



Avigilon Control Center 5.0 Partner FAQ

Availability, Editions and Upgrades

ACC 5.0 is now available.

Please note some very important things about the release of ACC 5.0:

- Upgrades from 4.12 to ACC 5.0 will be available in October 2013
- HD LPR for ACC 5.0 will be available in October 2013
- Integrations written by Avigilon will be updated for ACC 5.0 by the end of 2013.
- Third party integrations written for ACC 4 are not compatible with ACC 5.0. The ACC 5 SDK has been released to development partners for evaluation and you should contact the third party developer for an update supporting ACC 5.0. As this information becomes available, it will also be tracked on: <http://avigilon.com/#/support-and-downloads/for-software/system-integration-features/>

Are there any changes in pricing or feature sets of the Core, Standard, and Enterprise editions?

ACC 5.0 licensing costs for cameras are the same as ACC 4.12. Full information on pricing is available in the June 28th price list update.

ACC 5.0 brings important updates to the features available in each edition:

ACC Core

- ACC Core now allows up to 24 cameras per servers
- ACC Gateway and ACC Mobile no longer require a license

ACC Standard

- ACC Standard now allows up to 48 cameras per server
- ACC Standard now allows up to 24 concurrent site connections
- ACC Gateway and ACC Mobile no longer require a license
- Microphone recording and broadcasting to speakers no longer require a separate license from the camera license
- 3rd party SDK integrations, RS2, DSX, and DDS, can now connect to ACC Standard and no longer require a server license
- Maps and Web Pages are now available in ACC Standard
- ACC Standard now supports up to 3 rules in the rules engine

ACC Enterprise

- ACC Gateway and ACC Mobile no longer require a license
- Microphone recording and broadcasting to speakers no longer require a separate license from the camera license
- 3rd party SDK integrations, RS2, DSX, and DDS, can now connect to ACC Enterprise and no longer require a server license

- All other Avigilon developed integrations will require a license and are for ACC Enterprise only
- Crash-proof enterprise server management and grouping multiple servers into sites is available in ACC Enterprise
- Intelligent Virtual Matrix is available in ACC Enterprise and requires no additional licensing
- Collaborative investigations is available in ACC Enterprise and requires no additional licensing

A full comparison of features available in different editions is available on the Avigilon website at <http://avigilon.com/#/products/avigilon-control-center/editions/>.

Does ACC 5.0 require different HD NVR Servers and Workstations?

Are the system requirements different?

No, all HD NVR Servers and workstations support either ACC 4 or ACC 5. The system requirements and recommended camera capacity and data rate is unchanged from ACC 4 to ACC 5.

Is licensing required to upgrade from ACC 4.12 to ACC 5.0 and how much will it cost?

Yes. When upgrades from ACC 4.12 to ACC 5.0 become available in October 2013, a single license will be required for each server upgrading from ACC 4.12 to ACC 5.0 regardless of how many cameras are connected to that server. The MSRP cost for the ACC 4.12 to ACC 5.0 server upgrade license will be different for each edition as per the price list.

Customers who purchased ACC 4.12 licenses after September 10, 2012 will be entitled to a complimentary upgrade license for each server. Customers entitled to a complimentary license will be contacted via e-mail when the upgrade is available.

Can I upgrade from ACC 4 to ACC 5.0 and keep existing settings and recorded video?

Yes, when the upgrade from ACC 4 to ACC 5.0 is available it will maintain all existing settings and video. The stored video format is not changing from ACC 4 to ACC 5.0, so no re-indexing of the video is required. Most upgrades will take less than 10 minutes to complete.

Can I upgrade from ACC 3 to ACC 5.0 and keep existing settings and recorded video?

Yes, but only by completing an upgrade to ACC 4.12 first. Upgrading from 3.8 to 4.12 can be done with no additional licensing. For assistance upgrading please contact technical support at support@avigilon.com

Will ACC 4 continue to be available and supported when ACC 5.0 is commercially available?

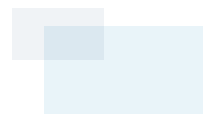
Yes, ACC 4 licenses will continue to be available for sale and the software will be fully supported by Avigilon technical support.

New Features in ACC 5.0

What are the major new features of ACC 5.0?

ACC 5.0 has a new software interface with an improved system explorer, even easier to use software functions, and more real estate dedicated to camera views. ACC 5.0 also includes three new major features:

- crash-proof enterprise server management
- intelligent virtual matrix
- collaborative investigation



Will all ACC 5.0 features be available in all editions?

All editions of ACC 5.0 will benefit from the updated user interface and centralized storage of user settings. Crash-proof enterprise server management, intelligent virtual matrix and collaborative investigation features are available in the ACC 5.0 Enterprise edition.

How does crash-proof enterprise server management work in ACC 5.0?

Is additional licensing required?

ACC 5.0 Enterprise edition makes it easier to manage a large number of servers by joining them into sites - a simple one click operation that automatically configures all required settings. Once multiple servers are joined into a site they will automatically distribute and share all settings, saved views, maps, web pages, and events. Each server maintains its own storage for its set of cameras, but all other aspects of management and operation are distributed amongst all servers in the site. This allows a site to remain available and preserve settings in the event of a server becoming unavailable.

No additional licensing is required to join multiple ACC 5.0 Enterprise edition servers into a site. Joining servers into sites in ACC 5.0 is intended for servers with relatively high bandwidth between them and located within the same local area network (LAN).

If I only have one server, will server management, views, web pages, and events in ACC 5.0 be different from ACC 4.12?

ACC 5.0 provides all the functionality of ACC 4 and, in addition, allows multiple users to use saved views, maps, and web pages created by other users and utilize them from any computer. In ACC 4 saved views, maps, and web pages are stored locally on each client. In all editions of ACC 5.0 these are now stored on the server and can be used by any user whose account has been given the access privileges.

How do virtual matrix monitors work in ACC 5.0? Is additional licensing required?

Virtual matrix monitors within ACC 5.0 Enterprise allow users to create dedicated monitors on un-manned workstations that can be controlled from any computer using ACC 5.0 client software. The content of a virtual matrix monitor is controlled by opening the monitor locally and managing it similarly to a saved view – all changes such as layout, zoom, or image panel content are instantly replicated on the virtual matrix monitor. The monitors can be manipulated by an unlimited number of users and, using the rules engine, changes can be programmed to happen automatically when an event is triggered.

No additional licensing is required to use virtual matrix monitors in ACC 5.0 Enterprise edition.

How do collaborative investigations work in ACC 5.0? Is additional licensing required?

ACC 5.0 enterprise edition enables a user to start a collaborative investigation by clicking a button in the toolbar and selecting other users logged into the same site. Once the selected users have accepted the prompt to join the collaborative investigation, changes made by any user to the view's image panel contents, timeline, layout, or zoom will be instantly replicated to all users in the collaborative investigation session. ACC 5.0's collaborative investigations feature provides a simple way to rapidly review incidents, share live and recorded video, and collaborate with other ACC 5.0 users.

No additional licensing is required to use collaborative investigations in ACC 5.0 Enterprise edition.