



# Service Bulletin 170027

## VIGIL Server 10.0 - Audio Data - Failure To Scavenge- Fix

Service Bulletin #:	170027-1
Date:	July 11th, 2017
Product Affected:	VIGIL Server v10.00.0000
Purpose:	This service bulletin is intended to inform users of a fix for a recently discovered issue with the VIGIL Server 10.0 Scavenger service failing to scavenge audio data. This is a <b>mandatory</b> fix for all VIGIL Server 10.00.0000.
*Importance:	High

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### 1 Problem Description

3xLOGIC Engineering has recently identified an issue in the VIGIL Server 10.00.0000 Scavenger Service. On VIGIL Server v10 systems, the scavenger service has a broken stored procedure preventing it from correctly recognizing the VIGIL Server's oldest audio data time stamp. As a result, when the audio data drive is at full capacity, VIGIL Server will fail to record new audio data as the drive will not be scavenged to make room for newly recorded data.

As a fix for this issue, 3xLOGIC has engineered a patch to correct the VIGIL Scavenger service's faulty stored procedure. This is a mandatory fix for all VIGIL Server 10.00.0000 systems. Navigate to the proceeding section of this guide for instructions on acquiring and applying the fix.

### 2 Solution

To correct this issue, 3xLOGIC has issued a fix in the form of VGL update patch:

- VIGILServerUpdateFixV10AudioScavenger v99\_99\_9999.vgl

To acquire and apply the patch, follow the below instructions:

1. Download the patch here or request a copy from a 3xLOGIC support representative.
2. When the download is complete, navigate to the vgl patch in your downloads folder and launch the file.
3. Follow the on-screen instruction to complete the patch installation.

Once the patch has installed, the VIGIL Server will now scavenge audio 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](mailto:helpdesk@3xlogic.com)

Online: [www.3xlogic.com](http://www.3xlogic.com)

<b>* Importance:</b>	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.