



Service Bulletin 170024

VIGIL Client 9.5.0600 and Older - VIGIL Server v10 Tools - Incompatibility Bug

Service Bulletin #:	170024-1
Date:	June 20 th , 2017
Product Affected:	VIGIL Client 9.5.0600 (or older) connecting to VIGIL Server 10.00.0000 (or newer).
Purpose:	This document is intended to inform users of a recently identified issue in VIGIL Client 9.5.0600 (or older) connected to VIGIL Server v10 (or newer) systems where, when attempting to utilize certain tools (User Performance Report, Remote Export Browser, etc...) with the VIGIL Server, the user receives an erroneous VIGIL Server version incompatibility error.
*Importance:	Low

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1 Problem Description

3xLOGIC Engineering has recently identified an issue in VIGIL Client 9.5.0600 (or older) systems connected to VIGIL Server v10.00.0000 or newer systems. When a VIGIL Client and Server of the stated versions are interfaced, attempting to utilize certain VIGIL Server tools via VIGIL Client (*User Performance Report, Remote Export Browser, etc...*) results in the deployment of an erroneous VIGIL Server version incompatibility error. This prompt effectively blocks access to the tool, rendering it non-functioning.

In other portions of the VIGIL Client UI, some data may be inaccessible, or may appear in error as a result of the incompatibility bug. See [Section 1.1](#) for a list of affected VIGIL Client tools and UI components.

1.1 Affected VIGIL Client Components

Affected tools and software components are listed below:

- **User Performance Report (User Audit)** – Attempting to access the *User Audit – User Performance Report* feature will cause VIGIL Client to deploy a prompt which erroneously states, “This feature requires VIGIL Server version 7.70.1559 or higher. The current version of VIGIL Server is 10.00.0000”. This prompt effectively blocks access to the tool, rendering it non-functioning.
- **Remote Export Browser** – Attempting to access the *Remote Export Browser* will cause VIGIL Client to deploy a prompt which states, “The Remote Exports Browser is only available for VIGIL Servers running version 8.0 or newer. Please contact your support representative for assistance”, though the stated VIGIL Server is running an acceptable version (v10 or newer). This prompt effectively blocks access to the tool, rendering it non-functioning.
- **Footage Date/Time Range** - The Footage Date/Time Range tool will display an erroneous range for VPOS.
- **User Audit Settings – VPOS** – User Audit VPOS Settings will fail to display some options (*POS/ATM Events Flagged* or *POS/ATM Events Flagged %*)
- **VPOS – Settings** – Several VPOS Settings options will appear in error (replication interval, etc...)

2 Solution

To fix this issue, VIGIL Client must be updated to v10.00.000 or newer. To update VIGIL Client:

1. Download the VIGIL Client v10.00.000 update (or newer version). If you are unsure how to acquire the correct update file, please contact [3xLOGIC Support](#) and reference this document (SB 170024).
2. Once you have downloaded the update, launch the .vgl file and follow the on-screen instructions to complete the update process.

When you have updated VIGIL Client to v10.00.0000 or later, all tools and UI components should operate as expected when interfaced with a VIGIL Server v10.00.0000 or newer system.

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com

* Importance:	High	Mandatory Upgrade – Will affect the recording functionality of the VIGIL Server System and may cause loss of video records
	Medium	Recommended Upgrade – Will not cause loss of video records, may affect usability of the System.
	Low	VIGIL Server System will function properly – Affects non-critical system features only.