

SONY®

Intelligent Monitoring Software

Release Note

Software Version 1.6.8

RealShot Manager Advanced / Lite

Revision 1 (Last Modified: July, 01, 2016)

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Revision History

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Revision 1	July, 01, 2016	Revision 1

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1 Features of RealShot Manager Advanced

1-1 Additional features by V1.6.8

No additional features.

1-2 Available Platform

1-2-1 Supported OS

- Confirming the operation by following OS. (* indicates “the 32-bit version is only supported”)

RealShot Manager Advanced/Lite – Server:

Windows 8 Pro

Windows 8 Enterprise

Windows 8.1 Pro

Windows 8.1 Enterprise

Windows 7 Professional

Windows 7 Enterprise

Windows Vista Business Service Pack 2 *

Windows Vista Enterprise Service Pack 2 *

Windows XP Professional Service Pack 3 *

Windows Server 2003 Standard Service Pack 2 *

Windows Server 2008 Standard Service Pack 2 *

Windows Server 2008 R2 Standard

Windows Server 2012 Datacenter

Windows Server 2012 Standard

Windows Server 2012 Essentials

Windows Server 2012 R2 Datacenter

Windows Server 2012 R2 Standard

Windows Server 2012 R2 Essentials

RealShot Manager Advanced – Client:

Windows 8 Pro

Windows 8 Enterprise

Windows 8.1 Pro

Windows 8.1 Enterprise

Windows 7 Professional

Windows 7 Enterprise

Windows Vista Business Service Pack 2 *
 Windows Vista Enterprise Service Pack 2 *
 Windows XP Professional Service Pack 3 *

Note

- In the case of Server OS, such as Windows 2003 Server, Windows Server 2008 and Windows Server 2012, processing for background jobs are prioritized than application programs with initial setting of OS, so performance of RealShot Manager might be more reduced than the case of using Windows XP. In this case, it might be improved by tuning up or changing setup for OS, etc.
- RealShot Manager Advanced is also evaluated in Active Directory environment. But a linkage with user management function of Active Directory is not supported.

1-2-2 Required Environments

Processor	Intel Core 2 Duo 2GHz or higher. (Only Intel-made CPUs are available for RealShot Manager Advanced)
Memory	1GB or more (2GB or more is recommended)
Network interface	100BASE-TX or higher
Video card	1024 x 768 pixel (16 / 24-bit color) or higher

- Direct2D was verified under following environment. It may be unstable if other environment is used for Direct2D.

OS	Windows 7 Professional (64bit)
Processor	Intel Core i7 3770 3.4GHz
Memory	4GB or more
Graphic board	AMD Radeon HD 6570 (Video memory: 1GB) Driver version: 8.01.01.1162 <Verified model> ASUS EAH6570/DI/1GD3(LP)
	NVIDIA GeForce GT 640 (Video memory: 1GB) Driver version: 306.97 <Verified model> ASUS GT640-1GD3-L

- ONVIF Profile S devices were verified under the following environment. The performance might be unstable if lower-spec PC environment is used.

OS	Windows 7 Professional (64bit)
Processor	Intel Core i7 2600 3.40GHz
Memory	8GB or more

- We have verified that RealShot Manager Advanced works normally with up to 32 cameras per server. We recommend you to verify the system carefully in your own environment before starting operations.

1-2-3 Verified PC

We have verified that RealShot Manager Advanced works normally using following PC ('x' means verified type).

Vendor	Model	Spec.	Server	Client
HP	Pavilion e9190	CPU: Intel Core i7-920 2.66GHz Memory: 3GB HDD: 640GB (SATA) Network: Intel 82567 Gigabit Ethernet	x	x
	xw4400	CPU: Intel Core 2 Duo 2.66GHz Memory: 1GB HDD: SATA 80GB Network: Broadcom 5755 NetXtreme Gigabit Ethernet		x
Dell	PowerEdge R200	CPU: Quad Core Intel Xeon X3210 2.13GHz Memory: 2GB HDD: 500GBx2 (SATA) RAID-0 Network: Broadcom NetXtreme 57xx Gigabit	x	
	PowerEdge T310	CPU: Quad Core Xeon X3470 2.93GHz Memory: 4GB HDD: 160GB (SATA) Network: Broadcom NetXtreme 57xx Gigabit	x	
	Precision 390	CPU: Quad Core Xeon355 2.66GHz Memory: 2GB HDD: 146GB (SAS) Network: Broadcom NetXtreme 57xx Gigabit	x	x

Precision T1500	CPU: Intel Core i7 2.93GHz Memory: 4GB HDD: 80GB (SATA) Network: Broadcom 57780 Gigabit	x	x
OptiPlex 745	CPU: Intel Core 2 Duo 2.13GHz Memory: 1GB HDD: 160GB (SATA) Network: Broadcom NetXtreme 57xx Gigabit		x
OptiPlex 745	CPU: Intel Core 2 Duo 2.66GHz Memory: 1GB HDD: 250GB (SATA) Network: Broadcom 100/1000 Ethernet		x
OptiPlex 755	CPU: Intel Core 2 Quad 2.66GHz Memory: 1GB HDD: 250GB (SATA) Network: Broadcom NetXtreme 57xx Gigabit		x
OptiPlex 755	CPU: Intel Core 2 Duo E6550 2.33GHz Memory: 2GB HDD: 320GB (SATA) Network: Intel 82566 Family Gigabit Ethernet		x
OptiPlex 780	CPU: Intel Core 2 Duo E8400 3.00GHz Memory: 2GB HDD: 250G Network: Intel 82567LM-3 Gigabit Ethernet		x
Vostro 410	CPU: Intel Core 2 Quad Q9450 2.66GHz Memory: 2GB HDD: 320GB (SATA) Network: Realtek RTL8168C/8111C Family PCI-E Gigabit		x

1-2-4 Supported Camera Information (firmware version information)

Sony

Camera Model Name	Camera Firmware Version
SNC-CH110	v1.79 or higher
SNC-CH115	v1.79 or higher
SNC-CH120	v1.79 or higher

SNC-CH135	v1.79 or higher
SNC-CH140	v1.79 or higher
SNC-CH160	v1.79 or higher
SNC-CH180	v1.79 or higher
SNC-CH210	v1.79 or higher
SNC-CH220	v1.79 or higher
SNC-CH240	v1.79 or higher
SNC-CH260	v1.79 or higher
SNC-CH280	v1.79 or higher
SNC-CM120	v1.11 or higher
SNC-CS3	v1.08 or higher
SNC-CS10	v1.06 or higher
SNC-CS11	v1.06 or higher
SNC-CS20	v1.11 or higher
SNC-CS50	v2.33 or higher
SNC-CX600	v1.12.0 or higher
SNC-CX600W	v1.7.0 or higher
SNC-DF40	v1.18 or higher
SNC-DF50	v1.23 or higher
SNC-DF70	v1.18 or higher
SNC-DF80	v1.23 or higher
SNC-DF85	v1.23 or higher
SNC-DH110	v1.79 or higher
SNC-DH110T	v1.79 or higher
SNC-DH120	v1.79 or higher
SNC-DH120T	v1.79 or higher
SNC-DH140	v1.79 or higher
SNC-DH140T	v1.79 or higher
SNC-DH160	v1.79 or higher
SNC-DH180	v1.79 or higher
SNC-DH210	v1.79 or higher
SNC-DH210T	v1.79 or higher
SNC-DH220	v1.79 or higher
SNC-DH220T	v1.79 or higher
SNC-DH240	v1.79 or higher

SNC-DH240T	v1.79 or higher
SNC-DH260	v1.79 or higher
SNC-DH280	v1.79 or higher
SNC-DM110	v1.11 or higher
SNC-DM160	v1.11 or higher
SNC-DS10	v1.11 or higher
SNC-DS60	v1.11 or higher
SNC-EB600	v1.6.0 or higher
SNC-EB600B	v1.9.0 or higher
SNC-EB602R	v2.2.0 or higher
SNC-EB630	v1.6.0 or higher
SNC-EB630B	v1.7.0 or higher
SNC-EB632R	v2.2.0 or higher
SNC-EP520	v1.78 or higher
SNC-EP521	v1.78 or higher
SNC-EP580	v1.78 or higher
SNC-EP550	v1.78 or higher
SNC-ER520	v1.78 or higher
SNC-ER521	v1.78 or higher
SNC-ER580	v1.78 or higher
SNC-ER585	v1.78 or higher
SNC-ER585H	v1.78 or higher
SNC-ER550	v1.78 or higher
SNC-EB520	v1.79 or higher
SNC-EM520	v1.79 or higher
SNC-EM521	v1.79 or higher
SNC-EM600	v1.6.0 or higher
SNC-EM601	v1.6.0 or higher
SNC-EM630	v1.6.0 or higher
SNC-EM631	v1.6.0 or higher
SNC-EM602R	v1.8.0 or higher
SNC-EMM602RC	v2.3.0 or higher
SNC-EM632R	v1.8.0 or higher
SNC-EM632RC	v2.3.0 or higher
SNC-HM662	v1.2.0 or higher

SNC-P1	v1.30 or higher
SNC-P5	v1.30 or higher
SNC-RH124	v1.79 or higher
SNC-RH164	v1.79 or higher
SNC-RS44	v1.79 or higher
SNC-RS46	v1.79 or higher
SNC-RS84	v1.79 or higher
SNC-RS86	v1.79 or higher
SNC-RX530	v3.13/2.43 or higher
SNC-RX550	v3.13/2.43 or higher
SNC-RX570	v3.13/2.43 or higher
SNC-RZ25	v1.40 or higher
SNC-RZ30	v3.14/2.24 or higher
SNC-RZ50	v2.43 or higher
SNC-VB600	v1.8.0 or higher
SNC-VB600B	v1.8.0 or higher
SNC-VB630	v1.8.0 or higher
SNC-VB632D	v2.3.1 or higher
SNC-VB635	v1.12.0 or higher
SNC-VM600	v1.8.0 or higher
SNC-VM600B	v1.8.0 or higher
SNC-VM601	v1.8.0 or higher
SNC-VM601B	v1.8.0 or higher
SNC-VM602R	v1.8.0 or higher
SNC-VM630	v1.8.0 or higher
SNC-VM631	v1.8.0 or higher
SNC-VM632R	v1.8.0 or higher
SNC-WR600	v1.12.0 or higher
SNC-WR602	v1.12.0 or higher
SNC-WR602C	v2.3.0 or higher
SNC-WR630	NA (*1)
SNC-WR632	NA (*1)
SNC-WR632C	v2.3.0 or higher
SNC-XM631	v2.2.0 or higher
SNC-XM632	v1.12.0 or higher

SNC-XM636	v1.12.0 or higher
SNC-XM637	v1.12.0 or higher
SNC-Z20	v1.06 or higher
SNC-ZB550	v1.79 or higher
SNC-ZM550	v1.79 or higher
SNC-ZM551	v1.79 or higher
SNC-ZP550	v1.78 or higher
SNC-ZR550	v1.78 or higher
SNT-EP104	v1.79 or higher
SNT-EP154	v1.79 or higher
SNT-EX101	v1.79 or higher
SNT-EX101E	v1.79 or higher
SNT-EX104	v1.79 or higher
SNT-EX154	v1.79 or higher
SNT-V704	v2.16 or higher

*1 The firmware version is not fixed yet at the time of this software release.

Axis

Camera Model Name	Camera Firmware Version
Axis 206	v4.40
Axis 207	v4.40
Axis 207W	v4.40.1
Axis 210	v4.40
Axis 210A	v4.40.1
Axis 211	v4.40
Axis 211A	v4.30
Axis 221	v4.45
Axis 209FD	v4.47
Axis 209FD-R	v4.47
Axis 209MFD	v4.47
Axis 209MFD-R	v4.47
Axis 216FD	v4.40.1
Axis 216FD-V	v4.40.1
Axis 216MFD	v4.47

Axis 216MFD-V	v4.47
Axis 225FD	v4.45
Axis P3301 (*1)	v5.01
Axis P3301-V (*1)	v5.01
Axis 212PTZ	v4.40
Axis 213PTZ with CM	v4.35
Axis 214PTZ	v4.40
Axis 215PTZ	v4.40
Axis 232D+	v4.41
Axis 233D	v4.48.1
Axis 241Q	v4.30
Axis 241QA	v4.30
Axis 241S	v4.40
Axis 243Q Blade	v4.45
Axis 243SA	v4.45
Axis 247S	v4.45
Axis Q7401 (*1)	v5.01
Axis Q7406 (*1)	v5.01

*1 Supports only JPEG codec.

IQinVision

Camera Model Name	Camera Firmware Version
IQeye510	v2.8/6(080313)
IQeye511	v2.8/6(080313)
IQeye702	v2.8/6(080313)
IQeye703	v3.0/2(090521)
IQeye705	v3.0/2(090521)
IQeye711	v3.0/2(090521)
IQeye752	v3.0/2(090521)
IQeye753	v3.0/2(090521)
IQeye755	v3.0/2(090521)

1-2-5 Software Release Version Table

	RealShot Manager			Media File Player
	Lite	Advanced Server	Advanced Client	
V1.0.0	N/A	N/A	1.0.0.16	1.2.0.7
V1.0.1	N/A	N/A	1.0.1.4	1.2.0.9
V1.0.2	N/A	1.0.2.4	1.0.2.4	1.2.0.11
V1.0.3	N/A	1.0.3.1	1.0.3.1	1.2.0.11
V1.0.4	N/A	1.0.4.8	1.0.4.8	1.2.1.5
V1.1.0	N/A	1.1.0.19	1.1.0.19	1.2.2.4
V1.1.1	N/A	1.1.1.7	1.1.1.7	1.2.3.0
V1.1.2	N/A	1.1.2.7	1.1.2.7	1.3.0.4
V1.2.0	N/A	1.2.0.2	1.2.0.2	1.3.0.4
V1.3.0	1.3.0.7	N/A	1.3.0.7	1.3.0.4
V1.3.1	1.3.1.2	1.3.1.2	1.3.1.2	1.3.0.4
V1.3.2	1.3.2.4	1.3.2.4	1.3.2.4	1.3.1.1
V1.3.3	1.3.3.0	1.3.3.0	1.3.3.0	1.3.1.1
V1.4.0	1.4.0.8	1.4.0.8	1.4.0.8	1.4.0.2
V1.4.1	N/A	N/A	1.4.1.4	1.4.0.2
V1.4.2	1.4.2.4	1.4.2.4	1.4.2.4	1.4.1.0
V1.4.3	N/A	N/A	1.4.3.4	1.4.1.0
V1.4.4	1.4.4.7	1.4.4.7	1.4.4.7	1.4.2.2
V1.4.5	1.4.5.3	1.4.5.3	1.4.5.3	1.4.2.2
V1.4.6	1.4.5.3	1.4.5.3	1.4.6.13	1.4.2.2
V1.5.0	1.4.5.3	1.4.5.3	1.5.0.7	1.5.0.3
V1.5.1	1.5.1.10	1.5.1.10	1.5.1.10	1.5.1.6
V1.6.0	1.6.0.792	1.6.0.792	1.6.0.792	1.6.0.19
V1.6.1	1.6.1.237	1.6.1.237	1.6.1.237	1.6.1.2
V1.6.2	1.6.2.82	1.6.2.82	1.6.2.82	1.6.2.0
V1.6.3	1.6.3.268	1.6.3.268	1.6.3.268	1.6.3.3
V1.6.5	1.6.5.191	1.6.5.192	1.6.5.192	1.6.5.56
V1.6.7	1.6.7.5	1.6.7.5	1.6.6.28	1.6.5.56

V1.6.8	1.6.8.2	1.6.8.2	1.6.8.2	1.6.5.56
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Note

Please refer to the material in the following link for detailed information about the version combination of recorder (Server/Client)/ Tool used in operation confirmation.

※<http://www.sony.net/Products/IPELA/RSM/>

However, when changing some configurations, to avoid an incompatibility, it must be done on the Server or the Client written in same line of the list above.

2 Important Notice

In the descriptions below, items with [S] are only for servers (Advanced server and Lite server), items with [C] for NSR and clients of RealShot Manager Advanced and items with [S/C] are for both servers and clients.

2-1 Installation: Setting

- [C] In case of connecting RealShot Manager Advanced client to NSR-500/1000 series, please refer to the following manuals and make a network interface settings properly, otherwise the client may not be connected to NSR-500/1000 series with the error message like “Cannot access from this network. Confirm connection permissions for remote clients on the server side.”
 - User’s Guide of NSR-500/1000 Series
 - User’s Guide of RealShot Manager Advanced.
- [S] When a RealShot Manager Advanced (Server) or a RealShot Manager Advanced (Client) is installed on a PC in which the Windows Firewall is configured, communication between servers or between client and server is not sometimes established. To avoid this, it is necessary to allow a connection of TCP port 8081, 8082, 8083, and 8084 by the setting of Windows Firewall in the PC. When the above port numbers are changed from default with the port number configuration option, set the firewall so as to allow the changed port numbers as well.
- [S] When “Camera Auto Registration” is executed, RealShot Manager Advanced detects camera(s) on the same network and automatically registers it. Please note that its IP address and the port number are changed accordingly.
- [S/C] To run the RealShot Manager Advanced, it is necessary to logon the Windows with the administrator account.
- [S/C] When using the second monitor, be sure to configure the second monitor setting on the Windows as follows. That is, the monitor icon 2 should be located on the right of the monitor icon 1.

In addition, when the display resolution is changed on the Windows, be sure to restart the application. If you change the display resolution on the windows while the application starts running, and does not restart, the setting is not enabled for the second monitor.

- [C] The problem with the Master/Slave configurations
When changing the server name in connection with the client, the name just before changing appears in the tree in the Configuration screen of the client.
Be sure to again log on from the client after changing the server name.
- [S] When upgrading the RealShot Manager Advanced (Server), there are infrequent cases where upgrading fails. It happens when the server module cannot stop due to overloaded PC server. In this case, restart your PC and then perform an installation work. (V11R:455)
- [S] Some frames might be lost during recording by RealShot Manager Advanced Server in case of the system setting, like number of connected cameras, resolution or frame rates of them, requires much higher performance than that the machine has. Please prepare a PC with proper spec for the system usage. (V11R:497)

2-2 Main Screen: Monitoring

- [S/C] You can use a remote controller pan, tilt, and zoom operations for cameras.
- This unit supports IP Desktop USB controllers from CH Products. Other remote controllers are not supported.
- [S/C] The DIRECT PTZ function is not supported on camera servers SNT-EX/EP series connected to analog cameras. To achieve this function, use the buttons in the Camera Control pane or the remote controller. (V11N:401)
- [S/C] The DIRECT PTZ function is not supported on AXIS video servers or PTZ cameras. To achieve this function, use the buttons in the Camera Control pane or the remote controller. (V11N:400)
- [S/C] When too many cameras with high resolution and high quality are assigned in a layout, all the monitor frames may go black with "OVERLOAD" message. In this case, please reduce the cameras to be monitored in the layout, otherwise change their video setting to the lower resolution and/or quality.

2-3 Device Configuration

This section describes precautions on use of camera or setting. For other restrictions or precautions, refer to the User's guide or release note for the camera.

- When using the following network cameras with firmware V1.20 or later, use the RealShot Manager Advanced / Lite V1.3.2 or later. Otherwise, monitoring and recording may stop. (V13R:639)
 - SNC-RH series
 - SNC-RS series

- [S/C] There are some restrictions when H.264 is selected for the cameras below:
SNC-CS50, SNC-DF50, SNC-DF80, SNC-DF85,
SNC-RX530, SNC-RX550, SNC-RX570, SNC-RZ50
 - Another codec cannot be selected at the same time.
 - VMD(Camera) and VMF function does not work despite those settings are available in the [VMD] tab of the configuration screen. Please use the VMD(Recorder) when H.264 is selected.
 - The image size of more than QVGA(320x240) is selected, the maximum frame rate is limited at the transmission side as follows:
 - NTSC: 10 fps or less
 - PAL: 8 fps or less

- [S/C] If the cameras mentioned below uses the MPEG4 codec with the image size of more than 384x288, the maximum frame rate is limited at transmission side. (V11N:59)
SNC-CS50, SNC-DF50/DF80/DF85, SNC-RX530/RX550/RX570, SNC-RZ50
 - 15(NTSC)/20(PAL) fps or less with the stabilizer set to on
 - 20(NTSC)/16(PAL) fps or less when the dual codec including JPEG and anything is selected, or while the motion detection is working

- [S/C] When you want to select the image size of more than 4CIF on the SNC-DF85, the firmware version of the camera should be V1.20 or higher. If the former version, do not select 4CIF in the image size setting. (V11R:37)

- [S/C] With regard to the SNT-EX154, audio data of channel 1 only is output through CH1 AUDIO OUT connector of the SNT-EX154. (V11R:491)

- [S/C] I/O pins of the SNT-EX series are shared with all the video channels. It is possible for the channel 1 to use all the I/O pins, or for each channel to use each pin one by one. If the output pins are shared with two or more video channels, there may be some inconsistencies occurring. To work around this, it is recommended to assign output pins to any one of the channels. (V11N:284)

2-4 Layout Configuration

- [S/C] In case of creating a new layout tour, please enable the check box of “Show on Main Window” so that the created tour is shown in the layout list of Main screen.
- [S/C] In the Layout Configuration, "Scale to Monitor Frame" setting is checked as the default at the Option tab of the monitor frame setting. This function scales the camera images to the monitor frame size. However, if this setting is unchecked, the frame rate of the monitor display is improved about 3 to 6 frames per each monitor of the 4x4 display layout. So, if the scaling the camera images is not required, unchecking the "Scale to Monitor Frame" is recommended.

2-5 Log Window

- [C] Alarm information is reported to client, but the logging of that is recorded to server side. Therefore it is necessary to confirm the alarm log with specifying the server if needed

2-6 Others

- [S] In RealShot Manager Advanced, the server function other than the GUI function is separately started as a Windows service program. Therefore the server function such as recording images from cameras continues to work even if the window of GUI is quitted.
- [S] When shutting down a server, to stop services safely, it might take several minutes.

3 Notes

3-1 Installation and system setting

- [S/C] Please make sure to synchronize times of the server and cameras with a NTP server when you use Edge Storage function.
- [S] Image packets might be lost when network load is high, because Edge Storage function works on RTP/UDP protocol.
- [C] The installer obtained from the support website of RealShot Manager Advanced can be used to install RealShot Manager Advanced (Server) / RealShot Manager Lite and RealShot Manager Advanced (Client). The installer downloaded from the support website of NSR can be used to install RealShot Manager Advanced (Client) only. In the case of RealShot Manager Advanced (Client) upgrade, to avoid potential problems, please upgrade with installer obtained from the same website as that in previous installation or upgrade.
- [S] Specify the server name to log on with IP address. There is no guarantee that host name input works.
[Note] The system does not support the use of dynamic IP address.

3-2 Main Screen: Monitoring

- [S/C] When monitoring or playback using Direct2D, 5 monitor frames is are upper limit. If current layout (including the 2nd monitor) is composed of more than 5 monitor frames, Direct2D shall be disabled automatically. Although the monitoring or playback might not be smooth at the point of Direct2D mode transition, such transition has no influence on recording.
- [S] Do not monitor camera images by a browser while Edge Storage function is active because fetching the images from the camera cannot work correctly in such a situation.
- [S/C] If you use Direct2D on a PC which does not meet the described "Required Environments", it may occur some malfunctions like below:
 - It fails to play images from the alarm history.
 - The display is distracted by switching the layout to 1×1 view.
 - The application terminates abnormally during a layout tour.It is necessary to use a PC which satisfies the requirement to avoid the disorder.

(V16R:190, V16R:193, V16R:194)

- [S/C] The VMF detection frame is shifted from its expected position, if the VMF package which was used during recording does not exist in playing back the recorded image. (V11R:712)
- [S/C] With the Audio Upload function, multiple audio streams cannot be uploaded to a camera at a time.(VT3:1080)
- [S] In case of using multiprocessor CPU such as Quad Core, the slow response of GUI might be occurred as the fragmentation of the disk increased. In that case, please use the defrag tool of Windows OS to decrease the fragmentation. An enough disk free space is required for the defrag tool. Please free up disk space (*) by changing the configuration of the data overwrite function or the data clean up function. We will recommend to execute the defrag tool periodically to prevent the fragmentation. (VT3:846)
* The disk free space of 15% or more is recommended by Windows.
- [S]The problem that rendering is not updated for several seconds when the write load to the HDD is increased. It may happen depending on the server the RealShot Manager Advanced is running. In order to reduce the write load, the recording storage should be specified to other HDD, or to the separate partition after partitioned. To add new storage, configure the settings under [Storage] tab of Sever Configuration screen in the Configuration window. (V11R:8)
- [S/C]Audio-video synchronization may be spoiled when the system load is so heavy that every display frame rate of monitoring frame is below than which of defined. In such a case, a delay of several seconds may occur in the video display. It also brings audio interruption which follows recovery of the synchronization, but does not affect the recorded data. To avoid the trouble, reduce the number of monitor frames in the layout or decrease bitrate and/or framerate of the cameras to lessen the system load.(M16:374)

3-3 Device Configuration

- [S/C] If the codec of [Schedule Record], [Event/Alarm Record], and [Monitoring] are set to JPEG, the framerate can be set to different value. At that time, if the framerate for

[Schedule Record] or [Event/Alarm Record] is specified to a value lower than the framerate of received stream (*1), the specified framerate may not be achieved in JPEG frame sampling. To avoid this, please specify the framerate to the same value or specify it to a higher value than the target framerate. (V16R:296)

- (*1)Stream shall be sent with the highest framerate among the three values. (*2)
- (*2)It's assumed that camera shall send the stream in the same framerate as requested by this system.

- [S] When using Edge Storage function, please confirm the following notes.
 - The Edge Storage function belongs to cameras and is restricted by its specification. Please refer to the document of Cameras to get details: recordable period, condition of recording, and so on.
 - This function is unavailable when [Use Proxy] is configured in [General] tab of [Device] (camera) configuration.
 - The port number 554 is fixed for downloading recorded images from cameras to RealShot Manager Advanced.
 - Images in the memory of cameras are deleted after completion of the downloading.
 - Image1 is used for alarm recording and Image2 for schedule recording if video settings between Image1 and Image2 are different. In this case, the setting for Edge Storage prefers Image2, giving priority to the schedule setting.
 - Once this function is disabled, the setting in camera will also be disabled and all image data in the memory of the camera will be erased.
 - If you configure the system by [Auto Record Settings] of [Easy Setup], this function will be disabled both on the server and cameras.
 - When multiple networks are configured in [Configuration] [Server] [General] [Network], [Setup]-[Edge Storage]-[Monitored IP address] might not hold a proper value: the IP address of network to which the camera is connected. In such a case, edit rmsystem.conf which exists in the installation folder of RealShot Manager Advanced, and configure the IP address of network to be monitored. Afterwards saving the configuration, you need to reboot the PC in which RealShot Manager Advanced is installed. To confirm the value has been set properly, check [Setup] - [Edge Storage] - [Monitored IP address] over.
Example)
EDGESTORAGE_OWNRECORDSERVER_IP=192.168.0.1

- [S/C] When you use the mask function together with VMD(Camera) or VMF, motion

detection will be done in the part of masked areas which are contained in the active detection area. Please use masks on the camera/video server side instead if it is not the expected behavior.(V15R:35)

- [S/C] The display area of the camera image may slide off the right position by changing E-Flip (Camera) setting. Please adjust the affected settings for dynamic masking, motion detections and preset positions again after changing E-Flip (Camera) setting.(V14R:213,218,219)
- [S/C] When using the Medical Recorder HVO-1000MD, take care of the following points. For details, refer to documents of Medical Recorder also.
 - Camera Auto Registration and Multiple Camera Registration cannot be used for auto detection of Medical Recorder. Use a fixed IP address (no DHCP).
 - [MedicalRecorder] option (listed in downward) must be selected in the [Add Device] dialog. [Auto Connect] option is not supported.
 - Default port number is 8000 for the Medical Recorder (not 80).
 - Video settings which are not allowed for the Medical Recorder can be set from the [Video] tab of setting window. For details on restrictions of setting, refer to the manual of the Medical Recorder.
 - Using 1280x720 resolution for monitoring with 30fps is recommended.
 - Monitoring image is displayed about 2 seconds delay.
 - Only [G.711 64kbps] is supported for audio codec.
 - HVO-1000MD cannot be connected via Proxy.
- [S/C] ONVIF camera cannot be connected via Proxy.
- [S/C] After registering a camera, if the aspect ratio or the maximum image size of the camera is changed with web browser, the video codec settings in the camera may become different from settings in [Video] tab of the device configuration. Check [Video] tab and set appropriate parameters again. (V13R:665)
- [S/C] The following letters cannot be used in camera name (attempt at input will be prohibited). (V11N:556)

\\ / : , ; * ? " < > | []

Note

Newly added [and] as prohibited characters in V1.1.2. Because when these characters were used in camera name, a deletion of recorded files failed in NSR-1000 series.

- [S] With the SNT-V704, thumbnails are displayed in the Multiple Camera Registration dialog box only when JPEG is selected as Codec. (V13R:282)
- [S] Camera Auto Registration may not register all desired cameras in one pass. When this happens, open the Multiple Camera Registration dialog box from the Advanced Setup screen, search for the unregistered cameras, and register them. (V13R:370)
- [S/C] When using JPEG with image sizes in excess of 1280x720, frame rate settings can sometimes exceed the performance limitations of the camera. Please make settings after verifying the camera limitations. (V13R:384)
- [S/C] When using an image size of 704x576 with the following network cameras and camera servers, make sure that the firmware version is 1.10 or higher. (V13R:414, V13R:423)
 - SNC-RH series
 - SNC-RS series
 - SNT-EP series
 - SNT-EX series
 - SNC-CH140, SNC-DH140
- [S/C] With the SNC-RH124 and SNC-RH164, image sizes that can be set differ according to the camera's operating mode (NTSC/PAL) as follows: (V13R:442, V13R:445)
 - NTSC: 720x576 is not available.
 - PAL: 720x480 is not available.
- [S/C] When you want to use the mask function for the AXIS camera/video server, configure masks on the camera/video server side, not on the recorder side. (VT3:1093,950,926)
- [S/C] When the PTZ operation is carried out for an AXIS PTZ camera where the VMD(Recorder) is configured, motion is detected even during PTZ operation of the camera itself. (VT3:940)

- [S/C] When you change the video-related options (Image Size, Image Quality and Frame Rate) on the [Video] tab while monitoring/recording a JPEG image an AXIS camera is capturing, monitoring or recording may continue with the previous settings. To enable the changed values in monitoring, be sure to logoff once, and then logon. To enable the changed values in recording, be sure to deselect the [Enable] check box to enable the schedule on the Record dialog box, and then select it to apply. (VT3:914)
- [S/C] When you configure the e-flip for an AXIS camera of which codec is set to JPEG, monitoring or recording may continue without the video flipped vertically. To enable the e-flip in monitoring, be sure to logoff once, and then logon. To enable the e-flip in recording, be sure to deselect the [Enable] check box and apply, select the [Enable] check box again to enable the schedule on the Record dialog box, and then select it to apply. (VT3:912)
- [S/C] When you configure masks for a camera which is now recording images, the mask area shifts as expected for the live images, however, recording continues with the original mask setting at the beginning of recording. To enable the mask function in recording, be sure to deselect the [Enable] check box to enable the schedule on the Record dialog box, and then select it to apply. (VT3:830)
- [S/C] Note that some cameras do not support the camera direct panning/tilting function and area zoom function. If you use the encoder together with the cameras, check the manual to see if the cameras to be used support the above functions. (VT2:776)
- [S/C] With IQinVision camera with 2M pixels, the frame rate may halve compared to the value specified by “Frame rate”. It also depends on combination of image size and frame rate. (V11R:58)

Before use, be sure to check whether an image is output at the specified frame rate. If not, reconfigure the image size or frame rate to the other value.

It has been confirmed that this issue happens in the following combinations. Confirmed firmware version is v3.0/2 in all cases.

- IQeye752 (max. image size 1600x1200):
 - Output at 10 fps when the image size (800x600) and frame rate (20fps) are being specified.
- IQeye753 (max. image size 2048x1536):

- Output at 6 fps when the image size (1024x768) and frame rate (12fps) are being specified.
 - IQeye755(max. image size 2560x1920):
 - Output at 5 fps when the image size (1280x960) and frame rate (10fps) are being specified.
- [S/C] AXIS camera acquires images by RTSP using port 554 when MPEG4 codec is selected. Therefore, when using AXIS camera with the codec set to MPEG4, do not disable RTSP on the camera. And keep the port number default (automatically). (V11R:63)

When using Axis cameras in combination with MPEG4, it is not possible connect to a camera via a Proxy. If you need to connect to an Axis camera via a Proxy, use JPEG. (V11R:65)
- [S] The camera servers SNT-EX104/EX154/EP104/EP154 can have different IP addresses by the video channels in it. For this reason, when registering two or more camera servers by specifying the IP address with the automatic camera registration or multiple camera registration features, a group of continuous IP addresses cannot be assigned to the one camera server.

To prevent this, register a camera server one by one, or after specifying the IP addresses on the camera server in advance, register them with the multiple camera registration feature without specifying another IP address. (V11R:435)
- [S] To configure the camera protocol on camera servers SNT-EX series connected to analog cameras, access the setting page through the web browser of the SNT-EX series. (V11N:169)
- [S/C] The detection area configuration in the VMD (Camera) Configuration screen is performed based on the VGA (640x480) coordinate system. Note that it shows values different from actual ones when making configurations for some cameras/camera servers. (V11R:483)

In this case, perform the adjustment of the detection area size while viewing on the frame in the configuration screen.
- When parameters in the Video setting tab are changed while recording, it will affect the recording like the followings. (V11N:155)

Manual Record

All parameters in the Monitoring are reflected to the recording.

Schedule Record, Event/Alarm Record

- In case Codec is changed

The change is reflected to the recording.

By this change, if a combination of settings in the Schedule tab become inappropriate, settings in the Video tab are reflected to the recording automatically.

However the internal change will not be reflected in the Schedule tab.

- In case Size/Bitrate/Framerate is changed

- In case "Device Setting" is set in the Schedule tab

The change is reflected to the recording.

- In case settings are already specified in the Schedule tab

Settings in the Schedule tab are given priority to the Video tab.

And the settings are reflected when the schedule starts.

- [S/C] Using H.264 with VBR setting is not supported in SNC-HM662. For H.264 codec, please set [Video codec]-[Video quality] as [CBR] in the setting screen (via a web browser) for the camera side.

3-4 Server Configuration

- [S] When using network drives as storage, refer to the User's Guide and take care of the following points. (V14R:137, V14R:151)
 - When mapping Network Drive in Windows and launching RealShot Manager Advanced, log on to Windows with the account that is not "Administrator".
 - The one specific account should be commonly used for accessing all network drives.
 - Don't use multi-byte characters for folder name of the network drive.

3-5 Search Window

- [S] Images which are recorded by Edge Storage function during manual recording and out of scheduled recording period will be deleted without saving in the server. Furthermore, those cannot be played during downloading from the camera.

- [S/C] You can select only the one check box in the search results list. Playback is enabled for the selected search result. Exporting is enabled for the selected search result, too. You can protect /unprotect the recordings if their background is turned into blue with the check box selected.(VT3:948)

3-6 User Setting

- [S/C] User cannot change own password, permission and access privileges to devices. Please change them by other users which can change them. (M16:47)

3-7 Others

- [S] To restart recording in the server may be delayed up to the state of connection between camera and the server in case of recovery from Edge Storage recording. (M16:81)
- [S/C] VMD(Recorder) is not supported with Video data downloaded from Edge Storage.
- [S/C] Audio and moving/unattended objects information is not recorded by Edge Storage function. Therefore, those data are not fetched by object searching of VMF trigger. (V16R:81)
- [S] Edge storage recording in the following cameras is not executed when a disconnection of network occurs by shutdown or reboot of the server (normal case). (M16:72)

SNC-CH240	SNC-CH280	SNC-CH140	SNC-CH180	SNC-ER580
SNC-ER585	SNC-ER585H	SNC-EP580	SNC-ER550	SNC-EP550
SNC-ER520	SNC-ER521	SNC-EP520	SNC-EP521	SNC-RH124
SNC-RH164	SNC-RS44N/P	SNC-RS46N/P	SNC-RS84N/P	SNC-RS86N/P
SNC-EX101	SNC-EX101E	SNC-EX104	SNC-ZR550	SNC-ZP550

- [S/C] As for the cameras listed below and the firmware V1.10 or higher, when a gross bit rate of video streams will be over 16 Mbps, a connection will be rejected. To avoid troubles for Recording and Monitoring, don't connect to the camera from application such as ActiveX viewer in operation.

SNC-RH series

SNC-RS series

SNT-EP series

SNT-EX series

SNC-CH series

SNC-DH series

SNC-EP series

SNC-ER series

SNC-EB520, SNC-EM520, SNC-521

SNC-ZB550, SNC-ZM550, SNC-ZM551, SNC-ZP550, SNC-ZR550

- [S/C] If the "Sleep" function of Windows Vista or Windows 7 is enabled, recording and monitoring stop automatically because the OS may enter to sleep mode. Disable the "Sleep" function. (V12R:127)
- [S/C] In case both of Media File Player less than Ver. 1.3.0 and RealShot Manager Advanced are installed in the same PC:
If Media File Player is uninstalled from the PC, audio of cameras cannot be heard in RealShot Manager Advanced.
In such a case, log-on Windows as administrator privilege, open the command prompt and execute the following command. (V11R:902)

> regsvr32 "<RealShot Manager Advanced install folder>\RSMFilters.dll"
--

* <RealShot Manager Advanced install folder> means a folder path where the RealShot Manager Advanced is installed in.
- [S/C] In case using a PC which does not have enough performance for the system usage, sometimes audio skips. To avoid it, please prepare a PC which has enough performance. (V11R:870)
- [S] When upgrading a firmware for camera SNC-CH140 and SNC-DH140 from Ver. 1.05, if RealShot Manager Advanced or NSR-1000 series is being connected to such cameras, the upgrade process will not finish. This is an issue of camera side. Disconnect (stop monitoring and disable recording schedules) those cameras before upgrade. (V11N:609)

[S/C] If VMD(Recorder) is used, the video streaming performance may be lower compared with the actual frame rate setting, especially when VMD(Recorder) is configured to high resolution video (for example, resolution higher than 1280x720). This shall cause video frame loss and live monitoring performance loss (choppy). Please

use proper resolution together with VMD(Recorder) to prevent such loss. (V15N:189)

- [S/C] If you want to run RealShot Manager Advanced Server or Client automatically when Windows 8, Windows 8.1, Windows Server 2012 and Windows Server 2012 R2 starts, please configure the [Control Panel]- [Administrative Tools]-[Task Scheduler] in the OS instead of adding it into the startup programs.

Before configuring the Task Scheduler, add the path for PostgreSQL (the default should be like [Path = C:\Program Files (x86)\PostgreSQL\8.3\bin]) to the user variable in [Control Panel]-[System]-[Advanced system settings] -[Advanced]- [Environment Variables...] page.

In Windows 8, Windows 8.1, Windows Server 2012 and Windows Server 2012 R2, make sure the Run with highest privileges check box is checked in the General tab of the Create Task dialog box. This setting is not necessary in the older operating systems than above ones.

4 Limitations

4-1 Resolved Limitations in V1.6.8

- [S/C] The image of some camera might not be displayed, in case that around 30 units of SNC-XX600 series (XX represents two letters) are registered. (CHLOE2125)
This issue has been solved.

4-2 Known Limitations

4-2-1 Installation

- [S/C] If you install the program selecting Chinese Traditional as a user interface language on a Chinese Traditional (Taiwan) OS, the language is automatically selected when the program starts. For other kinds of OS, please select the language from Administration Menu to display Chinese Traditional (V14R:225)
- [S/C] To install RealShot Manager Advanced, please select an installation path name without non-ascii characters. If RealShot Manager Advanced is installed at the path with non-ascii character name, its server cannot be started or stopped properly. To uninstall RealShot Manager Advanced from non-ascii character named path, please follow procedure below (VT3:810)
 1. Open Windows Control Panel and select Services tab.
 2. Set Startup Type of "RSM Record Server" to "Manual".
 3. Set Startup Type of "RSM Event Action Server" to "Manual".
 4. Restart computer.
 5. Uninstall RealShot Manager.
- [S/C] RealShot Manager Advanced with server mode and client mode has to be installed to same language windows. (VT3:1060)

4-2-2 Main Screen: Search for and play back recorded images

- [S/C] Search and playback Video which is downloaded from Edge Storage are not available in Main window. Please use Search window. (M16:41)
- [S/C] When the codec options such as [Resolution], [FPS] and [Quality] for JPEG(or [Bit rate] for MPEG4) differ between on the [Video] tab of the Device Configuration screen and on the Schedule Configuration screen, there are some cases where audio is not played back normally just after starting playback. It can be played back normally once the video playback starts.(VT3:956)

- [S/C] When playing back the images just before recorded while recording, playback may pause within a few minutes. To resume playback, press the PLAY button. (V11R:62)

4-2-3 Main Screen: Monitoring

- [S/C] If you disconnect a cable connected to a second monitor, the window which was displayed on the second monitor appears on the main monitor. Please abort the application by pressing Alt+F4 keys and restart the application such a case. (V14R:231)
- [C] A picture of NSBK-A16 or NSBK-A16H is always scaled to monitor frame. (V14R:116)
- [S/C] When the Windows Aero is enabled in Windows 7 environment, sometimes Main Screen freezes (stops updating). Disable the Windows Aero. (V12R:45)
- [S/C] When selecting a monitor frame, a camera tour which is currently running might not be shown in [Tour] box on [Camera Control] pane.
In case of stopping the camera tour in such a condition, select a camera tour in [Tour] box, start the tour once and stop it. (V11R:922)
- [S/C] There is a problem that FPS value decreases slightly each time recording starts/stops. This happens when a different video setting is made for the monitoring setting and scheduled recording setting. (V11R:625)
- [S/C] When focus or bright adjustment is carried out during recording, frame loss may occur. (V11N:489)
- [S/C] In case of playing recorded images from alarm history, it may take about 10 seconds to find an alarm point if the load of server is high. And the alarm jump function by “Next/Previous Alarm” button on “Playback Control Pane” becomes available after the first alarm point is found. (VT2:624)
- [S/C] In case of using RealShot Manager Advanced on Windows Vista environment, a part of the Main screen may become transparent after closing the Search Window or

Configuration Window. In this case, it will be recovered by redrawing (once minimizing or maximizing) the Main screen window. If the Minimize or Maximize button is hidden, then display the Windows task bar by pressing Windows key and select Minimize or Maximize from the menu displayed by Right-click on the RealShot Manager Advanced task button. (VT3:760)

- [S/C] Note that some cameras do not support the camera direct panning/tilting function and area zoom function. Check the manual to see if the cameras to be used support the above functions. (VT2:777)
- [S/C] The value of Focus, Brightness and Day/Night in [Adjust] tab at [Camera Control] pane are not updated when these values are changed from other clients or browser. (VT2:750)
- [S/C] Even if you select [MANUAL ACTION] in the Device menu, the manual action list is not displayed on the screen of RealShot Manager Advanced. To display the list, put the RM-NS1000 into the mouse mode, and select [Manual Action] in the Manual Action pane at the top right of the screen of RealShot Manager Advanced (V11N:207)
- [S/C] Using the following cameras, monitoring images stops for a several seconds just after the camera preset tour starts or stops. During the preset tour, the images can be received normally. (V11N:450, V14R:145)
 - SNC-RH series
 - SNC-RS series
 - SNC-ER series
 - SNC-EP series
 - SNC-ZP550, SNC-ZR550
- [S/C] Adjustment of Bright(EV) is not available for SNC-xx600 series.(M16:146)
- [S/C] If the "Edge Storage" function of SNC-xx600(xx: two alphabets) series is enabled, please disable the "Viewer authentication" function of a camera. (CHLOE2104)

4-2-4 Analog Camera Operation

- [S/C] Using Camera Control Pane or Remote Controller, do NOT perform

PTZ/FOCUS/BRIGHT operations for analog cameras without PTZ function, although they look available. If you try to do accidentally, the system stops monitoring/recording images for a few seconds. (VT2:644)

- [S/C] Using a Remote Controller, the Zoom function cannot be operated simultaneously during Pan/Tilt function is operated. (VT2:653)
- [S/C] The Pan/Tilt/Zoom operation for an analog camera from Camera Control Pane of the Main screen may have a result that the camera does not move smoothly. Therefore the Direct PTZ function by pressing “DIRECT” button on Camera Control Pane is recommended for analog camera control. The Direct PTZ function allows you to operate the following function. (VT2:653)
 - Move the camera so that the selected point becomes at the center (Direct Pan/Tilt by Ctrl + Left-click)
 - Displays a red box, and releasing the mouse button enlarges the portion of the image inside the box to fill the window (Direct Zoom by Ctrl + Left-click and drag)

4-2-5 Alarm History

- [S/C] Alarm information during log off is not listed in the “Alarm History Pane”. To confirm such information, press Open Log Window on the Main screen and select Event/Alarm from the Log Type. (VT2:643)
- When configuring the alarm recording triggered by other device than a camera, like the sensor inputs in NSR or Barionet, you can see the trigger name only in the alarm history even when alarms occurred. (No camera name is displayed.) In addition, the recorded image cannot be played back by double-clicking each alarm history. To playback, search the desired record and play it from the search results. (V11N:253, V11N:257)

4-2-6 Search Window: Playback

- [S/C] The Previous Frame and Next Frame button on Playback Control Pane of Search window control the selected monitor frames. (VT2:573)
- [S/C] When playing/fast-forwarding the alarm-triggered recorded images in the timeline mode during schedule recording, playback video may stop at the top of the alarm recorded data. In that case, move the cursor position on the timeline and play

back again. (VT3:1071)

- [S/C] During the export of recorded images, a specified data range of the recorded images may be deleted by their data overwrite function if enabled, which may cause the export operation of the recorded images to be failed. In this case, readjust the export start point specified for the recorded images and execute the export operation again. (M15:128,V14R:341)
- [S/C] When the export of recorded images is still in progress, an attempt to export other recorded images will result in displaying the Export dialog box that is currently running. Wait for the ongoing export operation to be completed or cancel it before starting to export other recorded images. (M15:127,V14R:339)
- [C] You can search recorded images by selecting multiple servers, but you cannot export them from the multiple servers at the same time. To export recorded images on multiple servers, perform search and export for one by one server. Make sure to specify a distinct destination folder for each server. If the same folder is selected accidentally, the existing data will be overwritten. (M15:129)

4-2-7 Device Registration

- [S/C] SNC-xx600 series models do not appear in the model list of the [Add New Device] dialog while they have not registered in the selected server. If you register a camera of the model by multiple registration or using "AutoConnect", the list will be updated after rebooting.(V16R:150)

4-2-8 Device Configuration

- [S/C] If you turn ON Solid PTZ function of a camera by a Web browser, an illegal resolution which the camera cannot treat might be set. Please make sure Solid PTZ function of the camera to be OFF before usage.
- [S/C] Motion detection might not work properly if Letter Box function of the camera is turned ON by a Web browser. Please make sure Letter Box function of the camera to be OFF before usage.
- [S/C] If you change setting in Image tab without pushing Apply button and change setting in VMD tab, the server may freeze. Please make sure to push Apply button

after changing setting in Image tab or VMD tab and go to another tab.

- [S/C] In RealShot Manager Advanced, the stream of “Image 2” is unavailable for the cameras mentioned below. (V14R:186)
SNC-CH-135, SNC-ZB550, SNC-ZM550, SNC-ZM551, SNC-ZP550, SNC-ZR550
- [S/C] When the [Camera] option is selected in the [E-flip] setting and a privacy mask is set, it will be changed 180 degrees. To avoid this, select the [Recorder] for E-flip. (V14R:149)
- [S] The Multiple Camera Registration dialog box may not display thumbnails for all cameras. However, lack of thumbnail display does not indicate a problem with camera registration. (V13R:439)
- [S/C] The digital zoom works in [Masking] tab of Configuration window. However, if a mask is configured in zoomed state, it is not displayed correctly. Configure masks in non-zoomed state. (V11R:838)
- [S/C] In case of using an alarm output function of the camera, enable its setting of the camera and set “Toggle” mode using Internet Explorer (Web browser) in advance. (VT3:642)
- [S/C] When creating an inactive detection area for an active detection area while configuring VMD (Camera) on [VMD] tab of Device Configuration screen, the area number for the inactive detection area should be smaller than the other one of the active detection area. Otherwise the inactive detection area is normally activated. It is recommended to confirm the actual operation after this setting. (VT3:759)
- [S/C] After editing the preset list on the [Tour] tab of the Device Configuration screen, be sure to click [Set]. If you exit from the configuration screen without clicking it, edited data become ineffective. (VT2:762)
- [S/C] When changing any value on [Video] tab on Device Configuration Screen, be sure to press “Apply” button before moving to the other tab. If you do so without pressing “Apply” button, when you return to [Video] tab, you can see the value just before changing. If you press “Apply” button from the above situation, however, the changed

value (different from the displayed one) is applied. (V11R:64)

- [S/C] When the VMF package name is changed from default while configuring the VMF on [VMD] tab of Device Configuration Screen, it takes about a minute to enable the setting and for an alarm to be sent. (V11R:415)
- [S/C] When configuring masks with [Freeze image during PTZ movement] selected for the cameras with the PTZ functions, rendering is stopped during PTZ movement if there is any mask(s) in the area, and it continues if not. In the case that the PTZ movement is performed across the areas without and with masks, rendering starts and then stops at the timing when the camera enters the area including the mask. If the PTZ movement is too fast to stop rendering in such case, rendering may continue even in the area including the mask. To work around this, let the camera slowly move to the area including the mask. When configuring masks, be sure to adjust the width and height of the mask while checking the PTZ movement. When configuring the camera tour, be sure to check the mask size and the speed of the tour. (V11R:148)
- [S/C] Using the following cameras/camera servers, the preview feature of the motion detection is not activated in the Configuration window while configuring the VMD(Camera). To pre-check the motion detection, apply the settings, return the main screen and assign the target camera to any of monitor frames. (V11R:350)
 - SNC-RH series
 - SNC-RS series
 - SNT-EP series
 - SNT-EX series
 - SNC-CH series
 - SNC-DH series
 - SNC-EP series
 - SNC-ER series
 - SNC-EB520,SNC-EM520,SNC-EM521
 - SNC-ZB550, SNC-ZM550, SNC-ZM551, SNC-ZP550, SNC-ZR550
- [S/C] After changing resolution settings for a camera which has some masks, please set up masks again. (V11R:484)
- [S/C] When the NSR is connected to the following camera with firmware version 2.4 or

later, "Mask List" is disabled, and mask position can't be set. Please set the "privacy masking" through the camera's WEB browser (M16:394,395).

SNC-CX600	SNC-CX600W			
SNC-EB600	SNC-EB600B	SNC-EB602R		
SNC-EB630	SNC-EB630B	SNC-EB632R		
SNC-EM600	SNC-EM601	SNC-EM602R	SNC-EM602RC	
SNC-EM630	SNC-EM631	SNC-EM632R	SNC-EM632RC	
SNC-VB600	SNC-VB600B	SNC-VB630	SNC-VB632D	SNC-VB635
SNC-VM600	SNC-VM600B	SNC-VM601	SNC-VM601B	SNC-VM602R
SNC-VM630	SNC-VM631	SNC-VM632R		
SNC-WR600	SNC-WR602	SNC-WR602C		
SNC-WR630	SNC-WR632	SNC-WR632C		
SNC-XM631	SNC-XM632	SNC-XM636	SNC-XM637	

4-2-9 Action Configuration

- [S/C] Manual action cannot be set when you apply incomplete setting. Please apply setting when you finish all the settings of the manual action. (VT1:2166)
- [S/C] The action is performed when the action schedule begins and system alert status is ON. (VT1:2166)
- [C] When you make an action schedule that includes a server action and a client action on the client's GUI, and delete the action schedule from the server's GUI or other client's GUI, the server action is seemed to be remained yet in the client's GUI. (VT3:1069)

() Server Action: Camera Action, IO Device Action and e-mail Action in System Action.*

4-2-10 Schedule Configuration

- [S/C] In case of handling multiple alarm triggers (Sensor Input, Camera Tampering Detection and Motion Detection) and each one is registered to each recording schedule, while a trigger is ON, recordings are not started by the other triggers. To avoid lacking a recording, make settings like the following. (V12R:57)
 - Don't create alarm recording schedules for each trigger. Create one schedule for all triggers (check all events in schedule registration dialog).

- When configuring a schedule for alarm recording, select [From Alarm End] in [Alarm Record End] setting.
- [S/C] In rare cases, when opening the Configuration window, it might show strange (e.g. the left pane becomes transparent) and configurations cannot be performed.
In this case, log off once, log on and open the Configuration window. (V11R:890)
- [S/C] When the scheduled recording is configured for the cameras or camera servers listed below, recording starts a few seconds behind the scheduled time. (V11R:638)
 - SNC-RH series
 - SNC-RS series
 - SNT-EP series
 - SNT-EX series
 - SNC-CH series
 - SNC-DH series
 - SNC-EP series
 - SNC-ER series
 - SNC-EB520,SNC-EM520,SNC-EM521
 - SNC-ZB550, SNC-ZM550, SNC-ZM551, SNC-ZP550, SNC-ZR550
- [S] When a load of disk writing is very high in a server, an alarm recording stops shorter than estimated in rare cases. Please set a record duration longer. (V11R:759, V11N:543, V11R:851, V11N:614)
- [C] Two or more clients should not configure a schedule setting to the same server at the same time. Because some of the schedule settings may not be configured correctly if the name of the schedule settings are same.(VT2:632)
- [C] The time-zone of RealShot Manager Advanced Client should be set up the same as the RealShot Manager Advanced server is configured. It is not needed in case that NSR-1000 series is the server of this client. (VT3:749)
- [S/C] With the PC where RealShot Manager Advanced was installed, when you change the time zone on Windows, the schedule configured by RealShot Manager Advanced is not properly shifted according to time zone change if it continues through midnight.
After changing the time zone on Windows, be sure to reconfigure the schedule on

RealShot Manager Advanced. (V11R:390)

- [S/C] In case of Alarm or Event recording by VMD (Recorder), a configuration name of the VMD (Recorder) should be the same if two or more triggers from different cameras with “Record by selected event” type are used for the recording schedule configuration.(VT3:776)
- [S/C] Recording schedule which is triggered by the VMD (Recorder) works improperly when two or more VMD(Recorder) configurations were configured. To activate the recording schedule which is triggered by the VMD (Recorder), configure a single VMD(Recorder) configuration. (VT2:751)
- [S/C] When configuring the schedule for the event/alarm recording, you can specify all triggers configured (regardless of whether the camera is used for the record or not) by selecting “Show All Triggers” select box.

When displaying the configuration again after the settings are saved, however, you can see that this check box become unchecked. To confirm the trigger status, again check this “Show All Triggers” check box. (V11N:241)

4-2-11 User Configuration

- [S/C] The string of characters for a user name and password input should be used up to 32 characters long and consist of single-byte alphanumeric characters, hyphens (-) and underbars (_) as described in User’s Guide. Otherwise, the user may not log on RealShot Manager Advanced. In this case, an administrator of the RealShot Manager Advanced should change the user name or password. (VT2:524)

4-2-12 Others

- [C] In case of shutting down the server, please quit the client of RealShot Manager Advanced in advance. If you shut down the server while starting up the client, the client may be quitted by Application Error. In this case, please reboot the PC where the client is installed. (V13R:641)
- [C] If the client is used at the condition that some connection to a server is continuously disconnected, all the connections to the servers may be disconnected due to increasing the load of client. In this case please log off the client then log on again to recover the connection to the servers. (VT3:796)

- [S/C] In case of playing a recorded image, it takes a several seconds to stop the actual image on a monitor window after the [PAUSE] button is clicked if a load of the server is high. (VT3:385)
- [S] If a network interface is disabled on the PC where RealShot Manager Advanced is installed, the server function may be stopped. In this case it is necessary to reboot the PC after enabling the network interface. (VT3:713)
- [S] If you logon RealShot Manager Advanced while network is down, monitoring may stop in about one minute after network recovery. In such a case, please make sure network is ready and logon again. (VT3:695)
- [S/C] In the Restore Configuration window in the Administration Menu with RealShot Manager Advanced version 1.0.4, do not restore the data saved with RealShot Manager Advanced version 1.0.2 or 1.0.3 in the Save Configuration Data window at the Administration Menu. Restoring the data saved in previous version to RealShot Manager Advanced Server version 1.0.4 will leads the version down to that of restored data. Please upgrade the Server to version 1.0.4 first and then execute "Save Configuration Data".(VT3:1102)
- If the network connection with registered devices is not available, it may take longer time to start related services in system reboot. If you log on soon after the reboot, maybe there shall be no devices in the device tree. It's recommend to confirm the network connection before system reboot and if no registered devices is shown in the device tree, please log off and log on again 5 minutes after the system restarts. (V15N:254, V15R:126)

5 Appendix

5-1 Histories of additional features

In this section, the word “[Client]” stands for “RealShot Manager Advanced (Client)”, “[Advanced]” for “RealShot Manager Advanced (Server)”, “[Lite]” for “RealShot Manager Lite”, “[Advanced/Lite]” for both “RealShot Manager Advanced (Server)” and “RealShot Manager Lite”.

5-1-1 Additional features by V1.6.7

No additional features.

5-1-2 Additional features by V1.6.5

5-1-2-1 Support for SNC-HM662

Support is now provided for the Sony network camera SNC-HM662 (equipped with Panomorph lens by ImmerVision). (R412)

Note

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

We recommend handling SNC-HM662 images in the system like below or higher. The cameras have been qualified in the following environment:

OS	Windows 7 Professional (64bit)
Processor	Intel Core i7 2600 3.40GHz
Memory	8GB or higher

There is a limit of monitor frames in a layout for SNC-HM662 images. It differs depending on the image settings, but it is around 20 monitor frames. If the limit is exceeded, every monitor frame displays no image but "OVERLOAD" message. (ref. 2-2)

5-1-2-2 Support for Additional Cameras

Support is now provided for the following network cameras.

SNC-CX600			
SNC-WR600	SNC-WR602		
SNC-XM632	SNC-XM635	SNC-XM637	SNC-EB602R
SNC-EB632R	SNC-EM632R	SNC-VB632D	SNC-XM631
SNC-EM602RC	SNC-EM632RC	SNC-WR602C	SNC-WR632C

Note

Support for models whose release post-dates release of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 Supported Camera Information (firmware version information)".

5-1-2-3 Support for Turkish

Support is now provided for the Turkey GUI. (R433)

5-1-2-4 Support of the operation in Windows 8.1 and Windows Server 2012 R2

Support is now provided for using RealShot Manager Advanced in Windows 8.1 Pro and Enterprise and Windows Server 2012 R2 Datacenter, Standard and Essentials. (R434,435)

5-1-3 Additional features by V1.6.3

5-1-3-1 Support for Additional Cameras

Support is now provided for the following network cameras. (R295, R402, R407)

SNC-CX600W			
SNC-WR630	SNC-WR632		
SNC-VM602	SNC-VM632		
SNC-EB600	SNC-EB600B	SNC-EB630	SNC-EB630B
SNC-EM600	SNC-EM601	SNC-EM630	SNC-EM631
SNC-EM632R	SNC-EM602R		

Note

Support for models whose release post-dates release of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 Supported Camera Information (firmware version information)".

5-1-3-2 Support of the operation in Windows Server 2012

Support is now provided for using RealShot Manager Advanced in Windows Server 2012 Datacenter, Standard and Essentials. (R399)

5-1-3-3 Camera Function Restriction Removal

For the following cameras, VMF (Recorder) can be used now even in the case of multiple instance video settings. (R381)

SNC-CH120	SNC-CH160	SNC-DH120	SNC-DH120T	SNC-DH160
SNC-CH220	SNC-CH260	SNC-DH220	SNC-DH220T	SNC-DH260
SNC-ER580	SNC-EP580	SNC-ER550	SNC-EP550	SNC-ER520
SNC-ER521	SNC-EP520	SNC-EP521	SNC-CH110	SNC-DH110
SNC-DH110T	SNC-CH210	SNC-DH210	SNC-DH210T	SNC-EM520
SNC-EM521	SNC-EB520	SNC-ER585	SNC-ER585H	

5-1-3-4 Improvement in Search Window

Unexpected record loss due to video loss can be differentiated by its color (record loss is shown in gray) from normal record in the timeline of search window. (R404)

5-1-3-5 Support of 4-Digit Camera ID in RM-NS1000

The system can handle the case when up to 4-digit camera id is specified in RM-NS1000. (R400)

Note

The firmware for RM-NS1000 needs to be upgraded to 1.10 or higher.

5-1-3-6 Support of ONVIF Camera Pan Tilt Speed Configuration

If the ONVIF camera should support PTZ features, the support of its pan tilt speed configuration is now available.

5-1-4 Additional features by V1.6.2

5-1-4-1 Support of the operation in Windows 8

Support is now provided for using RealShot Manager Advanced in Windows 8 Pro and Windows 8 Enterprise. (R387)

Note

When the monitor resolution is lower than 1280x1024, some parts in the GUI may not be displayed completely. In that case, please specify the DPI setting to 100% and use monitor with higher resolution.

If you want to run RealShot Manager Advanced Server or Client automatically when Windows 8 starts, please configure the [Control

Panel]- [Administrative Tools]-[Task Scheduler] in the OS instead of adding it into the startup programs.

- Before configuring the Task Scheduler, add the path for PostgreSQL (the default should be like [Path = %ProgramFiles(x86)%\PostgreSQL\8.3\bin]) to the user variable in [Control Panel]-[System]-[Advanced system settings] -[Advanced]-[Environment Variables...] page.
- Select the check box for "Run with highest privileges" in General Tab of the scheduled task configuration window.

Please refer to the help document of Task Scheduler for detailed information.

5-1-5 Additional features by V1.6.1

5-1-5-1 Support for Additional Cameras

Support is now provided for the following network cameras. (R295, R380)

SNC- ER585	SNC-ER585H			
SNC-VB600B	SNC-VM600	SNC-VM600B	SNC-VM601	SNC-VM601B
SNC-VM630	SNC-VM631			

Note

Support for models whose release post-dates release of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 Supported Camera Information (firmware version information)".

5-1-5-2 Additional Functions Support for SNC-xx600 Series Models

The support VMF(Camera) and Edge Storage functions is provided for SNC-xx600 (two alphabets) series models.(R295)

Note

According to the spec of SNC-xx600 (xx: two alphabets), when there is no stream request from recorder side, Edge Storage will be recorded to the SD memory card inserted in the camera. (V16R:316)

To avoid unexpected Edge Storage recording except for the case of network connection loss, please keep monitoring the camera or configure as follows.

- Configure schedule record.
- Specify the [Pre Alarm Start] or [Pre Event Start] setting in Alarm / Event recording

5-1-5-3 Encryption Support of Record Exporting

When exporting records, the records can be encrypted if the password is specified. (R383)

5-1-5-4 Restriction Removal for Additional Cameras

The following restrictions are removed for cameras listed below. (R381)

- VMD(Camera) cannot be used if multiple streams function is configured.

SNC-CH120	SNC-CH160	SNC-DH120	SNC-DH120T	SNC-DH160
SNC-CH220	SNC-CH260	SNC-DH220	SNC-DH220T	SNC-DH260
SNC-ER580	SNC-EP580	SNC-ER550	SNC-EP550	SNC-ER520
SNC-ER521	SNC-EP520	SNC-EP521	SNC-CH110	SNC-DH110
SNC-DH110T	SNC-CH210	SNC-DH210	SNC-DH210T	SNC-EM520
SNC-EM521	SNC-EB520			

5-1-5-5 Improvement of Server Port Configuration Check

Server port configuration check is enhanced to prevent potential problems due to port conflict. (R386)

5-1-5-6 Support of ONVIF Profile S

Mandatory functions defined by ONVIF Profile S spec are supported. (R216)

Note

- Please make sure to synchronize the date and time of the server and the ONVIF Profile S devices.
- Some settings (such as the combinations of video settings) or functions (such as the PTZ function) may depend on the ONVIF devices' spec. Please refer to ONVIF devices' documents (such as the user guides) at that time.
- Please make sufficient confirmation of the actual ONVIF devices before using them in your operation system.

5-1-6 Additional features by V1.6.0

5-1-6-1 Support for additional cameras

Support is now provided for the following network cameras.

Network camera:

SNC-VB600, SNC-VB630

Note

Support for models whose release post-dates release of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 Supported Camera Information (firmware version information)".

5-1-6-2 Support of Edge Storage recording

Support is now provided for Edge Storage recording using Sony IP network cameras. RealShot Manager Advanced can download Video data from the memory of camera which supports Edge Storage function. (R246)

5-1-6-3 Multi streams support for additional cameras

Following cameras are added to support multi streams function.

SNC-CH210	SNC-DH210	SNC-CH120	SNC-DH120	SNC-DH120T
SNC-CH160	SNC-DH160	SNC-CH220	SNC-DH220	SNC-DH220T
SNC-CH260	SNC-DH260	SNC-CH110	SNC-DH110	SNC-DH110T
SNC-DH210T	SNC-EP520	SNC-EP521	SNC-EP580	SNC-CH115
SNC-ER520	SNC-ER521	SNC-ER580		
SNC-EP550	SNC-ER550	SNC-EB520	SNC-EM520	SNC-EM521

Multi streams make it possible to use different image (video) setting for recording, monitoring, etc. (R217)

Note

This function has some limitations due to the specification of each camera. Although RealShot Manager Advanced has a function which can avoid using incorrect image settings of camera, please refer to related documents to get more detail information about specification of cameras.

5-1-6-4 Support of Audio detection

Audio detection is now supported. It can be used as a trigger of recordings.

Following cameras are supported for this function. (R228)

SNC-CH280	SNC-DH280	SNC-CH240	SNC-DH240	SNC-DH240T
SNC-CH180	SNC-DH180	SNC-CH140	SNC-DH140	SNC-DH140T
SNC-RH164	SNC-RH124	SNC-RS86N/P	SNC-RS84N/P	SNC-RS46N/P
SNC-RS44N/P	SNT-EX101	SNT-EX101E	SNT-EX104	SNT-EX154

Note

Accuracy of audio detection depends on the capacity of cameras.

5-1-6-5 Support of ONVIF Profile S (prototype)

Camera control based on ONVIF Profile S is partly supported.

Basic functions, camera registration (except for auto discovery), monitoring and recording, are supported. However, there are some restrictions due to the specifications of connected cameras. (R216)

Note

It is not verified that the system supports ONVIF Profile S completely. Please test carefully ONVIF cameras before starting operation, and use them on your own responsibility.

5-1-7 Additional features by V1.5.1

5-1-7-1 Malfunction Detection and Automatic Recovery of Database Service

The database service manages the record information, configurations, etc. The database service malfunction detection and notification is supported. Automatic recovery shall be tried if database service malfunction is detected.

Note

Database automatic recovery depends on the specific system condition. Sometimes it may fail, in which case Windows OS needs to be restarted for complete recovery.

5-1-7-2 Support of Emergency Event Notification

“VIDEO LOSS”, “Recording Stop” and “Hardware Error” are defined as “Emergency Event”. When Emergency Event is triggered, it can be notified and shown in the dialog of RealShot Manager Advanced Client. For details, please refer to the User’s Guide.

Note

Although “Hardware Error” trigger is for NSR-1000, NSR-500, only RealShot Manager Advanced Client can receive these notifications from NSR-1000, NSR-500.

5-1-7-3 Support of Default Access Permission Configuration

If the default access permission is disabled, access permissions for all existing cameras shall not be granted to the user when adding a user. In addition, when adding a camera, access permissions for that camera shall not be granted to all existing users. For details, please refer to the User’s Guide.

Note

Access permission will be granted to Level 5 users automatically, regardless of the default access permission configuration.

5-1-7-4 Performance Improvement in the Case of Master/Slave System Configuration

The performance of logging on from RealShot Manager Advanced Client, record search, configuration change (addition, deletion or modification) of user and device is improved especially in the case of Master/Slave system configuration.

5-1-7-5 Subdivision of System Log Levels

The log level priority is EMERGENCY>ERROR >WARNING> NOTICE now. Log levels are adjusted to show useful logs with higher level. ERROR LED shall light when EMERGENCY level log happens. In this way, information for speedy trouble shooting is strengthened.

5-1-7-6 Improvement of Log Display

By setting the log level in log dialog box, System logs can be filtered before display.

5-1-7-7 Support of More Detailed Information Display of Crashed Server

In the case of Master/Slave system configuration, crashed server shall be marked with × and the crashed server name shall be displayed also.

Note

This feature is supported in RealShot Manager Advanced Client only.

5-1-7-8 Support of Slave Server Logon

In the case of Master/Slave system configuration, when logging on the Slave server from RealShot Manager Advanced Client, the server/camera list obtained shall be equivalent to that of logging on the Master server. Generally, please log on Master server from Client.

Note

This feature is supported in RealShot Manager Advanced Client only. In the case of Slave server logon, if the access to Master server is not available, configuration in the following scenario is restricted.

[Administration Menu] - [Server Configuration] - [Server Port]

[Administration Menu] - [Server Configuration] - [NAT Settings...]

[Change Password]

[Camera Auto Registration] - [Device Addition]

[Configuration] - [Easy Setup] - [1 Camera Registration]

[Configuration] - [Easy Setup] - [4 Add User]

[Configuration] - [Easy Setup] - [5 Open Ports to External Network]

[Configuration] - [Advanced Setup] - [Device] - [Device addition /deletion]

[Configuration] - [Advanced Setup] - [User]

[Configuration] - [Advanced Setup] - [Device] - [General] - [Global ID]

5-1-8 Additional features by V1.5.0

Note

RealShot Manager Advanced V1.5.0 is released for the RealShot Manager Advanced (Client) part only.

(It is distributed only within NSR-500 series.)

5-1-8-1 Support of NSBK-EB05 Encoder Board

Started supporting the NSR-500 series that has Sony's optional encoder board, NSBK-EB05.

5-1-8-2 Change on the 4 GB Size Limit on Export Files

The total file size to be exported was limited to 4 GB. The limit has been changed.

Note

The limit is 200 GB or less in file size, or 1,000 or fewer records in number of files.

5-1-9 Additional features by V1.4.7

Support is now provided for the following network cameras.

Network camera:

SNC-ZB550, SNC-ZM550, SNC-ZM551, SNC-ZP550, SNC-ZR550

Note

Support for models whose release post-dates release of V1.4.7 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information"

5-1-10 Additional features by V1.4.6

Note

RealShot Manager Advanced V1.4.6 is released for the RealShot Manager Advanced (Client) part only.

(It is distributed only within NSR-500 series.)

There is no additional function in this version.

5-1-11 Additional features by V1.4.5

5-1-11-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-EP550, SNC-ER550, SNC-EB520, SNC-EM520, SNC-EM521

Note

Support for models whose release post-dates release of V1.4.5 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera

Information”

5-1-12 Additional features by V1.4.4

5-1-12-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-ER520, SNC-ER521, SNC-ER580

Note

Support for models whose release post-dates release of V1.4.4 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 ”Supported Camera Information”

5-1-13 Additional features by V1.4.3

Note

RealShot Manager Advanced V1.4.3 is released for the Client part only.
(It is distributed only within NSR-500 series.)

5-1-13-1 Support for Network Surveillance Server NSR-500 series. [Client]

Connecting to Network Surveillance Server NSR-500 series is now supported.

Note

In case of connecting RealShot Manager Advanced client to NSR-500 series, the following features cannot be configured because NSR-500 series does not support them.

- 1) Masks (refer to "Configuring Masks" in Chapter 4 in User's Guide (NSR-500 Series).)
- 2) VMD(Recorder) (refer to "Using the Motion Detection Function of RealShot Manager in Chapter 4 in Series User's Guide (NSR-500 Series).)
- 3) VMF (refer to "Detecting Motion by Metadata(VMF) in Chapter 4 in User's Guide (NSR-500 Series).)

5-1-13-2 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-CH115, SNC-CH135

Note

Support for models whose release post-dates release of V1.4.2 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information"

5-1-14 Additional features by V1.4.2

5-1-14-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-EP520, SNC-EP521, SNC-EP580

Note

Support for models whose release post-dates release of V1.4.2 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information"

5-1-15 Additional features by V1.4.0

5-1-15-1 Support for Medical Recorder HVO-1000MD [Advanced]

Receiving a streaming of the Medical Recorder HVO-1000MD is supported.

For details and limitations on using it, refer to "Device Configuration" in Chapter 3 and documents of the Medical Recorder.

5-1-15-2 Support for Network Drive [Advanced]

Network drives can be used as storage. For details and limitations on using it, refer to User's Guide and "Server Configuration" in Chapter 3.

Basic Configuration Flow is below:

- 1) Map Network Drive in Windows
- 2) Add Network Drive in the Setup Menu of RealShot Manager Advanced Server and restart PC
- 3) Configure Storage in the Configuration Window

5-1-15-3 Expansion of Manual Action and Layout [Advanced/Lite]

The number of Manual Action and Custom Layout are expanded from 100 to 255.

5-1-16 Additional features by V1.3.3

5-1-16-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-CH110, SNC-DH110, SNC-DH110T, SNC-DH210T

Note

Support for models whose release post-dates release of V1.3.3 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".

5-1-17 Additional features by V1.3.2

5-1-17-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-CH220, SNC-CH260, SNC-DH220, SNC-DH220T, SNC-DH260

Note

Support for models whose release post-dates release of V1.3.2 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".

5-1-18 Additional features by V1.3.1

Note

Items written "[Advanced]" have been already supported in V1.3.0 of RealShot Manager Lite.

5-1-18-1 Support for two server types [Advanced/Lite]

As for the server, you could only choose RealShot Manager Lite in V1.3.0. From the installer for v1.3.1, when installing, you can now choose RealShot Manager Advanced (Server).

And it can be used for upgrading an existing RealShot Manager Advanced or RealShot Manager Lite.

For a comparison of functions and other details, please refer to the installation guide and user's guide.

5-1-18-2 Support for additional cameras [Advanced]

Support is now provided for the following network cameras.

Network camera:

SNC-CH210, SNC-DH210,
SNC-CH120, SNC-CH160, SNC-DH120, SNC-DH120T, SNC-DH160,
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280

Note

Support for models whose release post-dates release of V1.3.0 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".

5-1-18-3 Added camera auto-registration function and Easy Setup guide [Advanced]

A function has been added to locate cameras with factory default settings in the same network segment and to register them automatically. When

RealShot Manager Lite is installed, this function works when the software is started for the first time.

In addition to the previous configuration screen, a wizard has been added to make initial configuration easier, along with an Easy Setup guide showing how to customize settings.

For details, please refer to the installation guide.

5-1-18-4 Support for client access over the Internet [Advanced]

By making the appropriate NAT (Network Address Translation) settings in your router, you can now access the RealShot Manager Advanced client over the Internet.

Further, these settings have been made easier to make if you use an UPnP (Universal Plug and Play) router.

For details, please refer to the user's guide.

5-1-18-5 Support for 64-bit operating systems [Advanced]

From this version, support is now provided for the following operating system editions.

Windows 7 Professional (64-bit version)

Windows 7 Enterprise (64-bit version)

Windows Server 2008 R2 Standard

Note

When using Windows 7, be sure to make the following settings.

- Configure the system so that it does not enter the sleep or hibernation states.
- Disable Windows Aero. (Do not use Aero themes.)

5-1-18-6 Language support [Advanced]

Support is now provided for Brazilian Portuguese and traditional Chinese.

5-1-19 Additional features by V1.3.0

5-1-19-1 RealShot Manager Lite

When installing RealShot Manager Lite (Server), you can now choose to use up to 9 cameras without a license.

For a comparison of functions with RealShot Manager Advanced (Server) and

other details, please refer to the installation guide and user's guide.

Note

As for the installer of V1.3.0, it is supported only to install as RealShot Manager Lite (Server). Upgrading from past RealShot Manager Advanced versions is planned to support from V1.3.1.

5-1-19-2 Support for additional cameras

Support is now provided for the following network cameras.

Network camera:

SNC-CH210, SNC-DH210,
SNC-CH120, SNC-CH160, SNC-DH120, SNC-DH120T, SNC-DH160,
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280

Note

Support for models whose release post-dates release of V1.3.0 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".

5-1-19-3 Added camera auto-registration function and Easy Setup guide

A function has been added to locate cameras with factory default settings in the same network segment and to register them automatically. When RealShot Manager Lite is installed, this function works when the software is started for the first time.

In addition to the previous configuration screen, a wizard has been added to make initial configuration easier, along with an Easy Setup guide showing how to customize settings.

For details, please refer to the installation guide.

5-1-19-4 Support for client access over the Internet

By making the appropriate NAT (Network Address Translation) settings in your router, you can now access the RealShot Manager Advanced client over the Internet.

Further, these settings have been made easier to make if you use an UPnP (Universal Plug and Play) router.

For details, please refer to the user's guide.

5-1-19-5 Support for 64-bit operating systems

From this version, support is now provided for the following operating system editions.

Windows 7 Professional (64-bit version)

Windows 7 Enterprise (64-bit version)

Windows Server 2008 R2 Standard

Note

When using Windows 7, be sure to make the following settings.

- Configure the system so that it does not enter the sleep or hibernation states.
- Disable Windows Aero. (Do not use Aero themes.)

5-1-19-6 Language support

Support is now provided for Brazilian Portuguese and traditional Chinese.

5-1-20 Additional features by V1.2.0

5-1-20-1 Expansion of supported cameras

Newly supports the Sony IP network cameras shown below.

IP network camera:

SNC-CH180, SNC-DH180, SNC-DH140T

Major features supported by the RealShot Manager Advanced are as follows:

- Picture size: 1280x1024
- View-DR

Note

In this version, IR illuminator setting of SNC-CH180 and SNC-DH180 and new features of firmware V1.10 for cameras are not supported.

Some cameras, which are not shipped when this software is released, are evaluated with planned specifications and those are regarded as supported cameras.

For the further information about restrictions or precautions with regard to the network cameras, see later in this document.

For details of other supported cameras, refer to 1-2-4 "Supported Camera Information".

5-1-20-2 Windows 7 32-bit edition support

RealShot Manager Advanced (Server/Client) newly supports the following Windows 7 32-bit editions as the OS.

Windows 7 Professional

Windows 7 Enterprise

Note

When RealShot Manager Advanced is used on Windows 7, set the followings.

- Sleep mode and power-saving mode must be off
- Windows Aero must be disabled (Don't use the Aero theme)

5-1-21 Additional features by V1.1.2

5-1-21-1 Expansion of supported cameras

Newly supports the Sony IP network cameras shown below.

IP network camera:

SNC-CH140, SNC-DH140

Major new features supported by the RealShot Manager Advanced are as follows:

- Picture size: 1280x1024
- View-DR

For the further information about restrictions or precautions with regard to the network cameras, see later in this document.

For details of other supported cameras, refer to 1-2-4 "Supported Camera Information".

5-1-21-2 Receiving VMF alarm of camera

Newly supports receiving VMF alarm for the Sony 5th generation cameras / camera servers. VMF alarm of camera can be used as trigger for recording or action.

IP network camera:

SNC-CH140, SNC-DH140, SNC-RH124, SNC-RH164, SNC-RS44,
SNC-RS46, SNC-RS84, SNC-RS86

Camera server:

SNT-EX101, SNT-EX101E, SNT-EX104, SNT-EX154

When using this function, select [VMF(Camera)] in the [VMD] tab. VMF settings for those devices should be done in the device side with Web Browser.

5-1-21-3 Migration from RealShot Manager Ver. 4.3

Newly supports configuration migration from RealShot Manager V4.3 to RealShot Manager Advanced.

For details of procedures and restrictions, refer to the technical document “Procedure for Migration from RealShot Manager V4.3” provided by Sony.

5-1-22 Additional features by V1.1.1

5-1-22-1 Multiple Codecs support

Newly supports multiple codecs for Sony IP network cameras and camera servers shown below.

IP network camera (max. 3 codecs):

SNC-RS44, SNC-RS46, SNC-RS84, SNC-RS86

IP network camera (max. 2 codecs):

SNC-RH124, SNC-RH164

Camera server (max. 2 codecs):

SNT-EP104, SNT-EP154, SNT-EX101, SNT-EX101E, SNT-EX104,
SNT-EX154

5-1-22-2 Simple Motion Detection support

Newly supports receiving a simple motion detection alarm of the following Sony camera servers as VMD (Camera).

Camera server:

SNT-EP104, SNT-EP154

5-1-22-3 H.264 Codec support

Newly supports H.264 Codec for the Sony cameras. Please use the following firmware versions when you use H.264 Codec.

Supported model name and firmware version are as follows:

Camera Model Name	Camera Firmware Version
SNC-RX530	v3.10/2.40 or higher
SNC-RX550	v3.10/2.40 or higher
SNC-RX570	v3.10/2.40 or higher
SNC-CS50	v2.30 or higher
SNC-RZ50	v2.40 or higher
SNC-DF50	v1.20 or higher
SNC-DF80	v1.20 or higher
SNC-DF85	v1.20 or higher

5-1-22-4 Expansion of supported languages

Newly supports Polish and Korean.

5-1-23 Additional features by V1.1.0

5-1-23-1 Expansion of supported cameras

Newly supports the Sony IP network cameras and camera servers shown below.

IP network camera:

SNC-RS44, SNC-RS46, SNC-RS84, SNC-RS86, SNC-RH124, SNC-RH164

Camera server:

SNT-EP104, SNT-EP154, SNT-EX101, SNT-EX104, SNT-EX154

Major new feature supported by the NSR-1000 series are as follows:

- H.264 Support
- Camera Tampering Detection
- Shadow Tour
- Visibility Enhancer
- XDNR

For the further information about restrictions or precautions with regard to the network cameras /camera servers, see later in this document.

In addition, IQinVision cameras shown below are newly supported.

IQeye510, IQeye703, IQeye705, IQeye711, IQeye752, IQeye753, IQeye755

For details of other supported cameras, refer to 1-2-4”Support Camera Information”.

5-1-23-2 System Controller RM-NS1000 support

Newly supports the Sony System Controller RM-NS1000. For details, refer to the Quick Setup/Start Guide and User’s Guide which come with the product.

5-1-23-3 4CIF resolution support for the 3rd generation cameras

Newly supports 4CIF resolution (PAL: 704x576, NTSC: 704x480) for the Sony 3rd generation cameras.

Supported model name and firmware version are as follows:

Camera Model Name	Camera Firmware Version
SNC-RX530	3.10/2.40 or higher
SNC-RX550	3.10/2.40 or higher
SNC-RX570	3.10/2.40 or higher
SNC-CS50	2.30 or higher
SNC-RZ50	2.40 or higher
SNC-DF50	1.20 or higher
SNC-DF80	1.20 or higher
SNC-DF85	1.20 or higher (*1)

*1 When you want to select the image size of more than 4CIF on SNC-DF85, the firmware version of the camera should be V1.20 or higher. If the former version, do not select 4CIF in the image size setting.

5-1-23-4 Highlight function

Newly supports the highlight function that displays flashing red frames around images in the custom layout at the occurrence of related alarm/event. For details, refer to the User’s Guide.

5-1-23-5 Monitor Sequence function

Newly supports the monitor sequence function that sequentially displays images from the specified cameras of up to 16 at a specified interval in one of the monitor frame. For details, refer to the User's Guide.

5-1-23-6 Auto-logon function

Newly supports the auto-logon function that allows you to be logged on without being certificated by the RealShot Manager Advanced at start-up. For details, refer to the User's Guide.

Note

Even if this function is enabled, you are separately required to log on the OS. In addition, when the UAC function of Window Vista is enabled, a message asking you the confirmation is displayed when the application starts up.

5-1-23-7 Expansion of Second monitor function

The 1x1, 2x2, 3x3 and 4x4 fixed layouts for live image monitoring can be used as a second monitor, as well as the current hotspot monitor.

5-1-23-8 Adding "Copy" button to the layout configuration screen

Newly adds "Copy" button to the layout configuration screen. This allows you to copy image or monitor frame in the layout screen.

5-1-23-9 Windows Server 2008 Support

RealShot Manager Advanced Server newly supports Windows Server 2008 Standard (x86 Edition), Service Pack 2 as the OS.

5-1-23-10 ONVIF support

Newly supports ONVIF Version 1.01.

- Auto Registration and Multiple Camera Registration are not supported. Please specify a Device Type "ONVIF".
- Only supports JPEG streaming.
- It is not guaranteed to connect to all ONVIF V1.01 conformant products.

5-2 Histories of resolved limitations

5-2-1 Resolved Limitations in V1.6.7

- [S] When using SNC-XX600 series (XX represents two letters, other than SNC-HM662) on V1.6.5, Time-out time to connect with camera is changed short. In this case it becomes prone to Video Loss (CHLOE: 2009).
This issue has been resolved.
- [S/C] In V1.6.5, the preset position is selected by RM-NS1000, it doesn't work (QMP:1345).
This issue has been solved.
- [C] Under Master/Slave system construction, Camera registration is failed with "The maximum number of camera registration is (number)" message, even if there are available license (QMP:1430).
This issue has been solved.

5-2-2 Resolved Limitations in V1.6.5

- [S] The brightness setting "Bright (EV)" was unintentionally reset into [Full Auto] by rebooting the PC. (M16:347, QMP:1150)
This issue has been solved.
- [S/C] Near / Far operations acted contrary to expectation in focus adjustable models of SNC-XX600 series (XX represents two letters). (M16:348)
This issue has been solved.
- [S/C] The server terminated abnormally when the firmware of the SNC-XX600 series (XX represents two letters) camera was updated while Edge Storage function of it was in use. (M16:353, V16R:465)
This issue has been solved.
- [S] Incorrect list of search results was returned when the specified period included images with wide variety of bitrate. (M16:358, QMP:1172)
This issue has been solved.
- [S] When there were several SNC-XX600 series (XX represents two letters) cameras

unreachable on the network, they might not be displayed in the camera tree.
(M16:363,QMP:1217,1220)

This issue has been solved.

- [S] E-mail (SMTP) authentication might fail. (V16R:431)
This issue has been solved.
- [S/C] Abnormal termination occurred infrequently on logging on/off. (V16R:433,QMP1115)
This issue has been solved.
- [S/C] Abnormal termination occurred infrequently on closing the log window.
(V16R:433,QMP1115)
This issue has been solved.
- [S/C] Abnormal termination occurred infrequently during RM-NS1000 operation.
(V16R:435,438,QMP1115)
This issue has been solved.
- [S/C] Abnormal termination occurred infrequently during RM-NS1000 operation.
(V16R:435,438,QMP1115)
This issue has been solved.
- [S] Configuration of SNC-XX600 series (XX represents two letters) was initialized by updating of the camera firmware. (V16R:439)
This issue has been solved.
- [S/C] A record with long time of audio data could not be played back normally by MFP if it was exported from a recorder of version 1.6.3. The audio would break off in the index mode playback. Cam file mode and aud file playback were not affected the problem. This issue has been solved. Such a record will be exported normally after updating the recorder. (V16R:445)
This issue has been solved.
- [S/C] When 36 or more of SNC-XX600 series (XX represents two letters) were registered, images of 36th camera and after were not displayed. (V16R:447,QMP1181)
This issue has been solved.

- [S] Abnormal termination occurred infrequently when audio codec of SNC-XX600 series (XX represents two letters) were set as AAC codec. (V16R:463)
This issue has been solved.
- [S/C] Audio quality has been improved in playing back of AAC formatted recording data. (M16:374,375)
This issue has been solved.
- [S/C] If there should be any blank space in the beginning or at the end of export name when exporting records, such records couldn't be playback in index mode with Media File Player. (V16R:388, QMP1082,1159)
This issue has been resolved.

5-2-3 Resolved Limitations in V1.6.3

- [S/C] When using Edge Storage function of SNC-xx600 (xx: two alphabets), in some rare case, the Edge Storage record files downloaded to the specified storage might not be searched and playback in the system. (V16R:363)
This issue has been resolved.
- [S/C] If SNC-xx600 series (xx: two alphabets) camera has neither been in record mode nor live monitoring mode for a long time, it might take several minutes before the live stream appeared in main window if you drag and drop the camera to the monitor frame. Sometimes the camera's live stream even wouldn't appear at all and became VIDEOLOSS. (M16:336, QMP:1073)
This issue has been resolved.
- [S/C] If there should be any blank space in the beginning or at the end of export name when exporting records, such records couldn't be playback in index mode with Media File Player. (V16R:388)
This issue has been resolved.
- [C] In Master/Slave composition, if one of the slave servers should be offline, it took a long time to open the configuration window in Client. (V16R:379, Q:1070)
This issue has been resolved.

- [S/C] If different groups should have subgroup with the same name, the name of cameras assigned to such subgroup might not be shown correctly in the group tree of main window and search window. (V16R:414, Q:1091)

This issue has been resolved.

5-2-4 Resolved Limitations in V1.6.2

- [C] If you enable the Direct2D in RealShot Manager Advanced (Client) and log on to the NSR system with the Client, neither the NSR server nor the cameras in the target server can be accessed from Client side 30 seconds later after the logon. (V16R:335)

This issue has been resolved.

5-2-5 Resolved Limitations in V1.6.1

- [S/C] If you selected VBR for the CBR/VBR setting of SNC-xx600 series, the video setting might not complete. Please use the kind of cameras with CBR setting.

This issue has been resolved.

- [S/C] The audio uploading was not available for SNC-xx600 series.(M16:184)

This issue has been resolved.

- [S/C] Though SNC-xx600 series had Edge Storage, this system did not support the function for them.

This issue has been resolved.

- [S/C] If you created an action schedule for "Notify Emergency Event" action in Server side, such action schedule shall neither be shown nor work in Client side. To receive and show "Emergency Event" in Client, please create the action schedule and configure "Show Emergency Event Dialog" in each Client. (V15N:263)

This issue has been resolved.

- [S/C] For masking usage, prefer the function of a camera/video server instead of that of a recorder. By masking function of a recorder, masks for recordings which were recorded by Edge Storage function did not move with pan, tilt and zoom movement. (V16R:45)

This issue has been resolved.

- [S/C] The resolutions of some cameras could be set to be higher than 640x480 in GUI

even though they worked in multiple streams mode. (M16:44, Q:997)


This issue has been resolved.

- [S/C] The GUI windows might be shown incorrectly due to the wrong window size. (V16R:251, Q:992)

This issue has been resolved.

- [S/C] When the selected monitor frame was displayed in 1x1 mode, the layout background image could not be shown if you changed current active layout to another one. (V16R:271, Q:1000)

This issue has been resolved.

- [C] In some cases, the sub-trees in device tree list could not be shown correctly if you clicked the  button to extend them. (V16R:314, Q:1010)

This issue has been resolved.

5-2-6 Resolved Limitations in V1.6.0

- [S/C] If you clicked the [Date] button on the Schedule Configuration Screen without selecting cameras, the schedule list did not appear even after you selected some cameras. (V16R:16)

This issue has been resolved.

- [S] A memory leaked RSM Server Manager service to abnormal termination when v1.5.1 of this software ran on Windows XP. (V16R:46)

This issue has been resolved.

- [S/C] The playing slowed down for the records with high frame rate and very low bitrate (upper 30 FPS/ under 64 Kbytes, etc). (V16R:73, Q:800)

This issue has been resolved.

- [C] Operation.log, EventAlarm.log, System.log and detail folder could not be exported by exporting log files via the Log dialog box or exporting system information from the Administration Menu of the software version v1.5.1. (V16R:161)

This issue has been resolved.

- [C] In spite of there is no error in server, sometimes ERROR lamp lighted up in Client

window. (M16:119, Q:937)

This issue has been solved.

- [C] If some cameras were not connected when the client started, actions which were set with the cameras could not work correctly even after the connection recovered. (V16R:10, Q:886)

This issue has been resolved.

- [S/C] Transparent frame of image maps had been changed to dotted line in the software version v1.5.1. However, we have withdrawn the inappropriate change at v1.6.0. (Q:936)

5-2-7 Resolved Limitations in V1.5.1

- [S/C] Playback rarely stops when the record is changed automatically during continuous playback on the list mode of search window. If this problem happens, please push play button again for recovering from this problem. (V15R:12, V14R:295)

This issue has been resolved.

- [S/C] Cameras shall be shown in group node even though current logon user has no access permission to those cameras(V15R:25, Q:868)

This issue has been resolved.

- [S/C] After registration, the icon for some models (such as DF85) may be shown invalidly. In the other hand, the icon of devices newly registered in Server side shall be shown invalidly in Client side if these devices are registered after logging on Client. (V15R:24, V15R11, Q:834)

This issue has been resolved.

- [S/C] When system is in high stress, there may be video frame loss in record data. In this case, ghost effect may appear when playing back in Server or Client side. (V15R:121, Q:863, Q:802)

This issue has been resolved.

- [S] When logging on Lite after OS restarts, an error message shall pop-up every time, indicating that the 30-day trial period has ended. (V14R:311, Q:732)

This issue has been resolved.

- [S/C] GUI terminated abnormally by assigning a camera to a monitor frame of a custom layout in the main window with RM-NS1000 when no monitor frame was selected. (M15:156, Q856)
This issue has been solved.
- [S/C] If you repeated clicking [PLAYBACK] rapidly, before it turned to be highlighted, an error message might appear: "Remote server: is not available". (M15:170, Q855)
This issue has been solved.
- [S/C] When VMD is enabled, a red frame around the image may appear for duration shorter than the value configured in [Pulse Duration]. (V15R:4, V14R:315)
This issue has been solved.
- When multiple clients are connected to the server, the load of server side shall increase greatly if configuration change should be made at the client side. This may cause some trouble to the operation in client side.(V15N:252, Q:900)
This issue has been solved.

5-2-8 Resolved Limitations in V1.5.0

- [C] If a mark-in point for exporting a recording was specified on an area of the timeline where no recording data existed, the export was not performed. This issue has been solved. (M15:123,V14R:337)
- [C] If [PLAYBACK] was clicked for a playback and then clicked again before the playback started, a message was displayed as follows: "Remote Server: is not available". This issue has been solved. (M15:156, Q856)
- [C] If camera assignment was performed from RM-NS1000 while no monitor frame was selected, the application terminated abnormally. This issue has been solved. (M15:170)

5-2-9 Resolved Limitations in V1.4.7

- [S/C] RealShot Manager Lite often showed a wrong warning message of license expiry when started immediately after the computer boot. This issue has been solved. (V14R:311, Q:732)

- [S/C] Icon Highlight function rarely does not start when the sensor input signal changes from ON to OFF or vice versa within 1 second. This issue has been solved. (V14R:291, Q:653)
- [S/C] Two or more instances now can be configured for multiple selected cameras. Previously only one instance could be configured when multiple cameras were selected. V1.4.7 allows two or more instances to be configured depending on the camera specifications. (V14R:309)

5-2-10 Resolved Limitations in V1.4.6

- [C] In case of changing multiple types of device settings simultaneously, SCHEDULE, ALARM and MONITORING settings went to the same. This issue has been solved. (M14:2)
- [C] An improper error message appeared at a client when you tried to register cameras which exceeded the number limit of license. This issue has been solved.(M14:46)
- [C] Icon Highlight function rarely does not start when the sensor input signal changes from ON to OFF or vice versa within 1 second. This issue has been solved. (V14R:291)

5-2-11 Resolved Limitations in V1.4.5

- [S/C] When the recording server recorded the video data from a network encoder with no video input, it couldn't playback from the specified point after the recording files including such video data were searched.(V14R:204, Q664)
This issue has been solved.
- [S/C] Clicking an image icon on a layout caused the application reboot while using a second monitor. (V14R:294)
This issue has been solved.

5-2-12 Resolved Limitations in V1.4.4

- [S/C] GUI may crash by pushing other buttons than [Abort] during saving or restoring the configuration data. Do not push other buttons than [Abort] during saving or restoring the configuration data.(V14R:167, V14R:169)
This issue has been solved.

- [C] A server may run short of the ability of streaming when you assign 30 or more cameras belong to the server to a layout. In such a case, please reduce the number of cameras in the layout and restart the client.(V14R:176)
This issue has been solved.
- [S/C] If you use an alarm output of camera in inverted status, alarms and actions triggered by the sensor input or VMD(Camera) of the camera did not work properly. (V14R:209, Q:657)
This issue has been solved.
- [S/C] When configuring the alarm/event recording to be triggered by another camera's event, the configuration information of [Alarm Trigger] could not be displayed on the Schedule screen. (VT3:1086)(VT2:764)
This issue has been solved.
- [S/C] If the Windows Live related modules (e.g. Windows Live Essentials 2011) are installed in the Windows 7, it took few minutes to launch the RealShot Manager Advanced. (V14R:38)
This issue has been solved
- [C] When saving an Event/Alarm Action and re-open the Event/Alarm Action screen, wrong server name might be shown. (V14R:242)
This issue has been solved.

5-2-13 Resolved Limitations in V1.4.0

- [S] When the setting of e-mail (SMTP) authentication was disabled, even if a SMTP server did not require an authentication, sending e-mail might fail. (V14R:6)
This issue has been solved.
- [S] When IP addresses were changed in a system configured with Master/Slave, the Slave server could not be registered in the Master server. (V14N:138, V14R:108)
This issue has been solved.
- [S] While configuring the storage setting with Server Configuration screen, it was impossible to specify any network drives.(V11R:78)
This issue has been solved.

- [S/C] 12fps and 16fps could not be set for the following cameras. (V14N:7)
SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280
This issue has been solved.
- [S/C] Camera tour in the following cameras could not be set in the action setting.
(V14N:81, V14R:45)
SNC-RH series
SNC-RS series
This issue has been solved.
- [S/C] Some video settings supported by camera could not be set from the [Video] tab of the device setting. (V14R:131)
Ex. SNC-CH140
Monitoring: H.264/1280x720/25fps
Recording: H.264/640x480/15fps
This issue has been solved.
- [S] When the storage mode was put into the camera mode (refer to “Configuring Storage for Each camera ([Camera] mode) in the User’s Guide, for details.), audio data was saved in default storage even if changing the recording storage from default.
This issue has been solved.
5-2-14 Resolved Limitations in V1.3.3
None
- **5-2-15 Resolved Limitations in V1.3.2**
- [S/C] When using system alerts as trigger, highlighting images didn't work in V1.3.0 and V1.3.1 of the software. (V13R:645)
This issue has been solved.
- [S/C] In the [Video] tab of the following cameras:
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280
When setting like, [Monitoring: 640x480] and [Recording: 1920x1440 with H.264 codec], you could only set lower frame rate than camera’s ability. (V13R:607)
This issue has been solved.

- [S/C] Picture sizes over 1280x1024 with multiple codecs could be set for the following network cameras. (V13R:443)
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280
This issue has been solved.
- [S/C] The user name was not displayed in the operation log. (V13R:162)
This issue has been solved.
- [S/C] Event Action Server stopped working. (V13N:348)
This issue has been solved.

5-2-16 Resolved Limitations in V1.3.1

- [C] Device settings might not be applied correctly from the client which is connecting via router with NAT (Network Address Translation). (V13R:523)
This issue has been solved.
- [S/C] In case of handling camera audio, if an audio device of the PC was disabled and run for many hours, the GUI might be restarted. (V13R:550)
This issue has been solved.
- [S/C] [Camera] becomes to work in [E-flip] list on the [Video] tab for SNC-CH210 and SNC-DH210. (V13R:375)
- [S/C] In case of setting VMD(Camera) to the following cameras/camera servers:
SNC-RH series
SNC-RS series
SNT-EP series
SNT-EX series
SNC-CH series
SNC-DH series
Even if doing [Enable] VMD(Camera) and clicking [Apply], settings might not be set to the device. (V11R:882, V11R:925, V11N:626)
This issue has been solved.
- [S/C] When specifying a preset name for the following cameras/camera servers, a space

could not be used in the preset name. (V11R:485)

SNC-RH series

SNC-RS series

SNT-EP series

SNT-EX series

SNC-CH series

SNC-DH series

This issue has been solved.

5-2-17 Resolved Limitations in V1.3.0

- [S/C] Items of the layout selection combo box in main window were not sorted. (QMP:512)

This issue has been solved.

- [S/C] In case of using Alarm Recording or Event Recording with the following cameras and activating layout tour including them, the word "CONNECTING..." might be displayed about 30 seconds in a monitor frame. And in such case, the records in the period might not remain. (V12R:22)

SNC-RH series

SNC-RS series

SNT-EP series

SNT-EX series

SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180

This issue has been solved.

- [S/C] In case of setting a [Passing] filter of VMF, minimum speed and maximum speed could not be set. (V12R:84)

This issue has been solved.

- [S/C] Visibility Enhancer could not set [Off] to the following cameras and camera servers. (V12R:124)

SNC-RH series

SNC-RS series

SNT-EP series

SNT-EX series

This issue has been solved.

- [S/C] For the following cameras, when applying View-DR [OFF] and Visibility Enhancer [Off] at the same time, Visibility Enhancer became [Middle]. (V12R:111)
SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
This issue has been solved.
- [S/C] Even if [View-DR] in [Video] tab was ON, Brightness (EV) setting of the following cameras could be controlled. (V11R:829)
SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
This issue has been solved.
- [S] When the following cameras were used with firmware V1.10, an event of camera tampering detection would not be cleared automatically. (V12R:7)
SNC-RH series
SNC-RS series
SNT-EX series
This issue has been solved. The tampering alarm is cleared about one minute.
- [S/C] When opening the configuration screen just after registering the following cameras/camera servers, some tabs like [Physical Sensor In] might not be displayed. Or the parameters for PAL model might be listed under Image Size or Frame Rate on [Video] tab regardless of use of NTSC camera. (V11N:363,V11N:446)
SNC-RH series
SNC-RS series
SNT-EP series
SNT-EX series
SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
This issue has been solved.

5-2-18 Resolved Limitations in V1.2.0

None

5-2-19 Resolved Limitations in V1.1.2

- [S/C] Using the following cameras/camera servers with firmware Ver. 1.04 or 1.06:
When setting motion detection areas, the areas might be out of the picture area.
(V11R:817, V11N:563)

SNC-RH series

SNC-RS series

SNT-EX series

This issue has been solved.

- Even if the VMD setting is changed from VMD(Camera) to VMD(Recorder), alarms of VMD(Camera) were received. (V11N:552)

This issue has been solved.

- In some environments, Media File Player abended when it was closed. (V11R:769)

This issue has been solved.

- In case of playing the media where the recorded images with audio were exported from RealShot Manager Advanced (server/client), the audio data was not played back without installing of Media File Player. (VT2:507)

This issue has been solved.

- [S/C] When daylight saving time (or summer time) was in effect, action schedule might not operate correctly on the day of transition. (V11R:560,V11R:561)

This issue has been solved.

Note

Regarding this fix, Action Schedule may shift one hour when you upgrade from RealShot Manager Advanced less than V1.1.1. Please make those settings again in V1.1.2 and later. (V11R:819)

- [S/C] An operation of Manual Action was not recorded in the operation log. (V11R:803)

This issue has been solved.

5-2-20 Resolved Limitations in V1.1.1

- There were some restrictions in V1.02 of the cameras/camera servers below. (V11R:386,V11R:440,V11N:379)

SNC-RH series

SNC-RS series

SNT-EP series

SNT-EX series

The restrictions mentioned below have been solved in V.1.04.

- When executing the preset function, detections by VMD(Camera) and VMF don't work.
 - Overwrite recording during the shadow tour may be disabled during a certain period.
 - If clicking the monitor frame while the live images are monitored with audio enabled, the live images freeze for about three seconds.
 - Audio may be interrupted intermittently.
-
- [S/C] There was a problem that the pan/tilt movement did not stop for a certain period after RM-NS1000 performed pan and tilt controls for SNC-RH164. (V11R:596)
This issue has been solved.

 - [S/C] There was a problem that the camera's pan/tilt movement was uncontrollable for a certain period if you pressed IRIS button (or MANUAL FOCUS button) continuously for adjustment. (V11R:601)
This issue has been solved.

 - [S] There was a problem that communication with the slave server was not established after you upgraded the NSR-1000 series or RealShot Manager Advanced which configured the master/slave configurations, from v1.0.4 to v1.1.0. (V11N:473, V11R:582)
This issue has been solved.

 - [S] With RealShot Manager Advanced server v1.1.0, there was a problem that no image file was attached to e-mail even though you selected "Send e-mail" and "Attach Camera Image" select boxes on the manual (or event/alarm) action screen. (V11R:603)
This issue has been solved.

 - [S/C] While the recorded image was being played back, the VMF detection frame was not rendered correctly in size. This happened when the VMF settings were configured for the cameras or camera servers listed below. (V11R:583)
 - SNC-RH series
 - SNC-RS series
 - SNT-EP series

SNT-EX series

This issue has been solved.

- [S/C] The screen abended when the running layout tour was switched over to another one. This happened when the number of the latter tour's layouts was fewer than the former's. (V11R:607)
- [S/C] The VMF detection frame went away on the playback image at the timing of moving the timeline cursor to another record in the timeline view list when recorded image was being played back on the search window. (V11R:605)
This issue has been solved.
- [S/C] When you selected only “Camera name” as an item to display on the monitor frame, the camera name displayed blinked. (V11R:587)
This issue has been solved.
- [S/C] The screen abended when the view mode was changed from “Timeline view” to “List view”. This happened when the specified search condition included 1000 or more recorded images. (V11R:604)
This issue has been solved.
- [S/C] When the VMF settings had been configured, the VMF detection frame was shifted from its expected position during the playback of the corresponding image on the main screen. (V11R:678)
This issue has been solved.
- [S/C] When the VMF settings were configured, VMF detection frame was sometimes not displayed during playback on the main screen. (V11R:711)
This issue has been solved.
- [S/C] There was a problem that the configured mask itself disappeared if the VMD settings had been configured on the configuration screen. (V11R:721)
This issue has been solved.
- [S/C] There was a problem that live image is not displayed depending on the video codec settings on the SNC-RH series camera. (V11R:745)

This issue has been solved.

Example of video codec settings that cause the trouble:

H.264, 4096kbps, 1fps

H.264, 8192kbps, 1fps

H.264, 8192kbps, 2fps

- [S/C] Only the "Level 5" user could change password in the Logon dialog. (V11N:545)
This issue has been solved.
- When SNC-DF85 are being used with the RealShot Manager Advanced of less than v1.1.0.19 with JPEG codec and then, you upgrade it to v1.1.0.21, this may change the video codec settings to MPEG4 for the cameras. (V11R:578)
This issue has been solved.
- When AVI conversion had been done by Media File Player, the resultant AVI video file became shorter in length than the resultant AVI audio file. (V11N:465)
This issue has been solved.

5-2-21 Resolved Limitations in V1.1.0

5-2-21-1 Installation

- [S] The problem with the Master/Slave configurations
When the same names are assigned to both the master and slave servers, the client does not recognize the cameras on the slave server.
When using the slave server, be sure to change the server name from default, under [Administration] menu -> [Setup] menu -> [Server]. (V11R:127)
- [S] You may find the following message on [Information] window of the RealShot Manager Advanced (Server) in spite of the valid software license. This is merely due to improper indication. You can use the server indefinitely. (V11R:544)
"License File expires 31 December 1969" (or, 1 January 1970)

5-2-21-2 Main Screen: Monitoring

- [S/C] Do not log off the application while currently captured images are recorded manually on the main screen. If you do so, the manual recording stops.(V11R:12)

- [S/C] The problem that the dragged area is cropped without being enlarged even when clicking & dragging with a mouse in the monitor frame while pressing “DIRECT” button. It possibly happens when executing the digital zoom function with “Digital” button on the Camera Control pane selected. (V11R:36)
This problem occurs without fail when you uncheck [Scale to Monitor Frame] check box on [Options] tab of Layout Configuration screen in the Configuration window.
So do not uncheck [Scale to Monitor Frame] check box when you want to directly zoom in/out using the digital zoom function.
- [S/C] When executing the digital zoom function with “Digital” button on the Camera Control pane selected, the phenomenon mentioned below occurs.
Once clicking & dragging a certain area with a mouse in the monitor frame while pressing “DIRECT” button, one push of [T] or [W] zoom button enables an image to be zoomed in to the telephoto end or out to the wide-angle end. (V11R:59)
- [C]The RealShot Manager (Client) does not perform digital zoom using the remote controller for cameras without the PTZ function. On the other hand, however, the RealShot Manager (Server) can do it. (V11R:68)
- [C] The RealShot Manager Advanced(Client) cannot send audio to the camera when connecting to the server via Proxy.(V11R:194)
- [S/C] Problem when enabling the E-flip function for a camera which does not support it. When any of VMF filters is selected to display in the monitor frame, the inverted image is displayed with the non-inverted VMF filter overlapped. (V11R:264)
- [S/C] If running the system for the long time with 1x1 layout activated by double-clicking the monitor frame, the screen may be rebooted. (V11R:503)

5-2-21-3 Alarm

- [S/C] When I/O pin setting is configured by the RealShot Manager Advanced (Server/Client) so as to receive the alarm from the sensor input of the cameras listed below, it takes about 25 seconds to receive the alarm from its occurrence.
When I/O pin setting is performed by the NSR, it takes several hundreds of milliseconds or less.(V11R:57,V11R:80)
SNC-CS10, SNC-CS11, SNC-DF40, SNC-DF70, SNC-P1, SNC-P5, SNC-RZ25

5-2-21-4 Device Configuration

- [S] When the cameras below are being used with the RealShot Manager Advanced of less than v1.0.4 and then, you upgrade it to v1.0.4, this may change some video settings for the cameras. (V11R:30)

SNC-DM110, SNC-DM160, SNC-DS10, SNC-DS60, SNC-DF85

If video settings are changed after upgrading to v1.0.4, perform the procedures below and then reconfigure the video settings.

1. Open [Function Selection] tab of Device Configuration screen.
 2. Configure a different value from the desired one, and press “OK” button.
 3. Open [Function Selection] tab again, and reconfigure the desired value. Then, press “OK” button.
 4. Return to [Video] tab for confirmation. If the desired values are not set, change the setting and press “Apply” button.
- [S] IQinVision camera cannot be connected via Proxy. (V11R:55)
 - If registering two or more Barix-made Barionet I/O devices, all pins incorporated in all the registered Barionet devices are displayed in random order under [Barionet] in the device tree. To work around this, use the single Barionet device. (V11R:501)
 - [S/C] When manual recording is performed when monitoring an AXIS camera with MPEG4 codec selected, there are cases where no image/audio is recorded for the first 5 seconds. (V11R:513)
 - [S/C] When you reboot AXIS camera and have recording or action schedules which uses AXIS camera input pin for event trigger, there are some cases where these schedules doesn't work correctly. To enable the schedules, be sure to deselect the [Enable] checkbox and apply in that camera's [Sensor In] tab, and then select the [enable] check box again and apply. (VT3:1108)

5-2-21-5 Layout Configuration

- [S/C] Problem that actions mentioned below do not work even if they are assigned to images or image map in the custom layout. (V11R:35)
 - Moving a camera to the preset positions.

- Changing layout when “Change Layout” and “Beep” are assigned at the same time.

- [S/C] Problem that the second monitor setting may not be saved when a PC where the RealShot Manager Advanced was installed, is connected to two displays. It happens when the second monitor is disabled under Windows Display Properties. To use the second monitor, be sure to enable it under Windows Display Properties. (V11R:118,V11R:126)

5-2-21-6 Action Configuration

- [S/C] When you set for sending a still image as a mail attachment under the “Send E-mail” on the manual action screen, select the [Specified Camera] check box and specify the camera. Even if the [Each camera] check box is selected, the setting becomes ineffective. (VT3:933)

5-2-21-7 User Configuration

- [S] When the client is connected in Master/Slave configurations, and a user who has authority to access only the cameras on the slave server, logs on from the client, the client does not recognize the cameras on the slave server. To have an access to those, provide an access authority to cameras on the Master server. (V11R:110)

5-2-21-8 Export

- [C] When the RealShot Manager Advanced(Client) is connected to the server via Proxy, you can neither export the record of the server nor get logs from the server.(V11R:107)

5-2-21-9 Media File Player

- When the image files with audio are converted into the AVI files using the Media File Player of v1.2.1.5, under the conditions mentioned below, the AVI files without audio are created.(V11R:9)

When converting the recorded file which consists of image files (CAM files) and audio files (AUD files), and the AVI files are created from the CAM file straddling the second (or later) AUD file and the adjacent one, the latter AUD file fails in conversion of audio.

