



# **Security Center Camera Drivers 11.1**

## **Release Notes**

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You can send your comments, corrections, and suggestions about this guide to [documentation@genetec.com](mailto:documentation@genetec.com).

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# Release notes

The camera driver pack enables you to update supported devices between major Security Center releases. This document describes the release in detail and provides late-breaking or other information that supplements the Genetec™ Security Center documentation.

# What's new in the Camera Driver Pack 11.1

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The camera driver pack 11.1 for Security Center includes the following video enhancements.

## Axis enhancements

- **Support for 3D people counting:** Security Center now supports people counting produced by the Axis 3D people counting application.

## Bosch enhancements

- **Support for CPP13 / CPP14:** Initial support for the new Bosch CPP13 and CPP14 camera platforms.

## Panasonic enhancements

- **XAE300 cross line detection events:** Security Center now supports the cross line event produced by the XAE300 application on supported cameras.
- **Enhanced VBR configuration:** Security Center now supports the additional VBR image quality values: 0 Super High to 9 Low.

## Resolved issues in Camera Driver Pack 11.1

The camera driver pack 11.1 for Security Center includes the following resolved issues.

Solution/Unit	Issue	Description
Panasonic	3054554	Panasonic image rotation is not working on some models and results in an error.
Bosch	3045711	The "Object detected in field" event is triggered every time the PTZ is moved to a different preset position with firmware 7.82, 8.30, and 8.40.
Integration	3059238	The directory database grows quickly when audio encoders are added and removed in a loop from the unit's linked entities.
Panasonic	3035844	Motion does not display on the timeline when motion values are low.
Panasonic	3024818	Motion received on one channel of the camera is sent to all channels.

## Known issues in Camera Driver Pack 11.1

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Solution/ Unit	Issue	First reported in	Description
Axis	3206039	DP 11.1	People counting events are still received even when A3DPCCountingEvent is not selected in the <b>Application events</b> window.
Config Tool	3180830	DP 11.0	Config Tool does not display DP 11.x in the <b>Installed components</b> .

# Limitations in Camera Driver Pack 11.1

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There are no known limitations in the camera driver pack 11.1 for Security Center.

## Supported video units

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Security Center supports many video units.

For details such as firmware and certification level of the video units supported by Security Center, see our [Supported Device List](#).

**NOTE:** Some of the supported video units require additional configuration before they can be added in Security Center, or for their unit features to work in Security Center. For more information about these configuration steps, see the *Security Center Video Unit Configuration Guide*. The latest version of this document is available on the [Genetec™ TechDoc Hub](#).

## Security Center compatibility

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The Security Center camera driver pack 11.1 is compatible with any Security Center 5.11 version.

# Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ TechDoc Hub:** The latest documentation is available on the TechDoc Hub. To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explains how the product works and provide instructions on how to use the product features. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

# Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to TechDoc Hub, where you can find information and search for answers to your product questions.

- **Genetec™ TechDoc Hub:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

Before contacting GTAC or opening a support case, it is recommended to search TechDoc Hub for potential fixes, workarounds, or known issues.

To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).

- **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: [Genetec™ Assurance Description](#) and [Genetec™ Advantage Description](#).

## Additional resources

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- **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss many topics, ranging from technical questions to technology tips. You can log on or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/support/training/training-calendar>.

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## Hardware product issues and defects

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