



Release Notes

March Networks MN.2023.2.1

February 2024

Introduction

March Networks MN.2023.2.1 is a bundled maintenance release of hardware, software, and firmware, which when combined offers several feature enhancements, new product support and compatibility, and system maintenance. This document describes all the new features and functionality, and identifies the components required. A lineup is included with the details of the release level for each component.

March Networks Software Release MN.2023.2.1 consists of functionality for Command Enterprise, Command Config, Command Media Archiver, Web Client, as well as new firmware for R6 embedded recorders (RideSafe XT and EL Series).

What's New

Introducing the Essential Line (EL-Series) Network Video Recorders

The EL-Series is designed for multi-site businesses seeking a full-featured video system at an attractive price point. This system delivers the essential needs for most video users (up to 16 cameras per NVR), and is also full-featured, powered by the industry-leading March Networks Video Management System (VMS), and integrated with the Searchlight data analytics platform. It is optimized to be part of the complete March Networks Cloud Suite for customers looking for Cloud-managed video surveillance, but also runs as a traditional premise-based video system for customers looking to keep their video in-house.

Web Client

Case Management

Web Client now supports case management functionality. Users can create, view, edit, share, and export case files in the Web Client interface. Case files can include multiple video files, snapshots, and notes, allowing users to organize their video evidence and easily share it with other investigators and law enforcement.

Command Recording Server and R6 Embedded Recorders

R6 embedded recorders are based on Command Recording Server, and include the X-Series, the RideSafe XT Series, and the EL-Series.

Sleep mode enhancements on RideSafe XT

Various enhancements to the RideSafe XT Sleep Mode functionality.

CAN bus interface support for receiving events on RideSafe XT

A CAN bus interface has been integrated, which enables events on buses for doors opening, lights flashing, brake / acceleration pedal pressing, and gear insertion. These events are sent using the CAN bus interface, and do not require dedicated wiring.

Release Lineup

If you are upgrading to MN.2023.2.1, ensure that all components are at the versions in the list below.

Software Package	Version	Changed
Command Enterprise Software (CES)	2.18.1.672	Yes
Command Media Archiver	2.18.1.4657	Yes
Command Client	2.18.1.11375	Yes
Command Player	2.18.0.3433	No
March Networks Web Client	6.8.2.1875	Yes
Command Mobile (download from Apple App Store or Google Play Store)	1.4.7	No
Command Mobile Plus (download from Apple App Store or Google Play Store)	5.4.0	Yes
GURU	6.2.0	No
Discovery Browser	4.14.0.6	No
Command Recording Software (CRS) for Windows	6.8.0.98	No
Command Recording Software (CRS) for Linux	6.8.0.98	No
Command Config (for CRS Windows)	6.8.0.104	No
Command Config (for CRS Linux)	6.8.0.104	No
Command Config (for X-Series)	6.8.0.104	No
Command Config (for XT Series and EL Series)	6.8.1.16	Yes
Command Transportation App	2.18.0.2281	No
Searchlight App	4.18.0.2436	No
Command Authentication Tool	1.11.1.30	No
Command ESM Migration App	2.18.0.1998	No
Command SDK	2.11.7.3696	No
R5 Admin Console	5.26.0.0047	No
R5 ESM and Other Clients	5.26.0.0047	No
9000 Series (R5)	5.26.0.0047	No
8000 Series (R5)	5.26.0.0047	No
RideSafe GT/MT/RT Series (R5)	5.26.0.0047	No
X-Series (R6)	6.8.0.147	No
RideSafe XT Series (R6)	6.8.1.50	Yes
EL Series (R6)	6.8.1.53	Yes
6700 Series	2.6.0	No
SiteManager	3.9.14	No
DecodeStation VX	2.3.11	No

Supported Cameras and Edge Devices

Cameras and Edge devices listed in the table below are compatible with this release.

EL Series Cameras	
EL2 Outdoor IR Bullet 2.8mm	40559-101
EL2 Outdoor IR Bullet 3.6mm	40559-102
EL2 Outdoor IR Dome	40560-101
EL5 IR Dome 2.8mm	41512-101
EL5 IR Dome 2.7mm-13.5mm	41513-101
AI Series Cameras	
AI4 IR Dome 2.7mm-13.5mm	41094-001
AI4 IR Bullet 2.7mm-13.5mm	41095-001
ME Series Cameras	
ME8 IR DuraBullet 3.6-11mm	39533-101
ME8 IR Outdoor Dome 3.6-11mm	39532-101
ME6 IR DuraBullet 3.6-11mm	37993-101
ME6 IR Outdoor Dome 3.6-11mm	37992-101
ME3 Pendant IR PTZ 40x	36896-101
VA Series Cameras	
VA4 IR Indoor Dome 2.8-8mm	39367-101
VA4 IR DuraBullet 2.7-12mm	39366-101
VA4 IR Outdoor Dome 2.7-12mm	39362-101
VA4 IR MicDome	39368-101
VA4-HI Dome 2.8-8mm	41313-101
VA4 Covert Camera	40100-101
VA2 Indoor NanoDome 2.3mm	39364-101
VA2 Indoor IR Dome 2.8-8mm	39363-101
VA2 Outdoor IR Dome 2.7-12mm	39361-101
VA5 IR 360 Dome	41105-101
SE Series Cameras	
SE4 IR Indoor Dome 2.8-8mm	37400-101
SE4 IR DuraBullet 2.7-12mm	37402-101
SE4 IR Outdoor Dome 2.7-12mm	37403-101
SE4 IR MicDome	37431-10x

SE4 Covert Camera	38398-101
SE2 Indoor NanoDome 2.3mm	35836-101
SE2 Indoor IR Dome 2.8-8mm	35835-101
SE2 Outdoor IR Dome 2.7-12mm	35834-101
SE2 Outdoor IR Dome 7-22mm	36807-101
SE2 IR MicroBullet 2.7-12mm	37401-101
SE2 ATM Camera 2.8mm	38137-101
SE2 Fleet Wedge Camera	38309-1xx
SE2 Fleet Dash Camera	38313-1xx
SE2 Flush PTZ 30x	36860-101
SE2 Pendant PTZ 30x	36861-101
MegaPX Series Cameras *	
MegaPX Modular ATM Camera	34112-101
MegaPX ATM Camera 2.8mm	31763
MegaPX ATM Camera 3.7mm	32044
MegaPX HDR Forward Facing Camera	32049
MegaPX HDR Wedge Camera	33134
Edge Encoders	
Edge 16e	32628-101
Edge 8e HD	36809
CA and SDA Series Analog Cameras	
CA2 IR MicroDome	35480-101
CA2 IR MiniDome Z	35481-101
SDA Indoor IR Dome	35482-101
SDA Outdoor IR Dome	35540-101
Brickstream Sensors	
Brickstream 3D	34820-101
Brickstream 3D Gen2	37381-10x
Oncam 360 Cameras	
EVO-05	344xx-101
EVO-05 Mini	344xx-101
C-12 Indoor	38500
C-12 Outdoor Plus	38501
C-08 Indoor	40216
C-08 Outdoor Plus	40217

*: MegaPX Series Cameras are not officially supported on EL-Series recorders.

Recommended System Requirements

Command Enterprise Software System Requirements

Command Enterprise Software requires a dedicated server or Virtual Machine. The following table outlines the specifications recommended for the Operating System and CES without Searchlight or Transportation. Please contact your March Networks Sales Engineer for specific project sizing with Searchlight. The HDD Space listed is the amount of space recommended for the OS, CES, and free space necessary for backups and install files.

	SMALL Less than 10 CRS or recorders	MID 10 to 100 CRS or recorders	LARGE 101 to 3500 CRS or recorders	EXTRA LARGE 3501 to 10,000 CRS or recorders
Operating system	Windows Server 2012, 2012 R2, 2016, or 2019.			For installations of 3501 to 10,000 CRS or recorders, please contact March Networks Sales Engineering or Technical Support for specific system requirements.
Processor (CPU)	Quad Core Intel Xeon or equivalent	Quad Core Intel Xeon or equivalent	8 to 32 Core Intel Xeon or equivalent	
HDD Space	50 GB	50 GB	80 GB	
Infrastructure	<p>If you are integrating LDAP with the Command Enterprise Software, a Microsoft Active Directory Server is required (provided with Windows Server).</p> <p>If your system is managing more than 250 CRSs/recorders, we recommend that you use a Microsoft SQL Server 2012, 2014, 2016 or 2019 updated with the latest SP as the external database, instead of the pre-configured Microsoft SQL Server Express 2017 included with Command Enterprise.</p>			
External DB HDD Sizing	1 GB (expected 100 users, 10 recorders)	2 GB (expected 1000 users, 100 recorders)	13 GB (expected 5000 users, 3500 recorders)	
Network interface	Gigabit Ethernet	2 x Gigabit Ethernet	2 x Gigabit Ethernet	
Memory	6 GB	8 GB 1333 MHz	16 to 64 GB 1333 MHz	
DB Maintenance Indications	<p>March Networks recommends that your database administrator periodically review your Command Enterprise database to ensure that performance remains consistent.</p> <p>Index fragmentation analysis of the database is periodically required, especially on a large installation with Searchlight, where many transactions are processed every day.</p> <p>If the fragmentation level is above 5%, index defragmentation is recommended. If the fragmentation level is above 30%, an index rebuild is recommended.</p> <p>SQL Server tools can provide graphical assistance for all index fragmentation related operations.</p>			

Note: We recommend using at least 6th generation Intel Core architecture, or AMD Zen architecture processors.

Command Recording Software System Requirements

The Command Recording Software application requires a dedicated workstation, server or Virtual Machine. The following table outlines specifications for the Operating System and CRS with typical usage, under the assumption that you configure the cameras to consume 2-4 Mb/s of bandwidth each, including multiple encoders. For large camera numbers we recommend not exceeding an overall input bandwidth of 1 Gbps.

The HDD space is the amount of space recommended for the operating system, CRS application, and free space necessary for the configuration backups and install files. Video Storage requires a dedicated storage volume, not on the C drive (operating system drive). All systems and the operating system must be 64-bit.

	SMALL Less than 32 cameras	MID 32 to 64 cameras	LARGE 65 to 128 cameras	EXTRA LARGE 128 to 500 cameras
Operating system	Windows Server 2012, 2012 R2, 2016, or 2019 Windows 8.1, 10 or 11 (All systems including the operating system must be 64-bit.)			
Processor (CPU)	Dual Core Intel i5	Quad Core Intel i7	Quad Core Intel Xeon	Eight Core Intel Xeon Silver
HDD Space	100 GB	100 GB	200 GB	100 GB + 100GB every 100 cameras
Storage for Video Archive	Storage volumes for video recording must be exclusive to the CRS and managed by the CRS server's Operating System. Consider RAID volumes for optimal performance and resilience. For external storage, consider DAS (Direct Attached Storage) or Block Level SAN technologies such as iSCSI or virtual disks. We do not recommend SMB/CIFS storage because of inconsistent performance. Use the March Networks System Design Tool (or an appropriate third-party camera calculator) to calculate the required storage size to meet retention needs. It is extremely important that the Video Storage volume and its connection to the CRS can indefinitely sustain recording on all cameras simultaneously (consistent write speed is greater than the total camera aggregated bit rate). Consult your March Networks Sales Engineer for any questions or concerns.			
Network interface	Gigabit Ethernet	2 x Gigabit Ethernet (dedicated NIC for camera network)	2 to 4 x Gigabit Ethernet (One or more dedicated NICs for camera networks)	4 x Gigabit Ethernet (Two or more dedicated NICs for camera networks)
Memory	4 GB Minimum	8 GB	16 GB	32 GB

Notes:

1. We recommend using at least 6th generation Intel Core architecture, or AMD Zen architecture processors.
2. It is not possible to downgrade to a previous release once you upgrade to CRS release 2.9 or higher

Command Client, Command Player, and Command Config System Requirements

The following table outlines the requirements for Command Client.

	Command Client, Command Player, and Command Config Minimum Specs	Command Client Optimal Performance
Task	Minimum video access, one or two simultaneous stream playback and export.	Dedicated Command Client workstation with up to 4 monitors for simultaneous live streams, playback and export. Max number of simultaneous streams depends on total FPS and bit rate of all viewed cameras.
Operating system	Windows 8.1, 10 and 11 with Microsoft .NET Framework 4.5.2 installed	Windows 10 and 11 64-bit with Microsoft .NET Framework 4.5.2 installed
Processor (CPU)	Quad Core Intel i5 or equivalent	Eight Core Intel i7 or equivalent 6th Generation Intel® Core™ Processors <ul style="list-style-type: none"> Skylake (2015) and later AMD Zen (2017) and later
HDD space (clients)	200 MB	200 MB
Network interface	Ethernet	Gigabit Ethernet
Memory	4 GB (minimum)	8 GB
Video card	Intel HD 4000 (minimum) or equivalent, compatible with Microsoft DirectX 11 and Direct3D.	1 GB dedicated video card or equivalent for every monitor, compatible with Microsoft DirectX 11 and Direct3D.
H265 support	H265 decoding needs hardware acceleration, with one of the following: <ul style="list-style-type: none"> A DirectX 11 compatible GPU, supporting DXVA2 H265 decoding, An Intel GPU, supporting Quick Sync Video H265 decoding. A Nvidia GPU, supporting CUDA H265 decoding. 	

Notes:

1. March Networks recommends using at least 6th generation Intel Core architecture, or AMD Zen architecture processors.
2. March Networks recommends that installations with a high number of megapixel cameras and live viewing enable multi-streaming (high and low resolution streams) for all cameras. Displaying low resolution streams helps to limit CPU overhead for live monitoring on Command Client, Site Manager, and Decode Station VX workstations.
3. A 64-bit Operating System is required for smooth reverse playback in Command Client and Player.
4. March Networks recommends Windows 10 for optimal performance.
5. For Windows 8.1 users, it is required to download and install the following updates from the Microsoft website. The updates must also be applied in the following order:
 - 1- KB2919442
 - 2- KB2919355
For more information about the updates, please click the following links:
 - <https://support.microsoft.com/en-us/kb/2919442>
 - <https://support.microsoft.com/en-us/kb/2919355>
6. If .NET Framework 4.5.2, Microsoft Visual C++ 2019 Redistributable, and the UCRT library are not installed on the Client computer, the Command Client and the Command Player EXE installers automatically trigger the installation of the component (an internet connection is required).
The MSI installers only install the Command software. You must ensure that the .NET Framework 4.5.2, Microsoft Visual C++ 2019 Redistributable, and the UCRT library are on the computer already.
For the .NET system requirements, consult the official Microsoft website.

Web Client System Requirements

To access the Web Client, the Command Enterprise Software must be at software version 2.12 or higher.

The recorders registered to the Command Enterprise Software must be at the following software versions:

- R5 recorders — software version 5.20 or higher. Includes 9000 Series IP recorders, 8000 Series Hybrid NVRs, and RideSafe Series recorders.
- Command Recording Software and X-Series R6 recorders - version 6.1 or higher.

Google Chrome is the preferred web browser for the Web Client. The version currently supported is 107.0.5304. Mozilla Firefox and Microsoft Edge are alternative browsers but are not officially supported.

SiteManager and DecodeStation VX System Requirements

The following table outlines the requirements for SiteManager, DecodeStation VX and Command Config for the 6700 series.

	SiteManager	DecodeStation VX
Operating system	Windows 8.1	Windows 8.1 or 10 64-bit
Processor (CPU)	Intel i3 or equivalent (min) Intel i7 or equivalent (recommend)	Intel i7 or equivalent (min)
HDD space (clients)	150 MB	150 MB
Network interface	Gigabit Ethernet	Gigabit Ethernet
Memory	2 GB (min) 6 GB (recommended for 64-bit)	4 GB (min)
Video card	256 MB video card for every monitor, capable of 24-bit color depth (true color), compatible with Microsoft DirectX 11 and Direct3D.	1 GB dedicated video card for every monitor, compatible with Microsoft DirectX 11 and Direct3D.

Command Media Archiver System Requirements

The following table outlines requirements based on typical installations with less than 250 recorders. For systems that manage more than 250 recorders, please contact March Networks Technical Support.

Command Media Archiver	
Operating system	Windows Server 2012, 2012 R2, 2016, or 2019
Processor (CPU)	Quad Core Intel Xeon or equivalent
HDD space for OS and Applications	100 GB (minimum)
Archiver Storage Volume	1TB (minimum)
Network interface	2 x Gigabit Ethernet
Network Bandwidth	50 Mbps (minimum) for each network interface
Memory	8 GB

Notes:

1. March Networks recommends using at least 6th generation Intel Core architecture, or AMD Zen architecture processors
2. The Media Archiver, when used in a CES disaster recovery scenario, must be installed on an external server.

Visual Intelligence System Requirements

The following table outlines the requirements for Visual Intelligence.

Visual Intelligence Client Suite	
Operating System	Windows 8.1 or 10.
Processor (CPU)	Dual Core Intel Core 2 (min)
HDD Space	Up to 1 GB
Network Interface	Gigabit Ethernet
Memory	4 GB (minimum), 8 GB (recommended)
Video Card	128 MB video card for every monitor, capable of 24-bit color (true color).

Resolved and Known Issues

The following tables list either affected products or components. The products or components are:

- CES – the Command Enterprise management core (Command Enterprise Software).
- CRS – the Command Professional recorder and proxy core (Command Recording Server).
- CMA – the Command Media Archiver, shipped with the Command Enterprise product package.
- Command Client – the Command user interface. Used with all products, shipped in each product package.
- Command Player – the Command tools to play video exported in the Command Media Export format.
- Web Client – a CES application installed by default, shipped in the Command Enterprise product package.
- Searchlight – a CES application installed separately, shipped in a dedicated product package.
- Command Transportation – a CES application installed by default, shipped in a dedicated Command Enterprise product package for transportation.
- R5 – the 8000, 9000 and RideSafe GT and MT series of embedded recorders.
- X-Series – the R6 series of embedded recorders, based on CRS.
- XT-Series – the RideSafe XT R6 series of embedded recorders, based on CRS.
- EL-Series – the Essential Line R6 series of embedded recorders, based on CRS.
- R6 – the X-Series and XT-Series recorders.
- Administrator Console – the configuration client for R5.
- Command Config – the configuration client for X-Series.

Resolved Issues

The following table lists issues that have been resolved in this release.

	Resolved Issue Description	Affects
MNS-39081	After an upgrade to the latest FPGA there is a "Hardware reset" power failure alert on reboot. This is an accurate alert, as the system does a full power cycle and hard reset.	XT-Series

Known Issues and Limitations

The following table lists known issues and limitations for this release.

Issue ID	Known Issue Description	Affects
MNS-39325	<p>With archive playback at 4x speed, the CRS limits the rate of the frames to between 60 and 65 per second. Consequently, 4x fast forward for cameras set at a rate greater than 15 frames per second is slower than expected.</p> <p>Workaround: None</p>	CRS
MNS-39257	<p>After replacing a disk with the system partition on an R6 recorder, the same alarm entry in Command Client may display in two separate lines, without aggregating the overall count.</p> <p>In addition to this, in the XT-Series during sleep mode, the alarm count is not updated until an alarm triggered after sleep mode is received. When this happens, the first occurrence of the alarm becomes the first occurrence during sleep mode, not the actual first occurrence.</p> <p>Workaround: None</p>	CES R6
MNS-38694	<p>When a CES installer performs an upgrade in a system where an external database is used, it may detect that the external database user does not have all the rights for a database migration, if required during the upgrade.</p> <p>If this happens during an interactive upgrade, a warning pop-up is raised, so that the administrator can decide whether to proceed or not. In the case of a silent installer upgrade, the upgrade procedure fails.</p> <p>Workaround: If a silent installer upgrade fails, try an interactive upgrade and check whether the warning pop-up is raised. Correct the situation as needed and continue the interactive upgrade or repeat the silent installer upgrade.</p>	CES
MNS-37785	<p>Synchronized playback does not stop at the exact same time when going from an 8x Fast Forward to a Pause.</p>	Command Client R5, CRS
MNS-37779	<p>The <i>Play Backwards</i> button is incorrectly enabled for cases and tags saved in CES. It does not work because the related function is not supported in the Command Media Archiver.</p> <p>Workaround: Avoid using the <i>Play Backwards</i> button in cases and tags, the button will be disabled in a future release.</p>	Command Client
MNS-37743	<p>After an upgrade from CES 2.15.x to a higher release, the Incident Archive content may not be correctly retrieved, showing an error connecting to the server.</p> <p>Workaround: Restart the CES to complete a step needed for its deployment.</p>	Command Transportation
MNS-36501 ESC-937	<p>The <i>HttpOnly</i> flag is not present in the Set-Cookie HTTP response headers.</p> <p>Workaround: None</p>	CES
MNS-36289	<p>The Telegram public certificate is not automatically renewed. When the certificate included with CES expires is not possible to deliver push notifications using this service.</p> <p>Workaround: Renew the Telegram public certificate manually, download and convert it to DER format, then replace the previous certificate inside the CES configuration folder.</p>	CES

Issue ID	Known Issue Description	Affects
MNS-33265	<p>After a mark for replacement or after applying the same configuration to multiple recorders in Mass Management, the Network Proxy access is preserved as expected, but administrators are requested to log in to Command Config and accept the legal disclaimer to enable the Network Proxy function.</p> <p>Workaround: Log in to Command Config and accept the legal disclaimer.</p>	Command Config
MNS-33144	<p>Changing the reverse playback speed for a high-resolution stream with a large GOP may trigger a not enabled for reverse playback error, due to the buffer size required for caching frames.</p> <p>Workaround: Reduce the resolution of the stream, or its GOP.</p>	Command Client
MNS-32940	<p>CRS and X-Series recorders allow you to configure camera associations to alarms using different scheduler intervals, while Searchlight assumes that the associations are static. This may cause inconsistent results in the Security Audit reports.</p> <p>Workaround: Configure camera associations to the alarm used in Searchlight without using different scheduler intervals, ensuring that recording on condition is configured on this alarm if needed. If an alarm with scheduler intervals is desired for another purpose, consider adding a new alarm specifically for this purpose.</p>	CRS, X-Series Searchlight
MNS-32311	<p>Recorder resource over-provisioning may occur when adding 32 EL2 series cameras in specific configurations (for example, using both the primary and secondary encoders at their maximum frame rate, and at a high bitrate).</p> <p>Workaround: Adjust the camera configuration. Consult March Networks Support if you require further assistance.</p>	R5
MNS-32066	<p>The Restore Layout option does not bring back the dashboard panels added after the last save.</p> <p>Workaround: Select the Reset Layout option.</p>	Searchlight
MNS-30651	<p>Sometimes, when installing CES from a network shared folder, the operation fails due to an error from the installer.</p> <p>Workaround: Copy the installer from the network folder to the local machine and try installing CES again.</p>	CES
MNS-30360	<p>It is not possible to upload incidents from RideSafe recorders if the Command Media Archiver is configured with a FQDN and the Media Archiver is not properly provisioned in the Change Network Settings dialog box.</p> <p>Workaround: Provision the Media Archiver so that the CES can connect to it using its FQDN.</p>	Command Transportation
MNS-30289	<p>Cannot enable audio on VA and ME series cameras using Command Config.</p> <p>Workaround: Enable audio settings from the camera web page.</p>	Command Config
MNS-28717	<p>When trying to establish a direct connection to a new recorder using an older Command Client version (lower than 2.15), the Client connects to the recorder, but the topology is empty.</p> <p>Workaround: Upgrade Command Client to version 2.15 or higher.</p>	Command Client

Issue ID	Known Issue Description	Affects
MNS-28079	If a user account that owns resources (such as uploaded firmware) is removed, these resources cannot be deleted from the CES. Workaround: None	CES
MNS-27023	Live video streamed from the CRS may drop video frames if it does not have enough bandwidth, without reporting a health issue. Workaround: None	CRS
MNS-25454	It is not possible to install a CES with an external database if the TLS version is set to 1.0 or 1.1. Workaround: Ensure that the external database has its TLS set to version 1.2, since it is the default used by CES. Alternatively, configure the TLS version as desired after installing CES without an external database.	CES
MNS-24518	Occasionally when logged into the Web Client, several cameras are reported as "device offline" (thumbnail) even though these cameras are online and correctly streaming live video in the Web Client. Workaround: None	Web Client
MNS-24433	CES does not monitor the lack of transactional data when no data has been received for a given amount of time (the past x hours or days). Workaround: None	CES
MNS-23835	If you connect directly via mDNS to an X-Series recorder using Command Client or Command Config, there may be some limitations if your client uses multiple network cards or VPN (for example, it is not possible to see live video from cameras). Workaround: Connect to an X-Series using a DNS name or its IP address; or disable the additional network cards of VPN.	R6
MNS-23549	No video when running the Web Client in Safari. Workaround: None	Web Client
MNS-22311	March Networks recommends that your database administrator periodically review your Command Enterprise database to ensure that performance remains consistent. Index fragmentation analysis of the database is periodically required, especially on a large installation with Searchlight, where many transactions are processed every day. If the fragmentation level is above 5%, index defragmentation is recommended. If the fragmentation level is above 30%, an index rebuild is recommended. SQL Server tools can provide graphical assistance for all index fragmentation related operations. Workaround: None	CES
MNS-19778	Data rate information from an R6 is not available in a GURU report after you Delete an IP camera and disable an analog camera in the same save action. Workaround: None	R6

Issue ID	Known Issue Description	Affects
MNS-19563	Axis Smart Search: Histogram, sensitivity, and motion alarms are under-reporting obstruction levels. Workaround: None	R5
MNS-18100 MNS-10050 MNS-9975	Administrator Console, Command Client, and Command Config default to Internet Explorer for configuring Axis Speakers and Cameras. Axis Speakers and Cameras do not support Internet Explorer. Workaround: Copy and paste the opened link in a compatible browser or change the default browser in Administrator Console.	Admin Console, Command Client, Command Config
MNS-17966	Axis Generic Speaker: Discovery Browser launched from Administrator Console adds it as Generic Single Channel. Workaround: Modify configuration in Administrator Console to Generic Speaker.	Admin Console
MNS-17960	Camera items are doubled up if re-registering an X-Series recorder after a factory default. Workaround: Remove the recorder from CES, and re-register it.	CES
MNS-17139	Adding/removing/modifying March Networks legacy cameras causes camera to disconnect on other March Networks legacy cameras. Workaround: None	CRS
MNS-16616	There is an issue using USB Port 2 connected to a USB-to-RS232 serial adapter. Data capture may be interrupted, and data may be lost. Workaround: Use an alternative USB port.	R5
MNS-16086	RAID 1 Mirroring: Invalid retention alerts are frequently seen during a rebuild. When mirroring is active, DiskMgr looks at the active partition and estimates for both disk groups. Since one disk group is being heavily written to during a rebuild, it can cause the estimates to be lower than expected. Workaround: When rebuild is complete, retention values are automatically corrected.	R5
MNS-15320	Talk channel for March Networks legacy cameras is not working in CRS for Linux. Workaround: None	R6, CRS
MNS-14695	When a user switches from alarm to alert for FOV (and vice versa) the opened alerts/alarms remain on the Dashboard until the user closes/acknowledges them. The change between alert and alarm does not change the state of existing entries. Workaround: Close the alerts/alarms from the Dashboard.	R5, CES
MNS-12432	Administrator Console loads all alarms for all recorders configured under a single site. If the site has many recorders, the load time can make the Administrator Console appear unresponsive. Workaround: Limit the number of recorders under a single site to 25.	R5
MNS-9766	In a multiple Media Archiver scenario, the export in the Web Client fails without displaying any error message to the user. Workaround: None, export for CES with multiple archivers is not yet supported.	Web Client

Issue ID	Known Issue Description	Affects
MNS-9567	Searchlight pages: when the user territory is changed, the site list may not update, and no results are displayed. Workaround: Log out and log in again to update the site list.	Searchlight
MNS-9493	Video does not resume after a device restart on a single channel or view in the Firefox browser. Workaround: None	Web Client
MNS-7164	Capture Stopped alerts may report intermittently on analog cameras connected to 8000 series recorders. The symptom is 2-3 second gaps in recorded video. Workaround: None	R5
MNS-7035	The talk channel does not work if the recorder restarts while the talk channel is enabled. Workaround: Disable and re-enable the talk channel in the Administrator Console to correct the problem.	R5
EOSB-62	VA and ME series analytic alarms on recorders are shifted when a zone is deleted on the camera web page. Workaround: Create all VCA zones on the camera before configuring VCA alarms on the recorder. If a zone requires deletion on the camera interface afterwards, the alarm association in the recorder for that camera must be recreated.	R5, R6, CRS

Known Issues and Limitation – Third-Party Devices

The following table lists known issues and limitations belonging to third-party devices.

Issue ID	Third-Party Device – Known Issue Description	Affects
MNS-25399	Axis cameras running firmware versions 5.60.x, 5.70.x or 5.80.x may not work correctly. In addition, the secondary stream support requires cameras running version 6.x. Workaround: Use Axis firmware greater than 5.80, or 6.x if a secondary stream is desired.	R5, R6, CRS
MNS-19651	Axis motion histogram and alarms are not operative for Axis version 8.40.4.1 with App 4.2-5. Workaround: Update cameras.	R5, R6, CRS
MNS-17556	Smart Search on Axis cameras requires Axis firmware version 9.50 or higher. It does not work with cameras that are configured with autorotation, mirroring, or cropping. Workaround: Use Axis firmware 9.50 or higher.	R5, R6, CRS