



American Dynamics

From Tyco Security Products

Release Notes

Illustra Connect



Applicable Software	Product Data
Illustra Connect Software version 1.1	Visit the Illustra Connect section of our web site – www.americandynamics.net – to download datasheets and other documentation in PDF format.

Note

In case of discrepancy, the information in this document supersedes the information in any document referenced herein.

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What's in This Release

The previous release of Illustra Connect was 1.1.0.1241. These are the changes since that version.

Illustra Connect Software Version History

Version	Date	Description
1.1.0.1259	20 June 2013	The standalone version of Illustra Connect has been stabilized to be consistent with the installed version.
1.1.0.1241	28 March 2013	IPv6, increased localizations, ONVIF 2.2; Improved: concurrent ONVIF & CGI, manage users, device maintenance, Properties, Advanced Diagnostics. Fixed: date & time, firmware upgrade. Note: Unlike previous versions of Illustra Connect, Version 1.1 is only available in the full installation version (IllustraConnectSetup.exe) at this time.
1.0.4.1064	31 Aug 2012	ONVIF 1.2, Fixed: cameras showing as both ONVIF and CGI, not showing some AD cameras as AD cameras, time zone issues, snapshot issues.
1.0.2.1027	27 Jan 2011	Initial Release

IPv6

The biggest single change is that Illustra Connect can now manage cameras that use IPv6 addressing.

If a camera is able to use both IPv4 and IPv6, then the IPv6 address is normally preferred. There is a setting option if the user wants the IPv4 address to be preferred.

Some commands will open slightly different looking dialogs when working with a camera that is using an IPv4 address or a camera using an IPv6 address. Because of this, when working with multiple cameras at the same time, it may be necessary to only select cameras that are all IPv4 or all IPv6.

Localization

Illustra Connect has been localized into more languages.

The current list is: Arabic, Chinese (both Simplified and Traditional) Czech, Danish, Dutch, English, French, German, Hungarian, Italian, Japanese, Korean, Polish, Portuguese, Spanish, Swedish and Turkish.

ONVIF vs. CGI

The ONVIF protocol has been brought up from version 1.2 to version 2.2 since newer cameras adhere to the 2.2 version of the ONVIF specification. As well as additional protocol features, this allows Illustra Connect to know more about which optional ONVIF commands a camera does not choose to implement.

If a camera is able to service both the ONVIF and AD IP-Camera CGI control protocols, the ONVIF protocol is preferred. There is a setting option if the user wants to disable the ONVIF protocol and only talk to cameras using the older CGI protocol.

NOTE:

The CGI protocol is preferred by ADCi400 cameras prior to firmware version 3.02.

Bug Fixes

The following bugs were fixed in this release:

- There were date and time setting issues.
 - GUI issues were corrected.
 - CGI Cameras in the H-Series or M-Series were misidentified and being sent erroneous commands.
 - Some older cameras were giving poorly formatted responses; the interpreted information is now used.
- There were daylight saving time issues when setting date and time on a camera.
 - The GUI checkbox for Daylight Saving was being used improperly.
- Corrected firmware upgrade issues.
- Corrected Get Snapshot issues.
- Cameras that respond on multiple IP Addresses or via multiple communication protocols were showing up more than once in the display.
 - The ONVIF protocol is preferred, except for ADCi400 cameras with firmware version prior to 3.02, which prefer the CGI protocol.
 - A camera that only responds to discovery using one protocol will be listed with that protocol regardless.
- When checking a camera for the factory default username and password, Illustra Connect now checks both the CGI camera factory default and the ONVIF camera factory default regardless of which protocol is actually being used. This catches dual-protocol cameras that share a single factory default user account.
- Some American Dynamic ONVIF cameras were not being recognized as American Dynamics cameras. These cameras used an unexpected “urn:uuid:...” identification code. The list of codes that Illustra Connect recognizes as American Dynamics Cameras was extended to include all of these.
- Some American Dynamics CGI cameras were not being recognized properly. The table of known CGI camera models was corrected.

New Features

As well as the IPv6 communication capabilities and the new localization languages, some other new features were added.

Manage Users

Each camera maintains its own list of User accounts at various authorizations levels.

Illustra Connect now has a way for you to display the user names and their authorization levels on a camera, and to add new users or change the password for users.

Device Maintenance

Various new commands are now made available through this feature:

- Changing the DNS Hostname of a camera.
- Resetting the camera to factory defaults (optionally leaving the IP settings alone)
- Rebooting the camera (with the current settings)
- Downloading log files or other information files from the camera.

NOTE:

Not all cameras support all of these features. Individual commands will be disabled if they are not supported on a particular camera.

Properties

The main GUI has always had a “Refresh List” command, which searches all networks for all cameras and updates the displayed information.

There is a new context menu command (right-click on a camera) to “Refresh Properties” which will only search the network that camera is on and only update the information for the selected camera.

The Properties Dialog also has a new button for “Refresh Properties” so you don’t have to go back to the main GUI to perform this action.

The list of property values has been enhanced in that, if you do click “Refresh Properties” in that dialog then any value that changed will be displayed with a light blue background, just to let you know the value changed. (For example, the date and time are updated, and so get the light blue background).

If a value is not in the expected range then the background for that line will be an orange alert color. (For example, if the time of day at the camera is more than a few minutes different from your computer’s time of day).

- When the camera’s full security is enabled, if the time gets too many minutes out of synchronization, then Illustra Connect may not be able to properly communicate with the camera. Plus or minus five minutes is typically OK, but the exact amount may be different on different models of cameras. Illustra Connect uses the warning orange color at 3 minutes to ensure you are aware of the situation and can correct it before it becomes an issue.

If a property value may cause communication problems then that property value will have a red background. (For example if the camera has the same IP Address as another camera).

- Illustra Connect will still communicate with that camera to the best of its ability, and in most cases an IP Address conflict will only make things run a little slower while system addressing is adjusted to route commands to the correct camera.
- But for simplicity, it is recommended that “Resolve All Conflicts” be used to correct this anomaly before much else is done with those cameras.

Menu Commands

The following are the new menu commands not previously mentioned:

- *View / Show Protocol Groups*
This main menu command normally has a check mark to indicate that the ONVIF and CGI cameras are grouped by protocol. When you uncheck this menu item, the cameras are all listed together.
- *Refresh Properties*
This right-click context menu command is like the “Refresh List” main menu command, but searches only the subnet the selected cameras are on and only refreshes the information for the selected cameras.
- *Delete from List*
This right-click context menu command will remove the selected cameras from the list. This will reduce clutter on the display if you have removed that camera from your network.

Time Zone

When setting the Date and Time on a camera, take the following into consideration:

- The drop down list of time zones contains the standard POSIX time zones as defined at the time of this release.
- When an ONVIF camera is queried for its time zone, it is supposed to report a standard POSIX time zone, but some cameras follow a different standard, or an older version of the POSIX standard.
- When Illustra Connect receives a time zone value it does not recognize, it parses that value to determine what standard POSIX time zone was intended.
 - Depending on which standard the camera follows, the determined value may be wrong.
 - The most common error is misunderstanding what dates Daylight Saving Time is supposed to change.
 - The second most common error is misunderstanding which side of UTC (East or West) the camera intended.
 - If the camera’s intent cannot be determined, then UTC is the fallback time zone.
- When Illustra Connect is setting the time zone on an ONVIF camera, the time zone is always sent as the standard POSIX time zone string, and the date and time are sent in UTC.

COMMAND LINE OPTIONS

For those rare cases where a user prefers for Illustra Connect to be in a different localized language than the operating system, this command line option is provided:

-xx-YY

This is a localization override option. Normally Illustra Connect follows the language and culture choice of the operating system. This lets you override that and force one of the other localization choices. The “xx-YY” stands for the Windows language and culture code for the desired localization.

Arabic	→ <code>illustraConnect.exe -ar-SA</code>
Chinese Simplified	→ <code>illustraConnect.exe -zh-CN</code>
Chinese Traditional	→ <code>illustraConnect.exe -zh-TW</code>
Czech	→ <code>illustraConnect.exe -cs-CZ</code>
Danish	→ <code>illustraConnect.exe -da-DK</code>
Dutch	→ <code>illustraConnect.exe -nl-NL</code>
English	→ <code>illustraConnect.exe -en-US</code>
French	→ <code>illustraConnect.exe -fr-FR</code>
German	→ <code>illustraConnect.exe -de-DE</code>
Hungarian	→ <code>illustraConnect.exe -hu-HU</code>
Italian	→ <code>illustraConnect.exe -it-IT</code>
Japanese	→ <code>illustraConnect.exe -ja-JP</code>
Korean	→ <code>illustraConnect.exe -ko-KR</code>
Polish	→ <code>illustraConnect.exe -pl-PL</code>
Portuguese	→ <code>illustraConnect.exe -pt-BR</code>
Spanish	→ <code>illustraConnect.exe -es-ES</code>
Swedish	→ <code>illustraConnect.exe -sv-SE</code>
Turkish	→ <code>illustraConnect.exe -tr-TR</code>

Known Limitations and Issues

The following is a list of the known limitations with Software and Documentation.

Known limitations and issues may exist from previous releases. Please refer to the specific release for the appropriate information.

Illustra Connect

Description	Suggested Work-Around
<p>Doesn't discover all 3rd Party cameras.</p> <p>Network cameras that support the ONVIF protocol, but are not American Dynamics cameras, may or may not be discovered.</p>	<p>N/A</p> <p>If the camera does not respond to the discovery Probes, Illustra Connect is not able to get the information to display.</p>
<p>Missing information for 3rd party cameras</p> <p>Missing information usually means that Illustra Connect was unable to determine a set of credentials (username and password) that worked on that camera to provide Administrator level access.</p>	<p>First, you will need to learn what the factory default credentials are for that manufacturer and model of camera. Then, in the "Manage Users" dialog for that camera, enter those credentials and click the "Override" button. This should give you the administrator level access to "Add" a new user that matches the chosen "Master Credentials" that you set in the "Tools / Settings" dialog.</p> <p>Once you have working credentials defined on that camera, use the "Refresh Properties" button in the Properties dialog to fill in the missing information for that camera.</p>
<p>Incorrect information for cameras in IP Conflict</p> <p>Illustra Connect makes every effort to get the correct information even when two cameras are sharing the same IP Address. But this networking configuration error may mean that the wrong camera answered one of the commands.</p>	<p>Correct the IP Conflict issue (either with "Resolve All Conflicts" or manually with "Configure Network") then refresh the information for those devices.</p>
<p>The "Hostname" unexpectedly changes when the "Device name" is intentionally changed.</p> <p>This is actually an action taken on the camera. Some models of camera only maintain one name, and so changing one automatically changes both.</p>	<p>N/A</p>

Description	Suggested Work-Around
<p>Setting a camera to use DHCP fails.</p> <p>Some cameras have a hardware switch to enable or disable the use of DHCP. These cameras may report a failure when told to change their DHCP status.</p> <p>Some cameras will actually revert to their factory default static IP Address (perhaps 192.168.1.168) when asked to use DHCP.</p>	<p>Go to the camera and change the hardware switch to allow the use of DHCP. You may need to power the camera off, change the switch, and power the camera back on again for the switch to have effect. Please check the manual for that model of camera.</p> <p>... or ...</p> <p>Configure these cameras to a static IP Address in the range your network uses for cameras.</p>
<p>The camera's Time Zone is wrong</p> <p>Illustra Connect expects the time zone to be reported by the camera in the standard POSIX form (as defined at the time of this release).</p> <p>Some cameras follow a different standard, or an older version of the POSIX standard.</p> <p>Illustra Connect is not always able to determine what standard POSIX time zone the camera intended.</p>	<p>Set the camera's Date and Time and Time Zone with a POSIX standard time zone from the drop down list.</p> <p>If your desired time zone is not in the list, then select the time zone with the same offset from UTC.</p>
<p>The camera's Time Zone is wrong.</p> <p>Illustra Connect uses the UTC date and time as part of command authentication with the camera. If the camera's Time Zone is wrong, and Illustra Connect is not able to determine what the camera meant, then Illustra Connect may not be able to converse with the camera to get detailed information or to issue commands.</p> <p>This will display as a camera line with pieces of information missing (Manufacturer, Firmware, etc.)</p>	<ol style="list-style-type: none"> 1. In the camera's WEB GUI, turn off ONVIF Authentication. 2. In Illustra Connect, Refresh Properties on that camera. 3. In Illustra Connect, Configure Date and Time on that camera. 4. In the camera's WEB GUI, turn ONVIF Authentication back on.
<p>Issue with CGI camera discovery</p> <p>When the standalone version of Illustra Connect is set for "CGI ONLY" discovery protocol, in some cases it will only discover one CGI camera even when there are many CGI cameras on the network.</p>	<p>The default setting is to discover both ONVIF and CGI protocols, to avoid this issue; Select Tools then Settings, the Illustra Connect Settings window will display, select All Protocols then OK.</p> <p>This limitation is intermittent, if it does occur and only CGI cameras are required, select the "Refresh List" button to perform a new search. It should then find all the cameras during the second search.</p>

Contact Information

If you have any questions regarding these release notes, please contact American Dynamics Technical Services at:

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