

**Technical Bulletin: # TB-00152-00-080514****Product Affected: Intellex IP, Ultra, LT and DVMS running software version 4.17****Description: Intellex has issues with IP text streams, time difference on paused playback and implementing the Venezuelan time zone.****Date of Issuance: 19 May 2008**

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**Purpose**

This technical bulletin # TB-00152-00-080514 informs you of an issue recently discovered in Intellex IP, Ultra, RM and DVMS running software version 4.17 regarding the use of IP text streams, time difference when playback is paused and switched between cameras and implementing the new time zone for Venezuela.

The primary symptoms are:

- When an IP text stream is disconnected from an Intellex, the text stream does not restart when the connection is restored.
  - On Intellex LT and DVMS If a camera is not showing on the main VGA monitor, when it is triggered to alarm, it will not show on the spot monitor.
  - The Venezuela time zone changed on December 9th 2007 by half an hour. Previously the time was UTC -4 hours; it is now UTC -4 hours and 30 minutes.
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**Permanent Solution**

To correct these issues it is necessary to update the Intellex software by installing the software patch, part number 0720-2734-0100.

You can download the software patch from the American Dynamics website:  
[http://americandynamics.net/support/downloads\\_20080520\\_Intellex\\_v417\\_Patch.asp](http://americandynamics.net/support/downloads_20080520_Intellex_v417_Patch.asp)  
[X](#)

Follow the directions provided to download and install the software update.

**NOTE:** This patch should only be applied to an Intellex machine that is running software version 4.17 and is experiencing any of the aforementioned issues.

**NOTE:** If the recovery disk is used to recover your machine in the future the patch will need to be re-applied.

**After installation please observe the following:**

**IP text stream configuration**

The IP text stream will release the connection if there has been no activity for 60 seconds. When the text stream is restored Intellex will accept the new connection.

This value can be modified if required by setting a registry key:

**NOTE:** This procedure should only be performed by your network administrator.

1. Exit the Intellex program by selecting Utility > Exit > when prompted "Do you wish to quit the program? Select Yes.
2. At the password screen enter the pin code and select OK to exit the Intellex application.

**NOTE:**  
Contact Technical Support for your pin code.

3. In the Windows desktop, select Start then Run. The Run window will appear.
4. Enter 'regedit.exe' in the Open text box and click OK. The Registry Editor window will appear.
5. Double click the folders on the left hand side of the window and navigate to HKEY\_LOCAL\_MACHINE >Software >Sensormatic-VPD >Intellex > System > TextIPTimeout.
6. On the right hand side of the window double click TextIPTimeout the Edit String window will appear. The value is in milliseconds, and the default value is 6000. Select OK.
7. Close the Registry Editor window and restart Intellex.

### Intellex DVMS and LT Spot monitor

No additional configuration is needed for this fix.

### New Venezuela time zone

This patch implements the new time zone introduced in Venezuela.

Local time	DST?	UTC offset	Zone name
No changes in year 2000 - 2006	No	-4 hours	VET
Sunday, 9 December 2007, 02:59:59	No	-4 hours	VET
Sunday, 9 December 2007, 02:30:00	No	-4:30 hours	VET
No changes in year 2008 - 2009	No	-4:30 hours	VET

**NOTE:**

This is a manual time zone change. It will not automatically occur at 2:29am on Sunday the 9<sup>th</sup> of December.

Applying the windows patch for the Venezuela time zone results in the “La Paz, Caracas” time zone of -4GMT being split into two separate time zones:

- La Paz (-4GMT)
- Caracas (-4.30GMT)

When this patch is applied users will have to manually go into the Windows Time Zone settings and change over to Caracas time if living in Venezuela.

In order to make use of this time zone the user must have the latest time zone update from Microsoft (kb942763).

To install the time zone updates from Microsoft use the steps below.

**NOTE:**

The Microsoft zone update can be installed before or after installation of the Intellex 4.17 software patch.

1. Exit the Intellex program by selecting **Utility > Exit >** when prompted “Do you wish to quit the program? Select **Yes**.
2. At the password screen enter the pin code and select **OK** to exit the Intellex application.

**NOTE:** Contact Technical Support for your pin code.

3. Visit <http://support.microsoft.com/kb/942763> and download the update to your Intellex unit.
4. Install the Microsoft Update.

When changing the time zone on Intellex please note the following:

- Video recorded before the time zone change will behave as if it were recorded in the new time zone. For example, if users recorded video from 10:00 AM to 11:00 AM in the old Venezuela time zone (-4 hours), when users change to the new time zone, the same piece of video will be time stamped at 9:30 AM to 10:30 AM. This must be taken into account when searching for video from network client or from Intellex. This will also apply to alarms, exporting to CD etc.
- The recorded time stamp on Intellex is not updated as soon as the time zone is changed. It can take anywhere from 2 to 3 minutes for this time to update, this depends on how the Intellex is being used. After updating the time zone and restarting Intellex, click the Play Back button and note the Time Overlaid on the play back video. It will be different to the System time; the difference depends on the time zone chosen. Alarms generated during this time will have the incorrect timestamp.
- Changing Time Zones changes the time events were logged in the Activity Log and Also changes times set up in Intellex. For example, if users set the data lifetime start time before changing the time zone, the entry in the activity log would read:

INTELLEX,Administrator,Local,Setup,Schedule,Modified (Tab Data Lifetime) Data Lifetime Start Time to 06:00,,4/23/2008, **16:30:15**

After changing the time zone, the same entry would read

INTELLEX,Administrator,Local,Setup,Schedule,Modified (Tab Data Lifetime) Data Lifetime Start Time to 06:00,,4/23/2008, 16:00:15

If circular recording is enabled, these anomalies will only be experienced until the recorded images are written over. All times (schedules, day start, day end) that have previously been configured on the Intellex will need to be checked and possibly reset after the time zone update.

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### Also Included in this 4.17 Software Patch

This 4.17 software patch will contain fixes from previous releases; refer to [#TB-00145-00-080408 - Intellex and Network Client Release 4.17 Activity Log Issues](#) for more information. There is no need to install the previous patch before installing this new software patch.

This includes the following:

- The Intellex does not record any changes made in Weekday, Weekend and Holiday options in custom Schedule Setup.
- Network client does not record any changes made in Weekday, Weekend and Holiday options in custom Schedule Setup.
- The Intellex does not record any changes made in Weekday, Weekend and Holiday options in custom Archive Schedule Setup.

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## Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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