firmware Version 2.071 installed in the panel. | PW-3777 |
| Clearance Codes    | When the user adds a Temporary clearance code to a card, Pro-Watch now checks the permissible limit for PW5K/Star 2 panels.  | PW-3776 |

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| Compliance Reports | The user now can open the Compliance Reporting module from PW/Desktop when patched forward from PW 3.81.0.8731.   | PW-3759 |
| Panels             | The users now can change the port protocols (to add wireless readers, for example) of PW-6000 panels even when there are no subpanels connected to ports. | PW-3707 |
| Licensing          | Pro-Watch software keys licensing now supports Mercury Intrusion as a future feature.   | PW-3693 |
| Areas              | Area triggers now work properly.  | PW-3648 |
| Compliance Reports | Compliance Reports now do not crash when a user drags and drops them into a folder.   | PW-3628 |
| Badging            | Badge Print Preview now displays photo of the badge holder.   | PW-3608 |
| Login              | The users can now change their passwords for Application Login without any errors.  | PW-3605 |
| Groups             | The Monitor Point Groups (MPG) now are not limited to 13 monitorable input areas per PW-6000 panel.   | PW-3556 |
| Badging            | Badging Administrator class users now can add a card to a badgeholder and add clearance code to a card.   | PW-3540 |
| Firmware           | The default firmware has changed for PW3K1IC panel.   | PW-3539 |
| Compliance Reports | The Query Tool in Compliance Reports/Web Reporting now does not allow the users to manipulate data in the PWNT database.                                  | PW-3416 |
| Compliance Reports | In patch installation, the user now can view the Release Notes from the Compliance Reports.   | PW-3395 |
| Compliance Reports | Scheduled Compliance Reports now are not sent multiple times.   | PW-3336 |
| Events             | In the Event Manager, the Maximum Event Log Size is now working properly.   | PW-3314 |
| System             | The users now get appropriate error messages when they try to perform a function incorrectly.   | PW-3298 |
| Images             | In the BLOB Properties screen, the Path Edit Box now is editable and issues a warning if the path cannot be found.  | PW-3297 |
| Hardware           | The unused and grayed-out action menu is now removed from the Hardware Configuration screen.  | PW-3204 |
| Compliance Reports | In Compliance Reports, the Report menu now does not disappear when the user selects a folder.   | PW-3196 |
| Badging            | In Compliance Reports, the operator using the Badge Wizard can now add the key/assets field to a badge wizard report as well as the                       | PW-3190 |

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|                    | card number without any error messages.   |         |
| Advanced Badging   | Advanced Badging module now does not generate any errors for badgeholders with Handkey images.  | PW-3175 |
| Compliance Reports | In Compliance Reports, the users now can schedule audit reports without any error messages.   | PW-3143 |
| Cards              | Auditing data table is now updated successfully when the Void Card action is selected from the tool bar.  | PW-3126 |
| Cards              | Deleting a card from a badgeholder who is still in the area now does not generate an orphan record in the Area database.  | PW-3117 |
| Logical Devices    | Selecting the "View Last Action Note" option from a logical device's right-click pop-up menu now returns the correct action note.   | PW-3105 |
| Badging            | In Classic Badging, the previously deleted clearance code now is not added back after the user 1) removes the clearance code and 2) changes the company from "No Access" to something else.   | PW-2580 |
| Events             | The Print function in the Event Monitor screen now works properly.  | PW-2481 |
| Mercury            | The Mercury Panel now handles a large number of transactions without a drop in performance.   | PW-2467 |
| Panels             | PW6000IC and PW6101ICE panels now are not limited to 12 Clearance Codes per card. They support up to 32 Clearance Codes per card. NOTE: If there are any Mercury panels using intrusion, then this value cannot be changed from 12 to 32. | PW-1513 |
| Login              | At the Application Login, a non-administrative user now can change his/her password.  | PW-1030 |
| Video              | A user can now set the RTN event on a Video channel.  | PW-879  |
| Badges             | The users now can edit the User Defined Values on a User Defined Field through the Badge Builder Program.   | PW-781  |
| Cards              | The users now are issued a warning/error message if they try to assign a 13th clearance code (per panel) to a card.   | PW-129  |

## Known Issues

| Pro-Watch Component | Issue Description   | Issue Number   |
|---------------------|---|----------------|
| Readers             | <b>If you are using Morpho Biometric Readers, you must copy the file "MorphoKit.dll" from distribution disk2/Device Drivers/Morpho to folder Program Files (x86)/ProWatch/AdvancedBadging on your Pro-Watch</b> | <b>PW-4734</b> |

|                                    | <b>client.</b>  |         |
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| ASSA<br>ABLOY<br>Aperio<br>Readers | When using ASSA ABLOY Aperio locks, the "ProWatch LED Scheme" and "Reverse LEDs" options under Panel Properties cannot be enabled. The Aperio locks connected will no longer provide access; Pro-Watch event monitor will show the Local Grant card event, but the lock will not unlock. When this happens, the LED on the Aperio lock blinks a number of times indicating an error.      | PW-4469 |
| Intrusion<br>Command<br>Maps       | When a user is authorized to control targeted intrusion groups, that user will have the ability to control all groups on the IC if the group number is known. There is no ability to restrict access to specific targeted groups once that permission is given to the user.<br><br>WORKAROUND SOLUTION: Do not allow users to control targeted groups and use one MRDT keypad per group." | PW-4624 |
| Mercury<br>Intrusion               | Mercury Intrusion is reclassified as a "future feature" due to an issue with the faulted groups.  | PW-4244 |

## Release 4.2 Web, Build 10399, HOT FIX

Release Availability Date: March 2015

### Resolved Issue

| Pro-Watch Component | Issue Description                                 | Issue Number |
|---------------------|---|--------------|
| Web                 | Web login now does not generate an error message. | PW-4506      |



## Release 4.2 Web, Build 10399

Release Availability Date: February 2015

### Resolved Issues

(Sorted alphabetically by Pro-Watch Component)

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | 2D barcodes now print properly by using the Preview/Print function.                   | PW-4247      |
| Cards               | The "System All Time" time zone now works properly between 11:59 p.m. and 12:00 a.m.. | PW-4299      |

### Known Issue

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Web Reporting       | When running a badge holder transaction report, the "My Reports button" does not work.<br><br>WORKAROUND SOLUTION: Press the Refresh button first. | PW-4383      |

## Release 4.2 Web, Build 10379

Release Availability Date: December 2014

### New Features

(Sorted alphabetically by Pro-Watch Component)

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Verification Viewer | The user can now configure the verification viewer for single or multiple windows. | PW-4201      |
| Web Badging         | This release of Pro-Watch includes a Web Badging module.                           | N/A          |
| Web Reporting       | This release of Pro-Watch includes a Web Reporting module.                         | N/A          |

### Resolved Issues

(Sorted alphabetically by Pro-Watch Component)

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Advanced Badging    | Badge Label Interface Index Number is now working as expected.   | PW-3902      |
| Advanced Badging    | When using Advance Badging in redundant environments, Advanced Badging now works normally while the system is running on a secondary server. | PW-3999      |
| Advanced Badging    | Searching for a badge resource field (like Company, Badge Type) now yields search results without any errors.                                | PW-4114      |
| Cards               | Clearance codes that are added to cards individually now are not inappropriately removed by Pro-Watch.                                       | PW-4062      |
| Classic Badging     | The badge photo can be previewed with index number greater than 1 (one).   | PW-3858      |
| Classic Badging     | Badge Label Interface Index Number now works as expected.  | PW-3858      |
| Compliance Reports  | No SQL errors are generated now when "Logical Device Exception" is used while filtering the data.  | PW-3930      |

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| Compliance Reports | The users can now schedule a report without any errors.   | PW-4045 |
| EV_LOG             | The users now can preserve a permanent record of User Name and Workstation Name in the events table by running the stored procedure EV_LOG_INS_EXT in the SQL Server Management Studio. The detailed procedure is explained in PW 4.2 Web Installation Guide # 7-901073V5, Section 2.5.1. | PW-3972 |
| EV_LOG             | The EXT_EVLOG table now saves and preserves both the User Name and the Workstation name of the user.  | PW-3667 |
| Events             | After adding a subpanel and triggering an event on a hardware point on the newly added subpanel, the panel now reports events correctly.  | PW-3884 |
| Panels             | When the system downloads more than 100,000 active cards, no Panel Syntax or Command Syntax error messages are generated now.   | PW-3256 |
| Panels             | When a 16Input board is added to a PW-6000 panel all the output points now display correctly.   | PW-3868 |
| Web Alarms         | One can now print the "Recent History" list from the alarm module when using the Chrome browser.  | PW-3889 |
| Web Client         | Web client can now display 24-Hour clock.   | PW-2187 |

## Known Issues

(Sorted by Pro-Watch Component)

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Web Reports         | Report name with special character ( / * "<>  ) takes the user to the login page, after clicking ExportReportSchema.   | PW-4252      |
| Web Reports         | When exporting a report in MS Word format, the Landscape page orientation does not work and the report is exported in Portrait orientation. The "title" and "filter (definition)" options work in neither Landscape nor Portrait page orientation. | PW-4293      |
| Workstations        | The workstation that the Pro-Watch web service is installed on must be manually added to the list of user workstations. Users will not have access to the Pro-Watch web client until this is done.   | PW-3753      |
| Web Badging         | When importing a photo for a badge, the image does not load if only the Select button is pressed. However, it loads successfully if the Preview button is pressed first, followed by the Select button.  | PW-4382      |

## Reminder

| <b>Pro-Watch Component</b> | <b>Issue Description</b>   | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| Pro-Watch Client           | All devices used as a Pro-Watch client must be added to the workstation list in Pro-Watch. | PW-4309             |

## Release 4.2 HF, Build 10153

Release Availability Date: December 2014

### Resolved Issues

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Reports             | The user now can schedule a report without any errors.   | PW-4045      |
| Clearance codes     | Clearance codes that are added to cards individually are now removed appropriately by Pro-Watch. | PW-4062      |
| Archives            | Restoring archive now places correct values in binary ID fields.                                 | PW-4067      |
| Badging             | 2D Barcodes are now printing in Advanced Badging   | PW-4247      |
| Badging             | The 'system all time' time zone is now working between 11:59pm to 12 am                          | PW-4299      |

## Release 4.2, Build 10153

Release Availability Date: August 2014

### Resolved Issues

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Server              | The Pro-Watch server no longer becomes unresponsive after about 25 minutes, and does not disconnect from the client. | PW-4004      |
| Licensing           | Pro-Watch now upgrades properly from any 4.x version to the latest one.  | PW-3952      |

### Known Issue

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Compliance Reports  | <p>The system may generate an error when scheduling a report. This happens when Pro-Watch is installed on a Windows 8.x or Windows Server 2012 operating system.</p> <p>WORKAROUND SOLUTION:</p> <ol style="list-style-type: none"><li>(1) Go to your operating system's Control Panel and select Computer Management.</li><li>(2) Select System Tools &gt;Task Scheduler &gt;Task Scheduler Library.</li><li>(3) You will see scheduled tasks named "Optimize Start Menu Cache...". Delete these tasks and exit. Compliance Report Manager's report scheduler will now run correctly.</li></ol> | PW-4012      |

## Release 4.2, Build 10103

Release Availability Date: July 2014

### New Features

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | In Advanced Badging, invalid transactions are now displayed in red if the user selects this feature as an option.   | PW-2723      |
| Advanced Badging    | Badge tabs are now larger.  | PW-2729      |
| Advanced Badging    | Enrollment reader functionality is added to Advanced Badging.   | PW-2985      |
| Application Login   | The users now can change their passwords at login. The users can also make sure their login never expires by selecting the "User ID Never Expires" check-box in the login dialog box. | PW-2461      |
| Badging             | When creating a new badgeholder record, all the existing partitions that are already assigned to the badgeholder are now automatically assigned to that new badge record.             | PW-2153      |
| Badging             | The users now can download the cards as a single non-priority download.   | PW-2386      |
| Badging             | MagiCard Magnetic Stripe encoding is now supported.   | PW-2500      |
| Badging             | In Badge Builder, the users can now set a default value for the profile and resource drop-down fields.  | PW-2505      |
| Badging             | Badge Builder input field now supports masking values like Social Security Number or Telephone Number.  | PW-2506      |
| Badging             | Users can now use a low-cost webcam to capture images in all badging modules.   | PW-2694      |
| Badging             | Users can now select the badge fields that are displayed in the Badge Verification window.  | PW-582       |
| BLOB                | "Biometric" is now supported as a new BLOB type.  | PW-2501      |
| Browser             | Pro-Watch Web Client now supports the following Windows browsers: Internet Explorer 9 (IE9).  | N/A          |
| Channels            | Pro-Watch channels can now use IPv6 addressing.   | PW-2418      |

|                             |   |         |
|-----------------------------|---|---------|
| Compliance Reports          | Users can now create an Operator Log report from Archived data using the Compliance Report manager.   | PW-2906 |
| Compliance Reports          | “Badgeholder Access to a Logical Device” sample report is now available in Compliance Reports.  | PW-2920 |
| Compliance Reports          | “Badgeholder in Clearance Code” sample report is now available in Compliance Reports.   | PW-2921 |
| Compliance Reports          | “Card Status” sample report is now available in Compliance Reports.   | PW-2922 |
| Compliance Reports          | "Logical Device Access by a Badge Holder" sample report is now available in Compliance Reports.   | PW-2923 |
| Compliance Reports          | “Mustering” sample report with filters for area name and company is now available in Compliance Reports.  | PW-2924 |
| Compliance Reports          | The reports available in Classic Reports are now also available in Compliance Reports.  | PW-2926 |
| Compliance Reports          | Operator Log Report is now available in Compliance Reports.   | PW-452  |
| DTU                         | Realtime DTU now accepts characters with “umlaut” like üÜäÄöÖ.  | PW-2903 |
| Licensing                   | Pro-Watch Software Key License now works on a server with RAID 10.  | PW-2808 |
| Mercury M5 Bridge           | Mercury’s M5 Bridge (replacement for the CASI Micro5) is now supported.   | N/A     |
| OS                          | Pro-Watch now supports Windows 8.1 operating system.  | N/A     |
| OS                          | Pro-Watch now supports Windows Server 2012 R2.  | N/A     |
| PW Server                   | The users now can configure the number of log files.  | PW-2503 |
| SQL                         | SQL Server Version 2012 is now supported.   | PW-1751 |
| Wireless Readers            | ASSA ABLOY Aperio, SALTO SALLIS and Schlage wireless readers are now supported.   | N/A     |
| Communications Optimization | By setting the registry default value for RestrictAPBDLPanel to 1 (instead of 0) the user can now avoid unnecessary downloads to Antipassback panels.           | PW-3895 |
| Communications Optimization | By setting the registry default value for MercuryUpdateTxnSerialNoFreq to 10 or higher (instead of 0) the user can now avoid unnecessary communications issues. | PW-3896 |



## Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | Pro-Watch AB Login Dialog Box is now displayed properly without blocking the GUI.   | PW-3102      |
| Advanced Badging    | Images display correctly when the user double-clicks on the thumbnail of an image.  | PW-3106      |
| Alarms              | Procedure assigned to an instruction now executes properly when the user selects the check-box for the specific instruction in the Alarm monitor. | PW-1332      |
| Alarms              | When an input is masked at the Alarm Monitor, the Operator Log Report shows when and who masked the input in question.                            | PW-777       |
| APB                 | Anti-Passback (APB) status update issues no longer cause false APB errors at sites with muptile areas and areas that span multiple panels.        | PW-17        |
| Application Login   | Non-administrative users now can change their passwords at login.   | PW-1030      |
| Application Login   | Password error at the login is now fixed.   | PW-1340      |
| Areas               | Areas used as Tracking Areas or Muster Areas without anti-passback now do not send in/out status updates on card transactions to the panels.      | PW-1216      |
| Badging             | “Hand Geometry” badge field is added.   | PW-1667      |
| Badging             | Deleting a badgeholder from mustering now forgives and resets anti-passback status on all panels.   | PW-1911      |
| Badging             | In Badge Builder, the field label “Required” is changed to “Required to Save”.  | PW-2502      |
| Badging             | Badge Builder now supports the “required to Print” check-box.   | PW-2504      |
| Badging             | Name changes: “Brass Keys” is not called “Assets Page” and “Image Summary” is now called “E-Docs”.  | PW-3068      |
| Badging             | Deleting a card from a badgeholder who still is in an area now does not generate an orphan record in the AREA_OCCUPANT Table.                     | PW-3117      |
| Cards               | Muster Viewer now works properly.   | PW-1212      |
| Cards               | Cards now expire properly on the day expected.  | PW-2944      |

|                    |  |         |
|--------------------|--|---------|
| Cards              | "Find Dependencies" now work properly for Timed or Temporary Clearance Code Assignment.  | PW-656  |
| Channels           | Generic Channel now works properly.  | PW-791  |
| Clearance Codes    | Clearance codes are no longer added by mistake to the cards when the user double-clicks the scroll bar in the badge window.  | PW-2359 |
| Clearance Codes    | When adding a clearance code to a company that has cards assigned to it, the system now audits the addition of the new clearance codes to the cards that receive the new clearance code. | PW-2529 |
| Clearance Codes    | Batch modify now allows multiple Clearance Codes to be added to a single batch query.  | PW-67   |
| Compliance Reports | Users now can use the "Run Report" procedure to run reports created by the Compliance Report Manager.  | PW-2465 |
| Compliance Reports | Compliance reports splash screen now downloads quickly and does not degrade the launch performance.  | PW-2975 |
| Compliance Reports | Compliance reports now do not crash when shared with users that belong to classes with identical names except for the way they are capitalized.  | PW-3065 |
| Compliance Reports | The runtime filter in the Compliance Reports now works correctly.  | PW-3111 |
| Devices            | The Device Information dialog box now displays the fields properly, without any overlaps.  | PW-602  |
| Events             | Event (host) triggers now save when Consecutive time or Timeout have entries below 3.  | PW-1290 |
| Events             | Pro-Watch event and audit log purge no longer skips events during the last minute of the day.  | PW-2745 |
| Galaxy             | The Event Log that can be called from Pro-Watch on a Galaxy panel now shows all the up-to-date events.   | PW-2380 |
| Install            | When the user tries to install a Pro-Watch patch on a machine without .NET 4, a message is now displayed warning that .NET 4 is missing and the installation is aborted.                 | PW-2666 |
| Installation       | The users now can complete an install of PW on an app server without creating a database.  | PW-726  |
| Installer          | Pro-Watch installs correctly when the PWNT database is run on a separate server.   | PW-2822 |
| Licensing          | Reader licenses are now counted properly.  | PW-2151 |
| Login              | Removing the Shadow Login Permission now disables the Shadow   | PW-1345 |

|            |   |         |
|------------|---|---------|
|            | User icon.  |         |
| Reports    | Audit Log Reports are now available when adding or removing a program function within a Class or User.          | PW-1237 |
| Reports    | Mustering Report now respects panel time zones.   | PW-2686 |
| Reports    | Muster Reports now work properly – they display the correct number of Area Occupants in Database Configuration. | PW-639  |
| Video      | Pro-Watch now supports playback video option.   | PW-2155 |
| Web Client | Alarm Monitor now respects permissions created by class or user.  | PW-2780 |

## Known Issues

| Pro-Watch Component      | Issue Description  | Issue Number |
|--------------------------|--|--------------|
| Compliance Reports       | When the user patches up to PW 4.2, the sample reports do NOT get installed automatically. WORKAROUND SOLUTION: The users can run a SQL script (the stored procedure PWAP_Sample_reports) manually to install the sample reports.                                  | PW-3892      |
| Panels                   | Selecting a subpanel under the panel properties triggers a panel system configuration and sub-panel configuration download.  | PW-3857      |
| Ver. 3.7                 | Pro-Watch Version 3.7 is no longer supported.  | PW-2981      |
| Wireless Readers - SALTO | For SALTO locks, if the battery dies, after the lock comes back online, REX events are no longer reported to Pro-Watch.<br>WORKAROUND SOLUTION: Once the lock is re-enabled using the handheld device, all buffered Rex events are reported.                       | PW-3859      |
| Wireless Readers - SALTO | The Lock status for SALTO locks display as energized when the lock is not energized.   | PW-3866      |
| Wireless Readers - SALTO | In order to use SALTO wireless locks, users must download the latest PW6000 firmware version 2.065. It is possible to define SALTO wireless locks using earlier firmware versions, but such earlier versions will not include the latest Mercury firmware updates. | PW-3891      |

# Pro-Watch® Release Notes

## Release 4.1 SP3, Build 9905

Release Availability Date: April 2014

### New Features

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | Pro-Watch now supports Advanced Badging localization.                                   | PW-3034      |
| Cards               | Pro-Watch now supports Morpho biometric iClass cards.                                   | PW-3135      |
| Compliance Reports  | Pro-Watch now supports Compliance Reports localization.                                 | PW-3033      |
| Panels              | The number of CASI-based Mercury M5 subpanels allowed has been increased from 16 to 64. | PW-3369      |

### Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Advanced Badging    | Batch Modify function in Advanced Badging now works properly when changing the Card Type.   | PW-3022      |
| Panels              | The users now can select Port 4 (for MSP) and Port 6 (for SALTO) protocols when adding PW6K1R1E downstream subpanels without generating an error message. | PW-2968      |
| Panels              | The users now can add PW6K1R1E IO card to a PW6K panel without generating an error message.   | PW-2960      |
| Panels              | The users now can add PW-5000 2-reader board to PW3000 panel without generating an error message.   | PW-2959      |
| Users               | The number of users who are logged into Pro-Watch now does not exceed the limit imposed by the user license.  | PW-2058      |

## Known Issues

| <b>Pro-Watch Component</b> | <b>Issue Description</b>  | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| Card                       | When adding a clearance code to a card, Pro-Watch does not check against the number of clearance codes allowed for PW5K/Star-2 panels.  | PW-3174             |
| Database                   | When the database connection is restored, database errors are displayed when any hardware resource is used. The user needs to re-start the Pro-Watch shell to avoid these messages. | PW-2950             |

## Release 4.1 SP2 HF, Build 9684

Release Availability Date: December 2014

### Resolved Issue

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Alarm Monitor       | Pro-Watch alarm monitor now does not crash when working with maps. | PW-4221      |

## Release 4.1 SP2, Build 9684

Release Availability Date: February 2014

### New Features

| Pro-Watch Component | Issue Description   | Issue Number       |
|---------------------|---|--------------------|
| Advanced Badging    | Badging module licensing has been modified to only check badge license count when capturing a photo, enrolling biometrics, capturing a signature, previewing a badge/card, printing a badge/card and when batch printing. A badging license will be released when closing a badge profile.  | PW-2784            |
| Advanced Badging    | When editing a card and the card's expiration date is beyond the badge's expiration date, the following warning will display: "WARNING: Card Expire Date exceeds Badge Expire Date for card number [xxxx]. All cards will expire when badge expires." This is a warning and will not stop the badge and the card data from being saved. | PW-3049            |
| Advanced Badging    | The Bulk Badge screen has been modified to better reflect Advanced Badging and the Card Type functionality. Badge Type has been removed and Card Type has been added. The badge type will be assigned the value of the card type.   | PW-3048            |
| Maps                | The camera icons on a map now reflect different camera-view angles.   | PW-2901<br>PW-2756 |
| Panels              | Pro-Watch now supports CASI Micro 5 panel.  | PW-2978            |
| Two-Man Rule        | Two-man rule can be activated to enforce a minimum of two persons needed to enter or exit an Area.  | PW-696             |

## Issues Resolved

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Advanced Badging    | When the “Bulk Badge Add” functionality is used to add badges and cards in bulk, the system assigns the correct expiration date.                 | PW-3048      |
| Advanced Badging    | When the “Display PIN Codes” functionality is revoked, the PIN codes cannot be viewed anymore in Badge Wizard and Transaction reports.           | PW-3018      |
| Compliance Reports  | When the “Display PIN Codes” functionality is revoked, the PIN codes cannot be viewed anymore in Badge Wizard and Transaction reports.           | PW-3018      |
| Enterprise          | Pro-Watch Enterprise Manager version number is now updated with Pro-Watch build.   | PW-2880      |
| Galaxy              | Galaxy GD-96 Model Ethernet Module now provides data for the hardware connected to the second port.  | PW-2865      |
| GUI                 | Build numbers now display correctly in the client machine.   | PW-2795      |
| Panels              | New panel firmware allows a door assigned to a badgeholder in the Logical Device tab of Pro-Watch Badging module to work properly for a PW-6101. | PW-2785      |
| Panels              | PW-6000 can be edited even if a wrong port type (MSP1, SNET, PIM) is selected for the subpanels.   | PW-2928      |
| Panels              | When an input point is masked for a STAR II panel, the panel now does not receive any alarm messages.  | PW-150       |
| Verification Viewer | Verification Viewer is improved for a better user experience.  | PW-2535      |



## Known Issues

| <b>Pro-Watch Component</b> | <b>Issue Description</b>  | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| Events                     | VMS Server and NVR offline events are not reported in Pro-Watch Alarm Monitor.  | PW-3161             |
| Events                     | If Network cameras are connecting or disconnecting in NVR, the event will not be reported in Pro-Watch alarm monitor. | PW-3162             |
| Reader                     | System download needs to be performed in order for the Pro-Watch to report SALTO events.                              | PW-3151             |

## Release 4.1 SP1, Build 9513, HF (Triggers & Procedures)

Release Availability Date: November 2013

### Issue Resolved

| Pro-Watch Component  | Issue Description                             | Issue Number |
|----------------------|---|--------------|
| Triggers & Procedure | Triggers and Procedure now download properly. | PW-2973      |

## Release 4.1 SP1, Build 9513

Release Availability Date: August 2013

### New Features

| Pro-Watch Component | New Feature Description  | Issue Number       |
|---------------------|--|--------------------|
| Badging             | "Word Wrap" function is added to Badge Design.   | PW-2478            |
| Duress Signal       | Pro-Watch can now generate a duress signal based on the PIN code. New firmware is required to use this function. See new firmware installation instructions on distribution media. | PW-2542<br>PW-2801 |
| Panels              | Added support for LNL-500/LNL-1000 panels.   | N/A                |
| Reports             | Compliance Reports module can call video up from events in a report.   | PW-2476            |
| Video               | The options for video call-ups are available when VMS video is linked to a non-alarm event.  | PW-2477            |

### Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Alarms              | "Clear Alarm Event" procedure is now working.   | PW-2642      |
| Alarms              | Ack/Ack All (Acknowledge/Acknowledge All) and Clear/Clear All functions now work properly in the Alarm Monitor when the user right-clicks a map icon. | PW-2825      |
| Badging             | If the "Add Card" function is revoked, the "Multiple New Badge" menu is now disabled so that the user cannot create new cards.                        | PW-2658      |
| Badging             | In the Advanced Badging module, the user can now print the actual company name instead of the place-holder field name "{COMPANY_NAM}".                | PW-2637      |
| Badging             | In Pro-Watch Enterprise, the cards now will not be auto disabled in the regions that have never been visited by the badge holder.                     | PW-1554      |
| Badging             | The cards in different time zones now do not expire before their  | PW-1504      |

|                |  |         |
|----------------|--|---------|
|                | expiry date due to the difference between time zones.  |         |
| Database       | The splash screen in the Database Configuration module now gets updated when PW 3.81 is patched up to PW 4.1.  | PW-2627 |
| DTU            | When the user creates a “Fixed Import DTU”, the default values now load properly for the last field.   | PW-2590 |
| Events         | ACK (acknowledge) procedure associated with an event now gets executed properly.   | PW-2463 |
| Mustering      | Fixed the issue that could crash Pro-Watch in the Mustering application.   | PW-2464 |
| PW-2000        | Card download function for PW-2000 is now working properly when the panel is using the OH option.  | PW-2657 |
| PW-6000        | The users now can download the new firmware for PW6K1ICE and PW6K1R1e panels.  | PW-2582 |
| PW-6000        | Includes updated firmware for PW-6101 controller and Reader boards. (PW6K1ICE - ep1501_1_17_3_0351.crc and PW6K1R1E - MR51e_appl_1_4_8.aax)                    | PW-2579 |
| Readers        | Fixed the Addressing issue with AD-400 Wireless Readers.   | PW-2528 |
| Routing Groups | The users that have a custom routing group other than “System All Events” can now acknowledge alarms in the Alarm Monitor.                                     | PW-2832 |
| Video          | Pro-Watch will now receive Video Analytics events properly from a MaxPRO camera.   | PW-2439 |
| Video          | In the Alarm Monitor, the right-click video actions of a video event (Show Surround Cameras, Show Pre-Post Alarm, Next Salve, etc.) now do work properly.      | PW-1327 |
| Video          | The SALVO NO. (NUMBER) and PANEL NO. (NUMBER) columns are now displayed in their correct positions on the “Video Devices” tab of the “Logical Devices” screen. | PW-1096 |
| Vista          | The Pro-Watch 266/267 commands sent to the Vista panel are removed from the HI_QUEUE table on panel uploads and downloads.                                     | PW-1088 |
| Web Client     | On Pro-Watch patch installations, the user now has the option to install the web component or to cancel it.  | PW-2673 |
| Web Client     | Corrected the issue with applying Routing Group Filtering in Web based Alarm Monitor.  | PW-2670 |
| Web Client     | In the “Arrange Columns” window, the Down button now is not disabled after moving a field to the bottom.   | PW-2602 |
| Web Client     | Clicking the “Back to Historical Trace” button now does not create   | PW-2599 |

|            |   |         |
|------------|---|---------|
|            | an error message.   |         |
| Web Client | Misspellings of various GUI labels have been corrected including “Resource ID”, “Hardware Point”, “User ID”, and “Pro-Watch Server Name”. | PW-2586 |
| Web Client | On “Historical Trace” window, the “Previous” button now works.  | PW-2486 |

## Known Issues

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Enterprise Server   | The Distribution log displays as failed for a Regional Server.<br>WORKAROUND SOLUTION: Remove “-UseInprocLoader:” flag from the parameters of the merge distribution agent.   | PW-1039      |
| Panels              | When using Mercury Standard Protocol on a LNL-500, Elevator Control and Encryption is not supported. As a result of this, full panel downloads will result in syntax errors related to these functions. With these exceptions the controller works as expected. | PW-2806      |
| Video               | In the Alarm Monitor module, the “Toggle Full Screen” right-click video action of a video event does not work.  | PW-2836      |

## Release 4.1, Build 9411

Release Availability Date: May 2013

### New Features

| Product Component          | New Feature Description  | Issue Number |
|----------------------------|--|--------------|
| Advanced Badging           | The Advanced Badging module was updated to Version 1.15 (see the separate Advanced Badging Release Notes Doc # 800-14175V1 for details).   | N/A          |
| Alarm Monitor              | The “Secure” command label is changed to “Mark/Secure” for the Mask/Unmask function. The users can now use the Timed Mask function on an Input.  | PW-1735      |
| Badging                    | The ability to restrict adding, deleting or modifying card records of existing badgeholders.   | PW-453       |
| Badging                    | The “Export Image” option enables the user to right-click on a badge photo to export it.   | PW-406       |
| Compliance Reports         | The Compliance Reports module was updated to Version 2.4 (see the separate Compliance Reports Release Notes Doc # 800-09726V2 for details).  | N/A          |
| Extended Stored Procedures | The following Extended Store Procedures are replaced by their specified Pro-Watch stored procedure equivalents:<br><b>xp_mic_hp</b> is replaced with <b>mic_hp</b><br><b>xp_mic_genevent</b> is replaced with <b>mic_genevent</b><br>NOTE: The calling sequences are the same.   | N/A          |
| Galaxy                     | The users now can disable Galaxy panel Date/Time updates as an option.   | PW-786       |
| Panels                     | Mercury Standard Protocol is supported on PW-6000, PW-5000, PW-3000, and PW-6101 equivalent panels.  | N/A          |
| Web Client                 | Alarm Monitor now supports the following new features:<br>Hardware control actions<br>Rollup Details for alarms<br>View Event History for alarms<br>Recent History for alarms<br>Printing Event History and Recent History for alarms<br>Unacknowledging Alarms from Acknowledge Alarm Pane<br>Rollup Count information in both the Unacknowledged and | N/A          |

|            |   |     |
|------------|---|-----|
|            | Acknowledged Alarm Pane<br>Communication through HTTPS<br>Rearranging column widths of Event Monitor Grid for each Alarm Information Field<br>Changing column position for each Alarm Information Field<br>Configuring Routing Group Information<br>Card Holder Picture for any alarm |     |
| Web Client | Event Monitor now supports the following new features:<br>Rearranging Column Widths of Event Monitor Grid for each Event Information Field<br>Changing column position for each Event Information Field<br>Filter events by message type and User ID<br>Communication through HTTPS   | N/A |

## Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Alarm Monitor       | The “Ack/Ack All” and “Clear/Clear All” right-click menu options for a Map Icon are disabled.   | PW-1446      |
| Alarm Monitor       | The users can now revoke the Secure permission for masking in the alarm monitor.  | PW-1063      |
| Alarm Monitor       | The Alarm Monitor does not crash on Live Trace.   | PW-647       |
| Alarms              | The “ACK/Clear” procedure assigned to an alarm event now executes properly when the user uses instructions and dispositions to handle an alarm. | PW-1333      |
| Alarms              | Alarms from a Generic Channel come into the Alarm Monitor live without any problems.  | PW-121       |
| Archives            | Archival purging does not crash the Pro-Watch server.   | PW-1016      |
| Badging             | After a card is deleted, the users now cannot gain access by using the deleted card.  | PW-1917      |
| Badging             | When creating a badge, the image summary tab is now populated correctly, displaying the user’s image.   | PW-1912      |
| Badging             | The users can now delete badge fields from Pro-Watch database.  | PW-1820      |
| Badging             | The users can now add Quick Search fields to Badge Profiles by copying and pasting.   | PW-825       |
| Badging             | The users now can add a new clearance code to an existing card, and then expand the clearance code without scrambling up the logical devices.   | PW-708       |
| DTU                 | PW now accepts card numbers with a leading zero as a separate card number. PW now also accepts multiple Data-Time formats.                      | PW-2161      |
| Event Monitor       | In the Download/Upload Messages screen, the users now can set the Default Interval Seconds to 5 seconds.  | PW-649       |
| Events              | Rollover Events are now reported on time on rollover stations.  | PW-622       |
| Galaxy              | Groups now get armed correctly.   | PW-1990      |
| Galaxy              | The Virtual Keypad does not crash.  | PW-1508      |
| Galaxy              | The user now can arm the Galaxy group and then toggle RIO   | PW-1262      |



|                    |  |         |
|--------------------|--|---------|
|                    | zones successfully.  |         |
| Galaxy             | When a Galaxy zone is masked, its last event status is preserved so that it can be reported when the zone is unmasked.     | PW-1254 |
| Galaxy             | The erroneous warning messages issued by a Galaxy channel have been eliminated.  | PW-1094 |
| License            | Licenses now do expire on the right date and time.   | PW-646  |
| Logical Devices    | The default Entry/Exit Reader Door hardware template is fixed to allow for all Door Position Switch events.                | PW-771  |
| PW-6000            | The users now can connect only a maximum of 8 PIMs to a single 485 port on a PW-6000 panel.                                | PW-1994 |
| PW6K1ICE           | When an encrypted PW6K1ICE panel is taken offline and then brought back online, the green Return event is displayed.       | PW-1276 |
| PW6K1ICE           | The users are now allowed to add only 17 readers (ACRs) to the PW6K1ICE panel, and not 34 as was the case before.          | PW-1634 |
| PW6K1R1E           | The users are not allowed to add more than 15 (fifteen) PW6K1R1E downstream panels.  | PW-1516 |
| Readers            | Wireless Reader: Time Override and Momentary Unlock do not apply. They are grayed out.                                     | PW-2322 |
| Remote Comm Server | The users now can download the Tracking/Retry cards to panels on the remote servers.                                       | PW-1019 |
| Report             | The user now can schedule a custom designed report.  | PW-559  |
| Routing Groups     | A "user-created routing group" for a generic channel will report alarm events without any problems.                        | PW-1506 |
| Shadow User        | Pro-Watch now records the login or logout activities of Shadow Users.  | PW-316  |
| System Options     | Micserver now does not crash when the system options "Download Tracking" and "Card Verification and Download" are enabled. | PW-1238 |
| System Options     | Pro-Watch server (micserver) does not crash when logging Mercury card download database is enabled.                        | PW-1282 |
| Time Zones         | PW time zone definitions now agree with MS Windows time zone definitions.  | PW-2162 |
| Users/Class        | When selected, the "All" check-box selects all Device Status Filtering options under the User/Class menu.                  | PW-373  |

|                  |   |         |
|------------------|---|---------|
| VISTA            | When the user applies a software mask or unmask, the Vista point displays the correct visible status. The zone status is successful updated on unmask.  | PW-305  |
| Vista panel      | Vista partition transaction event history is now properly displayed in English.   | PW-2125 |
| Web client       | The web client can now perform such hardware actions as lock, unlock, mask, unmask, and timed mask.   | PW-2052 |
| Wireless Reader  | When a door is opened by using a key, Pro-Watch reports a "Key Override" event, as it should.   | PW-2002 |
| Wireless Reader  | When the Pro-Watch sends a lock or unlock command to a reader with the Wake on Radio (WoR) feature enabled, the reader receives the command within the WoR time period specified by the user. | PW-2001 |
| Wireless Readers | When a wireless reader experiences an "RF failure" (i.e., when the batteries die), the panel now issues a "Wireless Reader R/F loss" alert.   | PW-2003 |

## Known Issues

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Badging             | In Classic Badging, image export to PNG and TIF formats fail.  | PW-2539      |
| Cards               | In a Pro-Watch Enterprise environment, the cards expire before the end of the day in certain regions.  | PW-1504      |
| Cards               | In a Pro-Watch Enterprise environment, the cards are disabled automatically in a region where they are not in use.   | PW-1554      |
| Galaxy              | "Mask tamper alarm" functionality fails. When the panel is tampered, the panel starts beeping even though "mask tamper alarm" option is selected.  | PW-1800      |
| Galaxy              | DCM Tamper events are seen in Galaxy event viewer but not in the Pro-Watch event viewer.   | PW-1233      |
| Web client          | IE9 browser support for Web Client is limited. WORKAROUND solution: set the IE9 browser mode to IE8, and set the DOC mode to IE8 standards.  | PW-2053      |
| Web client          | The Web Client does not implement the Ack/Clear functionality for an input point. If an extended stored procedure is assigned to an event, acknowledging/clearing the event in the web client will not run the event procedures. | PW-2663      |

|            |  |         |
|------------|--|---------|
| Web client | When the user clicks the "Apply" button without selecting anything in the Routing Group Filter window, all events disappear from the alarm monitor page. | PW-2660 |
|------------|--|---------|

## Release 4.0, Build 9056

Release Availability Date: September 2012

### New Features

| Product Component | New Feature Description  | Issue Number |
|-------------------|--|--------------|
| Alarm Monitor     | Web-based Alarm Monitoring: Added capability to monitor alarms via a web-based interface similar to the basic functionalities of the current client-based alarm monitoring tool.   | N/A          |
| Badging           | Advanced Badging: The Advanced Badging module is now the default badging tool. On new installs, it is installed automatically and on upgrades/patches, the existing badging tool selection does not change. NOTE: Advanced Badging will be installed automatically on the full install and patch to 4.0. However, if it is a patch, Classic Badging will still be used as the default badging application until user changes the appropriate registry settings | N/A          |
| Events Monitor    | Web-based Event Monitoring: Added capability to monitor events via a web-based interface similar to the basic functionalities of the current client-based event monitoring tool.   | N/A          |
| Hardware          | Wireless Readers: Added support for the Ingersoll Rand PIM 400 wireless readers via the PW-6000.   | PW-1303      |
| Licensing         | The system now displays the maximum number of licenses available for regular and wireless readers.   | PW-1219      |
|                   | The dongle is eliminated and replaced with Software Key License.   | PW-1296      |
|                   | Now a user can create a one-time-only 30-day default demo license.   | N/A          |
| Reporting         | The Compliance Reports module is now the default reporting tool. On new installs, it is installed automatically and on upgrades/patches, the existing reporting tool selection does not change. NOTE: Compliance Reporting will be installed automatically on the full install and patch to 4.0. However, if it is a patch, Classic Reporting will still be used as the default reporting application until user changes the appropriate registry settings.    | N/A          |
| User Interface    | The visual appearance of the home page and icons has been enhanced.  | N/A          |

## Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Badging             | Corrected the issue which could result in improper access when using Advanced Badging.                            | PW-1917      |
|                     | Badges can now be modified in batches.  | PW-78        |
| DTU                 | The issue with DTU export functionality is fixed.   | PW-1481      |
|                     | DTU SQL import profile, Filter Tab, Comparison drop down list did not list the "is not NULL" option. Now it does. | PW-1236      |
| Event Configuration | The error that occurred when one entered 3 or less for "Consecutive Time" field is fixed.                         | PW-1290      |
| Licensing           | The users now use local time when generating demo licenses.   | PW-1696      |
|                     | Corrected the issue which caused Pro-Watch licensing to revert to only 16 readers.                                | PW-1913      |
|                     | MaxPro VMS and Pro-Watch licensing no longer conflict.  | PW-1868      |
| Panels              | Corrected the issue which prevented communication breaks on PW-2000 from reporting correctly.                     | PW-1057      |
|                     | GALAXY Mask/Unmask issue is resolved.   | PW-1273      |

## Known Issues

| Pro-Watch Component | Issue Description   | Issue Number       |
|---------------------|---|--------------------|
| Alarm Monitor       | When the user selects the “Open Badge” command inside the Alarm Monitor, the system launches the Advanced Badging module no matter which badging module is installed on the system.                             | PW-188             |
| Badging             | Advanced Badging currently does not support previewing or printing signatures on badges.<br>Workaround solution: use Classic Badging.   | PW-2056            |
| Badging             | In Advanced Badging, unable to set Temporary Access for revoked logical device. WORKAROUND: Use the Classic Badging module.   | PW-2588            |
| Installation        | If you are running an operating system other than Microsoft Windows 7 or Microsoft Windows Server 2008, you will need to manually install Microsoft IIS before you install Pro-Watch.                           | N/A                |
| OS                  | Pro-Watch no longer supports the operating systems Microsoft Windows XP and Windows Server 2003.  | N/A                |
| Web Client          | When the user acknowledges an alarm that is rolled up on PW Alarm monitor, all the individual alarm events on the web client will be acknowledged. This could make a noticeable change on the Web Alarm window. | PW-2012            |
| Wireless Lock       | On wireless locks, it can take up to 10 minutes for card access changes to take effect.   | PW-2001            |
| Wireless Reader     | The number of PIMs connected to a 485 port must not exceed eight (8). This limitation will be enforced in an upcoming release of the product.   | PW-1994<br>PW-2006 |

## Release 3.81 SP6, Build 8845

Release Availability Date: August 2014

### Issue Resolved

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Star 2 Panel        | Door-held event return to normal is now processed/received by Pro-Watch. | PW-3205      |

## Release 3.81 SP5, Build 8841

Release Availability Date: February 2014

### Issues Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Panels              | Star 2 panels now do not receive alarm events when the Monitorable Input Points (MIP) are masked. | PW-150       |
| Panels              | The users now can assign Holidays beyond 2014 to CHIP panel.                                      | PW-2534      |

## Release 3.81 SP4, Build 8834 (Russian)

Release Availability Date: July 2013

### Issues Resolved

| Product Component | Issue Description  | Issue Number |
|-------------------|--|--------------|
| Badging           | Pro-Watch now successfully saves changes made to the card properties fields. Specifically, if clearance code information is deleted from card properties, the system saves that change successfully. | PW - 2743    |
| Display           | Cyrillic character 'Я' is displayed properly.  | PW - 1740    |
| Enterprise        | The users can now use Pro-Watch Enterprise with Russian OS.  | PW - 2114    |
| Events            | Event Type/Extended Instruction when assigned as HTML file now does display Cyrillic characters.   | PW - 2101    |
| Events            | Event response is displayed properly when added in Cyrillic characters.  | PW - 2100    |
| Galaxy            | All Cyrillic characters are displayed properly in Galaxy Virtual Keypad (LCD screen).  | PW - 1741    |
| Galaxy            | The users can now program event priority for Galaxy panels.  | PW - 1315    |
| Search            | The users now can search for Cyrillic names in 'Void' dialog box.  | PW - 2089    |
| Video             | MaxPRO VMS is now sending proper Video Analytics information from cameras.   | PW - 2439    |



## Known Issues

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Badging             | Temporary Access feature does not work properly with logical devices. Access is revoked, but the delay may be as long as 2 minutes.                                     | PW - 2680    |
| Login               | The users cannot login normally or as a Shadow User when they use Russian names (with Cyrillic characters) as part of their last name. Only English names are supported | PW - 2099    |
| System              | Program functions do not display properly in the User properties in localized version.  | PW - 1242    |

## Release 3.81 SP3, Build 8815

Release Availability Date: May 2013

### New Feature

| Pro-Watch Component | New Feature Description                            | Issue Number |
|---------------------|--|--------------|
| Badging             | Card PIN authentication rules are now established. | PW-2543      |

### Issue Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Badging             | Improved the response time of communicating anti-passback (APB) information to other panels in an area.   | PW-2333      |
| Enterprise          | “Other Server Options” localized (Russian).   | PW-2114      |
| Galaxy              | Up to 250 Galaxy panels can now be installed.   | PW-2448      |
| PW-6000             | Buffered PW-6000 transactions are now received properly after serve restart, on Russian localization.   | PW-1729      |
| PW-6000             | In encrypted communication mode, when the PW-6000 panel returns from offline to the online mode, its online status is verified correctly by its icon turning green. | PW-1276      |
| Server              | Server Manager Wizard now works properly on Russian localization.   | PW-1796      |
| Star II             | Pro-Watch correctly updates all Star II panels with anti-passback (APB).  | PW-1014      |
| System              | Pro-Watch service no longer crashes.  | PW-2316      |
| System              | Server no longer crashes when Pro-Watch license information screen is closed.   | PW-1558      |

## Release 3.81, Build 3.81.0.8798 (Maintenance Patch)

Release Availability Date: January 9, 2013

### Issues Resolved

| Pro-Watch Component           | Issue Description  | Issue Number |
|-------------------------------|--|--------------|
| Logical Device                | The user can set the door lock strike time to 255 seconds.   | PW-2057      |
| Alarm Monitor & Event Monitor | Alarm and event monitors now do receive alarms and events from remote regions.   | PW-2124      |
| Galaxy                        | The users can now load Galaxy configuration regardless of size without any problems.   | PW-1350      |
| DTU                           | DTU now accepts card numbers with leading 0 (zero). It accepts multiple data-time formats including MM/DD/YYYY and DD/MM/YYYY. | PW-2161      |
| Database                      | The users can now delete the Badge field from the database.  | PW-1820      |
| Licensing                     | Pro-Watch license is recognized in Russian.  | PW-1797      |
| Badging                       | Auditing works when badges are added to the system through the Bulk Add feature.   | PW-300       |

### Known Issues

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| Galaxy              | "Bypass by Type" setting omits all zones in logical device. | PW-2303      |
| DTU                 | DTU export does not work correctly.                         | PW-2297      |

## Release 3.81, Build 8794 HF (QP-JBK-Halul)

Release Availability Date: October 2013

### Issues Resolved

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Video               | Videos requested via PW Report link are displayed properly on the Pro-Watch Client workstations. | PW-2791      |
| Video               | The correct videos are fetched properly when a search is made with the "mm/dd/yyyy" date string. | PW-2792      |

### Known Issue

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Database            | When editing a logical device with 21 CFR auditing enabled, the database generates an error. | PW-2953      |

## Release 3.81, Build 3.81.0.8794 (Debug Log Patch)

### New Feature

| Pro-Watch Component | New Feature Description                    | Issue Number |
|---------------------|--|--------------|
| Diagnostics         | Additional debugger tests have been added. | N/A          |

### Issue Resolved

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Badging             | A single quotation mark (') in card number will now generate an error message. | PW-2158      |

## Pro-Watch 3.81.0.8794 HF (DTU)

Release Availability Date: January 24, 2013

### Issue Resolved

| Pro-Watch Component | Issue Description   | Issue Number |
|---------------------|---|--------------|
| DTU                 | DTU (Data Transfer Utility) now transfers leading-zero in card numbers as well as multiple date-time formats. | PW-2161      |

## Release 3.81 SP2, Build 8793

### Issues Resolved

| Pro-Watch Component | Issue Description  | Issue Number |
|---------------------|--|--------------|
| Alarms              | Command queue no longer impacts system operations.                         | PW-2081      |
|                     | System now shuts down properly when the alarm monitor is shut down.        | PW-2120      |
| Badging             | The user can issue clearance codes to cards without any delay.             | PW-2059      |
| CardKey             | CardKey D600AP panels work properly when switching to a secondary channel. | PW-2061      |
| GALAXY              | GALAXY Masking and Unmasking procedures work as expected.                  | PW-2080      |
|                     | GALAXY Group D8 (#32) status is displayed properly.                        | PW-2078      |
|                     | GALAXY group status displays correctly after a reboot or service restart.  | PW-2064      |
|                     | GALAXY can now send the correct group commands to the server.              | PW-2063      |
| License             | PW clients connect to the server without any problems.                     | PW-2079      |
| MAXPRO              | Maxpro VMS Channel come online automatically during MVMS failover.         | PW-1832      |

### Known Issues

| Product Component | Issue Description  | Issue Number |
|-------------------|--|--------------|
| GALAXY            | Some control options from alarm monitor or from Map may not function properly. | PW-2083      |
|                   | 'Mask/Unmask of zone' may not function properly.                               | PW-2084      |

**Release 3.81 SP1, Build 8791 (PDF-417)****New Feature**

| <b>Product Component</b> | <b>New Feature Description</b>   | <b>Issue Number</b> |
|--------------------------|--|---------------------|
| Badging PW               | A PDF-417 license is utilized during Print and Print Preview and then released when the operation is complete. | PW-1314             |

**Pro-Watch 3.81, Build 3.81.0.8589 Hot Fix (APB)****Release Availability Date: January 17, 2013****Issues Resolved**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>   | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| Even Monitor               | Improved the response time of communicating anti-passback (APB) information to other panels in an area.                        | PW-2333             |
| Even Monitor               | In encrypted communication mode, the RTN status message is now displayed in the Event Viewer when the panel comes back online. | PW-1276             |
| Server                     | Fixed a server crash related to client connection.   | PW-2316             |
| APB                        | ProWatch with Star II panels and global anti-passback (APB) now properly updates the panels in question.                       | PW-1014             |



**Release 3.81 SP1, Build 8778 (PW-1977 SOFTKEY HOT FIX)****Issues Resolved**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>  | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| <b>License</b>             | <b>Login from a remote client after a server reboot is now available.</b> | <b>PW-1977</b>      |
|                            | <b>Corrected license from reverting back to 16 readers.</b>               | <b>PW-1790</b>      |

**Release 3.81 SP1, Build 8778 (SOFTKEY HOT FIX)****Issue Resolved**

| <b>Product Component</b> | <b>Issue Description</b>                             | <b>Issue Number</b> |
|--------------------------|--|---------------------|
| License                  | Corrected license from reverting back to 16 readers. | PW-1790             |

**Release 3.81 SP1, Build 8778 (MAXPRO® VMS Patch)****Issue Resolved**

| <b>Product Component</b> | <b>Issue Description</b>                                  | <b>Issue Number</b> |
|--------------------------|---|---------------------|
| MAXPRO® VMS              | Corrected Pro-Watch® integration issues with MAXPRO® VMS. | N/A                 |

## Pro-Watch 3.81.0.8731 HF (Stentofon Door)

Release Availability Date: January 24, 2013

### New Feature

| <b>Pro-Watch Component</b> | <b>New Feature Description</b>                                | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| <b>Intercom</b>            | Added capability to unlock a door using a Stentofon intercom. | <b>PW-2340</b>      |

**Release 3.81 SP1, Build 8731**

Please note that Panel communications to PW-6000s in Pro-Watch Build 8731 requires the panels to be updated to firmware Version 2.054. This firmware can be found on the Installation media. The PW-6000 ICs should be updated prior to upgrading Pro-Watch.

**New Features**

| Product Component | Feature Description  |
|-------------------|--|
| Server Options    | Privilege Management enables a Pro-Watch unrestricted user to designate "restricted users." A restricted user is one who can create other users who can have only the privileges that are less than or equal to those of the restricted user. These privileges include user program access and partitions. If the new user created by the unrestricted user is a member of a class (such as the root class) that would normally afford the user more privileges than the restricted user has, these additional privileges are automatically revoked from the new user. That is, the new user retains only the privileges that the restricted user owns. A restricted user cannot modify his or her own privileges. |

**Known Issues/Notes**

| Pro-Watch Component | Issue Number | Issue Description  |
|---------------------|--------------|--|
| Installation        | PW-9         | The Pro-Watch Service may not start automatically after Pro-Watch is installed. The workaround is either to 1) start the service manually in Control Panel > Administrative Tools > Services, or 2) configure the service to start automatically by following the instructions in the Pro-Watch Software Suite Installation Guide (7-901073-D), pages 26-29. |

|   |   |
|---|---|
| <b>Pro-Watch/MAXPRO VMS Integration</b> | <b>When a MAXPRO VMS channel is established, and: Pro-Watch Alarm Monitor is closed, MicAlarm crashes, Pro-Watch application is closed, MicShell crashes. When this occurs, however, there is no impact on MAXPRO VMS or Pro-Watch.</b>             |
|   | <b>When a user is edited in Pro-Watch, joystick controllers are deleted from the user's association in the MAXPRO VMS Viewer. Workaround: Re-associate the joystick controllers from the VMS Viewer after user details are edited in Pro-Watch.</b> |

**Release 3.81, Build 3.81.0.8589 (Shell HOT FIX)****New Feature**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>                   | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| <b>Diagnostics</b>         | Additional debugger tests have been added. | <b>N/A</b>          |

**Issues Resolved**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>  | <b>Issue Number</b> |
|----------------------------|---|---------------------|
| <b>Barcode</b>             | <p>The results of the crash dump analysis have been confirmed: the process crashes around PDF417 2D barcode libraries.</p> <p>As a solution we have:</p> <ul style="list-style-type: none"><li>a. Implemented a memory fix and optimizations around this area.</li><li>b. Implemented safe string functions suggested by Microsoft around few identifiers including workstation name.</li></ul> | <b>N/A</b>          |
| <b>MS Library</b>          | MS library incompatibility -- Pro-Watch will be recompiled and new binaries built with a single version of the MS libraries. The build number will not change and this will only impact the server.   | <b>N/A</b>          |

**Release 3.81, Build 8589 (STENTOFON PATCH)****New Feature**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>                       | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| Intercom                   | Add Support for the Stentofon Alpha Comm XE 7. | PW-1482             |

**Release 3.81, Build 8589 (LICENSE HOT FIX)****Issues Resolved**

| <b>Pro-Watch Component</b> | <b>Issue Description</b>   | <b>Issue Number</b> |
|----------------------------|--|---------------------|
| Encryption                 | When encryption is enabled on a PW-6000 panel, card read now displays in the Event viewer. | PW-1268             |
| License                    | Corrected license from reverting back to 16 readers.                                       | PW-1790             |

**Release 3.81, Build 8589****New Features**

| <b>Product Component</b>                      | <b>Feature Description</b>  |
|---|---|
| <b>Controllers</b>                            | Pro-Watch now supports the PW6K101 Series Controllers.  |
| <b>Pro-Watch Licensing</b>                    | Pro-Watch now supports software based licensing.  |
| <b>SQL Server Express</b>                     | SQL Server Express 2008 tools are included in the Pro-Watch 3.81 Professional Edition installation.                       |
| <b>Operator Actions Display</b>               | Operator actions can now be viewed in the Logical Device Transactions tab.  |
| <b>Hardware Configuration</b>                 | Added support for Vista BPT.  |
| <b>Virtualization</b>                         | Pro-Watch now supports VMWare and Microsoft Hyper-V.  |
| <b>HSDK</b>                                   | The Honeywell Software Development Kit (HSDK) is fully supported by this release.   |
| <b>SNET Readers</b>                           | The Pro-Watch PW-6000 panel now supports SNET communication with readers.   |
| <b>Open Supervised Device Protocol (OSDP)</b> | The Pro-Watch PW-6000 and PW-6K11CE panels now support Open Supervised Device Protocol (OSDP) communication with readers. |



## Issues Resolved

| Pro-Watch Component   | Issue Number | Issue Description  |
|-----------------------|--------------|--|
| <b>Administration</b> | PW-114       | Corrected error on DTU export profile (TT 8719).   |
|                       | PW-189       | Corrected error on DTU import/export (TT 8776).  |
|                       | PW-263       | Corrected syntax error on Workstation Report (TT 8685).  |
|                       | PW-341       | After editing a Data Transfer Utility (DTU) profile, the Profile options are now "grayed-out" to indicate that they are not available.         |
|                       | PW-547       | A GD-48/GD-96 panel is defined as offline when no data is received from the panel for a defined length of time.                                |
|                       | PW-575       | When using the Data Transfer Utility (DTU), the photo file names include the prefix and postfix.   |
|                       | PW-599       | Cards to which the All Access built-in clearance code has been assigned now get updated properly when new readers are added to the system.     |
|                       | PW-713       | The export transaction date and time in the Data Transfer Utility (DTU) now update properly.   |
|                       | PW-714       | Corrected issue which could prevent proper Data Transfer Utility (DTU) updates.  |
|                       | PW-758       | You can now sort the time zones by the first letter of the time zone so that you need to hit just the first letter of a zone to display it.    |
|                       | PW-792       | You can now remove a regular clearance code when a timed clearance code for the same card is also active.                                      |
|                       | PW-836       | When you add a clearance code to or remove a clearance code from a card, the Data Transfer Utility (DTU) now downloads the card to the panels. |

## Issues Resolved (continued)

|               |        |   |
|---------------|--------|---|
| Alarm Monitor | PW-492 | Added the capability to connect to all regions (in addition to the local region) and disconnect from all regions. New buttons on the Alarm Monitor toolbar are provided for each operation. |
|               | PW-444 | Added zoom capability to Maps in the Alarm Monitor.   |
|               | PW-53  | Selected acknowledged alarms now remain highlighted, even after new alarms are moved into the acknowledged window from the unacknowledged window.   |
|               | PW-434 | Users can no longer use the shift highlight all function to clear all alarms when the Clearall user function has been revoked.  |
|               | PW-449 | The Alarm Monitor now displays the Forced and Held Open states of a Logical Device door with a new icon to distinguish these states from others.  |
|               | PW-550 | You can now connect to another region's Alarm Monitor from your Alarm Monitor page.   |
|               | PW-652 | The CCTV command menu is available in the Alarm Monitor.  |
|               | PW-797 | Fixed issue which caused a crash within the Alarm Monitor when opening new maps.  |
|               | PW-839 | Corrected issue which prevented alarms from displaying on map pages without a manual refresh.   |
| Badging       | PW-20  | You can now use the Copy and Paste functions when you create a new Badge Type with the Front Layout Blob type selected and the Back Layout Blob Type not selected.                          |
|               | PW-29  | The Image Summary screen now displays all relevant records.   |
|               | PW-175 | The "Is Empty" search locates any nulls or fields with only empty spaces.   |
|               | PW-277 | Pressing Cancel after defining the Card Company now properly retreats from the Company selection operation  |

## Issues Resolved (continued)

|                              |        |  |
|------------------------------|--------|--|
| Badging/Reports              | PW-531 | Searches using the same criteria in both Pro-Watch Badging and Pro-Watch Reports now yield the same results.   |
|                              | PW-751 | You can now display names of more than 60 characters in the Badge Detail Report image section.   |
| Card Formats                 | PW-46  | LTA: Pro-Watch now fully supports 64-bit cards on the PW-5000 and PW-6000 panels.  |
| Database Configuration       | PW-505 | Copying and pasting Classes in Pro-Watch now copies and pastes complete Class data, including Badge Profiles, Event Columns, and Event toolbars.   |
| Logical Device Configuration | PW-708 | To display logical devices in the correct order after adding a new clearance code and expanding it, save the card, exit, then re-open the card.  |
|                              | PW-712 | When you reassign company/clearance codes, you get a prompt to remove Logical Devices.   |
|                              | PW-811 | To delete a command under the Video Device tab, first select the command and then click Delete.  |
|                              | PW-812 | When you reopen a Logical Device after adding video commands in the Logical Device configuration, the commands are sorted alphabetically on the video command list under the Video Devices tab in the Logical Device Property dialog box. The commands themselves are carried out in the order they are originally inserted. |
| Pro-Watch Enterprise         | PW-551 | To back up a database with a time schedule, use the database server name associated with the instance (the regional database) when defining scheduled tasks.   |
|                              | PW-853 | You can now switch to one of the regions on the drop-down list of machines when the database of the regional server is on one machine and the Pro-Watch application is on another.   |

**Issues Resolved** (continued)

|                        |        |   |
|------------------------|--------|---|
| Hardware Configuration | PW-1   | Once an intrusion device is added to a Hardware Template, users cannot add another device.  |
|                        | PW-50  | Hardware Template instruction sets are now being displayed properly in the Alarm Monitor.   |
|                        | PW-82  | When Star 1 and 2 panels are connected on a network and the network connection fails, the panels now automatically re-connect when the network is restored. |
|                        | PW-168 | LTA: When channels and panels are added to a status group, they can now be opened within that status group without generating database syntax errors.       |
|                        | PW-210 | When you disconnect a Vista panel, the Vista channel and panel continue to show offline events.   |
|                        | PW-267 | Vista Panel: When the database connection is reset, all unused connections are now being cleaned up.  |
|                        | PW-268 | Vista Panel: Alternating Current (AC) loss message now displays correctly.  |
|                        | PW-778 | Pro-Watch Event Procedures: Galaxy panel now selectable if command "Arm Vista Partition/Galaxy Group" is selected.  |
| Reports                | PW-31  | Batch Modified badge records now correctly audited.   |
|                        | PW-299 | "Company" now displays correctly after running Audit Log report.  |
| Shadow Logon           | PW-339 | All Pro-Watch viewers now display correctly.  |

## Known Issues/Notes

| Pro-Watch Component | Issue Number | Issue Description   |
|---------------------|--------------|---|
| Installation        | PW-903       | <p>When installing an update of Pro-Watch on a client PC, entering an ID and password when prompted will install the Pro-Watch Bridge service. If you are not using HSDK (Honeywell Software Development Kit), you should click Cancel when prompted for an ID and password to avoid installing the Pro-Watch Bridge service.</p>   |
| SNET                |              | <p>PW-6000 SNET integration is supported with the following firmware:</p> <p>PW-6000 IC firmware: pw6k_2_5_4_0279.crc</p> <p>PW-6000 Two-Reader board firmware: pw6k1r2_appl_1_5_8.aax</p> <p>Both firmware versions are provided on the Pro-Watch installation DVD.</p>  |
| SNET                | PW-789       | <p>You must create an appropriate Card Format to enable card transactions from the SNET readers to be reported correctly. Follow these steps:</p> <p>Go to Database Configuration &gt; Card Format.</p> <p>Right click anywhere on the screen, and select New Card Format.</p> <p>At the Choose Card Format Type box, select Non PW-2000 and click OK.</p> <p>At the Add Card Formats screen, enter a Card Format description in the Description box that you will easily identify as the SNET Card Format (e.g., "SNET").</p> <p>In the Property/Value box below the Description field, select PW5K Wiegand as a format type, and select the appropriate number of bits (i.e., if the cards you will be using are 32-bit cards, select 32 in this field, etc.) .</p> |

Description:

SNET

| Property     | Value        |
|--------------|--------------|
| Format Type: | PW5K Weigand |
| Id Offset:   | 0            |
| Bits:        | 32           |
| Flags:       | 0            |

In the Card Item/Start/Length box to the right of the Property/Value box, select or enter the appropriate values.

| Card Item      | Start | Length |
|----------------|-------|--------|
| Facility Code: | 0     | 0      |
| Card Number:   | 0     | 32     |
| Issue Code:    | 0     | 0      |
| Even Parity:   | 0     | 0      |
| Odd Parity:    | 0     | 0      |

Click OK to accept the new Card Format for SNET.

From the main Pro-Watch screen, select Hardware Configuration, select the appropriate Site, click Panels, and double click the panel you are configuring for SNET communications.

At the Edit Panel screen, click the Card Formats tab, and click the Add button on the Card Formats tab.

In the Select Card Format box, click the green icon next to the Card Format field.

From the Card Formats list, select the format you created for SNET and click OK.

Select a number of your choice in the Format # field, and enter a Facility Code (or check All). Click OK.

From the Pro-Watch main screen, select Hardware Configuration and click the appropriate Logical Device folder to display the site's Logical Devices.

Right-click the Logical Device you want to configure for the SNET readers, and select Properties.

Select the Logical Device Details tab, and click the

|  |  |   |
|--|--|---|
|  |  | <p>appropriate reader to display the Edit Reader dialog box.</p> <p>Click the Reader Settings tab. In the Card Formats box, select the SNET reader you configured in steps 1-7, and click OK.</p> |
|--|--|---|

## Release Notes Pro-Watch Software Suite Release 3.8 SP1, Build 8359

### New features in this Service Pack:

- Badge Builder: Text fields in badge profile and action notes fields now include a word wrap feature which can be enabled per field. (TT-5732)
- PW5000/6000 panel: Single card downloads are now logged. (TT-8302)
- Badges: Improved downloading performance for large batches of badges. (TT-8330)
- Panel transactions: Verifies transactions from a panel are not lost. (TT-8331)
- Panel downloads: Verifies downloads to a panel are received. (TT-8332)
- Vista Panels: Added support for Vista BP panels. (TT-8378)
- Galaxy Panels: Added capability in Database Configuration to manage Galaxy users. (TT-8540)

### Issues resolved in this Service Pack:

- Badge Wizard: New badges created in the wizard are now logged. (TT-7532)
- CCTV: Return to Normal configuration data is now being saved. (TT-7974)
- DTU: Real DTU error no longer being received. (TT-8503)
- Vista Panel: Time displayed is limited to hours and minutes. (TT-8533)
- Galaxy Panel: Improved response performance of zone status messages. (TT-8548)
- Vista Panel: Offline status is now reported correctly when disconnected. (TT-8575)
- Galaxy Panel: Zone statuses are now being reported in status group display. (TT-8614)
- Install: Pro-Watch can now be installed on a domain controller. (TT-8616)
- Badging: Batch update performance improved. (TT-8631)

### Known issues in this Service Pack:

- Logging: When in level 3, 4 & 5, initiation of a download from the Client does not get written to the log file on the Client. Workaround: Create a "Logs" folder on the Client and restart the PW Service, then downloads initiated from the client are recorded. (TT-8729)
- Mask/Unmask: Selecting Mask or Unmask of a Channel on Status Group displays error message. Workaround: These page options should not be visible for panels and channels, since they are not logical devices, nor otherwise subject to these actions. (TT-8777)



- Pro-Watch Registry Editor – Various Pro-Watch keys are not created in the Windows Registry (REGEDIT) until they are first selected in the Pro-Watch Registry Editor (TT-8780)
- Alarm Monitor: Alarm does not beep. Workaround: Set NewAlarmTrigger registry key to zero after a full install. (TT-8781 & 8786)

## **Release Notes Pro-Watch Software Suite Release 3.8, Build 18246 Patch**

Issues resolved in this patch:

- Pro-Watch reconnects when it determines that the V5 panel is off line. (TT-8698)

## **Release Notes Pro-Watch Software Suite Release 3.8, Build 8246 HotFix**

New features in this HotFix:

- Integrated with MaxPro VMS R200 Build 141.

Issues resolved in this HotFix:

- Pro-Watch client was not able add video server when Pro-Watch server is installed on Windows 2008 machine.
- Memory leak in Pro-Watch server & subsequent crash on several restarts of the trinity server.
- All Video devices are disappearing from Pro-Watch, when n/w connection with VMS is interrupted while download is in progress.
- Live update is not happening and alarms not received in Pro-Watch on restart of VMS server.

## **Release Notes Pro-Watch Software Suite Release 3.8, Build 8246**

New features in this release:

- Support for the Galaxy Dimension Intrusion Panel
- Barcode: Support for new barcode type (PDF 417). Use requires third-party license per client.
- Dongle: User alert provided for impending expiration date.
- New Installation package:
  - New user interface for improved ease of use.

**Selectable installation configurations:**

**Pro-Watch Installation (Complete)**

**Pro-Watch (Server only)**

**Pro-Watch Client (Complete)**

**Pro-Watch Terminal Client (Only)**

**Pro-Watch Database (Only)**

**Pro-Watch Installation (Custom)**

- Installs Professional, Corporate, Enterprise and Lite editions of Pro-Watch.

**Operating systems**

**supported: [Init\_Atlas\_fw] Requirements.General Requirements.3\$Must\$\$Root**

- Windows XP Professional: 32 bit (SP3)
- Windows Vista: 32 bit (SP1).
- Windows Server 2003: 32 bit (R2 SP2).
- Windows Server 2008: 32 bit (SP2), 64 bit (SP1).
- Windows 7: 32 bit, 64 bit
- SQL supported:
  - SQL Server 2005: 32 bit (9.0.4035).
  - SQL Server 2008: 32 bit (10.0.2531), 64 bit (10.0.1600)
  - SQL 2008 Express: 32 bit (10.0.1600.22)
- Application Log-in features:
  - Added an alternate Pro-Watch login mechanism optimized for non-domain environments, such as a small installation.
- Mapping: Added support for DWFx/XPS files. Use requires third-party license per client.

- Event Procedures: Added a mechanism to trigger event stored procedures based on consecutive same events from a logical device.
- Vista Intrusion: Vista zones can be specified as timed points.
- Data Transfer Utility (DTU): Added new option to specify age (in minutes) of historical transactions to include in export.
- PW5000 Panels: Improved performance when downloading badges.

#### Issues resolved in this release:

- Badges: Deleting a badge holder also deletes associated blobs. (TT-3383)
- Alarm monitor\Instruction Window: "Description" and "Instruction Message" fields are now in the proper order. (TT-4641)
- PW5000 and PW6000 panels: The latest firmware versions are now downloaded properly. (TT-5276)
- Watchtower: Alarm events from monitorable inputs are now being displayed in Event Viewer in a timelier manner. (TT-6492)
- Install: Machine name can now be more than 14 characters. (TT-6511)
- Watchtower: Timer for Door Unlock resets on stop time. (TT-6537)
- Single Card Download: No longer generates unacceptable memory leaks during this process. (TT-6718)
- PW5000 Panel: When adding a time zone, the next available time zone is now being computed properly. (TT-6826)
- Alarms: Provides an "Event Response" when clearing/acknowledging an alarm when using maps. (TT-7045)
- Advanced search: Capability to add open and close parentheses to search criteria. (TT-7069)
- Badge Summary Report: Can be run when selecting more than 12 logical devices. (TT-7486)
- Enterprise Edition: A report can be viewed, then the database changed and then report viewed again without issues. (TT-7496)
- Action Note Reports: All 255 available characters are now being displayed. (TT-7497)
- Legacy Restore Utility: Added missing option for R6 databases. (TT-7498)

- SEEP channels: Startup no longer results in a crash. (TT-7519)
- Star 1 Panels: Shunted alarms are no longer included in reports. (TT-7590)
- Dongle: Pro-Watch shuts down and issues a message when expiration date is exceeded. (TT-7648)
- Dongle: Not being recognized in certain instances has been corrected. (TT-7654)
- Guard Tours: Corrected issue that caused guard tours not to function. (TT-7659)
- Alarm Monitor: Right clicking on a camera icon now displays available video. (TT-7684)
- Event Log Reports: Message column no longer over writes Company column. (TT-7755)
- SmartPlus: Improved response of updating the Channels and panels status icons. (TT-7780)
- PW5000 Panels: Able to save Extended Instructions. (TT-7807)
- Remote Comm Server: Offline events are generated for all associated panels when Remote Comm Server goes offline/disconnects from the Primary Comm Server. (TT-7818)
- Vista Keypad Display: No longer scrambles display after hourly time updates. (TT-7832)
- SEEP Panel: Clicking Ok on the panel properties no longer adversely affects system operation. (TT-7836)
- Card Transaction Tab: The opening performance of card properties has been improved when large amounts of Event Log data exist. (TT-7838)
- Rapid Eye: Channel serial numbers no longer affect communication with other channels (primarily PW5000 and PW6000). (TT-7839)
- Hardware Template (Default Entry/Exit Reader Door): Added missing reader and input point events. TT-7840/8194)
- Card Maintenance: A maximum limit of 64 is imposed while revoking a logical device. (TT-7866)
- Card Maintenance: Correctly computes the maximum number of number of readers per PW 5000/6000 panel per card. (TT-7867)
- Dongle: Alert users to an impending Dongle expiration. (TT-7872)
- Watchtower: Up to sixty-three time zones are now permitted. (TT-8159)
- Watchtower: The Active/Deactive status for Outputs is now shown under panel status.

(TT-8162)

- Watchtower: Missing door events for readers are now listed on the Events tab. (TT-8163)
- Batch Modify: Now respects Partitioning. (TT-8167)
- Enterprise: Improved reliability of Alarm Manager to receive all events from remote regions. (TT-8178)
- Panel Move Utility: Now works for non-admin user on a client machine. (TT-8184)
- PW6000 panel: Can add a one reader board during configuration. (TT-8207)
- Event Procedure: The Arm Command drop down list now functions properly when switching between Vista and Galaxy panels. (TT-8247)
- Event Procedure: "Issue an Event" is now executed when assigned to a user-defined routing group. (TT-8254)
- PW5000 encryption: Master keys are now downloaded to panels. (TT-8303)
- Logical device: Editing subpanel hardware no longer causes program to discontinue operation. (TT-8334)
- Badge: The process of creating a badge no longer results in the program to discontinue operation. (TT-8344)
- Vista panels: Now utilize the time zone specified in the channel as the basis for establishing local time. (TT-8345)
- Badge Builder: Program discontinues functioning when editing user defined values. (TT-8387)

Known issues in this release:

- Logitech camera: No support for this device on Server 2008. (TT-7918)
- Honeywell Vista channel - TCP/IP port set to 0 causes downloads to stop. (TT-7920)

**In Windows Server 2008, the Pro-Watch service should be set to Delayed Start in order for it to start automatically upon a reboot. (TT-7921)**

**Star panels: Masking and Unmasking inputs on these panels generates erroneous events: (TT-8305)**

- On a Star 1 panel when the input is masked, it gives 908 input status unknown twice and 51 mask alarm point. When unmasking input it gives 52 arm an input point followed by 2 10908 input status unknown RTN events.
- On a Star2 panel when the input is masked, it gives 908 input status unknown twice and 51 Mask an alarm point. When unmasking input it gives 10908 input status unknown RTN twice and 52 arm an alarm point.
- Badge designer: Does not allow you to browse drives for pictures. The workaround is to type the drive letter i.e. C:\ under filename. (TT-8310)
- Wizard: Incorrect reader assigned for default hardware template. Workaround is to un-assign the exit (second) reader and assign the one desired. (TT-8323)
- Pro-Watch Enterprise: Changing the replication schedule time from a regional monitor generates an error message. (TT-8238)
- Pro-Watch Enterprise: All servers on an Enterprise network have to be the same: Operating System, SQL version and Pro-Watch version.
- Pro-Watch Enterprise: Installations based on 64-bit Microsoft SQL 2008 require the installation of Microsoft's SQL 2005 Backwards Compatibility Pack. This can be found on the Installation Disks or at: <http://www.microsoft.com/downloads/details.aspx?familyid=228de03f-3b5a-428a-923f-58a033d316e1&displaylang=en>
- Antipassback: Unable to receive antipassback error message using Entry/ Exit hardware template. (TT-8194) Workaround: Once the events are defaulted under the HW Template and the events are defaulted under the reader, antipassback works properly.
- Timed masks: On 64-bit operating system, the timed masks may not unmask after the program time expires on a PW6k reader. (TT-8563) Workaround: Adding the following registry key into the registry on the server is needed for micxp.dll to work:  
[HKEY\_LOCAL\_MACHINE\SOFTWARE\Honeywell\ProWatch\Directories]  
"CommServerName"="<YourCommServerNameGoesHere>"
- Data Transfer Utility: In order to run DTU on a 64-bit operating system, use the 64-bit DTU version provided on the install disk.
- On 32 bit SQL Server 2008 (running on Windows 2008 standard) a combination of factors can cause memory related stress. See Resource below for more information:

<http://www.microsoft.com/products/ee/transform.aspx?ProdName=SQL%20Server&ProdVer=10.0.2531.0&EvtID=701&EvtSrc=MSSQLSERVER&FileVer=10.0.2531.0&FileName=&EvtType=&LCID=1033>

The following suggestions help to prevent the crash:

1. If the SQL server machine by default can only access 2GB of memory. In order to access more physical memory on the machine the following options need to be selected:  
  
(From SQL management studio -> Server Properties->"Memory" settings)  
AWE flag 1, Min (MB) - 1024, Max (MB) - 5632
2. Use the Windows Group Policy tool (gpedit.msc) to enable "Lock Pages in Memory" policy for the account used by SQL Server  
  
(<http://msdn.microsoft.com/en-us/library/ms190730.aspx>).
3. Increase interleaved memory (used by link server, stored procedures...)  
  
SQL Server Configuration Manager -> Properties of running instance of SQL Server -> Advanced tab -> Startup Parameters  
Add the following to the end, without the quotes: "-g384"  
(<http://blogs.msdn.com/psssql/archive/2010/02/19/did-you-start-your-sql-server-engine-correctly.aspx>)  
Note: One could increase that to 512 (-g512) to prevent crash due to mem2leave constraints.
4. Apply the hot fix for kb 977093 (<http://support.microsoft.com/kb/977443>)  
  
SQL\_Server\_2008\_SP1\_Cumulative\_Update\_6\_SNAC  
SQL\_Server\_2008\_SP1\_Cumulative\_Update\_6
5. (Optional) if not using CLR, you can disable CLR in sp\_configure

If the issue persists on high load conditions, the only option is to move to 64bit environment.

#### Maxpro VMS Integration:

- o New VMS features in this release of Pro-Watch:
  1. Option to enable / disable PW verification viewer integration with MVMS to show Badge Photo, Badge Signature and Live Camera video attached to it.
  2. Support for MVMS events (Note: MVMS events id range in PW is 5000 to 10000 in which 5000 to 8000 is for video device events and 8000 to 10000 are for IO events, user devices events & scheduler events)
    - User defined events
    - IO Events
    - Scheduler events
    - Analytics events

3. Implementation for Download started and Download Stopped events in Alarm view on manual download
  4. MVMS channel controller port is editable now
  5. On the Fly DVR / NVR integration for any new DVR / NVR integration in MVMS (PW doesn't need to change in order to support them)
- o VMS issues resolved in this release of Pro-Watch:
1. For migration from older installations (till 3.7.8037) that doesn't have MVMS channel download events: Added MVMS channel events specific to download of MVMS configuration to PW (download started event & download completed event). Note: For any new MVMS channel creation, these events automatically getting populated in PW and thus this SQL script would be void in these scenarios.
  2. Fix for Intellex dvr integration through MVMS integration in PW: Previously CCTV commands relevant to Intellex DVR was not updated properly. Now it is fixed.
    - Migration from 3.7.7941 to 3.7.8037
    - Migration from 3.7.7941 to 3.7.8199 (or later)
  3. PW event address range fix: PW events maximum address limit is changed from 1000 to 10000 in order to allow MVMS events in PW. It still works fine. But this fix is for adding events with the address of greater than 1000 through MICShell when any new events is added for devices in PW. The configuration page was not allowing the addresses greater than 1000 but fixed now. Multiple MVMS configuration download fix: Multiple MVMS download in PW is limited to only one download at any point of time now in order to synchronize the configuration properly. But the failure case was not handled during the implementation. Now it is handled & fixed.
  4. Fix for MVMS channels' controller port in deployed sites: MVMS channel creating would handle the default MVMS port number in configuration during the channel creation. This default port number was hard coded previously. Then it got changed to allow any user input ports. It would work if channel is newly created from the fix. But for the existing MVMS channels, when they migrate to this patch, the default port number was getting assigned to 0. It is fixed now.
  5. MVMS channel reconnection fix. Previously, the channel is getting status as reconnected (but not really reconnected) when it's received a specific combination events from MVMS (disconnected & reconnecting). This is fixed now.
  6. Some of the Video actions in PW Alarm map were disabled previously. Now it is fixed.
  7. Playback of Video when user clicks on hyperlink from PW reports for Video related events was not working previously. It is now fixed for the cameras associated to reader logical devices (not applicable to MVMS devices & events that are not associated with Logical devices).



8. Fix for issue showing all monitors while searching for monitors in Tools--> Find Window by any non numeral of Video server number
  9. Fix for issue showing all monitors while searching for cameras in Tools--> Find Window by any non numeral of Video server number
  10. Fix for some of the recorder events (like camera server health changed, database server health changed etc) generated in MVMS is not received in PW alarm monitor
  11. Renaming a cameras / monitors in MVMS creates new cameras / monitors in PW. Now it is fixed.
  12. When we change Camera call up number in MVMS, it is not synchronized with PW properly. Now it is fixed.
  13. Users created with PIN number in prefixing with zero in MVMS are not synched correctly in PW. Now it is fixed.
- o Migration Procedure:
    - o To migrate from Pro-Watch 3.7.7941 to 3.7.8037:
      1. Take database backup
      2. Install the Patch of 8037 over 7941 PW system.
      3. Upgrade MM Sp2 to MM R200
      4. Let the channel come online in PW
      5. Open migration tool and perform migrate function.
      6. Upon successful migration message, perform download system on Video channel in PW.
    - Note: Migration steps MUST be performed before performing any download.
    - o To migrate from Pro-Watch 3.7.7941 to 3.8.8199 (or latest 3.8 release):
      1. Take database backup
      2. Install the Patch of 8199 over 7941
      3. Upgrade MM Sp2 to MM R200
      4. Let the channel come online in PW

5. Right click on channel and select download and perform migration. (Do NOT select download system)
6. Upon successful migration message of download complete in event viewer / alarm monitor, perform download system on Video channel in PW.

Note: Download system on video channel should not be performed before migration, else the entire Video integration related database would corrupt and camera / commands get lost.

- For new sites with Pro-Watch 3.8.8199 (or upcoming 3.8 release candidate) as first installation:

No migration procedure is applicable.

- MVMS Device compatibility matrix:

PW version 3.7 supports only those device types which were present till R140 SP2 release of MVMS. It does not support device types newly added in R200 release. Below is a list of what is supported and not supported in PW 3.7. The next qualified build of PW (may be 3.8 release that is greater than 3.8.3199 version) will support all features of MVMS R200.

| Entity       | Supported                          | Not supported  |
|--------------|------------------------------------|--|
| Video Input  | Cameras                            | Hybrid Cameras, Digital Input trunk, Other MVMS video input device types |
| Video Output | Monitors (Analog, Digital)         | Digital Output trunk, Other MVMS video output device types               |
| Recorder     | IP Engine, RE, Fusion, Enterprise, | Pelco, Intellex , HRXD   |
| Events       | Camera events, Recorder events     | Analytics event, User defined events, IO events, Scheduler events        |