

Service Bulletin 170037

Standalone VIGIL VCM Client 9.5 or Newer - Settings Export Fail - Fix

Service Bulletin #:	170037-1
Date:	December 21st, 2017
Product Affected:	Isolated / standalone versions of VIGIL VCM Client 10
Purpose:	This document is intended to notify users of a recently identified issue in standalone versions of VIGIL VCM Client 9.5 or newer. On these systems, attempting a VCM Settings export will result in export failure and issues with the VCM Client locking up during settings export attempts.
*Importance:	Low

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1 Problem Description

3xLOGIC Engineering has recently identified an issue with standalone instances of VIGIL VCM Client 9.5 or newer, where VCM Settings Exports will fail to complete and can cause the VCM Client software to lock up indefinitely. This issue is due to a missing msxml.msi file that is not included with the standalone installer.

For details on a fix for this issue, please navigate to the next section of this bulletin.



Note: This issue will be fixed in the upcoming release of VIGIL 10.50.0000 and newer systems.

2 Solution

If you are experiencing settings export failures on VIGIL VCM Client 9.5 or newer systems, follow the below instructions for a fix:

1. On the VIGIL VCM Client system, download msxml.msi from the following link: <https://www.microsoft.com/en-ca/download/details.aspx?id=15697>
2. Once the download is finished, launch the file and follow any on-screen instructions to complete the installation.
3. When installation has completed, restart the system.

VIGIL VCM Client settings exports should now function as expected.

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.