

## MAXPRO® NVR 4.5 “What’s New” Software Release Notes

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## Product Description

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These Release Notes cover the new features and enhancements in the latest MAXPRO NVR 4.5 Build 162 software releases and apply to all variants of MAXPRO NVR and NVR Hybrid.

If you have questions concerning this document, please contact Honeywell Technical Support. See the back cover for contact information.

**Document Last Updated:** August, 2017

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**Note** For new features and enhancements supported by MAXPRO NVR 3.x versions, please refer to [http://www.honeywellvideo.com/documents/MAXPRO\\_NVR\\_3.1\\_Whats\\_New\\_Software\\_Release\\_Notes.pdf](http://www.honeywellvideo.com/documents/MAXPRO_NVR_3.1_Whats_New_Software_Release_Notes.pdf).

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## Installation Notes

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### *Upgrade Versions*

**MAXPRO NVR 4.5 Build 162:** Upgrade is supported from MAXPRO NVR v4.1 Build 123 Rev B to MAXPRO NVR v4.5 Build 162. This update applies to the MAXPRO Family - Turnkey NVR and NVR Hybrid solutions (XE, SE, PE) and Software only.

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**Note** - For unsupported lower versions, first upgrade to 4.1 and then apply the NVR v4.5 Build 162 patch.

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### *Version Compatibility*

**MAXPRO NVR 4.5:** This installation can be performed on a new system or an existing MAXPRO NVR/NVR Hybrid without removing older versions. Please refer to the *MAXPRO NVR 4.5 Installation and Configuration Guide* for further details.

## Supported Operating Systems

Version 4.5 Build 162 is approved for the following operating systems.

Operating System	Service Pack	Limitations
Windows® 7 Professional 32 bit / 64 bit	1	None
Windows® 7 Embedded Standard 32 bit / 64 bit	1	None
Windows® 8.1 Professional 32 bit / 64 bit	None	None
Windows® 10 Professional 32 bit / 64 bit	None	None
Windows® Server 2008 R2 Standard	1	None
Windows® Server 2012 R2 Standard	None	None

Please refer to the document *Microsoft® Windows Patches Tested with MAXPRO®NVR* for further details on Windows updates that have been tested with the current software version shipping with MAXPRO NVR and NVR Hybrid.

## Virtualization Support

Please refer to the document *MAXPRO® NVR Server VMware ESXi Specifications* for the minimum specifications required for the MAXPRO NVR Server Software Virtualization with VMware.

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## Recording and Monitoring Performance

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Performance depends on the hardware specifications and operating system environment of NVR/NVR Hybrid Server and Workstations. Please refer to the respective MAXPRO NVR/NVR Hybrid data sheets for specifications and supported performance.

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## MAXPRO NVR / NVR Hybrid 4.5 Key Benefits and Features

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The following are the key benefits and new features of MAXPRO NVR/NVR Hybrid 4.5:

- **Inter- NVR Sync playback:** Enhancements made in Inter NVR Sync Playback feature, where user can sync the playback video across MAXPRO NVR recorders. This feature is supported in MAXPRO VMS R450 release and only supported through MAXPRO NVR.
- **Edge Sync recordings to NVR with ONVIF Profile-G:** Allows you to synchronize the recordings from the camera SD card to NVR in case of temporary interruption to network connections. This feature enables the user to playback only those recordings which are saved on demand in the SD card. Flexibility to enable the Edge Sync in Camera page and configure the day/ time for Edge Sync in System window to get the recordings from the camera. This feature is supported only for Equip - S Series camera models. The following table lists the camera models supported for Profile-G feature and corresponding Camera Type & Firmware details.

Equip Cameras	Camera Type	Firmware Details
H4W2GR1	Outdoor Dome 2MP 2.7-12mm	
H4W2GR2	Outdoor Dome 2MP 7-22mm	
H4W4GR1	Outdoor Dome 4MP 2.7-12mm	
H3W2GR1	Indoor Dome 2MP 2.7-12mm	
H3W2GR2	Indoor Dome 2MP 7-22mm	1.000.HW00.3.T, build: 2017-07-14
H3W4GR1	Indoor Dome 4MP 2.7-12mm	
HBW2GR1	Bullet 2MP 2.7-12mm	
HBW2GR3	Bullet 2MP 4.7-47mm	
HBW4GR1	Bullet 4MP 2.7-12mm	
HCW2G	Box 2MP	
HCW4G	Box 4MP	
HCL2G	Box 2MP low light	
H4L2GR1	Outdoor Dome 2MP 2.7-12mm low light	2.420.HW00.3.T, build: 2017-07-14
HBL2GR1	Bullet 2MP 2.7-12mm low light	
HDZ302LIW	IR PTZ wiper, low light	1.000.0016.0.T.3.3019.9A.NR, build: 2017-07-19
HDZ302LIK	IR PTZ IK10, low light	

- **Low bandwidth Stream Settings:**
  - **Use Low Resolution Stream:** This feature is to view the low resolution video in any format of salvo layout. User needs to configure the low resolution (for any Primary or secondary stream) in MAXPRO NVR camera page. This feature is only supported for MAXPRO NVR.
  - **Receive Only I Frame/Low Bandwidth Streaming:** This feature is applicable only for the sites with Low bandwidth. It allows user to receive and view only I Frame considering the bandwidth at the site. This feature is only supported for MAXPRO NVR.
  - **Use Extended time Outs:** This helps in increasing the default time outs for NVR connections, stream connections and snapshots retrieval. This feature is only supported for MAXPRO NVR.
- **Optimize Stream Usage Settings:**
  - **Enable Stream Switch:** Enable stream switch automatically switches between low and high resolution streams in the salvo layout based on the users selection. User should have minimum two streams available to use this feature. By default camera will stream in high resolution video in single salvo layout and the same camera when it is drag and dropped in multiple salvo, it streams with low resolution video. This feature is only supported for MAXPRO NVR.
- **On Demand live Streaming (VOD):** On Demand Live Streaming / recording feature enables you to configure and store recordings at camera level. This feature saves the bandwidth for remote sites with limited and costly connectivity (e.g. using 4G). MAXPRO NVR configured as On Demand Live Streamer will stream video from cameras only. Later when a client requests a live stream for viewing, the recordings at the camera level can be synced back to view in NVR viewer. VOD is used to pull video streams only when you want the stream for viewing or analysis (such as Smart VMD, HVA Analytics in VMS and so on). When this feature is enabled, recording will not take place in MAXPRO NVR. This feature is compatible from MAXPRO NVR Viewer, MAXPRO NVR Web Clients and MAXPRO NVR Mobile app clients.

- **New high performance and specialty Equip Camera Model support:**
  - **HM4L8GR1:** 8 MP IR Rugged Multi-Imager Dome
  - **HMBL8GR1:** 8 MP IR Rugged Multi-Imager Bullet
  - **H4L6GR2:** Low-Light 6 MP IR Rugged Dome
  - **HBL6GR2:** Low-Light 6 MP IR Rugged Bullet
  - **HEPZ302W0:** Ex-proof PTZ module
  - **HEPB302W01A04:** 1080p 30x Explosion-Proof IP Camera, 4 m cable
  - **HEPB302W01A10:** 1080p 30x Explosion-Proof IP Camera, 10 m cable
  - **HTMZ160T302W:** Dual Sensor Thermal/Visual IP PTZ Camera
  - **HFD8GR1:** 12 MP Rugged Fisheye IR IP Camera
- Following table explains the supported High performance Venus Equip series Camera models, corresponding VA Events supported and Firmwares to be installed.

Equip Cameras	VA Events Supported	Firmware to be installed
HM4L8GR1: Multisensor Dome	Tamper Detection Audio Detection	HON_Honeywell_VEN-IPC-MultiSensor-HM4L8GR1_NTSC_V1.000.HW00.1.20170804
HMBL8GR1: Multisensor Bullet	Face Detection Device SD Card Full Device SD Card Failure	
H4L6GR2: 6 Mega Pixel Dome	Video Detection Tamper Detection Audio Detection	HON_Honeywell_VEN-IPC-6M-HXL6GR2_NTSC_V1.000.HW00.1.20170806
HBL6GR2: 6M Bullet	Face Detection People Entrance ON/OFF Device SD Card Full Device SD Card Failure	HON_Honeywell_VEN-IPC-6M-HXL6GR2_NTSC_V1.000.HW00.1.20170806
H4L6GR2 & HBL6GR2	Intrusion Trace	HON_IntrusionTrace_VEN-JUP_Bullet_V1.18.00_20170809.bin
H4L6GR2 & HBL6GR2	Loitering Alarm	HON_Loiter_VEN-JUP_Bullet_V1.18.00_20170809.bin
	Ex-proof PTZ module	HON_Honeywell_VEN_PTZ_HEPZ302_NTSCPTZ_V1.014.0004.20170814
	Rear Board FW	HON_Honeywell_VEN_PTZ_RearBoard-N_App_V1.01.16.R.170726
HEPZ302W0	Intrusion Trace	HON_IntrusionTrace_VEN_PTZ_v1.18.00_20170813
	Loitering	HON_LoiterTrace_VEN_PTZ_v1.18.00_20170813

## Camera Power Recommendation

- To power up the Venus IPC (Multisensor and 6MP) camera models, it is recommended to use PoE+. If PoE+ power is not available, then use 24VAC or 12VDC. Below table explains the camera models and their power requirements.

Honeywell Camera Models	Power Input	Power Consumption
HM4L8GR1	PoE+/24VAC(±25%)	Max 25W
HMBL8GR1	PoE+/24VAC(±25%)	Max 25W
H4L6GR2	PoE+/12VDC/24VAC(±25%)	Max 18W
HBL6GR2	PoE+/12VDC/24VAC(±25%)	Max 18W

- Following table explains the supported High performance Helios Equip series Camera models, corresponding VA Events supported and Firmwares.

Equip Cameras & Firmware	VA Events Supported
<b>HTMZ160T302W</b> - 1.001.HW00.7 (Thermal PTZ camera)	Intrusion trace Tamper Detection Audio Detection Device SD Card Full Device SD Card Failure Scene Temp. Alarms
<b>HEPB302W01A04</b> - V1.000.0052.0	
<b>HEPB302W01A10</b> - V1.000.0052.0	NA

- Camera Integration Features**
  - \* Stitched view of Multi-Imager cameras
  - \* Temperature alarm of thermal camera
  - \* People Counting
- H.265 Codec** cameras now supports GPU based Rendering. You can render upto 23 H.265 cameras with 1080P Resolution at 30 FPS/30 GOP. See [MAXPRO NVR Desktop Client - Workstation Specifications and Performance Metrics](#) section for more information.
- Enable Sync Playback:** Improved the performance of Enable Sync playback feature to sync the video across the cameras instantly.
- Support for Korean language UI:** MAXPRO NVR 4.5 Build 162 is now supported in Korean language.
- Improvements to MAXPRO Mobile App:** The following are the enhancements made in MAXPRO Mobile App for both IOS and Android.
  - Login Flow Change (For iPhone, iPad, Android Phones)**
    - Maximum 10 NVR servers can be configured and at least 1 IP is mandatory.
    - MAXPRO Mobile app first connects to Local. if it fails it will be redirected to connect to Remote.

- **Touch ID- (For iPhone, iPad only):**
  - Fingerprint Authentication login is supported only for IOS devices.
  - Maximum 5 users fingerprints can be configured per device.
  - This feature is available on Fingerprint supported devices.
  - First login should be Via username and password, henceforth fingerprint can be used to log on.
  - Disabling fingerprint option also available in settings.
- **Digital Zoom – (For iPhone, iPad only):**
  - Supported for video streaming in 1X1 Layout
  - Zoom in and zoom out supported via pinch gestures.
- **HIS Streaming** support where you can view live video if you have not installed valid/trusted certificate.
- **HTTPS support** for IOS & Android Apps

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## MAXPRO NVR / NVR Hybrid 4.1 Key Benefits and Features

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The following are the key benefits and features of MAXPRO NVR/NVR Hybrid 4.1:

### ***New EquiP Series Camera Models Support***

- **New EquiP Camera Models Supported:** Additional 8 New EquiP camera models are now supported. HFD6GR1, HSW2G1, HCD8G, HBD8GR1, H4D8GR1, HDZ302DE, HDZ302D, HDZ302DIN.
- **SkyLake Processor Support:** NVR 4.1/later versions supports **I7-6700** SkyLake processors. This includes support for 23 cameras for both Live/Playback with 1080p Resolution and 690 Frames Per Second.
- **4K Resolution Support:** HCD8G, HBD8GR1, H4D8GR1 EquiP camera models support 4K Resolution.
- **3D Positioning:** Allows you to view a specific object in a live video in 3-dimensional view. This feature is available in the Context menu options and it is supported only in New EquiP PTZ (HDZ302DE, HDZ302D, HDZ302DIN) camera models. It includes the following:
  - Click based camera positioning
  - Rectangle selection 3D positioning
  - Restore to last PTZ position
- **Positioning the Field of View:** You can position any object in a live video to the center of pane. Just enable the 3D Mode option and then click on the required object in the live video.
- **H.265 Codec Type Support:** H265 Codec type is now supported to optimize the storage requirements for higher resolution cameras. Only New EquiP model cameras support H265 Codec type.

### ***Limitations of H.265 Codec Type:***

- H.265 is not supported in MAXPRO Mobile app
- H.265 is not supported in Web client
- H.265 cameras utilizes CPU based Rendering.
- **Dewarping New EquiP Model Cameras:** New EquiP FishEye Camera (HFD6GR1) is capable of delivering FishEye view of the surrounding and which can also be dewarped to different view types depending on the mounting position.

The following table details the available views depending on the mounting position of the (HFD6GR1) camera:

	Modes →	FishEye View	Quad View	1 Panorama & 3 Quatro View	Panorama 2x 180 Views	1 Fish Eye & 3 Quatro View
Mounting Position ↓	Wall Mounting	Supported	Supported	Supported	Not Supported	Not Supported
	Ceiling Mounting	Supported	Supported	Not Supported	Supported	Supported
	Ground Mounting	Supported	Supported	Not Supported	Supported	Supported

- Video Analytic Events Support:** Video Analytics is the capability to analyze the video automatically for detection and determining the events taking place in real time. You can now view five Video Analytic events triggered from the New Equip camera models. You need to configure the following events in the camera web page to view in the Alarms window.

- Face Detected
- Tamper Detected
- Audio Detected
- Device SD Card Full
- Device SD Card Failure

The following table describes the feature/Video Analytic events supported based on the New Equip camera models.

	New Equip Camera Models	HFD6GR1	HSW2G1	HCD8G	HBD8GR1	H4D8GR1	HDZ302DE	HDZ302D	HDZ302DIN
	Firmware Version	V1.000.HW00.0.20161206	V2.460.HW00.0.20161206	V2.420.HW00.14.20161206			V1.000.0009.20161207		
V A E v e n t s	Features Supported	FishEye	Pinhole	4K-Resolution	4K-Resolution	4K-Resolution	PTZ	PTZ	PTZ
	Face Detected	Not Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
	Tamper Detected	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
	Audio Detection	Supported	Not Supported	Supported	Supported	Supported	Supported	Supported	Supported
	Device SD Card Full	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported
	Device SD Card Failure	Supported	Supported	Supported	Supported	Supported	Supported	Supported	Supported



- **MetaData Conversion Utility:** A utility which can automatically/manually allows you to update the Unique ID number for the cameras in primary/redundant box. This allows a user to effectively playback the recorded clip without loss of video. Use this utility if you are opting for Redundancy feature in MAXPRO VMS. Before configuring the Redundancy feature in MAXPRO VMS, you need to run this utility in NVR Box. Ensure that all the Primary NVR boxes are updated with proper unique IDs for the cameras.
  - **Offline Mode:** You can also use this utility to synchronize the Unique ID number in offline mode for specific cameras in redundant recorders.

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## MAXPRO NVR / NVR Hybrid 4.0 Key Benefits and Features

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The following are the key benefits and features of MAXPRO NVR/NVR Hybrid 4.0:

### **Higher Density Solution - 64 Channel Support**

- 64 channel capability upto full frame rate: NVR SE Rev B, PE Rev B; Hybrid SE, PE and Software only
- Improved scalability: More cameras per NVR 3.5/4.0 recorder and More recorders per VMS R310 server
- Less real estate, IT management

### **Enhanced HD client rendering**

- 18 1080p HD @ 30 fps / 540 fps 1080p HD on remote workstation clients\*
- Up to 4 1080p HD @ 30 fps / 120 fps 1080p HD on NVR local client\*
- No time lapse in live monitoring
- No additional graphic card required (2 monitors) saves cost
- Less workstations reduces cost

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#### **Note**

- \*
    - Systems with 4th generation Intel® Core™ Processors for client systems (Haswell) with in-built processor graphics (GPU).
    - Workstation Clients with NVR 4.0.
    - Refer to further details below on specifications and performance.
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### **Performance Metrics - 64 channel support, Enhanced HD Client rendering**

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#### **Note**

The NVR model options available in your region might vary. Please contact your local Honeywell representative for more information.

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### Performance Metrics for NVR Rev B - XE, SE, PE and NVR Hybrid XE, SE, PE

- The following table provides the details of recording and monitoring performance metrics including SMART VMD (SVMD):

	NVR Model	Processor Memory (RAM)	VGA/4CIF		720p HD		1080p HD (4 Mbps bitrate)		Mega-pixel	Analog (4CIF NTSC)		Recording and Monitoring Throughput		Desktop Clients	
			FPS	SVMD Channels	FPS	SVMD Channels	FPS	SVMD Channels	Total Mega Pixels for SVMD	FPS	SVMD	Incoming Bit Rate (Mbps)	Outgoing Bit Rate (Mbps)	Local client ** Rendering (FPS @ 1080p HD)	Maximum Connections
Haswell Model Configurations	NVR PE - Rev B	i7-4790/i7-4770*. 8 GB RAM	1920	64	1920	64	1920	64	128 MP	NA	NA	256	425	120	
	NVR SE - Rev B	i7-4790/i7-4770*. 8 GB RAM	1920	64	1920	64	1280#	50 #	100 MP	NA	NA	160	350	80	
	NVR XE - Rev B	i5-4460/i5-4440*. 8 GB RAM	480	16	480	16	480	16	32 MP	NA	NA	65	180	120	
	Hybrid PE*	i7-4790/i7-4770*. 8 GB RAM	1440	48	1440	48	1440	48	128 MP	120	16	256	425	120	
	Hybrid SE*	i7-4790/i7-4770*. 8 GB RAM	1440	48	1440	48	1440	48	100 MP	120	16	160	350	120	
	Hybrid XE*	i5-4460/i5-4440*. 8 GB RAM	240	8	240	8	240	8	32 MP	100	8	65	180	120	
Ivybridge/Sandybridge Model Configurations	NVR PE - Rev B*	i7-3770. 8 GB RAM	1920	64	1920	64	1920	64	128 MP	NA	NA	190	400	120	
	NVR SE - Rev B*	i7-3770. 8 GB RAM	1920	64	1280	64	1280	50	100 MP	NA	NA	140	350	120	
		i7-2600. 8GB RAM	1920	64	1280	64	960	48	96 MP	NA	NA	140	350	120	
	Hybrid SE*	i7-3770. 8 GB RAM	1440	48	1280	48	960	48	96 MP	120	16	140	350	120	
Hybrid XE*	i5-3470. 8 GB RAM	240	8	240	8	240	8	32 MP	60	8	65	180	120		

#### Legend:

NA - Not Applicable

# - For SE Rev B (i7-4790, 8 GB RAM) SVMD performance for All Channels at fps: 64 channel at 1920 fps @ 4CIF/VGA or 1920 fps @ 720p or 640 fps @ 1080p or total 100 Megapixel.

\* - Clip export on local client is recommended with default rendering settings of Throttle Frame Rate enabled.

\*\* - Onecam Grandeye 360 cameras are not supported with GPU rendering and use CPU rendering by default. Only applicable to H264 cameras and H265 does not use GPU rendering.

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**Note** Currently shipping models of NVR/Hybrid SE, PE include i7-4790, 8 GB RAM and NVR/Hybrid XE include i5-4460, 8 GB RAM.

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### Performance Metrics for NVR Rev A - XE,SE,PE

- For the discontinued NVR Rev A models (XE- 16 channel, XE - 8 Channel, SE - 32 Channel, PE - 32 Channel) there is no change in the maximum no of channels and performance metrics supported with NVR 3.5/4.0.

### MAXPRO NVR Desktop Client - Workstation Specifications and Performance Metrics

The following table depicts the MAXPRO NVR Desktop Client - Workstation Specifications and Performance Metrics.

<b>MAXPRO NVR Client Only Workstation—Specifications</b>			
	<b>With GPU Rendering Capability</b>		<b>Without GPU Rendering Capability</b>
	<b>Minimum</b>	<b>Recommended</b>	<b>Recommended</b>
Performance Configuration	Up to 16 1080p HD Cameras, 1 Monitor (390fps @1080p HD)	Up to 23 1080p HD cameras, 2 Monitors (540fps @1080p HD)	Up to 9 HD Cameras (1 selected panel only, Throttle Frame Rate setting enabled)
Processor*	Intel® Core™ i5-4460 or equivalent 4th generation Intel® Core™ Processors for client systems	Intel® Core™ i7-6700 CPU 3.40 Ghz or equivalent 4th generation Intel® Core™ Processors for client systems	Intel® Core™ 2 Duo Processor E6750 2.66 GHz or Quad Core Intel® Xeon® E5405 2.0 GHz
Graphics Adapter	In-built Processor Graphics (GPU): Intel® HD Graphics 4600 or 530 and NVIDIA NVS 300 or equivalent		512 MB or higher Display Card (Optional)
System Memory (RAM)	8 GB		4 GB
OS & Application – Hard Disk Drive or Partition	Minimum 100 GB Partition drive or separate hard drive		
Network Interface	Minimum – 1 Giga bit network interface card		
Operating System	Microsoft® Windows 7 Professional SP1, Windows 8.1 Professional, Windows 10 Professional—64 bit		Microsoft® Windows 7 Professional SP1, Windows 8.1 Professional, Windows 10 Professional—64 bit/32 bit
Optical Drive	DVD-RW		
Monitor Resolution	Video resolution 1280x1024 pixels, 32 bit		
Keyboard/Mouse	102-key keyboard and mouse		

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**Note** The performance specifications above are recommended for systems with fixed or PTZ cameras only. 360 Cameras - Oncom Grandeye 360 cameras and cameras displayed in Corridor format are not supported with GPU rendering and use CPU rendering by default. On Windows 7 workstations, GPU rendering is only supported through the motherboard monitor outputs and any additional graphics cards should be disabled in BIOS. On Windows 8.1 and Windows 10 workstations with Intel GPU and any additional graphics cards, at least one monitor should be connected to the motherboard monitor output.

\* GPU rendering by the NVR client is not currently supported on 6th Generation Intel® Core™ processors (Skylake processors) and CPU rendering should be used by uninstalling the GPU driver.

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## MAXPRO® NVR Compatibility - Supported IP Cameras and Encoders

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For the complete list of supported devices with MAXPRO NVR, refer to the Honeywell Open Technology Alliance for updated compatibility list of all manufacturers and models with integration features supported in the MAXPRO® NVR Compatibility section at <http://www.security.honeywell.com/hota/compatibility/index.html>.

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## Interoperability Matrix —Honeywell Video and Access Control Systems

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Refer to the Honeywell Open Technology Alliance (HOTA), Honeywell Interoperability section at <http://www.security.honeywell.com/hota/compatibility/index.html> for the latest:

- MAXPRO NVR and MAXPRO VMS/Viewer Compatibility Matrix
- MAXPRO VMS/Viewer and Pro-Watch Compatibility Matrix
- MAXPRO NVR and WIN-PAK Compatibility Matrix

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## Resolved Issues

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### *Resolved Issues in 4.5*

- Fixed the Pelco Sarix issue
- Fixed the Houston timeout issue
- Fixed Archival lower case drive letter issue

- Improvements to Metadata
- T1 -patch (Axis camera, HVE encoder bugs fixed)

### **Resolved Issues in 4.1**

- Improved the Metadata cleanup Mechanism.
- Fixed the Playback (With Gaps) not smooth issue, if only Event Based Recording is enabled.
- Last saved configuration will be persisted on Codec/any configuration change to camera.
- Fixed the Profile camera deletion issue (Playback not responding).
- If Profile camera is added then Switch Stream option is displayed despite the camera does not support Multi-stream.
- Video Playback is not smooth at 16x speed issue is fixed.
- Improved the Jitter video rendering performance.
- 1080p 30 FPS video frame skip issue in Web Client is fixed.

### **Resolved Issues in 4.0**

The following issues were fixed in version 4.0:

- **TSS Improvements:**
  - Improved the Entity connection so it will always remain intact.
  - Improved Neo so it will always get the right callback.
- Playback issues with Neo.
- Encoder stream cleanup and reconnection issues.
- Restarting of SVMMD. Previously, trigger user-based recording had a bug for camera IDs above 64.
- The number of sessions in Neo (number of sessions now confirmed to be 160).
- MMShell memory growth issues.
- Fine-tuned Neo's recycling logic. The schedule deletion and recycling deletion fine-tuned if many failed clip deletions are present.

### **Resolved Issues in 3.5**

The following issues were fixed in version 3.5:

- Possibility of any NVR Metadata corruption on abrupt power loss in the prior versions has been resolved with the following:
  - Modifications to Windows file handling method to address the root cause of file corruption.
  - Creation of backup files for any opened metadata files, which are recovered automatically in a faster and reliable manner in maximum 2-3 minutes on service restart to resume recording if any corruption is detected due to abrupt power loss.
- Reconnection failure to some channels of Arecont 360 from NVR after a network loss has been resolved.
- Oncam Grandeye 360 cameras - PTZ reverse behavior in dewarped mode has been resolved.
- In MAXPRO NVR Hybrid, for Pelco-P protocol with analog PTZ cameras, issue with performing zoom on combined pan, tilt has been resolved.
- Domain field has been added in NVR Users configuration to address a weakness in authenticating Windows users. It is recommended to input the Domain name as part of Users configuration for Windows users.

## Resolved Issues in 3.1

The following issues were fixed in version 3.1:

- **NVR Viewer:** Black screen displayed in previous versions when:
  - Oncam Grandeye camera is used continuously in more than one sequence in a client.
  - A user continuously drags and drops the camera.
  - A user switches between live and playback operation continuously.
- **NVR Hybrid SE IOs:** For MAXPRO NVR Hybrid SE in v3.0, if an output had to be triggered on an input alarm, the analog channels had to be configured within the first 16 channel numbers. In 3.1, this limitation has been resolved on MAXPRO NVR Hybrid SE.

The following issues were fixed in version 3.1 Build 65 Rev C:

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**Note** To apply the following issue fixes in version 3.1 Build 65 Rev C, you should upgrade 3.1 Build 65 Rev B systems to 3.1 SP1 Build 70 Rev C.

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- **Web Client Date Format:** Playback from web client would not work if the date format used a hyphen or dot as a separator. The issue has been resolved in 3.1 Build 65 Rev C Web Client and it is recommended to use 3.1 Build 65 Rev C for the affected languages.
- **Upgrade:** Web Client components failed to install if the Web Server port (used for MAXPRO Mobile apps) on NVR was configured as any other port other than default port 80. The issue has been resolved in 3.1 Build 65 C Setup.
- The Clip Export operation failed because of fluctuations in resolution between the packets. Due to this there would be an export clip failure. This issue has been fixed in 3.1 Build 65 Rev C.
- **Playback of video fails for specific days due to Metadata Day index generation issue:** While recreating the day index file some of the entries were missing. This was because of faulty day sorting method. Accordingly the playback operation for those particular days were not occurring in 3.1 Build 65 Rev B. This issue has been resolved in 3.1 Build 65 Rev C by changing the day sort algorithm.

## Resolved Issues in 3.1 SP1

The following issues were fixed in version 3.1 SP1 Build 70 Rev C:

- **Consolidation of 3.1 Updates / Patches:** 3.1 SP1 installation (run **Setup.exe** from **500-02167V1-B\_MAXPRONVR\_3.1SP1\_V3.1.1.70C - zip/iso**) includes the updates/patches released to resolve issues in 3.1, including Smart VMD update for configuration corruption, Smart VMD update for high memory utilization for ONVIF/PSIA devices and Web Client 32nd camera missing update.
- **Server VMD (Smart VMD) in MAXPRO NVR stops because of high memory utilization:** Server VMD (Smart VMD) based motion alarms are not generated on active cameras with motion. The failure can be identified by checking if the commit size for Trinity Smart VMD Service is greater than 1.4 GB (navigate to **Task Manager > Performance > Resource Monitor > Memory** tab and then check if the commit size for TrinityAnalyticService.exe is greater than 1.4 GB).  
The root cause of the failure is Intel IPP library used for video decompression fails to release memory over a long run, when there are different sizes of packet delivered from cameras over the network. This can depend on different lighting conditions and site specific camera configuration (bitrate, auto light adjustment).

**How to resolve:** Upgrade to MAXPRO NVR 3.1 SP1 and associated updates by running **Setup.exe** from **500-02167V1-B\_MAXPRONVR\_3.1SP1\_V3.1.1.70C (zip/iso)** to resolve this issue for ONVIF, PSIA, AXIS and RTSP devices. 3.1 SP1 includes the 3.1 update/patch released for ONVIF/PSIA devices and additionally includes the fix for AXIS, RTSP devices.

After successfully upgrading to MAXPRO NVR 3.1 SP1, the MAXPRO NVR version information (About MAXPRO NVR) will display **3.1.1 Build 70 Rev C**. The successful installation of the patches (**500-02137-T1**, **500-02137-T2**) on 3.1 SP1 is updated in the path **C:\install\MAXPRONVR\_Patch\_Installed\_Info.txt** file.

- **Limitation for cameras with continuous motion for more than 30 minutes configured with Smart VMD and event only based recording in MAXPRO NVR:** When there is continuous motion in front of the camera, the NVR records for 30 minutes after the motion is reported and then stops recording. If the motion continues, then there is a recording gap in the case of motion only recording configuration. The system waits until the motion stops (which resets the state) and then it will record again, on the next motion alarm.

**How to resolve:** The 30 minute limitation has been resolved in 3.1 SP1 and the system can now record the continuous motion up to 12 hours by default to cover the high motion scenarios. For any rare/special scenarios of continuous motion longer than 12 hours, the default 12 hours can be updated in the database by Honeywell technical support.

- **Playback of video fails for specific days due to Metadata Day index generation issue:** In 3.1 Build 65 Rev B while recreating the day index file some of the entries were missing. This was because of faulty day sorting method. Accordingly the playback operation for those particular days were not occurring. This issue has been resolved in 3.1 Build 65 Rev C by changing the day sort algorithm and the resolution is also included in 3.1 SP1. It is recommended to upgrade 3.1 Build 65 Rev B to 3.1 SP1 Build 70 Rev C.
- **Smart VMD stops triggering motion alarms after bulk disable and enable of cameras:** In 3.1 SP1 this issue has been resolved.
- **Some ONVIF cameras are unable to add in NVR due to time sync issue between the two systems:** In 3.1 SP1 during ONVIF discovery, a message has been added to enable the user to identify when the failure occurs due to time sync issue between the camera and the NVR.
- **Video stream in MAXPRO Mobile apps is distorted if the IP devices in NVR are enabled to record audio with video:** In 3.1 SP1 Mobile Web Server on NVR has been updated to fix the issue of distorted video. MAXPRO Mobile app supports only video streaming and audio live or playback is supported only in desktop clients.
- **In some NVR systems with OS/application drives configured with RAID, license cannot be applied due to a license error:** To resolve this issue, in 3.1 SP1 licensing module has been updated to manage RAID systems licensing using the network MAC address. There is no impact to the existing licensed systems and no special operations are required by the user in the licensing process for RAID systems.
- **Exported Clips from an NVR system had artifacts due to time sync issue (time shift in NVR):** In 3.1 SP1 this issue has been resolved with improved clip export.
- **AXIS encoder (AXIS 241Q): In some cases where the encoder gets disconnected from NVR and connection is not restored back automatically; then, to stream into NVR, AXIS encoder requires a restart of the recording engine:** In 3.1 SP1 this issue has been resolved and does not require restart of the recording engine.
- **Video freeze is noticed in some cameras from Rapid Eye configured with Rapid Eye as a streamer in NVR. This is because of slower network connections between Rapid Eye and the NVR:** In 3.1 SP1 for these devices this issue has been resolved by increasing the timeout to default 2 minutes and the timeout is configurable through registry by Honeywell Technical Support.
- **ONVIF adapter customizations:** 3.1 SP1 includes updates to support discovery and addition of some ONVIF camera models which use empty ONVIF tokens. A fix has been added to handle the DLINK encoder configuration token name.

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## Known Issues and Limitations

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### Known Issues and Limitations in 4.5

The following are known issues and limitations in Version 4.5:

- For an ONVIF PTZ camera with H.265 codec type and throttling enabled, if you switch between multiple Salvo panels, rarely Green patches are displayed.

**Workaround:** After few seconds system rendering will recover and displays the proper video.

- If the camera credentials are wrong then AXIS camera will not be added.

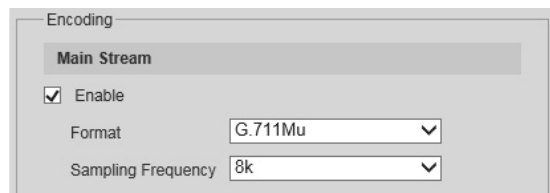
**Workaround:** For an ONVIF AXIS user, ensure that you enter correct User name/Password in **Auto Discovery > Set Camera Credentials** pane and then discover the same in NVR.

- While Installing NVR 4.5 build 162 Service pack, if any application is still running then **Process can not access the file** message is displayed.

**Workaround:** Before installing NVR 4.5 build 162 Service pack, ensure that all other applications in the PC is closed.

- For Venus camera models, Audio Quality is very poor in NVR for both live and playback operations.

**Workaround:** Change the camera Adapter configuration from default value (of ALaw and 48K) to **Format: MuLaw** and **Sampling Frequency: 8K** as shown below.



- Edge Sync operation will start from the time of camera added in to MAXPRO NVR.

**Workaround:** To avoid this user is required to format the SD card.

- Some orphan clips are still available if you perform schedule deletion for backfilled data.

**Workaround:** Orphan clips are in the size of KB and it will not get deleted from the system and it will effect the system performance.

- Sometimes continues recording enabled camera for Back filling, takes 10~12 hours to sync in NVR.

**Workaround:** Data will automatically backfill after the specified time.

- Edge Sync recording displays one hour difference, if the time zone is set to DST.
- SD card clips are moved to recycling folder after the number of clips count reaches 700.

**Workaround:** This is expected behavior. Once the clip count reaches to 700 then it will automatically moved to recycle folder. This behavior is not dependent on SD cards capacity.



- When you perform Digital zoom in live video for More than 4+ Mega Pixel cameras, then the video is displayed very slow and also the frames are dropping in live video.

**Workaround:** Zoom out for smooth and clear video.

- Loiter and intrusion trace alarms are not displayed/supported in camera Webpage.

**Workaround:** Instead of alarms, camera web page generates a snap shot.

- Helios camera turns offline if you push MJPEG configuration through NVR.

**Workaround:** Pushing MJPEG configuration is not supported.

- In MAXPRO Mobile App (Android Version), after performing continuously few operations such as switching from Multiple to single salvo layouts, left/right mirror, Taking Snapshot and so on, the mobile app does not responds and **not responding** message is displayed.

**Workaround:** Kill the app and restart.

- If you change the sampling frequency for audio then camera disconnects from NVR and connects back again. However, camera is continuously streaming in web page.

**Workaround:** Automatically it will connects to camera.

- In Multi-sensor cameras, if Audio option is enabled then improper video feeds are displayed.

**Workaround:** Set the FPS value to 20 to avoid improper video feeds.

- Profile G - Unable to view the video with the same resolution in playback, if you have selected less than 720P resolution from NVR.

**Workaround:** Navigate to **Setup** page > **Storage Setup** > **Record Control** and set the SD card **Record Stream** based on the stream configured in the NVR.

- After exporting the clips in the WMV, ASF and MPVC formats. only the MPVC format clips are displayed in the clips folder and in NVR Viewer.

**Workaround:** Ensure that the windows patches are up to date in your PC.

## ***Venus Camera Integration Known Issues***

- In TCP mode, if you enable and disable the Smart VMD option then camera is disconnected with NVR.

**Workaround:** None

- After upgrading the camera Firmware if you launch the camera web page, then the list of upgraded Firmwares is displayed in User name field.

**Workaround:** None. This is a browser specific issue.

## ***Known Issues and Limitations in 4.1***

The following are known issues and limitations in Version 4.1:

- Minor irregular movement (Jitter) video noticed during Motion recording in live and playback video.
- H265, 3D Positioning and Video Analytic events and Dewarping is supported only for Jupiter series cameras.
- H265 camera will not stream in Web client and Mobile apps.
- SMART VMD Will not support H.265 Codec type stream.

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**Note** If you configure H.265 codec type for SMART VMD wrongly then Trinity Analytic service will stop responding.

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- For FishEye model camera (Jupiter) EPTZ will not work for Dewarped views.
- All Video Analytic events are displayed in NVR if the camera triggers/detects.
- Dewarped cameras are not supported in Sync Playback mode. Slow motion in video is noticed if you perform Sync playback with Dewarped enabled cameras.

## **Known Issues and Limitations in 4.0**

The following are known issues and limitations in Version 4.0:

- AXIS cameras with version 6.XX are not compatible with MAXPRO NVR 4.0.

**Workaround:** A Service Pack 1 has been released for 4.0 that solves this issue.

- iOS iPhone app may crash when continuously acknowledging and clearing alarms by applying filters.

**Workaround:** Use a remote workstation or other connection method to acknowledge and clear alarms. This will be resolved in the next build.

- The calendar search window's drop-down menu for Month, Day, Hour, and Minute is only supported for English language OS.

**Workaround:** Use an alternate search method than Calendar search, or switch the OS to English when a calendar search is necessary.

- The MAXPRO NVR Client application crashes when users click on the **Available List** select all check box in the **Configurator > User > Camera Event Association** tab.

**Workaround:** Select each event on the Available List individually instead of using the select all check box.

- Android tab/phone not supported when using Mirror, Flip, and 8 salvo view features.

**Workaround:** To be added in a future release.

- Android app users are not able to modify the salvo name when creating a salvo.

**Workaround:** Create and save the salvo with the default name and then modify the name afterwards by editing the saved salvo.

- Grey video issue observed on CPU-based 32-bit machines when switching panels with New equip IP cameras.

**Workaround:** Suggest using a 64-bit OS client machine.

- The Save Image option does not work when saving an image found with the Smart Motion Search.

**Workaround:** Save a short clip instead of a still image, or find the video using a different search method and then save the image.

- The digital zoom function is not supported when playing MPVC clips on the NVR client.

**Workaround:** Suggest using the MPC Player if the digital zoom feature is required.

- In Web Client v3.0.0.9, in a 4x4 salvo with a PTZ-type camera selected, you cannot close the window using the **X** button.

**Workaround:** Use other controls to close the window, such as right-clicking the window. Alternatively, select a non-PTZ camera before closing the window.

## Known Issues and Limitations in 3.5

The following are known issues and limitations in Version 3.5:

- For Honeywell PSIA IP cameras, video is not streamed on the camera web page due to non-loading of ActiveX after upgrade to NVR 3.5. There is no impact to video streaming or recording of these cameras in NVR.

**Resolution:** Uninstall Honeywell PSIA Activex from Programs and Features in Windows. Refresh the camera web page and install the ActiveX on prompt to resolve the issue.

- In MAXPRO NVR Hybrid, Analog channels must have Number field value of 1 to 32.

**Workaround:** Please add and configure all the analog channels required before adding other devices.

- In MAXPRO NVR client, a newly drag and dropped camera from NeoStorageServer2 (cameras 33-64 on NVR 3.5) will not sync with the actual time of the NeoStorageServer1 (cameras 1-32 on NVR 3.5) immediately.

**Workaround:** Click on **Sync Time** link at the top right corner of the salvo view to resync all the cameras to same time.

- MAXPRO NVR Web Client is supported for Chrome v32.x to v41.x only. It is not supported on higher chrome versions since Silverlight is not supported by the browser.
- MAXPRO NVR Web Client is only supported by following web browsers on Windows 10 with Silverlight plug-in installed: Internet Explorer version 11 or above and Firefox version 40 or above. It is not supported on new Edge browser on Windows 10.
- On NVRs with multiple storage drive partitions, with v3.5 systems having cameras more than 32, Current Recording Drive disk status in Disk tab is not complete. It only shows the disk status for the 1-32 cameras recording partition as green, although the cameras 33-64 are recording in a different partition. There is no impact to recording or any other video retrieval functionality.
- If a Network drive is used with NVR 3.5, 2 shared folders have to be setup for NEOSTorageServer1 and NEOSTorageServer2 to be operational. For example, if the path configured in Disk tab in the NVR is \\<network drive system IP>\Share, create sub-folders Share and Share\_2 on the network drive.
- Oncam Grandeye 360 cameras are not supported with GPU rendering and use CPU rendering by default.
- On Windows 7 64-bit workstations, GPU rendering is only supported through the motherboard monitor outputs and any additional graphics cards should be disabled in BIOS.
- On Windows 7 32-bit workstations, GPU rendering is not supported and CPU rendering is used by default.
- On rare occasion, an increase in CPU consumption is noticed with NVR client using GPU rendering, in spite of less number of cameras streaming in Viewer (4 or 5, 1080P Cameras).

**Workaround:** This is caused due to network issue or corrupted packet from camera. The workaround is to Close the particular camera in salvo and drag and drop once again.

- In very rare situations on Windows 2008 Server R2, after making multiple configuration changes to the system in Camera tab and saving, there is a mismatch seen in the data retrieved by recording engine from database which causes the NEOSTorageServer services to restart continuously.

**Workaround:** Windows system reboot is required to resolve this issue.

- On NTP time sync, recording engine is reset (by design on all NVR versions) whenever the time drift after NTP sync is found to be beyond 5 minutes backward. This will lead to a maximum of 2 -3 minutes recording gap and should be considered in selecting an appropriate time sync mechanism or maintenance/service of hardware.
- If a camera is replaced on existing system, camera status shows NOT AVAILABLE, but live and recording works fine for the replaced camera. Camera status is not updated on Client re-login also.

**Workaround:** Reload the device tree in the client to resolve this issue.

- While user takes a snap shot from any camera rendering on client with GPU rendering support, then the resolution of the snap shot image will be based on the resolution of client monitor. If the user is seeing video on a low resolution monitor, the snap shot will be a low resolution image. If the snap shot is taken in 1x1 salvo full screen mode, the image will be of the max resolution supported by the monitor.
- In MAXPRO NVR Hybrid, for Pelco-D protocol with analog PTZ cameras, issue is noticed with performing zoom on combined pan, tilt.

**Workaround:** use Pelco-P protocol.

## Known Issues and Limitations in 3.1 SP1

The following are known issues and limitations in Version 3.1 SP1:

- **MAXPRO clients - timeline jump for WMV clips with audio:** In 3.1 SP1 MAXPRO clients, playback review of exported WMV clips with audio by performing a jump in Timeline search is not supported and the video freezes in the panel.  
**Workaround:** The time jump is supported from Windows media player and is recommended to be used.
- **MAXPRO clients - ASF clip playback with time stamp sub-titles is not supported:** In 3.1 SP1 the ASF clip playback through MAXPRO clients does not display the time stamp sub-titles and it is recommended to use VLC media player (<http://www.videolan.org/vlc/index.html>) to display the time stamp sub-titles.
- **FLIR and Samsung cameras sometimes stop streaming video:** In some scenarios, when there is a fluctuation in the network then the camera gets disconnected and reconnects but it does not stream the video in NVR.  
**Workaround:** To resolve this issue update the NVR 3.1 SP1 server system using **500-02137-T3-A\_MAXPRONVR-3.1SP1\_V3.1.1.70C.exe** update available on the Honeywell Download Center. The successful installation of the patch (**500-02137-T3**) on 3.1 SP1 is updated in the path **C:\install\MAXPRONVR\_Patch\_Installed\_Info.txt** file.
- **In v3.1 SP1/v3.1, Login to Web Client fails after changing Windows Password on NVR Server:** Updating the Windows password on Trinity Services and NEOSTorageServer allows you to login only from desktop clients but not from Web Client.

**How to resolve:** Requires updating the cache credentials for MAXPRO Web in IIS. Please refer to the appendix section *Changing the default Windows Password on MAXPRO NVR* in updated *MAXPRO NVR 3.1 Commissioning and Installation Guide (800-16419V1 Rev E)* for detailed steps.

- **VMS/Viewer Audio support:** MAXPRO VMS/Viewer R310 is required to support audio from NVR in VMS/Viewer.

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**Note** Please see *Known Issues and Limitations - Inherited* section for issues and limitations inherited from previous versions.

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## Known Issues and Limitations in 3.1

The following are known issues and limitations in Version 3.1:

- **In v3.1 SP1/v3.1, Login to Web Client fails after changing Windows Password on NVR Server:** Updating the Windows password on Trinity Services and NEOSTorageServer only allows login from desktop clients but not from Web Client.  
**How to resolve:** Requires updating the cache credentials for MAXPRO Web in IIS. Please refer to the appendix section - *Changing the default Windows Password on MAXPRO NVR* in updated *MAXPRO NVR 3.1 Commissioning and Installation Guide (800-16419V1 Rev E)* for detailed steps.
- **Web Client:** In v3.1, 32nd camera is not listed in the web client.

**Resolution:** Upgrade to NVR 3.1 SP1 or Apply the **500-01336V9-T3-A\_Web\_Client-32nd\_Camera\_Missing\_MAXPRO\_NVR\_V3.1.0.65\_B\_65C\_T-patch.exe** update available on the Honeywell Download Center on affected MAXPRO NVR/Hybrid SE, PE or Software only NVR Server (v3.1 build 65B/v3.1 build 65C) systems supporting 32 channels only.

- **In v3.1/v2.5, Server VMD (Smart VMD) in MAXPRO NVR stops functioning after a reboot:** Server VMD (Smart VMD) based motion alarms are not generated on active cameras with motion after a reboot. The failure can be identified by TrinityAnalyticsService.exe consuming zero percent CPU and less memory after reboot. The root cause of the failure is, Server VMD uses isolated storage to store configuration regarding camera zone - information and other parameters which gets stored in the user's app data. Over a long run isolated storage gets into a state where it is not accessible by any process.

**How to resolve:**

- Upgrade to 3.1 SP1 or Apply the **500-01336V9-T4-A-MAXPRONVR\_3.1\_SVMD\_PATCH.exe** on MAXPRO NVR Server (v3.1 build 65B/v3.1 build 65C) only.
- Upgrade to 3.1 SP1 (requires upgrade from v2.5 to v3.1 before applying 3.1 SP1) or Apply the **500-01336V7-T2-A-MAXPRONVR\_2.5\_SP1\_SVMD\_PATCH.exe** on MAXPRO NVR Server (v2.5 build 29/v2.5 SP1 build 35B) only.

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**Note** This patch does not apply to MAXPRO NVR Analytics PE systems.

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- **In v3.1/v2.5, Server VMD (Smart VMD) in MAXPRO NVR stops because of high memory utilization:** Server VMD (Smart VMD) based motion alarms are not generated on active cameras with motion. The failure can be identified by checking if the commit size for Trinity Smart VMD Service is greater than 1.4 GB (Navigate to **Task Manager > Performance > Resource Monitor > Memory** tab and then check if the commit size for TrinityAnalyticService.exe is greater than 1.4 GB). The root cause of the failure is Intel IPP library used for video decompression fails to release memory over a long run, when there are different sizes of packet delivered from cameras over the network. This can depend on different lighting conditions and site specific camera configuration (bitrate, auto light adjustment).

**How to resolve:** To resolve this issue for ONVIF, PSIA, AXIS and RTSP devices, upgrade to MAXPRO NVR 3.1 SP1 by running **Setup.exe** from **500-02167V1-B\_MAXPRONVR\_3.1SP1\_V3.1.1.70C (zip/iso)**. (for v2.5, requires upgrade from v2.5 to v3.1 before applying 3.1 SP1). After successfully upgrading to MAXPRO NVR 3.1 SP1, the MAXPRO NVR version information (About MAXPRO NVR) will display **3.1.1 Build 70 Rev C**. The successful installation of the patches (**500-02137-T1, 500-02137-T2**) on 3.1 SP1 is updated in the path **C:\install\MAXPRONVR\_Patch\_Installed\_Info.txt** file.

- **In v3.1/v2.5, limitation for cameras with continuous motion for more than 30 minutes configured with Smart VMD and event only based recording in MAXPRO NVR:** When there is continuous motion in front of the camera, the NVR records for 30 minutes after the motion is reported and then stops recording. If motion continues, there is a recording gap in case of motion only recording configuration. The system waits until the motion stops (which resets the state) and then it will record again, on next motion alarm.

**Workaround:** For cameras with continuous motion for more than 30 minutes, it is recommended to use continuous recording. The 30 minute limit will be changed in 3.1 SP1.

**How to resolve:** The 30 minute limitation has been resolved in 3.1 SP1 and the system can now manage continuous motion for up to 12 hours by default to cover the high motion scenarios. For any rare special scenarios of continuous motion longer than 12 hours, the default 12 hours can be updated in the database by Honeywell Technical Support.

- **Some NVR/Hybrid systems with v3.1 or earlier fails to stream from ONVIF cameras:** Analog or non-ONVIF devices stream without issues on the system but only ONVIF cameras fails to stream.

**How to resolve:** Issue is noticed with decompression and it requires registering the decompression dll (HWAVDecompreeeModule.dll) from Honeywell ONVIF IP Adapter folder using **regsvr32** command prompt. Please contact Honeywell Technical Support to resolve the issue.

- **Additional French translation updates:** Apply the patch **500-01336V9-T2-A\_MAXPRONVR\_3.1\_REVC\_FRENCH\_PATCH.exe** available on the Honeywell Download Center on NVR 3.1 Build 65C Server and Clients.
- **3.1 Build 65 Rev B upgrade:** Web Client components fail to install if the Web Server port (used for MAXPRO Mobile apps) on NVR is configured as any other port other than default port 80.  
**Workaround:** Set the port to default port 80 in Web Server on NVR before upgrading to 3.1 Build 65 Rev B OR the issue has been resolved in 3.1 Build 65 Rev C setup and it is recommended to use 3.1 Build 65 Rev C setup for upgrades.
- **Internationalization support:** 3.1 Build 65 Rev B is recommended on English OS. Build 65 Rev C with support for language packs is recommended for internationalization support.
- **Web Client Snapshot:** Camera/Salvo snapshot feature is not supported on a Mac with the Web Client.  
**Workaround:** Print screen on Mac can be used for taking screen capture of the Web Client displaying cameras/salvo.
- **Web Client Date Format:** Playback from 3.1 Build 65 B Web Client will not work if the date format uses a hyphen or dot as a separator. Only '/' is supported (DD/MM/YYYY).  
**Workaround:** Use '/' as a date separator which is the default for most languages OR the issue has been resolved in 3.1 Build 65 Rev C Web Client and it is recommended to use 3.1 Build 65 Rev C for the affected languages.
- **VMS/Viewer Audio support:** MAXPRO VMS/Viewer R310 is required to support audio from NVR in VMS/Viewer.

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**Note** Please see [Known Issues and Limitations - Inherited](#) for issues and limitations inherited from previous versions.

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## ***Known Issues and Limitations - Inherited***

The following are known issues and limitations inherited in v3.1 SP1 and v3.1 from the previous versions:

- **NVR Hybrid:** Video feeds in the Spot Monitor freezes if the user changes the video format of a camera from PAL to NTSC and then to PAL.  
**Workaround:** Disable and Enable the cameras in **Configuration > Camera** tab if the video format is changed.
- **Discovery:** All cameras in the network are not discovered occasionally when there are large numbers of cameras in the network from various manufacturers and cameras are spread across multiple switches.  
**Workaround:** Rediscover the cameras with another attempt or add cameras manually.
- **Viewer:** When you use a combination of mouse and joystick controllers to perform a PTZ operation, then PTZ operation is not controllable in below scenario:  
Call a preset on the selected video panel using mouse. Use the Joystick to perform the PTZ operation on the same camera. For any Pan/Tilt/Zoom operations from Joystick, camera rotates to 180 degrees and then stops.  
**Workaround:** Using the Joystick, drag and drop the camera once again into the panel to perform PTZ normally.
- **AXIS 241Q - DHCP:** Axis 241Q encoder configured with DHCP IP address, stops streaming video in below scenario:  
Configure Axis 241Q encoder with DHCP IP address and then add it to the NVR. The video streams normally. Power recycle the encoder during which the encoder selects a new IP. Delete and then add the encoder in NVR with new IP. Drag and drop the camera. Video does not display.

**Workaround:** It is recommended to configure all the cameras or encoders with static IP. In the above scenario to display the video from the encoder with changed DHCP IP address, restart the NEOSTorageServer service from Control Panel.

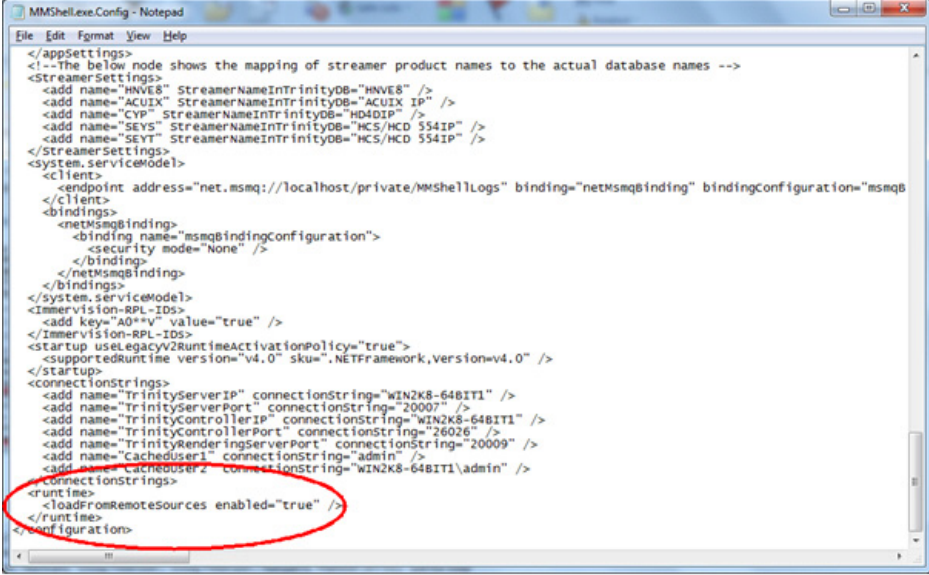
- **Sequence:** For MAXPRO NVR XE and MAXPRO NVR Hybrid XE, it is recommended to run only one sequence at a time on a client (remote or local).
- **Viewer:** When you perform any PTZ operations using the mouse after inactivity over a long period of time (3-4 hours), PTZ cameras do not respond for the first two mouse button clicks.  
**Workaround:** Click the mouse button for the third time to resume PTZ operations.
- **Viewer:** When you play back an exported clip of a higher resolution (1080p or higher) camera with ImmerVision lens and if you try to save the image, then the Viewer terminates abruptly.  
**Workaround:** Close and relaunch the Viewer to save the image successfully.
- **Viewer:** For all the cameras reverse playback is not smooth as expected at 1X speed. When you jump backward by X minutes more than once successively and then click the reverse play button in timeline, reverse playback does not play at 1X speed; instead it plays at 16X speed.  
**Workaround:** Pause the video once and then click the Reverse Play button to continue the operation.
- **Viewer:** In Sync playback mode, Oncam Grandeye cameras do not support dewarping 360 view.  
**Workaround:** Drag and drop the cameras once again to get the dewarped 360 view.
- **Viewer:** NVR does not record the dewarped image of 360 degree view displayed on the client for Oncam Grandeye cameras. It only records the raw image from the camera.  
**Workaround:** Not applicable/Not supported.
- **Machine Name Change Utility:** In some cases when the user changes the machine name of a NVR through machine name change utility, then the utility stops processing as the Trinity Controller fails to stop.  
**Workaround:** Manually stop the Trinity Controller and re-run the utility again. It is recommended to manually stop the MAXPRO NVR services before changing the machine name through the utility and start the services manually after the machine name is changed successfully.
- **When the user attempts to logon to NVR Client, "Server Error" message is displayed.**

**How to resolve:** Perform the following steps:

1. Close the NVR Client application (MMShell.exe).
2. Browse the NVR install path. The default path is **C:\Program Files\Honeywell\MaxproNVR\TrinityFramework\bin**.
3. Locate the **MMShell.exe.config** file.
4. Right click the **MMShell.exe.config** file and then choose **Open with > Notepad**.
5. Paste the following three XML code lines at the end of the file as shown below:
 

```
<runtime>
  <loadFromRemoteSources enabled="true" />
</runtime>
```





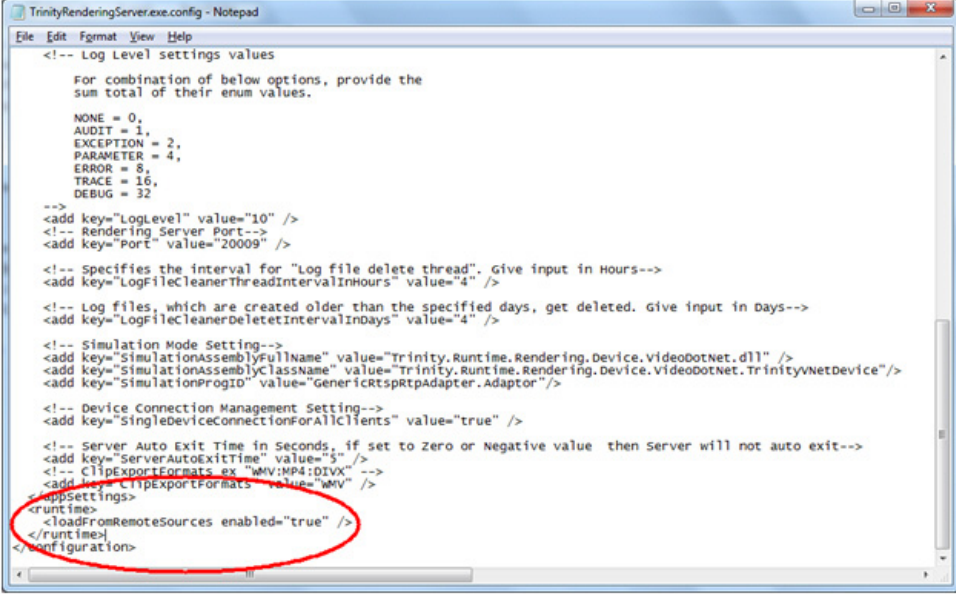
```

MMShell.exe.config - Notepad
File Edit Format View Help
</appSettings>
<!-- The below node shows the mapping of streamer product names to the actual database names -->
<StreamerSettings>
  <add name="HNVE8" StreamerNameInTrinityDB="HNVE8" />
  <add name="ACUX" StreamerNameInTrinityDB="ACUX IP" />
  <add name="CVP" StreamerNameInTrinityDB="HD4DI0" />
  <add name="SEYS" StreamerNameInTrinityDB="HCS/HCD 554IP" />
  <add name="SEYT" StreamerNameInTrinityDB="HCS/HCD 554IP" />
</StreamerSettings>
<system.serviceModel>
  <client>
    <endpoint address="net.msmsg://localhost/private/MMShellLogs" binding="netMsmsgBinding" bindingConfiguration="msmq" />
  </client>
  <bindings>
    <netMsmsgBinding>
      <binding name="msmqbindingConfiguration" />
      <security mode="None" />
    </netMsmsgBinding>
  </bindings>
</system.serviceModel>
<ImmerVision-RPL-IDS>
  <add key="AD++" value="true" />
</ImmerVision-RPL-IDS>
<startup useLegacyV2runtimeActivationPolicy="true">
  <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.0" />
</startup>
<connectionStrings>
  <add name="TrinityServerIP" connectionString="WIN2K8-64BIT1" />
  <add name="TrinityServerPort" connectionString="20007" />
  <add name="TrinityControllerIP" connectionString="WIN2K8-64BIT1" />
  <add name="TrinityControllerPort" connectionString="26026" />
  <add name="TrinityRenderingServerPort" connectionString="20009" />
  <add name="CachedUser1" connectionString="admin" />
  <add name="CachedUser2" connectionString="WIN2K8-64BIT1\admin" />
</connectionStrings>
<runtime>
  <loadFromRemoteSources enabled="true" />
</runtime>
</configuration>

```

6. Click **File > Save** to save the file.

7. Repeat the steps 1 through step 6 for **TrinityRenderingServer.exe.config** file and paste the XML code lines as shown below.



```

TrinityRenderingServer.exe.config - Notepad
File Edit Format View Help
<!-- Log Level settings values
For combination of below options, provide the
sum total of their enum values.
NONE = 0,
AUDIT = 1,
EXCEPTION = 2,
PARAMETER = 4,
ERROR = 8,
TRACE = 16,
DEBUG = 32
-->
<add key="LogLevel" value="10" />
<!-- Rendering Server Port-->
<add key="Port" value="20009" />
<!-- Specifies the interval for "Log file delete thread". Give input in Hours-->
<add key="LogFileCleanerThreadIntervalInHours" value="4" />
<!-- Log files, which are created older than the specified days, get deleted. Give input in Days-->
<add key="LogFileCleanerDeletetIntervalInDays" value="4" />
<!-- Simulation Mode Setting-->
<add key="SimulationAssemblyFullName" value="Trinity.Runtime.Rendering.Device.VideoBotNet.dll" />
<add key="SimulationAssemblyClassName" value="Trinity.Runtime.Rendering.Device.VideoBotNet.TrinityVNetDevice"/>
<add key="SimulationProgID" value="GenericRtsPrtpAdapter.Adapter" />
<!-- Device Connection Management Setting-->
<add key="SingleDeviceConnectionForAllClients" value="true" />
<!-- Server Auto Exit Time in Seconds, if set to zero or negative value then Server will not auto exit-->
<add key="ServerAutoExitTime" value="5" />
<!-- ClipExportFormats ex "WMV;MP4;DIVX" -->
<add key="ClipExportFormats" value="WMV" />
<appSettings>
  <runtime>
    <loadFromRemoteSources enabled="true" />
  </runtime>
</appSettings>
</configuration>

```

- **Issues for NVR installed on Arabic OS:** Server VMD (Smart VMD) alarms does not trigger in NVR if installed on Arabic OS. The **Resolution** drop down in the camera tab will be empty for all cameras.  
**Workaround:** To resolve this issue, change the system date and time format settings to **English (India)** in **Control Panel > Region and Language > Format** drop-down.



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