October 31, 2023

Re: CMS Web v6.5.2.0 Release Notice

To all of our customers and partners;
This bulletin is the official notice of the **CMS Web v6.5.2.0** release.

New features:

- Support EVT backup (#45710) (Subject to subscription fees.)
  Encrypted Video Transfer (EVT) Backup is a secure way of sharing encrypted video clips with the team and/or third parties (e.g. law enforcement) via a secure link protected by an OTP. Once the EVT is ready for review, team members are alerted via email. A separate email with one-time password is then sent to the same email address to unlock the access to the video clip.
  To share a video clip,
  1. Go to Physical Security > Incident Reporting
  2. Locate and open the case with the attached video.
  3. Click on **VIDEO** tab
  4. Select the video session and the clip recipients and click **Retrieve**. You can add additional recipients in the Share incident menu.
  5. The clip recipient will get an email with a link. They need to click on the link to open a Browser window with a verification code field.
  6. The clip recipient will then get another email with a one-time verification code. They need to enter the code in the Browser field to start downloading the *.i3c encrypted file.
  7. Play back the downloaded encrypted *.i3c file in VPC Player, included with the backup folder.
  Refer to VPC Player Quick Guide for more information.

CONTACT US   CANADA   USA

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- Video Streaming: Camera Link feature on Live (#65659) and Search (#59099) mode.
  Linked cameras feature of the VPC is now supported in the CMS Video Streaming module. This feature lets you see nearby cameras to the one you've selected on the right-hand side panel. Click on any of the thumbnails to switch to that camera quickly. This feature helps track a subject moving through the facility. When they leave the view of one camera, you can easily follow them with another camera in the Camera Link panel. To use this feature, you need to upload the Site Map and place all channels correctly on the map first.
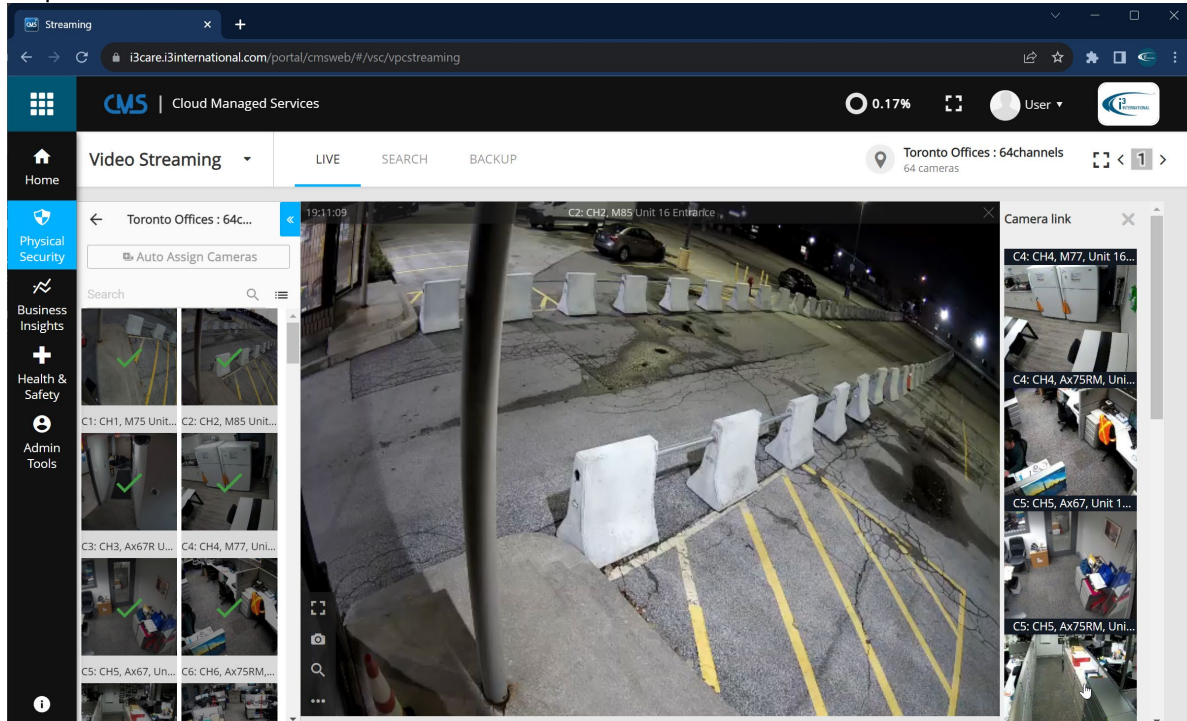
To upload facility map,
1. Go to Admin Tools > CMS Administration > Site Map.
2. Select a Region and click on Upload Site Maps.
3. Select an image file to upload.

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CANADA

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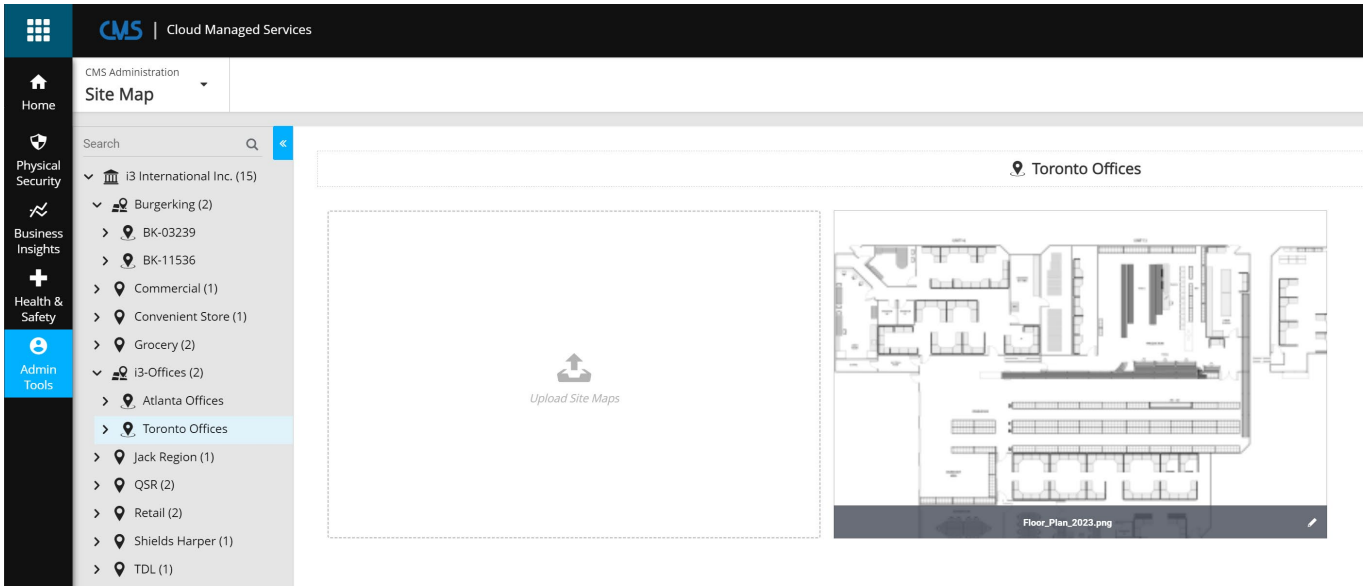780 Birchmount Rd, Unit 16
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To lay out cameras on the map,

1. Hover over the map image and click on the magnifying glass icon.
2. Expand the region and the site until you can see the list of cameras.
3. Drag-and-drop the cameras from the tree list on the left to the site map on the right. **Warning:** To zoom into the map, use only the **Zoom in** / **Zoom out** buttons under the map. Do not use your mouse wheel or the browser settings. If you do, the cameras will not stay where you want them on the map.
4. Click on the camera icon, then drag it to its position on the map.
5. You can manipulate the camera icon:
   a. Delete the camera icon. Click on the camera icon, hover over the thumbnail and click **Remove**.
   b. Select one of the three available camera icons. (Box/bullet, Dome, PTZ)
   c. Rotate the camera icon. To rotate the camera icon, click and hold the mouse button while rotating the camera icon.

- Support new Velocity Timer report (#45837)
- Support Smart ER on CMS Mobile (#58836)
- Cloud FRDB support (pending release) (#58244, #63146)
- SRX-Pro v10 support (pending release): Recording alerts for CMS Health monitor (#58742)

Improvements:

- Smart ER: Updated default flag weight and color definition ([#59168](#))
  Updated Flag color weight ratings and color scheme to make them easier to understand. Each weight (1-5) is associated with a corresponding color (green to red). Use the flag weight/color to sort the Ad Hoc reports by importance and to find them easily.
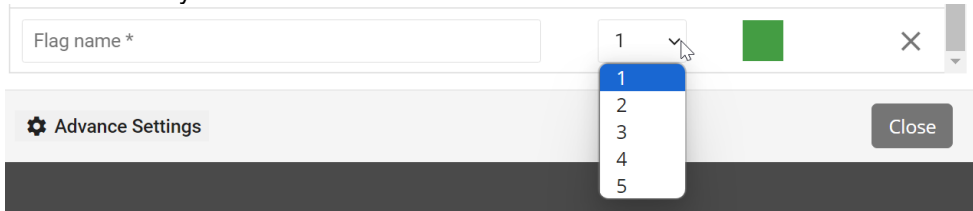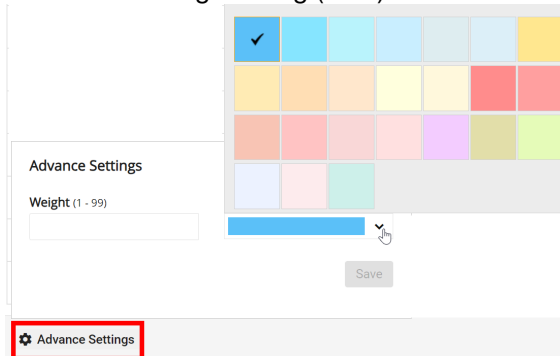
To create or edit a new Flag,
1. Go to Smart ER > Ad Hoc
2. Click on **Add report** *or*
   Hover over an existing report, click on three dots and click on the **Edit** pencil icon.
3. Click on Mark Flag icon and then click **Flag settings**.
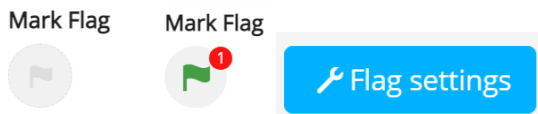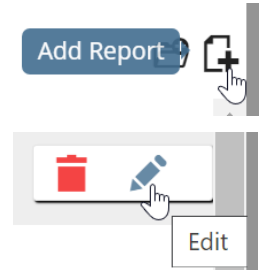
4. Create new flags **+ Add Flag** or edit existing ones.
5. Custom weight rating (1-99) and custom color palette are still available under **Advanced Settings**.

Note: Users may change weight/color setting for all flags but may only rename or delete flags that they themselves had created.

- Smart ER: Support dragging adhoc reports into sub-folders ([#65659](#))
- Velocity Timer: Update VT calculation formula to include Working Hours setting ([#59920](#))
- Velocity Timer: Use Sensor data to calculate daypart/peak time reports instead of Ai data. ([#58283](#))

- Smart ER: Expand the filter options for Quick Search & Canned reports ([#57412](#))
  To see the updated list of available search filters,
  1. Go to Smart ER and run Quick Search or one of the Canned reports.
  2. Click **+ FILTER**
  3. Click on Item Description drop-down menu to select a different filter condition. You can combine multiple filter conditions.
- Smart ER: Add the same filter conditions for Adhoc reports ([#58015](#))
- Smart ER: Apply Adhoc Flag and exception report type per region/site(s) ([#41821](#)). This improvement allows identifying specific exceptions as calculating exceptions for selected sites only. Certain exceptions may not be relevant for all sites, this improvement allows for a higher degree of customization.
- Smart ER: Restrict Adhoc reports by site. ([#59171](#))
  Custom adhoc reports can be assigned to specific Regions / Sites in the SITES tree under Adhoc report settings. Only users with permissions to the selected Regions / Sites will see those adhoc reports.
- VSC: Support **Previous** / **Next** division buttons. ([#59006](#))
  Use these buttons to see the previous or next group of cameras in the same screen division, just like in VPC.
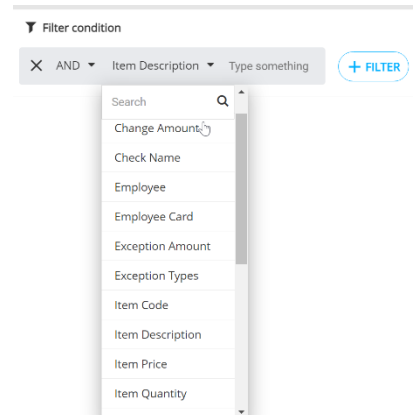
  ‹ Previous 3/16 Next ›
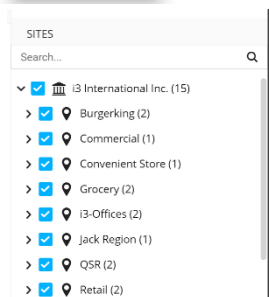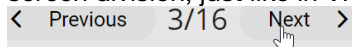
- VSC: Remember the last screen division from the previous login. ([#60122](#))
- VSC: Support quick backup duration adjustment. ([#59951](#))
  To quickly back up video from a single channel,
1. Bring the channel into Full Screen mode
2. Select the date/start time in the Calendar or select the date in the Calendar and click anywhere on the timeline to set the start time.
3. Click on the quick Backup scissors icon. ✂
4. Adjust the start time and/or Duration in minutes. The selected clip on the timeline will be updated automatically.
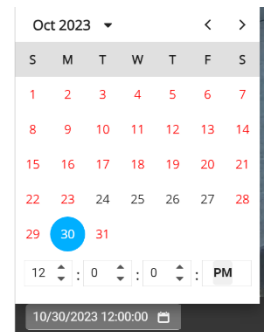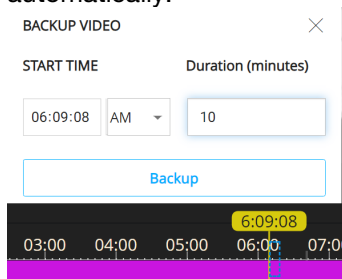
- VSC: Support view Previous/Next frame in Search mode. ([#59845](#))
- VSC: Updated Calendar date/time control. Use the more familiar layout. ([#65238](#))
- VSC: Optimize Backup function, incl. removing scheduled backup settings from one-time type backup sessions. ([#59812](#))
- i3Host integration: OTP support (one login form) ([#60946](#))
- i3Host integration: 9-dot Menu support ([#59703](#))

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- i3Host integration: Prevent CMS server list download in cases of unsuccessful i3Host login ([#63612](#))
- Optimize VPC server list request frequency for improved performance. ([#63603](#))
  When logging into CMS through VPC, the new server list will be sent to VPC only in case of any changes, not on a regular schedule.
- Update the YouTube links for some of training video clips, including Dashboard, Health Monitoring, and VSC ([#63596](#))
- Record additional log types for better traceability, incl. "Smart ER > View Detail" log, Smart ER push report user response, etc. ([#58335](#))
- EVT: Support search by BU name ([#65912](#))
- SRX-Pro Management: When linking SRX-Pro and CMS users, display all existing users in the selection list. ([#64801](#))
- New operational and error log alert types supported for SRX-Pro v10 (pending release). E.g. "Start recycling data", "Unable to write to database", etc. ([#58742](#))
- VSC: New date/time selection design ([#58614](#))
- Support "%" character in Quick Search and Adhoc report filters ([#64935](#))
- Smart ER: Standardize value format, incl. Remove decimal value from % values, add $ symbol in front of the monetary values, etc. ([#60389](#))
- Bandwidth Utilization > Backup usage report: Add confirmation prompt to the **Delete** button. ([#58782](#))

Fixed issues:
- Smart ER: Unable to backup video for "Customer w/o trans" event(s) ([#59436](#), [#66108](#))
- Smart ER: Update calculation formula for Total$, Total trans and Avg trans for better accuracy ([#63445](#))
- Smart ER: Improved filter performance. Search item(s) with filter Item name/Item code *and* price ([#65281](#))
- EVT: Prevent the user from accidentally selecting date/time in the future ([#63434](#))
- EVT Incident: Do not reset EVT filter conditions after viewing details ([#63982](#))
- Site tree disappearing ([#63981](#))
- VSC Live: Unable to move zoomed image around ([#60633](#))
- VSC Seach: Timeline not loading on channels #17 and higher ([#60573](#))
- VSC Search: Selected playback speed resets to 1x (default) on longer video clips ([#60247](#))
- VSC Backup: Unresponsive AM/PM selection ([#59317](#))
- Improve Traffic and Lost Opportunity calculation formula. ([#58017](#))
- Restrict report flag usage to one report at-a-time ([#52453](#))
- Smart ER: Incorrect Quick search/Adhoc report when navigating back to site list after drilling down data ([#65223](#))
- Email reports: Stop generating "No POS data" alerts for sites that never had POS data. I.e. this alert is reserved for unexpected POS data interruptions. ([#66249](#))
- Email reports: Reports not sent or sent with incomplete data because of / in spite of use permission settings ([#65950](#), [#65359](#)).
- Email reports: Site permissions override fixed. ([#65715](#))
- Health Monitoring: VA alerts previously dismissed in Alert Centre do not show up in search with 'Show dismissed' filter ([#60403](#))
- Health Monitoring: Camera list not loading properly on select sites with analog cameras. ([#60081](#))
- Various fixes and performance improvements: [#58671](#), [#59210](#), [#59438](#), [#59580](#), [#60089](#), [#60147](#), [#60148](#), [#60455](#), [#60498](#), [#61244](#), [#63576](#), [#63758](#), [#63941](#), [#64251](#), [#64813](#), [#65129](#), [#65303](#), [#65749](#), [#66053](#)

About version:
Version: 6.5.2.0
Build: September 29, 2023
(Beta: 6.5.1.0, August 2, 2023)

Please contact CMS support if you have any questions or issues.

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