



TECHNICAL BULLETIN

Date: 02/08/02

Technical Bulletin TB_020802R1

Subject: Intellex and Network Client Software 2.2 Build 17

Purpose: This bulletin identifies the latest software improvements in Intellex 2.2 and Network Client 2.2 Software Maintenance Release, Build 17.

Solution: Build 17 offers improved connection capabilities and programming enhancements that address all the issues identified in this bulletin. Intellex users running version 2.0 or 2.1 Intellex software who wish to upgrade to version 2.2, will need to do so by ordering an Intellex software upgrade kit RDVUPG22 or RDVUPG22RP which includes remote pack. Network Clients will also have to be upgraded, the upgrade kit for Network Client is RDVNCVPG-22.

Intellex Connection Limit Issue/Cannot get Live Video: Network Client error message "**There are too many users connected**" when less than five Network Clients are connecting to an Intellex DV16000 or less than two Network Clients are connecting to an Intellex DV8000. Another symptom of this issue is if the Network Client can "see" the Intellex to get status and retrieve alarms but cannot get live. This symptom occurs most often in dial up applications. After redialing the Intellex may recognize both the old and new call as an active Network Client connection. *Build 17 incorporates a 5-minute time out that deletes the connection if there is no activity and permits connection by another client.*

Remote Smart Search Issue: Local search on an Intellex locked out any remote clients from starting a search even if the search was completed but the search results window was full. Also, if a remote search was under way and another remote client tried to start a search, the results of the first search would be displayed in the second client window. *Build 17 addresses this by permitting a remote search session to be opened as long as a local search is not in progress.*

Image Tools on Intellex export player. Opening the Image Tools on the player included with an export from Intellex would cause the player to crash if Network Client was not previously installed. *The player in Build 17 will no longer crash.*

Loading non-BMP files Issue: It was possible to load a non-BMP file into the Network Client image tools and cause Network Client to crash. *Files with extensions other than .bmp are now blocked in Build 17.*

Time Zones Issue: Isolated time zone issues:

1. One-hour time keeping error for Auckland time zone (GMT +12).
2. New Zealand time zone daylight savings prompt does not work.

These time zone issues have been fixed in Build 17.

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Note: Intellex and Network Client 2.2 build 17 can be installed on top of 2.2 build 16 and will use the existing license keys. No new keys have to be generated or issued when these builds are installed on an already licensed 2.2 system.

Note: Running Drive Config in Build 17 requires special maintenance procedures in order to execute thoroughly. Please note that running Drive Config is not necessary when installing Build 17 to correct any of the symptoms listed in this Technical Bulletin.

Please see Appendix, **TBA020802** *Intellex Build 17 DriveConfig Instructions*, to this bulletin for detail instructions on how to correctly execute a drive config for build 17.

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