

Device Utility 2

This document describes the features, operational issues, and resolved issues for the Device Utility 2 (DU2). Review each section to determine if an upgrade is warranted for your installation. For additional information (including the latest updates to documentation, product specifications, and software downloads), visit the Pelco Web site at www.pelco.com.

NOTE: For technical issues, contact Pelco Product Support at 1-800-289-9100 (USA and Canada) or +1-559-292-1981 (international).

2.3 Version

New Features and Improvements

- Added support for the Sarix Enhanced Range IME and IXE Series cameras, and Sarix Professional Range IXP, IBP, and IMP Series cameras.

Major Fixes

- Fixed a security issue that allowed remote users to download files from systems running DU2 without authorization.

2.2 Version

New Features and Improvements

- The 2.2 version of DU2 is the preferred utility for managing SECURE-SLA licensed networks. When you log on to DU2, use the administrative user name and password that allows access to the network site.
- Pelco devices are now automatically discovered on the network by DU2.
- The camera Web page can now be opened from the thumbnail displayed in the Video column of DU2. Double-click a thumbnail to open the Web page.
- Sarix firmware can now be updated on multiple devices, either sequentially or in parallel. Select multiple devices in the device grid, and then select Update Sequentially or Update Together in the Update Firmware window.
- During any firmware update, a progress indicator now shows the progress of the update.

Major Fixes

- Resolved an issue seen in DU2 version 2.1 on a Microsoft® Windows® 64-bit operating system in which the DU2 installer did not automatically uninstall a previous version of DU2.

Operational Issues

- Upgrade DU2 to version 2.2 and upgrade Sarix firmware to version 1.9 for best system performance.
- The setNtp script works with Sarix firmware version 1.7. Due to a time server change, the setNtp script does not work with Sarix firmware version 1.8 or later.

- On a Windows XP system that has DU2 version 2.0 installed already, when you install DU2 version 2.1 or 2.2, proceed as follows:
 - Do not uninstall DU2 version 2.0 first.
 - Install DU2 version 2.1 or 2.2 into the same directory as DU2 version 2.0.

Note: If you uninstall DU2 version 2.0 first and then install DU2 version 2.1 or 2.2, errors will result during the installation.

- On a system that has more than one NIC enabled (for example, Ethernet and wifi), DU2 might not be successful at discovering devices and updating Sarix firmware. To resolve this issue, disable all but the primary NIC.

Supported Operating Systems

DU2 version 2.2 for Windows supports the following operating systems:

- Windows 7 (32- and 64-bit)
- Windows Vista®
- Windows XP SP4

DU2 version 2.2 for Mac® supports the following operating systems:

- Mac OS v10.8

2.1 Version

Supported Products

DU2 version 2.1 supports the following current and legacy series of Pelco devices (Sarix firmware version 1.7 or later).

Current Products

- Sarix® IM Series
- Sarix IX Series
- Sarix ID Series
- Sarix IE Series
- Spectra® IV IP Series with H.264
- NET5400T Series
- Spectra HD Series (D5118 and D5220 models)
- Sarix TI Series (thermal imaging models)
- Sarix IL10 Series
- Esprit® TI Series
- ExSite® Series

Legacy Products

NOTE: For legacy products or cameras with Sarix firmware version 1.6 or earlier, the only functions supported are discovery, firmware update, and link to Web page.

- Spectra IV IP Series with MPEG-4
- IP110 Series
- IP3701 Series
- Spectra Mini IP Series

Major Fixes

- Added support for 64-bit Windows 7.
- Resolved an issue where some Sarix TI Series cameras were not discovered by DU2.

Operational Issues

- When using DU2 on a system with dual NICs, (for example, Ethernet and wifi), Sarix firmware updates *might* fail to update devices. Disabling wifi may resolve this issue.
- When logging in to DU2 with a different user name and password on the device as the credentials used to open the DU2 session, the following warning is shown: Error communicating with the device. This version of DU2 does not support multiple default device credentials.
- On a 64-bit operating system, the DU2 installer does not automatically uninstall a previous version of DU2. Before installing DU2 version 2.1, uninstall any previous version of DU2 from your system.

Supported Operating Systems

The DU2 Win version supports the following Microsoft® Windows® operating systems:

- Windows 7 (32- and 64-bit)
- Windows Vista®
- Windows XP SP4

The DU2 Mac version supports the following Mac® operating systems:

- Mac OS v10.8

2.0.20 Version

New Features and Improvements

- Password protected
 - Device Utility now requires a user name and password required for login for added security.
 - Admin can add and delete users.
- Projects
 - Projects can help manage a lot of different devices in a large network or at multiple sites.
 - A project can be created and all discovered devices on the current network will be added to that project by default.
 - Any device listed in a project can be managed when that project is open.
 - Any device listed in a project may be removed from that project.
 - Other devices outside of the current network may be added manually to the project.
 - Any device can only be in one project at a time. If the device is needed in a different project, it must be removed from the existing project and added to the other project.
- Advanced Search Filtering
 - Filter a search by device name. Partial matches are permitted.
 - Filter search results by device type.
 - Filter a search by firmware version.
 - Filter a search by IP address range. Wildcard (*) may be used.
 - Filter by model number.
 - Filter by serial number.
 - Filter by MAC address.
 - Filter by status.

- Groups
 - Groups of devices can now be created allowing a user to easily manage and perform bulk operations on multiple devices.
 - Smart Groups are now available where devices are automatically added to these groups if they meet the Smart Group criteria, for example, New Devices, Recently Changed Devices, or Problem Devices.
- Adding and Removing Devices
 - Allows a user to add a new device to a project if the device is located on a subnet or VLAN that cannot be discovered using the Device Utility. Allows the device to be seen by the Device Utility whenever that project is loaded.
 - Allows devices to be removed from a group or project as well.
- Video Thumbnails and Serial Number
 - The device's serial number is now visible along with the IP address, name, model, firmware version, and MAC address.
 - A small thumbnail image from the device is also made available and is updated every time the device list is refreshed.
 - For the currently selected device, a larger video image is shown and refreshed approximately twice per second.
- Device Settings
 - The user may now make limited adjustments to a device without having to open the device's web client.
 - The user may view video images from the selected camera and assign a static IP address directly from the Device Utility.
 - The user may also restore defaults and restart a device directly from the Device Utility.
- Scripting
 - The user may now create or modify a script on a specific device within the Device Utility.
- Configuration
 - The user now has the ability to select multiple devices and assign them to an IP address range within a sequential order.
- Firmware Update
 - Allows the user to not only update firmware on a device, but now has the ability to store selected firmware files into an archive for easy retrieval of various versions of firmware and version numbers.
- Auditing
 - Allows the user to run a report on recent activities and events on the devices.
 - User can customize the audit settings such as the specific time period.
 - Allows the user to export the report as a CSV file or view the report within the Device Utility.

Operational Issues

The following is important information about Device Utility 2.0 for Windows and Mac:

- The network and local firewall must allow HTTP and ports 49152, 49153, 1900, 5353, and 13007.
- The device will serve an HTTP request even if HTTPS is enabled.
- The Gateway API will restart the camera twice.
- For devices that have an earlier version than firmware version 1.7:
 - The Device Utility may show a device name different from the device name on the web client.
 - The Device Utility will only show the IP address in the network settings. The rest of the fields will be empty and the DHCP radio button will be selected.

- In a network setup without a DHCP server, if 2 or more devices try to acquire the same IP address, they will keep responding to the same address and may be shown as ONLINE in the Device Utility.
- In the case when a device does not respond within the prescribed web service timeout period, the device will be shown in an offline state. Increase the web service timeout period and refresh the device in this case.
- Changing the VLAN of a device with DHCP mode enabled requires a restart of the device.
- After a firmware upgrade, the device will be restarted before obtaining the JPEG image again.

The following is a note about SQLite for Windows and Mac:

- This product contains all or portions of SQLite software. SQLite is software that implements an embeddable SQL database engine. The principal author and maintainer of SQLite has disclaimed all copyright interest in his contributions to SQLite and thus released his contributions into the public domain. This material may be freely copied and distributed. <http://www.sqlite.org/copyright.html>.

The following is an important note on reinstalling Device Utility 2 for Windows:

- If you need to reinstall the Device Utility 2 software for troubleshooting purposes, you must first uninstall the existing Device Utility 2 software from your system. If you are using Windows 7 or Windows Vista and user account control (UAC) is enabled, the Device Utility 2 files remain on your system even after you uninstall the software. To resolve this issue, you must perform a manual search for pelcodu2.db and delete the file. Refer to the user's manual shipped with your computer for more information about searching for and deleting files.

The following is a note about Apple for Mac:

- This application contains source code licensed from Apple. The Source Code of the Covered Code is available under the terms of the License, located at <http://www.opensource.apple.com/apsl/> <<http://www.opensource.apple.com/apsl/>>. The Source Code was obtained from <http://www.opensource.apple.com/source/bootp/bootp-110.3/bootplib/arp.c>. Furthermore, some of this code includes software developed by the University of California, Berkeley and its contributors. Copyright and disclaimer information included in the source code. Refer to the source code link.

The following is a note about University of California, Berkeley for Mac:

- This product includes software developed by the University of California, Berkeley and its contributors.
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Document Revision History

Document #	Date	Comments
C1045RN	12/12	Original for Version 2.1.
C1045RN-A	4/13	Updated for Version 2.2.
C1045RN-B	8/13	Updated for Version 2.3

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