

Director Software version 4.78 Release Notes

Version History – as of May 19, 2011

To obtain the latest software upgrade, please contact Interlogix-Verex technical support at 1-905-206-8435 or 1-866-274-9020 or supportna@guardall.com.

Before You Begin Your Installation

The installation files are on a *DVD-R* type disc. Prior to installation, please ensure your DVD drive is compatible with *DVD-R* type disks.

The alarm events video clip save feature for the veDVR is fixed on this version of the software and the “Viewer” utility for playback of the video clip is needed. Please browse the DVD for the file under “Chubb or Guardall Director Setup\Utilities\Embedded Video Viewer” and copy it on to the “Desktop” and use this utility to open the saved video clip.

Enhancements

Director has been modified to provide SQL Server 2008 support. If a closed database is being used, new installations will install SQL Server 2008 Express and upgrades will upgrade the instance of SQL Express.

- 36350: Director has been modified to support the 4th generation March Networks DVRs.

Issues Resolved

- 30652: In/Out Station access events from the panel are showing the wrong door number when the keypad is assigned to any Area other than the first Area.
- 35614: When the communications to a panel is interrupted while performing a normal data synchronization, the communications task may generate the following error – ‘Abnormal termination data error-2147483647’.
- 28248: Some operators are not able to open the help file. This occurs if the operator permission does not enable them to open the event window or if the operator has chosen not to display the event window.
- 29333: Deleting a panel results in the following error message – ‘You cannot delete this Panel because it is the Master Panel or its information is referenced by a Guard Tour’. This is occurring when a point is assigned to a map and the Advanced

Camera Settings are configured for this point. If the point is then deleted, you will not be able to delete the panel.

- 29267: Director is unable to connect to a VeDVR camera when it is install on a 2003 Server OS.
- 30141: Chinese characters are not appearing properly in an Activity Report. This occurs when the events are restored from an event archive. Running the report for the date range including the imported events, the Chinese characters appear as question marks.
- 28798: The Authority screen is not refreshing properly when an area is deleted from the authority. The checkbox which is used to indicate that the area is part of the authority is still blue in color. This only occurs if the account is configured for Access only.
- 26249: The View Selector toolbar for the Visual Director screen can be lost if it is undocked and then the operator views a different screen. Upon returning to the Visual Director screen the View Selector toolbar is not visible.
- 28246: When display offsets are configured for Areas, the Authority screen is still showing the physical area number and not the logical area number when in grid view.
- 30396: The ERM user import will generate an error if the user is assigned the highest authority id allowed by the Feature Set. For example if the Feature Set is 4 (allowing up to authority id of 100) and a user is being added with an authority id of 100, then the import will fail.
- 29023: The DirectorDatabaseViews.pdf document has been updated to reflect the structure of the latest Event and User database views.
- 35411, 36245: The Director Photo Export utility cannot export photos for Director V4.70 databases or greater. A second application entitled Director Photo Export-V4.7x has been created to enable the customer to export photos for V4.70 databases and higher.
- 25361: The Monitor button on the main toolbar is becoming disabled and can only be re-enabled if the operator goes to the Operator Permissions screen to reset it.

This can occur if the operator clicks the Monitor button and then closes the dialog that appears without selecting an account from the dialog.

- 29778: The panic token event is not being processed by the Photo Verification processing. As a result the photo is not displayed when a panic token is granted.
- 32601: The archive import is failing with the following error message – ‘The archive import has failed. Please make sure the server computer has read access to the selected file’. The archived event file will not import back into Director after this.
- 35912: Visual Director does not display the video in full screen when the camera view is double clicked.
- 32331: The synchronize panel time daily function is not working unless the connection to the panels is set to ‘Stay Connected’.
- 31575: It is not possible to save the video from a VeDVR that has been retrieved for video event playback.
- 32594: When the Database Conversion utility is executed on an open dbase, the Advanced Options and XP Command Shell settings will be turned off when the utility has completed. This is done regardless of the original settings for these 2 functions.
- 33955: Adding a suite with the First User Access range set to the end boundary of the user range will fail. For example, if there are 1000 users in the account and we add a suite with user range 993-999, then the save of the suite will fail.
- 32112: The Process as Panel Input Point option has been removed from the Auxiliary Input Mode drop list within the Door configuration screen. This was not implemented in the panel firmware. The Panel Control option has been removed from the Auxiliary Output Relay Mode drop list within the Door configuration screen. This was not implemented in the panel firmware.
- 35263: The account creation wizard used when creating a new account has been modified to default the Panel Version to 4.56 or greater.
- 36923: When the ERM User import is used to create a user, the user may erroneously be configured with an Authority Plus value. This only occurs if the account is configured for Authorities by Site. It occurs if the user’s validation had

previously been configured with Authority Plus and then the user deleted. If the user row is created again using the ERM User import, the user will have the previously configured Authority Plus value. If the Director Server is stopped and restarted after this error, the customer will receive the following error when accessing the user screen – ‘A Critical error has occurred. Please contact Product Support concerning ProductError Code: (0x10AF). The application cannot continue’.

- 35844: When an account has been configured for Authorities by Site, it may not be possible to change the Feature Set to a higher value.
- 37677: In an account configured for Authorities by Site, performing a sort on the user data in grid view is very slow.
- 37940: Director versions V4.70 and above do not allow duplicate card ids within a community. The user ids are validated as shared users and local users are defined or edited within the user form in the account or the shared user form. In versions of Director prior to V4.70 there was no concept of the community. As a result duplicate card id validation could only be done within the account and as shared user groups were assigned to an account. The Director Installation and database conversion are not detecting this duplicate card id condition during a Director Installation upgrade from version 4.64 or earlier. As a result the duplicate cards are identified as conflicts in the accounts after communicating with the panel. The installation should detect the duplicate card ids and prevent the installation upgrade from proceeding until the duplicate card ids can be resolved.
- 34506: The default DST values displayed in the shared holidays screen in Account folders do use the new DST rules for North America.
- 21973, 3550, 4580 – Early versions of Director displayed the Authorities sorted by id when assigning a User an Authority in grid or form views. This was subsequently changed to sort the Authorities alphabetically. This change has caused difficulties for customers who had named their authorities such that they appeared in alphabetical order when the sorting was based upon the id. Director has been changed to allow the operator to choose how the Authorities should be displayed in the User screen. The popup menu that is displayed by right clicking on the user screen has been modified to include an item to allow the operator to select how the authorities should be sorted in the drop list. The operator can sort by Authority name or by Authority id. The sorting configuration is set for the account and will be the same for all operators accessing the account.
- 27512 - When a user was configured as Pending Enrollment by setting the ValidOn column to 46351.95833333 and InvalidOn column to 0, the user was displayed in

form view as valid on Nov 25 2026 and in grid view as Pending Enrollment. The proper value for the ValidOn for Pending Enrollment is 46351.958333333335800000. If an Excel spreadsheet is being used to create the data for the ERM User Import, then the columns for the InvalidOn and ValidOn values should be formatted as Text using the Format Cells dialog in Excel.

- 22919 - Director is not always showing the proper video clip when Video events are used. Director is selecting the middle file of the video files retrieved from the DVR for a video event. If there were an even number of video files returned then Director was often selecting a file did not include video for the time of the event.
- 30705 - There is a misunderstanding of the Auto Arm functionality. Customers are configuring the Arming Delay for values less than the 2 minutes. The customers are disarming the area, doing nothing and then expecting the area to arm at the configured delay value. The panel is designed to arm using the configured delay if the selected Mode (ie: no activity or user count) is active or after 2 minutes, which ever comes first.
- 37733 – When the data in the User In/Out status screen is sorted by Area or time, the results may not display the proper information. The wrong data is displayed for some users. When sorting the data by the users first or last name the data is displayed properly.
- 38459 – The Director Client is generating the following error message – “A critical error has occurred. Please contact Product Support concerning Product Error Code: (0x10AF). The application cannot continue”. This may occur for accounts that are configured for Authorities by Site and are using ERM User Import.
- 38458 – The Director Communications application is recording the following error in the communications logs – “Failure, Send To Panel, Abnormal Termination! Access violation at address 005217D8”. This will only occur for an account configured for Authorities by Site.
- 38461 – The Director Client is locking up when the account is configured for Authorities by Site. This may occur when 2 operators are filtering user data at the same time. This filtering would typically be performed when running User data reports or viewing the user data in gridview. If this occurs then all guis will lock up and operators will not be able to login with new guis. The only way to recover from this is to restart the Director Server.

Known / Unresolved Issues

- The photo-badging option is not set in the Director system after upgrading to V4.73 and newer.



- Previous installation of TCP Interface to Director must be manually uninstalled before installing the latest version.
- Filtering events can take a very long time to complete with no visual indication of completion.
- Upgrading from V4.51 to V4.70 and newer (close to open) on two PCs caused failure on the Conversion step.
- Scheduled Event Filter on users shows "loading...."
- Door Configuration: Disable Out of Schedule for Readers in grid view.
- When a module defined as LCD Keypad and the type of keypad selected is "LCD Keypad Plus with Internal reader", the Access Control check box on the Access tab changes intermittently in other graphical user interfaces on the same system.
- Multiple server connection causes Director to terminate.
- Terminating a guard tour does not warn about disarmed areas.
- Installation fails after the cancel button is pressed during the installation download.
- Restricted users should not be able to stop services.
- R1, R2 and March R5 DVRs do not work under Windows Vista Ultimate edition if the color scheme selected is Windows Aero.
- The configuration wizard can only be used to add system authorities in an Authorities by Site account. If a user tries to create a site specific authority from the wizard then the changes will only be applied to the first authority for the site.