Intelligent Monitoring Software

Release Note
Software Version 1.3.2

RealShot Manager Advanced / Lite

Revision 1 (Last Modified: Jul. 29, 2010)
© 2009 Sony Corporation
Copyright Notice
©2009 Sony Corporation. All rights reserved. This document may not be reproduced, translated or reduced to any machine readable form in whole or in part, without prior written approval from Sony Corporation. SONY CORPORATION PROVIDES NO WARRANTY WITH REGARD TO THIS DOCUMENT OR INFORMATION CONTAINED HEREIN AND HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE WITH REGARD TO THIS DOCUMENT OR SUCH INFORMATION. IN NO EVENT SHALL SONY CORPORATION BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, WHETHER BASED ON TORT, CONTRACT, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS DOCUMENT OR INFORMATION CONTAINED HEREIN OR THE USE THEREOF.
Sony Corporation reserves the right to make any modification to this document or the information contained herein at any time without notice.

Trademarks
Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries."
Intel, Pentium, Xeon and Intel Core are registered trademarks of Intel Corporation.
Java and all Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc.

Please refer to Copyright.pdf of Copyright directory about others.

Moreover, all other brands and product names are trademarks or registered trademarks of their respective owners.
® and ™ are not used in the text.
# Index

1 Features of RealShot Manager Advanced .............................................................................. 1  
1-1 Additional features by V1.3.2 ............................................................................................. 1  
1-1-1 Support for additional cameras [Advanced/Lite] ...................................................... 1  
1-2 Available Platform .............................................................................................................. 2  
1-2-1 Supported OS ............................................................................................................. 2  
1-2-2 Required Environments ............................................................................................ 3  
1-2-3 Verified PC ................................................................................................................. 3  
1-2-4 Supported Camera Information (firmware version information) ......................... 5  
1-2-5 NSR-1000 / RealShot Manager Advanced Compliant Version ......................... 9  
2 Important Notice .................................................................................................................... 11  
2-1 Installation : Setting ........................................................................................................ 11  
2-2 Main Screen: Monitoring ............................................................................................... 12  
2-3 Device Configuration ....................................................................................................... 12  
2-4 Layout Configuration ....................................................................................................... 13  
2-5 Log Window ...................................................................................................................... 14  
2-6 Others ............................................................................................................................... 14  
3 Notes ....................................................................................................................................... 15  
3-1 Main Screen: Monitoring ............................................................................................... 15  
3-2 Device Configuration ....................................................................................................... 15  
3-3 Search Window ................................................................................................................. 19  
3-4 Others ............................................................................................................................... 19  
4 Limitations ............................................................................................................................ 21  
4-1 Resolved Limitations in V1.3.2 ........................................................................................ 21  
4-2 Known Limitations .......................................................................................................... 21  
4-2-1 Installation ............................................................................................................... 21  
4-2-2 Main Screen: Search for and play back recorded images ....................................... 22  
4-2-3 Main Screen: Monitoring ........................................................................................ 22  
4-2-4 Analog Camera Operation ....................................................................................... 23  
4-2-5 Alarm History .......................................................................................................... 24  
4-2-6 Search Window: Playback ....................................................................................... 24  
4-2-7 Device Configuration ............................................................................................... 25  
4-2-8 Server Configuration ............................................................................................... 26  
4-2-9 Action Configuration ............................................................................................... 27  
4-2-10 Schedule Configuration ......................................................................................... 27  
4-2-11 User Configuration ............................................................................................... 29  
4-2-12 Others ..................................................................................................................... 29
5 Appendix .................................................................................................................................................. 31
5·1 Histories of additional features ........................................................................................................ 31
  5·1·1 Additional features by V1.3.1 ......................................................................................................... 31
  5·1·2 Additional features by V1.3.0 ......................................................................................................... 33
  5·1·3 Additional features by V1.2.0 ......................................................................................................... 34
  5·1·4 Additional features by V1.1.2 ......................................................................................................... 36
  5·1·5 Additional features by V1.1.1 ......................................................................................................... 37
  5·1·6 Additional features by V1.1.0 ......................................................................................................... 38
5·2 Histories of resolved limitations ........................................................................................................ 41
  5·2·1 Resolved Limitations in V1.3.1 ....................................................................................................... 41
  5·2·2 Resolved Limitations in V1.3.0 ....................................................................................................... 42
  5·2·3 Resolved Limitations in V1.2.0 ....................................................................................................... 43
  5·2·4 Resolved Limitations in V1.1.2 ....................................................................................................... 43
  5·2·5 Resolved Limitations in V1.1.1 ....................................................................................................... 44
  5·2·6 Resolved Limitations in V1.1.0 ....................................................................................................... 47
1 Features of RealShot Manager Advanced

1-1 Additional features by V1.3.2

The word “[Advanced]” relates to RealShot Manager Advanced (Server), “[Lite]” relates to RealShot Manager Lite and “[Advanced/Lite]” relates to both.

1-1-1 Support for additional cameras [Advanced/Lite]

Support is now provided for the following network cameras.

Network camera:

SNC-CH220, SNC-CH260, SNC-DH220, SNC-DH220T, SNC-DH260

Note

Support for models whose release post-dates release of V1.3.2 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".
1-2 Available Platform

1-2-1 Supported OS

- Confirming the operation by following OS. ("*" indicates “the 32-bit version is only supported”)

RealShot Manager Advanced/Lite – Server:
- Windows 7 Professional
- Windows 7 Enterprise
- Windows Vista Business Service Pack 2 *
- Windows Vista Enterprise Service Pack 2 *
- Windows XP Professional Service Pack 3 *
- Windows Server 2003 Standard Service Pack 2 *
- Windows Server 2008 Standard Service Pack 2 *
- Windows Server 2008 R2 Standard

RealShot Manager Advanced – Client:
- Windows 7 Professional
- Windows 7 Enterprise
- Windows Vista Business Service Pack 2 *
- Windows Vista Enterprise Service Pack 2 *
- Windows XP Professional Service Pack 3 *

Note

- In the case of Server OS, such as Windows 2003 Server and Windows Server 2008, processing for background jobs are prioritized than application programs with initial setting of OS, so performance of RealShot Manager might be more reduced than the case of using Windows XP. In this case, it might be improved by tuning up or changing setup for OS, etc.
- RealShot Manager Advanced is also evaluated in Active Directory environment. But a linkage with user management function of Active Directory is not supported.
1-2-2 Required Environments

1-2-2-1 CPU
Intel Core 2 Duo 2GHz or higher. (Only Intel-made CPUs are available for RealShot Manager Advanced)

1-2-2-2 Video Card
1024 x 768 pixel (16 / 24-bit color) or higher

1-2-2-3 Network Interface Card
100BASE-TX or higher

1-2-2-4 Memory
1GB or more (2GB or more is recommended)

1-2-3 Verified PC
We have verified that RealShot Manager Advanced works normally using following PC (\('x' means verified type).\)

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Model</th>
<th>Spec.</th>
<th>Server</th>
<th>Client</th>
</tr>
</thead>
</table>
| HP       | Pavilion e9190 | CPU: Intel Core i7-920 2.66GHz  
Memory: 3GB  
HDD: 640GB (SATA)  
Network: Intel 82567 Gigabit Ethernet | x      | x      |
| HP       | xw4400    | CPU: Intel Core 2 Duo 2.66GHz  
Memory: 1GB  
HDD: SATA 80GB  
Network: Broadcom 5755 NetXtreme Gigabit Ethernet | x      |        |
| Dell     | PowerEdge R200 | CPU: QuadCore Intel Xeon X3210 2.13GHz  
Memory: 2GB  
HDD: 500GBx2 (SATA) RAID-0  
Network: Broadcom NetXtreme 57xx Gigabit | x      |        |
| Dell     | PowerEdge T310 | CPU: Quad Core Xeon X3470 2.93GHz  
Memory: 4GB  
HDD: 160GB (SATA)  
Network: Broadcom NetXtreme 57xx Gigabit | x      |        |
<table>
<thead>
<tr>
<th>Model</th>
<th>CPU</th>
<th>Memory</th>
<th>HDD</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Precision 390</td>
<td>Quad Core Xeon355 2.66GHz</td>
<td>2GB</td>
<td>146GB (SAS)</td>
<td>Broadcom NetXtreme 57xx Gigabit</td>
</tr>
<tr>
<td>Precision T1500</td>
<td>CPU: Intel Core i7 2.93GHz</td>
<td>4GB</td>
<td>80GB (SATA)</td>
<td>Broadcom 57780 Gigabit</td>
</tr>
<tr>
<td>OptiPlex 745</td>
<td>CPU: Intel Core 2 Duo 2.13GHz</td>
<td>1GB</td>
<td>160GB (SATA)</td>
<td>Broadcom NetXtreme 57xx Gigabit</td>
</tr>
<tr>
<td>OptiPlex 745</td>
<td>CPU: Intel Core 2 Duo 2.66GHz</td>
<td>1GB</td>
<td>250GB (SATA)</td>
<td>Broadcom 100/1000 Ethernet</td>
</tr>
<tr>
<td>OptiPlex 755</td>
<td>CPU: Intel Core 2 Quad 2.66GHz</td>
<td>1GB</td>
<td>250GB (SATA)</td>
<td>Broadcom NetXtreme 57xx Gigabit</td>
</tr>
<tr>
<td>OptiPlex 755</td>
<td>CPU: Intel Core 2 Duo E6550 2.33GHz</td>
<td>2GB</td>
<td>320GB (SATA)</td>
<td>Intel 82566 Family Gigabit Ethernet</td>
</tr>
<tr>
<td>Vostro 410</td>
<td>CPU: Intel Core 2 Quad Q9450 2.66GHz</td>
<td>2GB</td>
<td>320GB (SATA)</td>
<td>Realtek RTL8168/8111C Family PCI-E Gigabit</td>
</tr>
</tbody>
</table>
1-2-4 Supported Camera Information  (firmware version information)

Note
Some cameras, which are not shipped when this software is released, are evaluated with planned specifications and those are regarded as supported cameras (marked with ‘*’ in the following list).

**Sony**

<table>
<thead>
<tr>
<th>Camera Model Name</th>
<th>Camera Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNC-CH120</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-CH140</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-CH160</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-CH180</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-CH210</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-CH220</td>
<td>v1.21 or higher</td>
</tr>
<tr>
<td>SNC-CH240</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-CH260</td>
<td>v1.21 or higher</td>
</tr>
<tr>
<td>SNC-CH280 *</td>
<td></td>
</tr>
<tr>
<td>SNC-CM120</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-CS3</td>
<td>v1.08 or higher</td>
</tr>
<tr>
<td>SNC-CS10</td>
<td>v1.06 or higher</td>
</tr>
<tr>
<td>SNC-CS11</td>
<td>v1.06 or higher</td>
</tr>
<tr>
<td>SNC-CS20</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-CS50</td>
<td>v2.33 or higher</td>
</tr>
<tr>
<td>SNC-DF40</td>
<td>v1.18 or higher</td>
</tr>
<tr>
<td>SNC-DF50</td>
<td>v1.23 or higher</td>
</tr>
<tr>
<td>SNC-DF70</td>
<td>v1.18 or higher</td>
</tr>
<tr>
<td>SNC-DF80</td>
<td>v1.23 or higher</td>
</tr>
<tr>
<td>SNC-DF85</td>
<td>v1.23 or higher</td>
</tr>
<tr>
<td>SNC-DH120</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-DH120T</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-DH140</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DH140T</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DH160</td>
<td>v1.12 or higher</td>
</tr>
<tr>
<td>SNC-DH180</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DH210 *</td>
<td></td>
</tr>
<tr>
<td>Camera Model Name</td>
<td>Camera Firmware Version</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>SNC-DH220</td>
<td>v1.21 or higher</td>
</tr>
<tr>
<td>SNC-DH220T</td>
<td>v1.21 or higher</td>
</tr>
<tr>
<td>SNC-DH240</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DH240T</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DH260</td>
<td>v1.21 or higher</td>
</tr>
<tr>
<td>SNC-DH280</td>
<td></td>
</tr>
<tr>
<td>SNC-DM110</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DM160</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DS10</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-DS60</td>
<td>v1.11 or higher</td>
</tr>
<tr>
<td>SNC-P1</td>
<td>v1.30 or higher</td>
</tr>
<tr>
<td>SNC-P5</td>
<td>v1.30 or higher</td>
</tr>
<tr>
<td>SNC-RH124</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RH164</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RS44</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RS46</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RS84</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RS86</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-RX530</td>
<td>v3.13/2.43 or higher</td>
</tr>
<tr>
<td>SNC-RX550</td>
<td>v3.13/2.43 or higher</td>
</tr>
<tr>
<td>SNC-RX570</td>
<td>v3.13/2.43 or higher</td>
</tr>
<tr>
<td>SNC-RZ25</td>
<td>v1.40 or higher</td>
</tr>
<tr>
<td>SNC-RZ30</td>
<td>v3.14/2.24 or higher</td>
</tr>
<tr>
<td>SNC-RZ50</td>
<td>v2.43 or higher</td>
</tr>
<tr>
<td>SNC-Z20</td>
<td>v1.06 or higher</td>
</tr>
<tr>
<td>SNT-EP104</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-EP154</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-EX101</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-EX101E</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-EX104</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-EX154</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNT-V704</td>
<td>v2.16 or higher</td>
</tr>
<tr>
<td>Model</td>
<td>Version</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Axis 206</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 207</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 207W</td>
<td>v4.40.1</td>
</tr>
<tr>
<td>Axis 210</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 210A</td>
<td>v4.40.1</td>
</tr>
<tr>
<td>Axis 211</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 211A</td>
<td>v4.30</td>
</tr>
<tr>
<td>Axis 221</td>
<td>v4.45</td>
</tr>
<tr>
<td>Axis 209FD</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 209FD-R</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 209MFD</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 209MFD-R</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 216FD</td>
<td>v4.40.1</td>
</tr>
<tr>
<td>Axis 216FD-V</td>
<td>v4.40.1</td>
</tr>
<tr>
<td>Axis 216MFD</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 216MFD-V</td>
<td>v4.47</td>
</tr>
<tr>
<td>Axis 225FD</td>
<td>v4.45</td>
</tr>
<tr>
<td>Axis P3301</td>
<td>v5.01</td>
</tr>
<tr>
<td>Axis P3301-V</td>
<td>v5.01</td>
</tr>
<tr>
<td>Axis 212PTZ</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 212PTZ with CM</td>
<td>v4.35</td>
</tr>
<tr>
<td>Axis 214PTZ</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 215PTZ</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 232D+</td>
<td>v4.41</td>
</tr>
<tr>
<td>Axis 233D</td>
<td>v4.48.1</td>
</tr>
<tr>
<td>Axis 241Q</td>
<td>v4.30</td>
</tr>
<tr>
<td>Axis 241QA</td>
<td>v4.30</td>
</tr>
<tr>
<td>Axis 241S</td>
<td>v4.40</td>
</tr>
<tr>
<td>Axis 243Q Blade</td>
<td>v4.45</td>
</tr>
<tr>
<td>Axis 243SA</td>
<td>v4.45</td>
</tr>
<tr>
<td>Axis 247S</td>
<td>v4.45</td>
</tr>
<tr>
<td>Axis Q7401</td>
<td>v5.01</td>
</tr>
<tr>
<td>Axis Q7406</td>
<td>v5.01</td>
</tr>
</tbody>
</table>

**IQinVision**
<table>
<thead>
<tr>
<th>Camera Model Name</th>
<th>Camera Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>IQeye510</td>
<td>v2.8/6(080313)</td>
</tr>
<tr>
<td>IQeye511</td>
<td>v2.8/6(080313)</td>
</tr>
<tr>
<td>IQeye702</td>
<td>v2.8/6(080313)</td>
</tr>
<tr>
<td>IQeye703</td>
<td>v3.0/2(090521)</td>
</tr>
<tr>
<td>IQeye705</td>
<td>v3.0/2(090521)</td>
</tr>
<tr>
<td>IQeye711</td>
<td>v3.0/2(090521)</td>
</tr>
<tr>
<td>IQeye752</td>
<td>v3.0/2(090521)</td>
</tr>
<tr>
<td>IQeye753</td>
<td>v3.0/2(090521)</td>
</tr>
<tr>
<td>IQeye755</td>
<td>v3.0/2(090521)</td>
</tr>
</tbody>
</table>
### 1-2-5 NSR-1000 / RealShot Manager Advanced Compliant Version

<table>
<thead>
<tr>
<th>NSR-1000 Series</th>
<th>RealShot Manager Advanced</th>
<th>Media File Player</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lite Server</td>
<td>Advanced Server</td>
</tr>
<tr>
<td>V1.0.0</td>
<td>1.0.0.26</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.0.1</td>
<td>1.0.1.4</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.0.2</td>
<td>1.0.1.4</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.0.3</td>
<td>1.0.1.4</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.0.4</td>
<td>1.0.4.6</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.1.0</td>
<td>1.1.0.20</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.1.1</td>
<td>1.1.1.7</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.1.2</td>
<td>1.1.2.7</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.2.0</td>
<td>1.2.0.2</td>
<td>N/A</td>
</tr>
<tr>
<td>V1.3.0</td>
<td>N/A *3</td>
<td>1.3.0.7</td>
</tr>
<tr>
<td>V1.3.1</td>
<td>1.3.1.2</td>
<td>1.3.1.2</td>
</tr>
<tr>
<td>V1.3.2</td>
<td>1.3.2.5</td>
<td>1.3.2.4</td>
</tr>
</tbody>
</table>

*1 Media File Player (v1.2.0.11) is stored in NSR v1.0.1.4.
Media File Player (v1.2.0.9) is stored in RealShot Manager Advanced v1.0.1.4.

*2 The Client installer for RealShot Manager Advanced v1.0.4.6 is stored in NSR v1.0.4.6.

*3 There is no release for V1.3.0.

(Note)

In case of defining a version like following:

<major version>,<minor version>,<maintenance version>,<build>

Basically, Server/Client connections (Monitoring, Searching and Playing back) are
confirmed if the following version number is same.

<major version>.<minor version>

However, when changing some configurations, to avoid an incompatibility, it must be done on the Server or the Client written in same line of the list above.
2 Important Notice

In the descriptions below, items with [S] are only for servers (Advanced server and Lite server), items with [C] for NSR and clients of RealShot Manager Advanced and items with [S/C] are for both servers and clients.

2-1 Installation : Setting

- [C] In case of connecting RealShot Manager Advanced client to NSR-1000 series, please refer to the following manuals and make a network interface settings properly, otherwise the client may not be connected to NSR-1000 series with the error message like “Incorrect User name or Password”.
  - User’s Guide of NSR(-1000) Series
  - User's Guide of RealShot Manager Advanced.

- [S] When a RealShot Manager Advanced (Server) or a RealShot Manager Advanced (Client) is installed on a PC in which the Windows Firewall is configured, communication between servers or between client and server is not sometimes established. To avoid this, it is necessary to allow a connection of TCP port 8081, 8082, 8083, and 8084 by the setting of Windows Firewall in the PC. When the above port numbers are changed from default with the port number configuration option, set the firewall so as to allow the changed port numbers as well.

- [S] When “Camera Auto Registration” is executed, RealShot Manager Advanced detects camera(s) on the same network and automatically registers it. Please note that its IP address and the port number are changed accordingly.

- [S/C] To run the RealShot Manager Advanced, it is necessary to logon the Windows with the administrator account.

- [S/C] When using the second monitor, be sure to configure the second monitor setting on the Windows as follows. That is, the monitor icon 2 should be located on the right of the monitor icon 1.
  In addition, when the display resolution is changed on the Windows, be sure to restart the application. If you change the display resolution on the windows while the application starts running, and does not restart, the setting is not enabled for the second monitor.
• [C] The problem with the Master/Slave configurations
  When changing the server name in connection with the client, the name just before
  changing appears in the tree in the Configuration screen of the client.
  Be sure to again log on from the client after changing the server name.

• [S] When upgrading the RealShot Manager Advanced (Server), there are infrequent
  cases where upgrading fails. It happens when the server module cannot stop due to
  overloaded PC server. In this case, restart your PC and then perform an installation
  work. (V11R:455)

2-2 Main Screen: Monitoring
  • [S/C] You can use a remote controller pan, tilt, and zoom operations for cameras.
    - This unit supports IP Desktop USB controllers from CH Products. Other remote
      controllers are not supported.

  • [S/C] The DIRECT PTZ function is not supported on camera servers SNT-EX/EP series
    connected to analog cameras. To achieve this function, use the buttons in the Camera
    Control pane or the remote controller. (V11N:401)

  • The DIRECT PTZ function is not supported on AXIS video servers or PTZ cameras. To
    achieve this function, use the buttons in the Camera Control pane or the remote
    controller. (V11N:400)

2-3 Device Configuration
  This section describes precautions on use of camera or setting. For other restrictions or
  precautions, refer to the User’s guide or release note for the camera.

  • When using the following network cameras and camera servers with firmware V1.20 or
    later, use the RealShot Manager Advanced /Lite V1.3.2 or later. Otherwise, monitoring
    and recording may stop. (V13R:639)
      SNC-RH series
      SNC-RS series
      SNT-EP series
      SNT-EX series
- [S/C] There are some restrictions when H.264 is selected for the cameras below:
  SNC-CS50, SNC-DF50, SNC-DF80, SNC-DF85,
  SNC-RX530, SNC-RX550, SNC-RX570, SNC-RZ50

- Another codec cannot be selected at the same time.
- VMD(Camera) and VMF function does not work despite those settings are available in the [VMD] tab of the configuration screen. Please use the VMD(Recorder) when H.264 is selected.
- The image size of more than QVGA(320x240) is selected, the maximum frame rate is limited at the transmission side as follows:
  NTSC: 10 fps or less
  PAL: 8 fps or less

- [S/C] If the cameras mentioned below uses the MPEG4 codec with the image size of more than 384x288, the maximum frame rate is limited at transmission side.
  (V11N:59)
  SNC-CS50, SNC-DF50/DF80/DF85, SNC-RX530/RX550/RX570, SNC-RZ50
  - 15(NTSC)/20(PAL) fps or less with the stabilizer set to on
  - 20(NTSC)/16(PAL) fps or less when the dual codec including JPEG and anything is selected, or while the motion detection is working

- [S/C] When you want to select the image size of more than 4CIF on the SNC-DF85, the firmware version of the camera should be V1.20 or higher. If the former version, do not select 4CIF in the image size setting. (V11R:37)

- [S/C] With regard to the SNT-EX154, audio data of channel 1 only is output through CH1 AUDIO OUT connector of the SNT-EX154. (V11R:491)

- [S/C] I/O pins of the SNT-EX series are shared with all the video channels. It is possible for the channel 1 to use all the I/O pins, or for each channel to use each pin one by one. If the output pins are shared with two or more video channels, there may be some inconsistencies occurring. To work around this, it is recommended to assign output pins to any one of the channels. (V11N:284)

**2-4 Layout Configuration**

- [S/C] In case of creating a new layout tour, please enable the check box of “Show on
Main Window” so that the created tour is shown in the layout list of Main screen.

- [S/C] In the Layout Configuration, "Scale to Monitor Frame" setting is checked as the default at the Option tab of the monitor frame setting. This function scales the camera images to the monitor frame size. However, if this setting is unchecked, the frame rate of the monitor display is improved about 3 to 6 frames per each monitor of the 4x4 display layout. So, if the scaling the camera images is not required, unchecking the "Scale to Monitor Frame" is recommended.

2-5 Log Window

- [C] Alarm information is reported to client, but the logging of that is recorded to server side. Therefore it is necessary to confirm the alarm log with specifying the server if needed

2-6 Others

- [S] In RealShot Manager Advanced, the server function other than the GUI function is separately started as a Windows service program. Therefore the server function such as recording images from cameras continues to work even if the window of GUI is quitted.

- [S] When shutting down a server, to stop services safely, it might take several minutes.
3 Notes

3-1 Main Screen: Monitoring

- [S/C] The VMF detection frame is shifted from its expected position, if the VMF package which was used during recording does not exist in playing back the recorded image. (V11R:712)

- [S/C] With the Audio Upload function, multiple audio streams cannot be uploaded to a camera a time. (VT3:1080)

- [S] In case of using multiprocessor CPU such as Quad Core, the slow response of GUI might be occurred as the fragmentation of the disk increased. In that case, please use the defrag tool of Windows OS to decrease the fragmentation. An enough disk free space is required for the defrag tool. Please free up disk space(*) by changing the configuration of the data overwrite function or the data clean up function. We will recommend to execute the defrag tool periodically to prevent the fragmentation. (VT3:846)
  * The disk free space of 15% or more is recommended by Windows.

- [S] The problem that rendering is not updated for several seconds when the write load to the HDD is increased. It may happen depending on the server the RealShot Manager Advanced is running. In order to reduce the write load, the recording storage should be specified to other HDD, or to the separate partition after partitioned. To add new storage, configure the settings under [Storage] tab of Sever Configuration screen in the Configuration window. (V11R:8)

3-2 Device Configuration

- The following letters cannot be used in camera name (attempt at input will be prohibited). (V11N:556)
  \ / ; ; * ?" <> | []

  **Note**
  Newly added [ and ] as prohibited characters in V1.1.2. Because when these characters were used in camera name, a deletion of recorded files failed in NSR-1000 series.
• [S] With the SNT-V704, thumbnails are displayed in the Multiple Camera Registration dialog box only when JPEG is selected as Codec. (V13R:282)

• [S] Camera Auto Registration may not register all desired cameras in one pass. When this happens, open the Multiple Camera Registration dialog box from the Advanced Setup screen, search for the unregistered cameras, and register them. (V13R:370)

• [S/C] When using JPEG with image sizes in excess of 1280x720, frame rate settings can sometimes exceed the performance limitations of the camera. Please make settings after verifying the camera limitations. (V13R:384)

• [S/C] When using an image size of 704x576 with the following network cameras and camera servers, make sure that the firmware version is 1.10 or higher. (V13R:414, V13R:423)
  - SNC-RH series
  - SNC-RS series
  - SNT-EP series
  - SNT-EX series
  - SNC-CH140, SNC-DH140

• [S/C] With the SNC-RH124 and SNC-RH164, image sizes that can be set differ according to the camera’s operating mode (NTSC/PAL) as follows: (V13R:442, V13R:445)
  - NTSC: 720x576 is not available.
  - PAL: 720x480 is not available.

• [S/C] When you want to use the mask function for the AXIS camera/video server, configure masks on the camera/video server side, not on the recorder side. (VT3:1093,950,926)

• [S/C] When the PTZ operation is carried out for an AXIS PTZ camera where the VMD(Recorder) is configured, motion is detected even during PTZ operation of the camera itself. (VT3:940)

• [S/C] When you change the video-related options (Image Size, Image Quality and Frame Rate) on the [Video] tab while monitoring/recording a JPEG image an AXIS...
camera is capturing, monitoring or recording may continue with the previous settings.
To enable the changed values in monitoring, be sure to logoff once, and then logon. To
enable the changed values in recording, be sure to deselect the [Enable] check box to
enable the schedule on the Record dialog box, and then select it to apply. (VT3:914)

- [S/C] When you configure the e-flip for an AXIS camera of which codec is set to JPEG,
monitoring or recording may continue without the video flipped vertically. To enable
the e-flip in monitoring, be sure to logoff once, and then logon. To enable the e-flip in
recording, be sure to deselect the [Enable] check box and apply, select the [Enable]
check box again to enable the schedule on the Record dialog box, and then select it to
apply. (VT3:912)

- [S/C] When you configure masks for a camera which is now recording images, the mask
area shifts as expected for the live images, however, recording continues with the
original mask setting at the beginning of recording. To enable the mask function in
recording, be sure to deselect the [Enable] check box to enable the schedule on the
Record dialog box, and then select it to apply. (VT3:830)

- [S/C] Note that some cameras do not support the camera direct panning/tilting function
and area zoom function. If you use the encoder together with the cameras, check the
manual to see if the cameras to be used support the above functions. (VT2:776)

- [S/C] With IQinVision camera with 2M pixels, the frame rate may halve compared to
the value specified by “Frame rate”. It also depends on combination of image size and
frame rate. (V11R:58)

Before use, be sure to check whether an image is output at the specified frame rate. If
not, reconfigure the image size or frame rate to the other value.

It has been confirmed that this issue happens in the following combinations.
Confirmed firmware version is v3.0/2 in all cases.
IQeye752 (max. image size1600x1200):

Output at 10 fps when the image size (800x600) and frame rate (20fps) are
being specified.
IQeye753 (max. image size 2048x1536):

Output at 6 fps when the image size (1024x768) and frame rate (12fps) are
being specified.
IQeye755(max. image size 2560x1920):
Output at 5 fps when the image size (1280x960) and frame rate (10fps) are being specified.

- [S/C] AXIS camera acquires images by RTSP using port 554 when MPEG4 codec is selected. Therefore, when using AXIS camera with the codec set to MPEG4, do not disable RTSP on the camera. And keep the port number default (automatically). (V11R:63)
  When using Axis cameras in combination with MPEG4, it is not possible to connect to a camera via a Proxy. If you need to connect to an Axis camera via a Proxy, use JPEG. (V11R:65)

- [S] The camera servers SNT-EX104/EX154/EP104/EP154 can have different IP addresses by the video channels in it. For this reason, when registering two or more camera servers by specifying the IP address with the automatic camera registration or multiple camera registration features, a group of continuous IP addresses cannot be assigned to the one camera server.
  To prevent this, register a camera server one by one, or after specifying the IP addresses on the camera server in advance, register them with the multiple camera registration feature without specifying another IP address. (V11R:435)

- [S] To configure the camera protocol on camera servers SNT-EX series connected to analog cameras, access the setting page through the web browser of the SNT-EX series. (V11N:169)

- [S/C] The detection area configuration in the VMD (Camera) Configuration screen is performed based on the VGA (640x480) coordinate system. Note that it shows values different from actual ones when making configurations for some cameras/camera servers. (V11R:483)
  In this case, perform the adjustment of the detection area size while viewing on the frame in the configuration screen.

- When parameters in the Video setting tab are changed while recording, it will affect the recording like the followings. (V11N:155)

  **Manual Record**
  All parameters in the Monitoring are reflected to the recording.
Schedule Record, Event/Alarm Record

- In case Codec is changed
  The change is reflected to the recording.
  By this change, if a combination of settings in the Schedule tab become inappropriate, settings in the Video tab are reflected to the recording automatically.
  However the internal change will not reflected in the Schedule tab.

- In case Size/Bitrate/Framerate is changed
  - In case "Device Setting" is set in the Schedule tab
    The change is reflected to the recording.
  - In case settings are already specified in the Schedule tab
    Settings in the Schedule tab are given priority to the Video tab.
    And the settings are reflected when the schedule starts.

3-3 Search Window

- [S/C] You can select only the one check box in the search results list. Playback is enabled for the selected search result. Exporting is enabled for the selected search result, too. You can protect /unprotect the recordings if their background is turned into blue with the check box selected.(VT3:948)

3-4 Others

- [S/C] As for the cameras listed below and the firmware V1.10 or higher, when a gross bit rate of video streams will be over 16 Mbps, a connection will be rejected. To avoid troubles for Recording and Monitoring, don’t connect to the camera from application such as ActiveX viewer in operation.
  SNC-RH series
  SNC-RS series
  SNT-EP series
  SNT-EX series
  SNC-CH series
  SNC-DH series
• [S/C] If the "Sleep" function of Windows Vista or Windows 7 is enabled, recording and monitoring stop automatically because the OS may enter to sleep mode. Disable the "Sleep" function. (V12R:127)

• [S/C] In case both of Media File Player less than Ver. 1.3.0 and RealShot Manager Advanced are installed in the same PC:
  If Media File Player is uninstalled from the PC, audio of cameras cannot be heard in RealShot Manager Advanced.
  In such a case, log-on Windows as administrator privilege, open the command prompt and execute the following command. (V11R:902)

```
> regsvr32 "<RealShot Manager Advanced install folder>\RSMFilters.dll"
```

* `<RealShot Manager Advanced install folder>` means a folder path where the RealShot Manager Advanced is installed in.

• [S/C] In case using a PC which does not have enough performance for the system usage, sometimes audio skips. To avoid it, please prepare a PC which has enough performance. (V11R:870)

• [S] When upgrading a firmware for camera SNC-CH140 and SNC-DH140 from Ver. 1.05, if RealShot Manager Advanced or NSR-1000 series is being connected to such cameras, the upgrade process will not finish. This is an issue of camera side. Disconnect (stop monitoring and disable recording schedules) those cameras before upgrade. (V11N:609)
4 Limitations

4-1 Resolved Limitations in V1.3.2

- [S/C] When using system alerts as trigger, highlighting images didn't work in V1.3.0 and V1.3.1 of the software. (V13R:645)
  This issue has been solved.

- [S/C] In the [Video] tab of the following cameras:
  SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280
  When setting like, [Monitoring: 640x480] and [Recording: 1920x1440 with H.264 codec], you could only set lower frame rate than camera's ability. (V13R:607)
  This issue has been solved.

- [S/C] Picture sizes over 1280x1024 with multiple codecs could be set for the following network cameras. (V13R:443)
  SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280
  This issue has been solved.

- [S/C] The user name was not displayed in the operation log. (V13R:162)
  This issue has been solved.

- [S/C] Event Action Server stopped working. (V13N:348)
  This issue has been solved.

4-2 Known Limitations

4-2-1 Installation

- [S/C] To install RealShot Manager Advanced, please select an installation path name without non-ascii characters. If RealShot Manager Advanced is installed at the path with non-ascii character name, its server cannot be started or stopped properly. To uninstall RealShot Manager Advanced from non-ascii character named path, please follow procedure below (VT3:810)
  1. Open Windows Control Panel and select Services tab.
  2. Set Startup Type of "RSM Record Server" to "Manual".
  3. Set Startup Type of "RSM Event Action Server" to "Manual".
  4. Restart computer.
5. Uninstall RealShot Manager.

- [S/C] RealShot Manager Advanced with server mode and client monde has to be installed to same language windows. (VT3:1060)

**4-2-2 Main Screen: Search for and play back recorded images**

- [S/C] Audio cannot be output when playing audio in files which is currently recorded from search result. (VT2:519)

- [S/C] When the codec options such as [Resolution], [FPS] and [Quality] for JPEG(or [Bit rate] for MPEG4) differ between on the [Video] tab of the Device Configuration screen and on the Schedule Configuration screen, there are some cases where audio is not played back normally just after starting playback. It can be played back normally once the video playback starts. (VT3:956)

- [S/C] When playing back the images just before recorded while recording, playback may pause within a few minutes. To resume playback, press the PLAY button. (V11R:62)

**4-2-3 Main Screen: Monitoring**

- [S/C] When the Windows Aero is enabled in Windows 7 environment, sometimes Main Screen freezes (stops updating). Disable the Windows Aero. (V12R:45)

- [S/C] When selecting a monitor frame, a camera tour which is currently running might not be shown in [Tour] box on [Camera Control] pane.
  In case of stopping the camera tour in such a condition, select a camera tour in [Tour] box, start the tour once and stop it. (V11R:922)

- [S/C] There is a problem that FPS value decreases slightly each time recording starts/stops. This happens when a different video setting is made for the monitoring setting and scheduled recording setting. (V11R:625)

- [S/C] When focus or bright adjustment is carried out during recording, frame loss may occur. (V11N:489)

- [S/C] In case of playing recorded images from alarm history, it may take about 10
seconds to find an alarm point if the load of server is high. And the alarm jump function by “Next/Previous Alarm” button on “Playback Control Pane” becomes available after the first alarm point is found. (VT2:624)

- [S/C] In case of using RealShot Manager Advanced on Windows Vista environment, a part of the Main screen may become transparent after closing the Search Window or Configuration Window. In this case, it will be recovered by redrawing (once minimizing or maximizing) the Main screen window. If the Minimize or Maximize button is hidden, then display the Windows task bar by pressing Windows key and select Minimize or Maximize from the menu displayed by Right-click on the RealShot Manager Advanced task button. (VT3:760)

- [S/C] Note that some cameras do not support the camera direct panning/tilting function and area zoom function. Check the manual to see if the cameras to be used support the above functions. (VT2:777)

- [S/C] The value of Focus, Brightness and Day/Night in [Adjust] tab at [Camera Control] pane are not updated when these values are changed from other clients or browser. (VT2:750)

- [S/C] Even if you select [MANUAL ACTION] in the Device menu, the manual action list is not displayed on the screen of RealShot Manager Advanced. To display the list, put the RM-NS1000 into the mouse mode, and select [Manual Action] in the Manual Action pane at the top right of the screen of RealShot Manager Advanced (V11N:207)

- Using the following cameras, monitoring images stops for a several seconds just after the camera preset tour starts or stops. During the preset tour, the images can be received normally. (V11N:450)
  
  SNC-RH series  
  SNC-RS series

**4-2-4 Analog Camera Operation**

- [S/C] Using Camera Control Pane or Remote Controller, do NOT perform PTZ/FOCUS/BRIGHT operations for analog cameras without PTZ function, although they look available. If you try to do accidentally, the system stops monitoring/recording images for a few seconds. (VT2:644)
RealShot Manager Advanced / Lite V1.3.2 Release Note

- [S/C] Using a Remote Controller, the Zoom function cannot be operated simultaneously during Pan/Tilt function is operated. (VT2:653)

- [S/C] The Pan/Tilt/Zoom operation for an analog camera from Camera Control Pane of the Main screen may have a result that the camera does not move smoothly. Therefore the Direct PTZ function by pressing “DIRECT” button on Camera Control Pane is recommended for analog camera control. The Direct PTZ function allows you to operate the following function. (VT2:653)
  - Move the camera so that the selected point becomes at the center (Direct Pan/Tilt by Ctrl + Left-click)
  - Displays a red box, and releasing the mouse button enlarges the portion of the image inside the box to fill the window (Direct Zoom by Ctrl + Left-click and drag)

4-2-5 Alarm History

- [S/C] Alarm information during log off is not listed in the “Alarm History Pane”. To confirm such information, press Open Log Window on the Main screen and select Event/Alarm from the Log Type. (VT2:643)

- When configuring the alarm recording triggered by other device than a camera, like the sensor inputs in NSR or Barionet, you can see the trigger name only in the alarm history even when alarms occurred. (No camera name is displayed.) In addition, the recorded image cannot be played back by double-clicking each alarm history. To playback, search the desired record and play it from the search results. (V11N:253, V11N:257)

4-2-6 Search Window: Playback

- [S/C] The Previous Frame and Next Frame button on Playback Control Pane of Search window control the selected monitor frames. (VT2:573)

- [S/C] When playing/fast-forwarding the alarm-triggered recorded images in the timeline mode during schedule recording, playback video may stop at the top of the alarm recorded data. In that case, move the cursor position on the timeline and playback again. (VT3:1071)
4-2-7 Device Configuration

- [S] The Multiple Camera Registration dialog box may not display thumbnails for all cameras. However, lack of thumbnail display does not indicate a problem with camera registration. (V13R:439)

- [S/C] The digital zoom works in [Masking] tab of Configuration window. However, if a mask is configured in zoomed state, it is not displayed correctly. Configure masks in non-zoomed state. (V11R:838)

- [S/C] In case of using an alarm output function of the camera, enable its setting of the camera and set “Toggle” mode using Internet Explorer (Web browser) in advance. (VT3:642)

- [S/C] When creating an inactive detection area for an active detection area while configuring VMD (Camera) on [VMD] tab of Device Configuration screen, the area number for the inactive detection area should be smaller than the other one of the active detection area. Otherwise the inactive detection area is normally activated. It is recommended to confirm the actual operation after this setting. (VT3:759)

- [S/C] After editing the preset list on the [Tour] tab of the Device Configuration screen, be sure to click [Set]. If you exit from the configuration screen without clicking it, edited data become ineffective. (VT2:762)

- [S/C] When changing any value on [Video] tab on Device Configuration Screen, be sure to press “Apply” button before moving to the other tab. If you do so without pressing “Apply” button, when you return to [Video] tab, you can see the value just before changing. If you press “Apply” button from the above situation, however, the changed value (different from the displayed one) is applied. (V11R:64)

- [S/C] When the VMF package name is changed from default while configuring the VMF on [VMD] tab of Device Configuration Screen, it takes about a minute to enable the setting and for an alarm to be sent. (V11R:415)

- [S/C] When configuring masks with [Freeze image during PTZ movement] selected for the cameras with the PTZ functions, rendering is stopped during PTZ movement if
there is any mask(s) in the area, and it continues if not. In the case that the PTZ movement is performed across the areas without and with masks, rendering starts and then stops at the timing when the camera enters the area including the mask. If the PTZ movement is too fast to stop rendering in such case, rendering may continue even in the area including the mask. To work around this, let the camera slowly move to the area including the mask. When configuring masks, be sure to adjust the width and height of the mask while checking the PTZ movement. When configuring the camera tour, be sure to check the mask size and the speed of the tour. (V11R:148)

- [S/C] Using the following cameras/camera servers, the preview feature of the motion detection is not activated in the Configuration window while configuring the VMD(Camera). To pre-check the motion detection, apply the settings, return the main screen and assign the target camera to any of monitor frames. (V11R:350)
  - SNC-RH series
  - SNC-RS series
  - SNT-EP series
  - SNT-EX series
  - SNC-CH series
  - SND-DH series

- [S/C] When changing a camera name on [General] tab after camera registration, the set values may be displayed blank. In this case, close the Device configuration screen once, and then re-open it. (V11N:383)

- After changing resolution settings for a camera which has some masks, please set up masks again. (V11R:484)

**4-2-8 Server Configuration**

- [S] While configuring the storage setting with Server Configuration screen, it is impossible to specify any network drives.(V11R:78)

- [S] Pay attention to the followings when you want to change the recording storage from default to other in the storage settings. It affects the estimation of storage capacity. When the storage mode is put into the camera mode (refer to “Configuring Storage for Each camera ([Camera] mode) in the User’s Guide, for details.), audio data is saved in default storage even if changing the recording storage from default.
When the storage mode is put into the recording type mode (refer to “Configuring Storage for Each recording type ([Recording Type] mode) for details.), audio and image data are saved in the specified and same storage. (V11R:272)

4-2-9 Action Configuration

- [S/C] When you set for sending a still image as a mail attachment under the “Send E-mail” on the manual action screen, select the [Specified Camera] check box and specify the camera. Even if the [Each camera] check box is selected, the setting becomes ineffective. (VT3:933)

- [S/C] The action is performed when the action schedule begins and system alert status is ON. (VT1:2166)

- [C] When you make an action schedule that includes a server action and a client action on the client’s GUI, and delete the action schedule from the server's GUI or other client’s GUI, the server action is seemed to be remained yet in the client’s GUI. (VT3:1069)

  (*) Server Action: Camera Action, IO Device Action and e-mail Action in System Action.

4-2-10 Schedule Configuration

- [S/C] In case of handling multiple alarm triggers (Sensor Input, Camera Tampering Detection and Motion Detection) and each one is registered to each recording schedule, while a trigger is ON, recordings are not started by the other triggers. To avoid lacking a recording, make settings like the following. (V12R:57)
  - Don't create alarm recording schedules for each trigger. Create one schedule for all triggers (check all events in schedule registration dialog).
  - When configuring a schedule for alarm recording, select [From Alarm End] in [Alarm Record End] setting.

- [S/C] In rare cases, when opening the Configuration window, it might show strange (e.g. the left pane becomes transparent) and configurations cannot be performed. In this case, log off once, log on and open the Configuration window. (V11R:890)

- [S/C] When the scheduled recording is configured for the cameras or camera servers listed below, recording starts a few seconds behind the scheduled time. (V11R:638)
  SNC-RH series
- SNC-RS series
- SNT-EP series
- SNT-EX series
- SNC-CH series
- SNC-DH series


- [C] Two or more clients should not configure a schedule setting to the same server at the same time. Because some of the schedule settings may not be configured correctly if the name of the schedule settings are same. (VT2:632)

- [C] The time-zone of RealShot Manager Advanced client should be set up the same as the RealShot Manager Advanced server is configured. It is not needed in case that NSR-1000 series is the server of this client. (VT3:749)

- [S/C] With the PC where RealShot Manager Advanced was installed, when you change the time zone on Windows, the schedule configured by RealShot Manager Advanced is not properly shifted according to time zone change if it continues through midnight. After changing the time zone on Windows, be sure to reconfigure the schedule on RealShot Manager Advanced. (V11R:390)

- [S/C] In case of Alarm or Event recording by VMD (Recorder), a configuration name of the VMD (Recorder) should be the same if two or more triggers from different cameras with “Record by selected event” type are used for the recording schedule configuration. (VT3:776)

- [S/C] Recording schedule which is triggered by the VMD (Recorder) works improperly when two or more VMD(Recorder) configurations were configured. To activate the recording schedule which is triggered by the VMD (Recorder), configure a single VMD(Recorder) configuration. (VT2:751)

- [S/C] When configuring the alarm/event recording to be triggered by another camera’s event, the configuration information of [Alarm Trigger] cannot be displayed on the
Schedule screen. Actually it is configured normally. You can check the configuration information, by opening the edit screen. (VT3:1086)(VT2:764)

- [S/C] When configuring the schedule for the event/alarm recording, you can specify all triggers configured (regardless of whether the camera is used for the record or not) by selecting “Show All Triggers” select box. When displaying the configuration again after the settings are saved, however, you can see that this check box become unchecked. To confirm the trigger status, again check this “Show All Triggers” check box. (V11N:241)

4-2-11 User Configuration

- [S/C] The string of characters for a user name and password input should be used up to 32 characters long and consist of single-byte alphanumeric characters, hyphens (-) and underbars (_) as described in User’s Guide. Otherwise, the user may not log on RealShot Manager Advanced. In this case, an administrator of the RealShot Manager Advanced should change the user name or password. (VT2:524)

4-2-12 Others

- [C] In case of shutting down the server, please quit the client of RealShot Manager Advanced in advance. If you shut down the server while starting up the client, the client may be quitted by Application Error. In this case, please reboot the PC where the client is installed. (V13R:641)

- [C] If the client is used at the condition that some connection to a server is continuously disconnected, all the connections to the servers may be disconnected due to increasing the load of client. In this case please log off the client then log on again to recover the connection to the servers. (VT3:796)

- [S/C] In case of playing a recorded image, it takes a several seconds to stop the actual image on a monitor window after the [PAUSE] button is clicked if a load of the server is high. (VT3:385)

- [S] If a network interface is disabled on the PC where RealShot Manager Advanced is installed, the server function may be stopped. In this case it is necessary to reboot the PC after enabling the network interface. (VT3:713)
• [S] If you logon RealShot Manager Advanced while network is down, monitoring may stop in about one minute after network recovery. In such a case, please make sure network is ready and logon again. (VT3:695)

• [S/C] In the Restore Configuration window in the Administration Menu with RealShot Manager Advanced vision 1.0.4, do not restore the data saved with RealShot Manager Advanced version 1.0.2 or 1.0.3 in the Save Configuration Data window at the Administration Menu.
5 Appendix

5-1 Histories of additional features

5-1-1 Additional features by V1.3.1

The word “[Advanced]” relates to RealShot Manager Advanced (Server), “[Lite]” relates to RealShot Manager Lite and “[Advanced/Lite]” relates to both.

Note

Items written “[Advanced]” have been already supported in V1.3.0 of RealShot Manager Lite.

5-1-1-1 Support for two server types [Advanced/Lite]

As for the server, you could only choose RealShot Manager Lite in V1.3.0. From the installer for v1.3.1, when installing, you can now choose RealShot Manager Advanced (Server). And it can be used for upgrading an existing RealShot Manager Advanced or RealShot Manager Lite.

For a comparison of functions and other details, please refer to the installation guide and user’s guide.

5-1-1-2 Support for additional cameras [Advanced]

Support is now provided for the following network cameras.

Network camera:

- SNC-CH210, SNC-DH210,
- SNC-CH120, SNC-CH160, SNC-DH120, SNC-DH120T, SNC-DH160,
- SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280

Note

Support for models whose release post-dates release of V1.3.0 of this software is based on currently planned model specifications.

For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.

For a list of other supported models, please refer to 1-2-4 “Supported Camera Information”.

- 31 -
5-1-1-3 Added camera auto-registration function and Easy Setup guide

[Advanced]
A function has been added to locate cameras with factory default settings in
the same network segment and to register them automatically. When
RealShot Manager Lite is installed, this function works when the software is
started for the first time.
In addition to the previous configuration screen, a wizard has been added to
make initial configuration easier, along with an Easy Setup guide showing
how to customize settings.
For details, please refer to the installation guide.

5-1-1-4 Support for client access over the Internet [Advanced]
By making the appropriate NAT (Network Address Translation) settings in
your router, you can now access the RealShot Manager Advanced client over
the Internet.
Further, these settings have been made easier to make if you use a UPnP
(Universal Plug and Play) router.
For details, please refer to the user’s guide.

5-1-1-5 Support for 64-bit operating systems [Advanced]
From this version, support is now provided for the following operating system
editions.
Windows 7 Professional (64-bit version)
Windows 7 Enterprise (64-bit version)
Windows Server 2008 R2 Standard

[Note]
When using Windows 7, be sure to make the following settings.
- Configure the system so that it does not enter the sleep or hibernation
  states.
- Disable Windows Aero. (Do not use Aero themes.)

5-1-1-6 Language support [Advanced]
Support is now provided for Brazilian Portuguese and traditional Chinese.
5-1-2 Additional features by V1.3.0

5-1-2-1 RealShot Manager Lite

When installing RealShot Manager Lite (Server), you can now choose to use up to 9 cameras without a license.
For a comparison of functions with RealShot Manager Advanced (Server) and other details, please refer to the installation guide and user’s guide.

Note
As for the installer of V1.3.0, it is supported only to install as RealShot Manager Lite (Server). Upgrading from past RealShot Manager Advanced versions is planned to support from V1.3.1.

5-1-2-2 Support for additional cameras

Support is now provided for the following network cameras.

Network camera:
SNC-CH210, SNC-DH210,
SNC-CH120, SNC-CH160, SNC-DH120, SNC-DH120T, SNC-DH160,
SNC-CH240, SNC-CH280, SNC-DH240, SNC-DH240T, SNC-DH280

Note
Support for models whose release post-dates release of V1.3.0 of this software is based on currently planned model specifications.
For limitations on support for the above network cameras, please refer to Chapter 2 and later chapters.
For a list of other supported models, please refer to 1-2-4 "Supported Camera Information".

5-1-2-3 Added camera auto-registration function and Easy Setup guide

A function has been added to locate cameras with factory default settings in the same network segment and to register them automatically. When RealShot Manager Lite is installed, this function works when the software is started for the first time.

In addition to the previous configuration screen, a wizard has been added to make initial configuration easier, along with an Easy Setup guide showing how to customize settings.
For details, please refer to the installation guide.
5-1-2-4 Support for client access over the Internet

By making the appropriate NAT (Network Address Translation) settings in your router, you can now access the RealShot Manager Advanced client over the Internet.

Further, these settings have been made easier to make if you use a UPnP (Universal Plug and Play) router.

For details, please refer to the user’s guide.

5-1-2-5 Support for 64-bit operating systems

From this version, support is now provided for the following operating system editions.

Windows 7 Professional (64-bit version)
Windows 7 Enterprise (64-bit version)
Windows Server 2008 R2 Standard

Note

When using Windows 7, be sure to make the following settings.

- Configure the system so that it does not enter the sleep or hibernation states.
- Disable Windows Aero. (Do not use Aero themes.)

5-1-2-6 Language support

Support is now provided for Brazilian Portuguese and traditional Chinese.

5-1-3 Additional features by V1.2.0

5-1-3-1 Expansion of supported cameras

Newly supports the Sony IP network cameras shown below.

IP network camera:

SNC-CH180, SNC-DH180, SNC-DH140T

Major features supported by the RealShot Manager Advanced are as follows:

- Picture size: 1280x1024
- View-DR
RealShot Manager Advanced / Lite V1.3.2 Release Note

**Note**
In this software version, IR illuminator setting of SNC-CH180 and SNC-DH180 and new features of firmware V1.10 for cameras are not supported.

Some cameras, which are not shipped when this software is released, are evaluated with planned specifications and those are regarded as supported cameras.

For the further information about restrictions or precautions with regard to the network cameras, see later in this document.

For details of other supported cameras, refer to 1-2-4 "Supported Camera Information".

5-1-3-2 Windows 7 32-bit edition support
RealShot Manager Advanced (Server/Client) newly supports the following Windows 7 32-bit editions as the OS.

- Windows 7 Professional
- Windows 7 Enterprise

**Note**
When RealShot Manager Advanced is used on Windows 7, set the followings.

- Sleep mode and power-saving mode must be off
- Windows Aero must be disabled (Don't use the Aero theme)
5-1-4 Additional features by V1.1.2

5-1-4-1 Expansion of supported cameras
Newly supports the Sony IP network cameras shown below.
IP network camera:
SNC-CH140, SNC-DH140

Major new features supported by the RealShot Manager Advanced are as follows:
- Picture size: 1280x1024
- View-DR

For the further information about restrictions or precautions with regard to the network cameras, see later in this document.

For details of other supported cameras, refer to 1-2-4 "Supported Camera Information".

5-1-4-2 Receiving VMF alarm of camera
Newly supports receiving VMF alarm for the Sony 5th generation cameras / camera servers. VMF alarm of camera can be used as trigger for recording or action.
IP network camera:
SNC-CH140, SNC-DH140, SNC-RH124, SNC-RH164, SNC-RS44, SNC-RS46, SNC-RS84, SNC-RS86
Camera server:
SNT-EX101, SNT-EX101E, SNT-EX104, SNT-EX154

When using this function, select [VMF(Camera)] in the [VMD] tab. VMF settings for those devices should be done in the device side with Web Browser.

5-1-4-3 Migration from RealShot Manager Ver. 4.3
Newly supports configuration migration from RealShot Manager V4.3 to RealShot Manager Advanced.
For details of procedures and restrictions, refer to the technical document “Procedure for Migration from RealShot Manager V4.3” provided by Sony.
5-1-5 Additional features by V1.1.1

5-1-5-1 Multiple Codecs support

Newly supports multiple codecs for Sony IP network cameras and camera servers shown below.

IP network camera (max. 3 codecs):
- SNC-RS44, SNC-RS46, SNC-RS84, SNC-RS86

IP network camera (max. 2 codecs):
- SNC-RH124, SNC-RH164

Camera server (max. 2 codecs):

5-1-5-2 Simple Motion Detection support

Newly supports receiving a simple motion detection alarm of the following Sony camera servers as VMD (Camera).

Camera server:

5-1-5-3 H.264 Codec support

Newly supports H.264 Codec for the Sony cameras. Please use the following firmware versions when you use H.264 Codec.

Supported model name and firmware version are as follows:

<table>
<thead>
<tr>
<th>Camera Model Name</th>
<th>Camera Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNC-RX530</td>
<td>v3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-RX550</td>
<td>v3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-RX570</td>
<td>v3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-CS50</td>
<td>v2.30 or higher</td>
</tr>
<tr>
<td>SNC-RZ50</td>
<td>v2.40 or higher</td>
</tr>
<tr>
<td>SNC-DF50</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-DF80</td>
<td>v1.20 or higher</td>
</tr>
<tr>
<td>SNC-DF85</td>
<td>v1.20 or higher</td>
</tr>
</tbody>
</table>
5-1-5-4 Expansion of supported languages
Newly supports Polish and Korean.

5-1-6 Additional features by V1.1.0

5-1-6-1 Expansion of supported cameras
Newly supports the Sony IP network cameras and camera servers shown below.
IP network camera:
   SNC-RS44, SNC-RS46, SNC-RS84, SNC-RS86, SNC-RH124, SNC-RH164
Camera server:

Major new feature supported by the NSR-1000 series are as follows:
- H.264 Support
- Camera Tampering Detection
- Shadow Tour
- Visibility Enhancer
- XDNR

For the further information about restrictions or precautions with regard to
the network cameras /camera servers, see later in this document.

In addition, IQinVision cameras shown below are newly supported.
   IQeye510, IQeye703, IQeye705, IQeye711, IQeye752, IQeye753, IQeye755

For details of other supported cameras, refer to 1-2-4”Support Camera
Information”.

5-1-6-2 System Controller RM-NS1000 support
Newly supports the Sony System Controller RM-NS1000. For details, refer to
the Quick Setup/Start Guide and User’s Guide which come with the product.

5-1-6-3 4CIF resolution support for the 3rd generation cameras
Newly supports 4CIF resolution (PAL: 704x576, NTSC: 704x480) for the Sony
3rd generation cameras.
Supported model name and firmware version are as follows:

<table>
<thead>
<tr>
<th>Camera Model Name</th>
<th>Camera Firmware Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNC-RX530</td>
<td>3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-RX550</td>
<td>3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-RX570</td>
<td>3.10/2.40 or higher</td>
</tr>
<tr>
<td>SNC-CS50</td>
<td>2.30 or higher</td>
</tr>
<tr>
<td>SNC-RZ50</td>
<td>2.40 or higher</td>
</tr>
<tr>
<td>SNC-DF50</td>
<td>1.20 or higher</td>
</tr>
<tr>
<td>SNC-DF80</td>
<td>1.20 or higher</td>
</tr>
<tr>
<td>SNC-DF85</td>
<td>1.20 or higher (*1)</td>
</tr>
</tbody>
</table>

*1 When you want to select the image size of more than 4CIF on SNC-DF85, the firmware version of the camera should be V1.20 or higher. If the former version, do not select 4CIF in the image size setting.

5-1-6-4 Highlight function
Newly supports the highlight function that displays flashing red frames around images in the custom layout at the occurrence of related alarm/event. For details, refer to the User’s Guide.

5-1-6-5 Monitor Sequence function
Newly supports the monitor sequence function that sequentially displays images from the specified cameras of up to 16 at a specified interval in one of the monitor frame. For details, refer to the User’s Guide.

5-1-6-6 Auto-logon function
Newly supports the auto-logon function that allows you to be logged on without being certificated by the Real Shot Manager Advanced at start-up. For details, refer to the User’s Guide.

Note
Even if this function is enabled, you are separately required to log on the OS. In addition, when the UAC function of Window Vista is enabled, a message asking you the confirmation is displayed when the application starts up.
5-1-6-7 Expansion of Second monitor function
The 1x1, 2x2, 3x3 and 4x4 fixed layouts for live image monitoring can be used as a second monitor, as well as the current hotspot monitor.

5-1-6-8 Adding “Copy” button to the layout configuration screen
Newly adds “Copy” button to the layout configuration screen. This allows you to copy image or monitor frame in the layout screen.

5-1-6-9 Windows Server 2008 Support
RealShot Manager Advanced Server newly supports Windows Server 2008 Standard (x86 Edition), Service Pack 2 as the OS.

5-1-6-10 ONVIF support
Newly supports ONVIF Version 1.01.

- Auto Registration and Multiple Camera Registration are not supported. Please specify a Device Type "ONVIF".
- Only supports JPEG streaming.
- It is not guaranteed to connect to all ONVIF V1.01 conformant products.
5-2 Histories of resolved limitations

5-2-1 Resolved Limitations in V1.3.1

- [C] Device settings might not be applied correctly from the client which is connecting via router with NAT (Network Address Translation). (V13R:523)
  This issue has been solved.

- [S/C] In case of handling camera audio, if an audio device of the PC was disabled and run for many hours, the GUI might be restarted. (V13R:550)
  This issue has been solved.

- [S/C] [Camera] becomes to work in [E-flip] list on the [Video] tab for SNC-CH210 and SNC-DH210. (V13R:375)

- [S/C] In case of setting VMD(Camera) to the following cameras/camera servers:
  SNC-RH series
  SNC-RS series
  SNT-EP series
  SNT-EX series
  SNC-CH series
  SNC-DH series
  Even if doing [Enable] VMD(Camera) and clicking [Apply], settings might not be set to the device. (V11R:882, V11R:925, V11N:626)
  This issue has been solved.

- [S/C] When specifying a preset name for the following cameras/camera servers, a space could not be used in the preset name. (V11R:485)
  SNC-RH series
  SNC-RS series
  SNT-EP series
  SNT-EX series
  SNC-CH series
  SNC-DH series
  This issue has been solved.
5-2-2 Resolved Limitations in V1.3.0

- [S/C] In case of using Alarm Recording or Event Recording with the following cameras and activating layout tour including them, the word "CONNECTING..." might be displayed about 30 seconds in a monitor frame. And in such case, the records in the period might not remain. (V12R:22)
  SNC-RH series
  SNC-RS series
  SNT-EP series
  SNT-EX series
  SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
  This issue has been solved.

- [S/C] In case of setting a [Passing] filter of VMF, minimum speed and maximum speed could not be set. (V12R:84)
  This issue has been solved.

- [S/C] Visibility Enhancer could not set [Off] to the following cameras and camera servers. (V12R:124)
  SNC-RH series
  SNC-RS series
  SNT-EP series
  SNT-EX series
  This issue has been solved.

- [S/C] For the following cameras, when applying View-DR [OFF] and Visibility Enhancer [Off] at the same time, Visibility Enhancer became [Middle]. (V12R:111)
  SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
  This issue has been solved.

- [S/C] Even if [View-DR] in [Video] tab was ON, Brightness (EV) setting of the following cameras could be controlled. (V11R:829)
  SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
  This issue has been solved.

- [S] When the following cameras were used with firmware V1.10, an event of camera tampering detection would not be cleared automatically. (V12R:7)
SNC-RH series
SNC-RS series
SNT-EX series
This issue has been solved. The tampering alarm is cleared about one minute.

- [S/C] When opening the configuration screen just after registering the following cameras/camera servers, some tabs like [Physical Sensor In] might not be displayed. Or the parameters for PAL model might be listed under Image Size or Frame Rate on [Video] tab regardless of use of NTSC camera. (V11N:363,V11N:446)
  - SNC-RH series
  - SNC-RS series
  - SNT-EP series
  - SNT-EX series
  - SNC-CH140, SNC-CH180, SNC-DH140, SNC-DH140T, SNC-DH180
This issue has been solved.

5-2-3 Resolved Limitations in V1.2.0

- N/A

5-2-4 Resolved Limitations in V1.1.2

- [S/C] Using the following cameras/camera servers with firmware Ver. 1.04 or 1.06:
  - When setting motion detection areas, the areas might be out of the picture area. (V11R:817, V11N:563)
  - SNC-RH series
  - SNC-RS series
  - SNT-EX series
This issue has been solved.

- Even if the VMD setting is changed from VMD(Camera) to VMD(Recorder), alarms of VMD(Camera) were received. (V11N:552)
  - This issue has been solved.

- In some environments, Media File Player abended when it was closed. (V11R:769)
  - This issue has been solved.

- In case of playing the media where the recorded images with audio were exported from
RealShot Manager Advanced (server/client), the audio data was not played back without installing of Media File Player. (VT2:507)
This issue has been solved.

- [S/C] When daylight saving time (or summer time) was in effect, action schedule might not operate correctly on the day of transition. (V11R:560,V11R:561)
This issue has been solved.

**Note**
Regarding this fix, Action Schedule may shift one hour when you upgrade from RealShot Manager Advanced less than V1.1.1. Please make those settings again in V1.1.2 and later. (V11R:819)

- [S/C] An operation of Manual Action was not recorded in the operation log. (V11R:803)
This issue has been solved.

### 5-2-5 Resolved Limitations in V1.1.1

- There were some restrictions in V1.02 of the cameras/camera servers below. (V11R:386,V11R:440,V11N:379)
  - SNC-RH series
  - SNC-RS series
  - SNT-EP series
  - SNT-EX series

The restrictions mentioned below have been solved in V.1.04.
  - When executing the preset function, detections by VMD(Camera) and VMF don’t work.
  - Overwrite recording during the shadow tour may be disabled during a certain period.
  - If clicking the monitor frame while the live images are monitored with audio enabled, the live images freeze for about three seconds.
  - Audio may be interrupted intermittently.

- [S/C] There was a problem that the pan/tilt movement did not stop for a certain period after RM-NS1000 performed pan and tilt controls for SNC-RH164. (V11R:596)
This issue has been solved.
• [S/C] There was a problem that the camera’s pan/tilt movement was uncontrollable for a certain period if you pressed IRIS button (or MANUAL FOCUS button) continuously for adjustment. (V11R:601)  
  This issue has been solved.

• [S] There was a problem that communication with the slave server was not established after you upgraded the NSR-1000 series or RealShot Manager Advanced which configured the master/slave configurations, from v1.0.4 to v1.1.0. (V11N:473, V11R:582)  
  This issue has been solved.

• [S] With RealShot Manager Advanced server v1.1.0, there was a problem that no image file was attached to e-mail even though you selected “Send e-mail” and “Attach Camera Image” select boxes on the manual (or event/alarm) action screen. (V11R:603)  
  This issue has been solved.

• [S/C] While the recorded image was being played back, the VMF detection frame was not rendered correctly in size. This happened when the VMF settings were configured for the cameras or camera servers listed below. (V11R:583)  
  SNC-RH series  
  SNC-RS series  
  SNT-EP series  
  SNT-EX series  
  This issue has been solved.

• [S/C] The screen abended when the running layout tour was switched over to another one. This happened when the number of the latter tour's layouts was fewer than the former's. (V11R:607)

• [S/C] The VMF detection frame went away on the playback image at the timing of moving the timeline cursor to another record in the timeline view list when recorded image was being played back on the search window. (V11R:605)  
  This issue has been solved.

• [S/C] When you selected only “Camera name” as an item to display on the monitor
frame, the camera name displayed blinked. (V11R:587)
This issue has been solved.

- [S/C] The screen abended when the view mode was changed from “Timeline view” to “List view”. This happened when the specified search condition included 1000 or more recorded images. (V11R:604)
This issue has been solved.

- [S/C] When the VMF settings had been configured, the VMF detection frame was shifted from its expected position during the playback of the corresponding image on the main screen. (V11R:678)
This issue has been solved.

- [S/C] When the VMF settings were configured, VMF detection frame was sometimes not displayed during playback on the main screen. (V11R:711)
This issue has been solved.

- [S/C] There was a problem that the configured mask itself disappeared if the VMD settings had been configured on the configuration screen. (V11R:721)
This issue has been solved.

- [S/C] There was a problem that live image is not displayed depending on the video codec settings on the SNC-RH series camera. (V11R:745)
This issue has been solved.

    Example of video codec settings that cause the trouble:
    H.264, 4096kbps, 1fps
    H.264, 8192kbps, 1fps
    H.264, 8192kbps, 2fps

- [S/C] Only the "Level 5" user could change password in the Logon dialog. (V11N:545)
This issue has been solved.

- When SNC-DF85 are being used with the RealShot Manager Advanced of less than v1.1.0.19 with JPEG codec and then, you upgrade it to v1.1.0.21, this may change the video codec settings to MPEG4 for the cameras. (V11R:578)
This issue has been solved.

- When AVI conversion had been done by Media File Player, the resultant AVI video file became shorter in length than the resultant AVI audio file. (V11N:465)
  This issue has been solved.

5-2-6 Resolved Limitations in V1.1.0

5-2-6-1 Installation

- [S] The problem with the Master/Slave configurations
  When the same names are assigned to both the master and slave servers, the client does not recognize the cameras on the slave server.
  When using the slave server, be sure to change the server name from default, under [Administration] menu -> [Setup] menu -> [Server]. (V11R:127)

- [S] You may find the following message on [Information] window of the RealShot Manager Advanced (Server) in spite of the valid software license. This is merely due to improper indication. You can use the server indefinitely. (V11R:544)
  "License File expires 31 December 1969" (or, 1 January 1970)

5-2-6-2 Main Screen: Monitoring

- [S/C] Do not log off the application while currently captured images are recorded manually on the main screen. If you do so, the manual recording stops. (V11R:12)

- [S/C] The problem that the dragged area is cropped without being enlarged even when clicking & dragging with a mouse in the monitor frame while pressing “DIRECT” button. It possibly happens when executing the digital zoom function with “Digital” button on the Camera Control pane selected. (V11R:36)
  This problem occurs without fail when you uncheck [Scale to Monitor Frame] check box on [Options] tab of Layout Configuration screen in the Configuration window.
  So do not uncheck [Scale to Monitor Frame] check box when you want to directly zoom in/out using the digital zoom function.

- [S/C] When executing the digital zoom function with “Digital” button on the Camera Control pane selected, the phenomenon mentioned below occurs.
  Once clicking & dragging a certain area with a mouse in the monitor frame while pressing “DIRECT” button, one push of [T] or [W] zoom button enables an image to be
zoomed in to the telephoto end or out to the wide-angle end. (V11R:59)

- [C] The RealShot Manager (Client) does not perform digital zoom using the remote controller for cameras without the PTZ function. On the other hand, however, the RealShot Manager (Server) can do it. (V11R:68)

- [C] The RealShot Manager Advanced (Client) cannot send audio to the camera when connecting to the server via Proxy. (V11R:194)

- [S/C] Problem when enabling the E-flip function for a camera which does not support it. When any of VMF filters is selected to display in the monitor frame, the inverted image is displayed with the non-inverted VMF filter overlapped. (V11R:264)

- [S/C] If running the system for the long time with 1x1 layout activated by double-clicking the monitor frame, the screen may be rebooted. (V11R:503)

5-2-6-3 Alarm

- [S/C] When I/O pin setting is configured by the RealShot Manager Advanced (Server/Client) so as to receive the alarm from the sensor input of the cameras listed below, it takes about 25 seconds to receive the alarm from its occurrence. When I/O pin setting is performed by the NSR, it takes several hundreds milliseconds or less. (V11R:57, V11R:80)

  SNC-CS10, SNC-CS11, SNC-DF40, SNC-DF70, SNC-P1, SNC-P5, SNC-RZ25

5-2-6-4 Device Configuration

- [S] When the cameras below are being used with the RealShot Manager Advanced of less than v1.0.4 and then, you upgrade it to v1.0.4, this may change some video settings for the cameras. (V11R:30)

  SNC-DM110, SNC-DM160, SNC-DS10, SNC-DS60, SNC-DF85

If video settings are changed after upgrading to v1.0.4, perform the procedures below and then reconfigure the video settings.

2. Configure a different value from the desired one, and press “OK” button.
3. Open [Function Selection] tab again, and reconfigure the desired value. Then, press “OK” button.
4. Return to [Video] tab for confirmation. If the desired values are not set, change the setting and press “Apply” button.

- [S] IQinVision camera cannot be connected via Proxy. (V11R:55)

- If registering two or more Barix-made Barionet I/O devices, all pins incorporated in all the registered Barionet devices are displayed in random order under [Barionet] in the device tree. To work around this, use the single Barionet device. (V11R:501)

- [S/C] When manual recording is performed when monitoring an AXIS camera with MPEG4 codec selected, there are cases where no image/audio is recorded for the first 5 seconds. (V11R:513)

- [S/C] When you reboot AXIS camera and have recording or action schedules which uses AXIS camera input pin for event trigger, there are some cases where these schedules doesn’t work correctly. To enable the schedules, be sure to deselect the [Enable] checkbox and apply in that camera’s [Sensor In] tab, and then select the [enable] check box again and apply. (VT3:1108)

**5-2-6-5 Layout Configuration**

- [S/C] Problem that actions mentioned below do not work even if they are assigned to images or image map in the custom layout. (V11R:35)
  - Moving a camera to the preset positions.
  - Changing layout when “Change Layout” and “Beep” are assigned at the same time.

- [S/C] Problem that the second monitor setting may not be saved when a PC where the RealShot Manager Advanced was installed, is connected to two displays. It happens when the second monitor is disabled under Windows Display Properties. To use the second monitor, be sure to enable it under Windows Display Properties. (V11R:118,V11R:126)

**5-2-6-6 User Configuration**

- [S] When the client is connected in Master/Slave configurations, and a user who has authority to access only the cameras on the slave server, logs on from the client, the client does not recognize the cameras on the slave server.
To have an access to those, provide an access authority to cameras on the Master server. (V11R:110)

5-2-6-7 Export

- [C] When the RealShot Manager Advanced(Client) is connected to the server via Proxy, you can neither export the record of the server nor get logs from the server. (V11R:107)

5-2-6-8 Media File Player

- When the image files with audio are converted into the AVI files using the Media File Player of v1.2.1.5, under the conditions mentioned below, the AVI files without audio are created. (V11R:9)

  When converting the recorded file which consists of image files (CAM files) and audio files (AUD files), and the AVI files are created from the CAM file straddling the second (or later) AUD file and the adjacent one, the latter AUD file fails in conversion of audio.