3xLOGIC

Service Bulletin 180019

VIGIL VCM - Monitored VIGIL Server / V-Series Cameras - Disable Time Sync when Syncing with Other Source

Service Bulletin #:	180019-1
Date:	June 29th, 2018
Product Affected:	VIGIL VCM, VIGIL Server, VISIX V-Series All-in-One Cameras
Purpose:	This bulletin is intended to notify users that VCM's Time Sync feature should be disabled for monitored recording devices that are already syncing time with another source.
*Importance:	Low

1   Problem Description

One of VIGIL VCM's useful abilities is the Time Sync feature. By enabling Time Sync, monitored VIGIL Server's and V-Series All-in-One Cameras can have their time sync'd with the VCM Server's.

In some cases, recording devices may already be synced with a different source (Central Alarm Station, etc...). In these instances, Time Synchronization should be disabled to avoid any conflicts.

2   Solution

If your monitored recording devices are already syncing their time with a different source, follow the below instructions to disable Time Sync in VCM for the device experiencing issues:

1. Login to VCM.
2. Select all desired devices (Ctrl+click to select multiple devices) and open the **Edit Server** window (from the right-click menu).
3. If **Sync Time with VCM Server** is enabled, disable the feature.
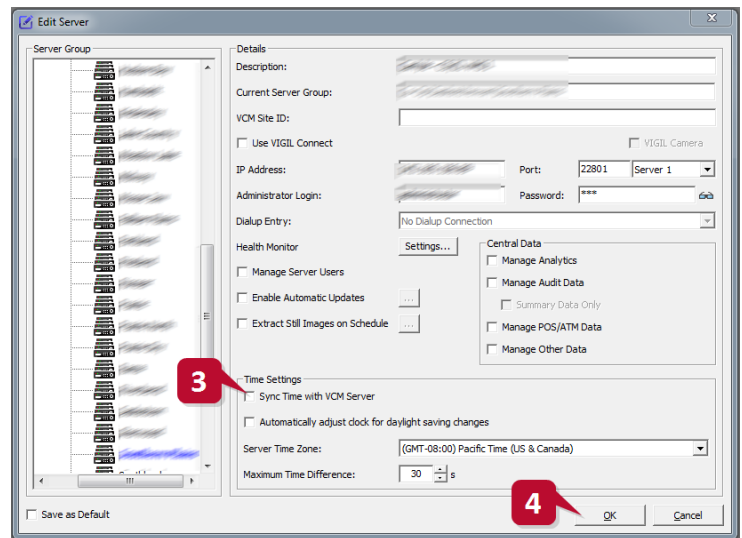4. Click **OK** to save the new settings.

If time synchronization issues still exist with your device after disabling this feature, use the information in Section 3 to contact 3xLOGIC Support for further assistance.

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.