Technical Bulletin: # TB-00148-00-070430
Product Affected: Intellex running software version 4.10
Description: Intellex has issues with IP text streams, time difference on paused playback and Intellex WebServer running behind a router with port forwarding.
Date of Issuance: 08 May 2008

Purpose

This technical bulletin # TB-00148-00-070430 informs you of an issue recently discovered in Intellex running software version 4.10. This is regarding the use of IP text streams, time difference when playback is paused and switched between cameras and issues with running the Intellex WebServer behind a router with port forwarding.

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.

- If a user is in playback mode and presses pause, every time the user switches between cameras whilst in pause, the time that is displayed changes by approximately five seconds.

- When running the Intellex WebServer behind a router which uses port forwarding. The Intellex WebServer is setup to run on certain ports. In order to use the port forwarding feature, the ports the WebServer uses must be made configurable.

Permanent Solution

To correct these issues it is necessary to update the Intellex software by installing the software patch, part number 0720-2731-0100.

You can download the software patch from the American Dynamics website: http://www.americandynamics.net/support/downloads_20080509_Intellex_v41_Patch.aspx

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 4.10 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.

tyco

AMERICAN DYNAMICS

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 60000. Select OK.

> 7. Close the Registry Editor window and restart Intellex.

Time difference when playback is paused

The issue of the large time difference observed when switching between cameras, when playback is paused will be resolved. However, there will still be some small time difference which will be totally dependant on the recorded frame rate.

Recording at a higher frame rate will show only a very small time difference (100s of a second), whereas low recorded frame rates would show a larger time difference.

Intellex WebServer Configuration

A shortcut to Intellex WebServer User Accounts and Port Configuration will be added to the Intellex desktop.

In order to configure ports for the WebServer use the steps below.

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. Double click on the WebServer User Accounts and Port Configuration icon on the Windows desktop.

4. Select the Ports button. This will open the 3 configurable ports.

    Intellex WebServer Port 1 controls the port the Intellex WebServer uses. This port should be appended to the URL used when connecting to Intellex WebServer from another computer.

    Intellex WebServer Port 2 controls where the Active X server runs.

    Intellex Live Video Port tells the WebServer which port Intellex is using to serve Live Video (Set up in Intellex, accessible via Setup > Port Configuration). The value set here MUST be the same as the one set in Intellex. If the live Video port on Intellex is changed, then the Intellex Live Video Port on the WebServer must also be changed.

    NOTE: Some ports are reserved and should not be used by the WebServer. Please contact your network administrator for details.

5. Click update to accept the changes and close WebServer User Accounts and Port Configuration.

6. It will be necessary to restart the Intellex WebServer and Intellex Active X Installer. This can be done by selecting their icons on the Windows desktop.

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.

Contact Address
adbulletins@tycosp.com
Initial publication 08 May 2008

Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

Toll Free	800 507 6268, Option 2
International	561 912 6259, Option 2
Fax	450 444 2029
Email	adtechservices@tycoint.com

In Europe, Middle East and Africa, contact Technical Services at:

EMEA AD Technical Support	+800 CALLTYCO or +800 22 55 8962
Direct	+31 (0475 352 722)
UK only	+44 (08701 238 787)
France only	+33 (04 72 79 14 83)
Spain only	+900 (10 19 45)
Hours	08:00 to 18:00 CET
Technical Support Inquiries	tfsemea.support@tycoint.com
Technical Training Inquiries	tfsemea.training@tycoint.com
Website	www.tycoemea.com
	www.calltyco.com

tyco

AMERICAN DYNAMICS