3xLOGIC

Service Bulletin 180014

VH-DECODER-1 - VIGIL Stream Service - JPEG to RTSP Stream - Two Channel Maximum

Service Bulletin #:	180013-1
Date:	May 9th, 2018
Product Affected:	VIGIL Server 9.5 and Newer, VISIX Decoder (VH-DECODER-1), VIGIL Stream Service
Purpose:	This bulletin is intended to notify users that when using the VIGIL Server Stream Service to convert a camera's native MJPEG stream to an RTSP stream for use with the VH-DECODER-1, there is a two output channel maximum.
***Importance:**	Low

1   Notice

When a VIGIL user attempts to use VIGIL Server's Streaming Service to convert a camera's native MJPEG stream to RTSP for use with a VISIX Decoder, a maximum of two channels can be output at a time. Attempting to output more than two RTSP channels converted from JPEG streams will result in image artifacting and distortion in the decoder's video output.

If more than two streams are required, check the camera's video settings to see if H.264/H.265 streaming is available. These stream types can be used natively with the decoder. If only JPEG stream is available, an alternative solution will be required. In this case, contact your 3xLOGIC representative for available options.

2   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.