



# Service Bulletin 150012

## VIGIL Client – Quick Export Feature Limitations

<b>Service Bulletin #:</b>	150012-1
<b>Date:</b>	March 6 <sup>th</sup> , 2015
<b>Product Affected:</b>	VIGIL Client v7.50.2071 and older.
<b>Purpose:</b>	This document is intended to notify users regarding technical limitations of the VIGIL Client Quick Export feature.
<b>*Importance:</b>	Low

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### 1 Problem Description

In order to provide VIGIL users with the most efficient and effective feature set possible, it is recommended that VIGIL Client's Quick Export feature be used to export a duration of 8 or less hours only.

This is due to a limitation in the VIGIL DV Player which allows for a limit of 5,000,000 frames total(across all files) to be played back simultaneously. Exceeding this limit will cause the VIGIL DV Player to crash.

### 2 Solution

Export footage in 8-hour segments at 30 FPS to avoid surpassing the frame limit. If DV player continues to crash when attempting to view all files simultaneously, cut down the amount of files you are attempting to view simultaneously, or playback each file individually

### 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.

