

SIEMENS



MM8000 MP4.60 Management Station

Release Notes

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1 Introduction

DMS8000 software **MP4.60** is now available for MM8000, MK8000, and NK8000 products.

These release notes provide the characteristics of the new MM8000 software, including bug corrections and known issues. We recommend reading this document carefully before installing and using the software.

2 What's new in MP4.60 release

This section presents the enhancements provided in the new MM8000 release compared with previous MP4.50.

2.1 New MP4.60 features

Group	Description	System(s)
3d Party Enhancements	Multi-drop Modbus subsystems (up to 32) on RS-485 (NK823x)	MM8000
3d Party Enhancements	Modbus subsystems enhancement: support for multi-purpose generic objects	MM8000
3d Party Enhancements	Support of multiple address ranges for the same Modbus object type (NK823x)	MM8000
3d Party Enhancements	Unidentified event detection and report for Modbus subsystems	MM8000
3d Party Enhancements	Modbus Master/Client Simulator improvements for date/time synchronization	MM8000
Client Enhancements	Multiple data-point selection in the MM8000 tree	MM8000
Client Enhancements	Restyling of the history browser user interface	MM8000
Client Enhancements	Support for entering one common note for multiple events	MM8000
Configuration Enhancements	Node text visibility on the MM8000 event list	MM8000
Configuration Enhancements	Support for automatic AlgoRex CS11 to Sinteso FS20 migration	MM8000, MK8000
Configuration Enhancements	Sound control of buzzer	MM8000
Configuration Enhancements	Composer format backward compatibility (Update and save)	MM8000, MK8000
Documentation	STT20 documentation (integrating MP4.50 add-on)	MM8000
Documentation	Cryptographic Export Regulations	MM8000
Documentation	Client Security Components	MM8000
Documentation	Security Section in User Manual	MM8000
Documentation	Export Restrictions	MM8000
Documentation	Secure Operations	MM8000
FS20 support	BACnet stack updating (BACstac BBS 4.0)	MM8000, MK8000
FS20 support	Sinteso FS20 MP5.2 / Cerberus PRO FS720 IP 5.2 in MM8000/MK8000	MM8000, MK8000
FS20 support	Sinteso FS20 MP5.2 / Cerberus PRO FS720 IP 5.2 in NK823x	NK8000
FS20 support	STT20 support in NK8000 Ethernet Ports and Modbus Gateway	NK8000
NK8000 Logging	Support and management of NK823x SD card memory expansion	NK8000
Map Enhancements	Event-related colour customization of graphic objects	MM8000
Map Enhancements	Support for AutoCAD 2012 in graphic maps	MM8000
Map Enhancements	Multiple selections and common property modification of graphic objects	MM8000
Misc Enhancements	Improved information about MM8000 server status while starting up the client stations	MM8000
Misc Enhancements	EMC monitoring, EMC/MIRT event query service monitored by MM8000	MM8000
Misc Enhancements	System Hardening, local and remote security checks	MM8000
NK823x Support	Improvements of firewall functions for Sinteso and Cerberus PRO systems	NK8000
NK823x Support	Improve diagnostics on NK823x	NK8000
NK823x Support	Status information for logging, firewall and routing	NK8000
NK823x Support	Option for enabling the PING command through NK823x Firewall	NK8000
NK823x Support	NK823x MP4.60 backward compatibility with older DMS8000 installations	NK8000
NK823x Support	Support of large Sinteso/Cerberus PRO/STT20 systems, up to 64 panels	NK8000
Subsystem Enhancements	Support for XLS FireFinder on MK8000	MK8000
Subsystem Enhancements	Support for SPC5000/6000 MP3.4	MM8000 MK8000
Subsystem Enhancements	NK823x: Support of FireFinder XLS MP7.0 extensions; VESDA HLI, GLC card and devices	NK8000
Subsystem Enhancements	Date & time synchronization of SPC control units	MM8000 MK8000
Web Server	Web-based access for event list snapshots	MM8000
Video	Support for Vectis HX HVR	MM8000 MK8000

2.1.1 Software License

A new **MP4.60 License** is required.

2.1.2 Localisation

A new localisation kit is available for MM8000 MP4.60. In general, the localisation process did not change in comparison with previous version.



We recommend **installing the localised MM8000 texts before starting any project configuration**. In fact, a large number of localised texts are instantiated when you create a new Composer project. Failing to localise the MM8000 environment in advance will result in additional translation activities required on the final project texts.

2.2 Defect corrections

Various defects have been corrected in this software release. For a detailed report, please refer to the FS-DMS support site (see 7.1 at p.35).

2.3 AutoCAD® compatibility

AutoCAD files	Version	Notes
DXF, DWG	AutoCAD 2012 and earlier	New graphic library in MP4.60 allows for higher compatibility up to AutoCAD 2012 file format

Tab.1 AutoCAD compatibility

2.4 Summary of connectivity options

Network	DMS8000 documentation
Direct serial links: – CS11 AlgoRex® (via CK1142) – FC700A (via FG700A) – CC1115 / FC330A – SI410 Intrunet (formerly Sintony)	Fire Connectivity Guide: A6V10359481 Intrusion Connectivity Guide: A6V10359489
LAN links: – DESIGO PX – FS20 Sinteso™/FS720 Cerberus® PRO – SPC – Siemens CCTV: SISTORE, TELSCAN, IP Cameras – NICE video – RIVER video – SiPass Access control – Geutebrück MultiScope – Bosch video	Fire Connectivity Guide: A6V10359481 Intrusion Connectivity Guide: A6V10359489 Video Connectivity Guide: A6V10062457 Nice Add-On: A6V10097205 Access Control Connectivity Guide: A6V10062451 Geutebrueck Add-On: A6V10067796 Video Connectivity Guide: A6V10062457
– Cerloop	Network Connectivity Guide: A6V10359485
– CDI-Net – NK8000 via serial link	Network Connectivity Guide: A6V10359485
NK8000 LAN: – NK8222 – NK8223 – NK8225 – NK8231 – NK8232 – NK8235 – NK8237	Network Connectivity Guide: A6V10359485 NK8000 Installation, Configuration & Commissioning: A6V10062437 NK8237 Installation, Configuration & Commissioning: A6V10316239

OPC links: – SIMATIC S7 – RCO R-Card M5 – Generic DVR	OPC Connectivity Guide: A6V10065253
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Tab.2 Network options

Peripheral equipment	Notes	Further info. in DMS8000 documentation
SMS service over GSM: – Siemens Modem M20 – Siemens Modem MC35	-	MM8000 Installation, Configuration & Commissioning: A6V10062413
E-mail/SMS service over e-mail: – POP3 service provider	-	MM8000 Installation, Configuration & Commissioning: A6V10062413
Paging system: – ESPA 4.4.4 system	ASCOM, Novalink, & Telepage systems have been tested	

Tab.3 Peripheral equipment and services

2.5 Summary of Add-on modules

Add-on	Installation kit	Connectivity	Distribution
– Autronica BSxx Fire Control Units	V4.60	NK8000	Distributed in the DMS8000 CD
– MAXSYS PC601 Intrusion Control Unit	V4.60	NK8000	Distributed in the DMS8000 CD
– CP100 Gas Detection Unit	V4.60	NK8000	Distributed in the DMS8000 CD
– LIST SCU 2000 Fire Control Units	V4.60	NK8000	Distributed in the DMS8000 CD
– CDDL-CDSF (CDSS) Units	V4.60	NK8000	Distributed in the DMS8000 CD
– Modbus Units	V4.60	NK8000	Distributed in the DMS8000 CD
– R Card M5 Access Control System	V4.60	OPC	Distributed in the DMS8000 CD
– CDSS Transliner	V4.60	LAN	Distributed in the DMS8000 CD
– DLCS Door Control System	V4.60	OPC	Loaded with MM8000 setup
– Geutebrueck Video Units (live video is not integrated)	V4.60	LAN	Loaded with MM8000 setup
– NICE Video Units	V4.60	LAN	Loaded with MM8000 setup
– RIVER Video Units	V4.60	LAN	Loaded with MM8000 setup

Tab.4 Add-on modules

When required, use the latest add-on kits for enhancing the connectivity of MM8000 MP4.60 installations. Note that older add-on kits are no longer compatible.

The Add-on installation kits (any version) must be installed using the Add-on Manager function as described in the MM8000 ICC manual (document no. A6V10062413).

2.6 Subsystem compatibility summary

Control units	Notes about version supported	Connectivity and configuration notes	Further info. in DMS8000 documentation
FS20 Sinteso™	MP2.1 MP3.0; MP3.0 SR2; MP3.0 SR3 MP4.0 MP5.2 (available later in 2013 on the market.)	LAN; NK8000 LAN	Fire Connectivity Guide: A6V10359481
FS720 Cerberus® PRO	IP2; IP3/IP3 SR2; IP3.0 SR3 IP4.0 IP5.2 (available later in 2013 on the market.)	LAN; NK8000 LAN	Fire Connectivity Guide: A6V10359481
CS11 AlgoRex® EP5 and EP7 FC700A	EP7F Z1, Z2, Z3, Z4, Z5	Direct link, Cerloop, and NK8000	Fire Connectivity Guide: A6V10359481
CS1115 Phase 4 FC330A Phase 4	CISxx8.86	Direct link, NK8000	Fire Connectivity Guide: A6V10359481
SIGMASYS C and M, D100	SIGMASYS V3.5, V3.7, V3.8 D100 V40-2 PLAN D100 export tool V7.2 <i>Note: SIGMASYS versions later than 3.8 and PLAN D100 export tool versions later than V7.2 are not supported</i>	NK8000	Fire Connectivity Guide: A6V10359481
STT11		Cerloop and NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
STT2410		Cerloop and NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
STT20	STT20 V2 (for CS11 Cerloop)	NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
	STT20 V2.02 (for FC20 BACnet)	LAN NK8000	
CZ10	Eprom on communication board: CZAX22.41 (Cerban) CZAX23.41 (Cerloop)	Cerloop and NK8000	Fire Connectivity Guide: A6V10359481
CC60	Eprom in U2 position: CCG001.05 (-19)	Cerloop and NK8000	Fire Connectivity Guide: A6V10359481
CZ12	Eprom on communication board: BKB002.08	Cerloop and NK8000	Intrusion Connect, Guide: A6V10359489
CS4	Eprom on communication board: CK402 V6B – CKP003.01 (BCD) CK430 V9 – CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connect, Guide: A6V10359489
CS440	Eprom on communication board: CK440 V9 – CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connect, Guide: A6V10359489
XLS	V6.00.21, Zeus Tool V6.0 V7.00.2245, Zeus Tool V7.0 V8.0, Zeus Tool V8.0 V9.0, Zeus Tool V9.0	NK8000	Fire Connectivity Guide: A6V10359481 Note: For a correct handling of security events the following versions are required: XLS (PMI FW) V09.05.0001 Zeus Tool V09.02.0015
CS6 Guarto™	MP3 MP3+	NK8000 (NK822x only)	Intrusion Connect, Guide: A6V10359489
SI410/420 Intrunet (no encryption)	Firmware F8-04, F8-05, F8-07, F09-22, and G1 (F9-22 or G1 is required for SMN42/43)	Direct link, NK8000, and IP connection	Intrusion Connect, Guide: A6V10359489
SPC Intrunet	SPC5000 and 6000 MP2.1 SPC5000 and 6000 MP3.2.x where x= 4 or 5 SPC5000 and 6000 MP3.4	LAN	Intrusion Connect, Guide: A6V10359489
DESIGO PX	V4	LAN	Fire Connectivity Guide: A6V10359481
DMS7000 units including MM-IE2		Cerloop and NK8000	Network Connectivity Guide: A6V10359485
SIPASS™	→ See 2.6.1	LAN	AC Connectivity Guide: A6V10062451
SIMATRIX 164; 648; SYS, SIMATRIX NEO		NK8000	Video Connectivity Guide: A6V10062457
SISTORE AX / MX / MX Pro / CX /SX DVR Vectis HX HVR	→ See 2.6.2	LAN	Video Connectivity Guide: A6V10062457
TELSCAN		LAN	Video Connectivity Guide: A6V10062457

Control units	Notes about version supported	Connectivity and configuration notes	Further info. in DMS8000 documentation
BOSCH Divar 700 and Divar XF DVRs, VIP X1 XF and VIP X1600 XF encoders, VIP XD decoders. NDC-455 FlexiDome, NDC-455-P IVA FlexiDome, and VG4 AutoDome IP cameras.	Video SDK 5.11.0024	LAN	Video Connectivity Guide: A6V10062457
Stand-alone IP cameras (TELSKAN protocol)		LAN	Video Connectivity Guide: A6V10062457
DF8000 I/O (DF8003 or CF9003 + F8020/8040/8045/8046)		NK8000	Network Connectivity Guide: A6V10359485 DF8000 ICC: A6V10081388
Geutebrück CCTV MultiScope™ II Plus and III	→ See 2.6.2	LAN - Manual installation of Composer plugin	Geutebrück Add-on manual: A6V10067796
Philips/Burle CCTV (LTC 8x00)		NK8000 (not tested with new NK823x)	Video Connectivity Guide: A6V10062457
SIMATIC S7		LAN / OPC	OPC Connectivity Guide: A6V10065253
DLCS door control system (via WinCC OPC server)	WinCC V6.0 SP2	LAN - Manual installation of Composer plugin	DLCS Add-on manual: A6V10067792
Autronica BSxxx	V3.20	NK8000 - Add-on package is required	Autronica Add-on manual: A6V10238656
LIST SCU 2000 (field test only)	SCU 2000	NK8000 - Add-on package is required	LIST Add-on manual: A6V10238692
MAXSYS PC6010	V2.11	NK8000 - Add-on package is required	MAXSYS Add-on manual: A6V10238694
CP100	Cpa402c	NK8000 - Add-on package is required	CP100 Add-on manual: A6V10238690
Modbus-based subsystems	V1.1a. One connection (no cluster) in RTU mode (no ASCII).	NK8000 - Add-on package is required	Modbus Add-on manual: A6V10067800
Fibrolaser II Modbus		NK8000 - Add-on package is required	Modbus Add-on manual: A6V10067800
CDDL/CDSF-based subsystems	CDDL V1.0 CDSF all variants	NK8000 - Add-on package is required	CDDL/CDSF Add-on manual: A6V10067787
NICE DVRs and Decoders	→ See 2.6.2	LAN - Add-on package is required	NICE Add-on manual: A6V10097205
Generic DVR	External Viewer OPC	LAN	Video Connectivity Guide: A6V10062457 OPC Connectivity Guide: A6V10065253 Generic DVR Integr.Guide: A6V10331273

Tab.5 Subsystem equipment

2.6.1 SiPass

The following table shows the compatibility between MM8000 and SiPass versions:

Compatibility matrix:	SiPass	2.2	MP2.3 Build 18	MP2.3 Build 21	MP2.35 Build 38	MP2.35 B.41/52	MP2.40 B.37/41	MP2.40 B.75	MP2.50 Build 39	MP2.50 SP3 B.85	MP2.60 SP2,SP3
	MM8000										
MP3.15	Yes	No	No	No	No	No	No	No	No	No	No
MP3.15-01	No	Yes	No	No	No	No	No	No	No	No	No
MP3.15-02	No	No	Call	No	No	No	No	No	No	No	No
MP3.20	No	No	Yes	No	No	No	No	No	No	No	No
MP3.20-01/-02	No	No	No	Yes	No	No	No	No	No	No	No
MP3.20-03/-04	No	No	No	Yes	Yes	No	No	No	No	No	No
MP4.10	No	No	No	Yes	No	No	No	No	No	No	No
MP4.10-01/-02	No	No	No	Yes	Yes	No	No	No	No	No	No
MP4.15	No	No	No	Yes	Yes	Yes	No	No	No	No	No
MP4.20 / 4.20-01	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No
MP4.30	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
MP4.40	No	No	No	No	No	Yes	Yes	Yes	Yes	Yes	No
MP4.50, MP4.60	No	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes ⁽¹⁾

The following table shows the characteristics of the integrated solutions:

#	Description	MM8000 3.15 SiPass 2.2	MM8000 3.15-xx SiPass 2.3	MM8000 3.20 SiPass 2.3	MM8000 3.20-x SiPass 2.35	MM8000 4.10-x SiPass 2.35	MM8000 4.15 SiPass 2.40	MM8000 4.20 SiPass 2.50	MM8000 4.30 SiPass 2.50	MM8000 4.40 SiPass 2.50 SP3	MM8000 4.50 SiPass 2.50 SP3	MM8000 4.50 SiPass 2.60 SP2 / SP3	MM8000 4.60 SiPass 2.60 SP2 / SP3
1	MM8000 replaces SiPass related event management	X	X	X	X	X	X	X	X	X	X	X	X
2	AC users & permissions in SiPass with MM8000	X	X	X	X	X	X	X	X	X	X	X	X
3	Door statuses M8000 text pages & graphics: Door Alarm (unique event for Door Forced/Held) _____ Door Forced / Held _____ Door Locked / Unlocked _____ Output Active / Inactive _____ Input/Output Tamper _____ Device Faults (except for Readers) _____ Duress alarm _____ Pass-back input Tamper/Status (REX button) _____ Reader Fault and Tamper _____	X	X	X	X	X	X	X	X	X	X	X	X
4	Control commands avail. in MM8000: Door Lock / Unlock (propagated on the geogr.tree) ___ Allow Access _____ Output Activate / Deactivate _____	X	X	X	X	X	X	X	X	X	X	X	X
5	Support for ACC controllers _____ Support for CC30 CerPass controllers _____	X	Call	X	X	X	X	X	X	X	X	X	X
6	Store events+security-relevant AC transactions in MM8000 history DB. The transaction list includes: - Acc.Denied: zone violation & HW anti-passback _____ - Access Granted (not tracked by default) _____	X	X	X	X	X	X	X	X	X	X	X	X
7	Limit in number of devices config. in FLN lines _____	32	253	253	253	253	253	253	253	253	253	253	253
8	SiPass transactions can trigger MM8000 reactions _____					X	X	X	X	X	X	X	X
9	Support for BLN and IS bus objects _____	n/a		X	X	X	X	X	X	X	X	X	X
10	Support for FLN3a and FLN3b bus objects _____	n/a		X	X	X	X	X	X	X	X	X	X
11	Multiple SiPass systems connected to MM8000 _____				X	X	X	X	X	X	X	X	X
12	Events for Door locked and acc.denied causes _____						X	X	X	X	X	X	X
13	New objects in SiPass MP2.35/2.40 _____							X	X	X	X	X	X
14	New objects in SiPass 2.50 and SiPass Entro _____							X	X	X	X	X	X
15	Support for ACC turn-style doors _____								X	X	X	X	X
16	Door, Reader, and Input/Output text import _____										X	X	X
17	ACC G2 controllers (configured as ACC in MM8000)											X	X
18	Granta controllers _____												

¹ SiPass 2.60 SP2 and SP3 is supported by MM8000 MP4.50 and MP4.60 with the exclusion of Granta Controllers. SiPass 2.60 SP1 is not recommended.

2.6.2 Video

For video devices, refer to the table below and to the [known issues on page 29](#).

Device model	Device version/type	MM8000 Version
SISTORE AX Compatibility with MM8000 depends on RAS software With MM8000 MP4.30, use RAS V3.6 (RAS V3.5 is not supported) ⁽²⁾ With MM8000 MP4.40, use RAS V4 With MM8000 MP4.50 e 4.60, use RAS V4.2.x	V2.4.0, V2.50	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15
	V2.6.0, V2.6.1	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15
	V2.6.2	MP4.15-01, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.7, V2.8	MP4.15-01, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.9	<i>Currently under test, please refer to Interoperability Matrix on PSP</i>
	V3.1	MP3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V3.5	MP4.10-xx, using RAS V3.1 and adding Admin user on SISTORE AX device ⁽³⁾ MP4.15-01, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60 (using RAS software V3.6)
	V3.6	MP4.15-01, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60 (using RAS V3.6 and add Admin user on SISTORE AX device)
	V4	MP4.40, 4.50, 4.60 (using RAS V4)
	V4.2	MP4.50, 4.60 (using RAS V4.2)
Vectis HX HVR (Vectis HX NVS is not supported)	V2.1.2	MP4.60 (using RAS V4.2)
AX lite	V1.0	<i>Not supported</i>
	V2.0	<i>Currently not tested, please refer to Interoperability Matrix on PSP</i>
	V4	MP4.40, 4.50, 4.60 (using RAS V4)
	V4.2	MP4.50, 4.60 (using RAS V4.2)
SISTORE MX (including NVS) applying SDK 1.4 data mode ⁽⁴⁾	V2.55,V2.57,V2.58,V2.60	MP3.15-02, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.70	MP4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.80	MP4.15-01, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.81	MP4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.90	MP4.30-xx, 4.40, 4.50, 4.60
SISTORE MX (incl.NVS) applying SDK 2.5, with motion alarms and positioning presets ⁽³⁾	V2.81 SP2	MP4.30-xx, 4.40, 4.50, 4.60
	V2.90 SP1	MP4.40, 4.50, 4.60
SISTORE MX Pro ⁽³⁾	V2.45	MP3.10, 3.15-xx, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.50	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
SISTORE CX/SX	V3.00, V3.01	MP3.20
	V3.1	MP3.20-xx, 4.10-xx, 4.15
	V3.2	MP4.10-xx, 4.15
	V3.4 ⁽⁵⁾	MP4.10-xx, 4.15
	V3.45, V3.5, V3.5.2	MP4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V3.6, 3.6.3	MP4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	V2.00	<i>Not supported</i>
TELSCAN	V2.03A	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15
	V2.10	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	IP camera CCIS 1337-LP, CFVA-IP, CVVA-IP Any IP camera compatible with SISTORE	MP3.15-xx, 3.20, 3.xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60 MP3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
Siemens IP cameras: → LAN, mapped as 1-line TELSCAN → via SISTORE MX	V5.0 (3.613)	MP3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
Geutebrück MSC	V10.1, 10.5, 10.7	MP4.10-xx, MP4.15-xx, 4.20-xx In later versions, live video is no longer integrated

² When a new MM8000/Windows user is defined, the SISTORE AX RAS player must be started once as stand-alone application by this user before using it in MM8000.

³ MM8000 MP4.10-xx requires the RAS software V3.1 applied to SISTORE AX V3.5 (do not use RAS V3.5). Also, in the SISTORE AX device, a new user named **Admin** (upper case initial letter and default password "12345678") should be added. In fact, the default **admin** user in SISTORE is not compatible with MM8000 settings.

⁴ Make sure to use the Remote Viewer version corresponding with the SISTORE MX firmware/software version.

⁵ Faults related to loss of camera signals are not supported by MM8000 with SISTORE CS/SX V3.4.

Device model	Device version/type	MM8000 Version
NICE/RIVER: NiceVision DVRs and NiceVision Net Decoders	V10.8	MP4.20-xx, 4.30-xx, 4.40, 4.50, 4.60
	NICE Net V2.0 (Win XP only)	MP4.30-xx, 4.40, 4.50, 4.60
	NICE Net V2.5 (Win 7)	MP4.50, 4.60
Bosch Divar 700 and XFD DVRs VIP X1600, X1 XF, XD	Video SDK V4.43.04.03	MP4.40
Bosch Divar 700 and Divar XF DVR X1600 XF encoders VIP X1 XF encoders VIP XD decoders VRM Video Recording Manager Cameras: – NDC-455 FlexiDome – NDC-455-P IVA FlexiDome – VJR-811-IWC (Autodome Junior HD IVA) – NDC-265-P – VJR-811-IWC (Autodome Junior HD IVA) – NDC-265-P – VG4 AutoDome IP cameras	Video SDK V5.11.0024	MP4.50, 4.60

Tab.6 Video units

2.6.2.1 MP4.60 Video Functionalities

#	Features	SISTORE AX	SISTORE CX/SX	SISTORE MX (SDK V1.4)	SISTORE MX (SDK V2.5)	NICE/RIVER NiceVision DVR Net Decoder	BOSCH Hybrid Divar-700	BOSCH VRM	GENERIC DVR
1	Live video image display (MM8000 event treatment, plant browser)	X	X	X	X	X	X	X	X (1)
2	Camera PTZ control	X	X	X	X	X	X	X	X (1)
3	Video recording (MM8000 event, manual command)	X	X	X	X	X	X	X	X (2)
4	Playback (MM8000 event treatment, plant browser)	X	X	X	X	X	X	X	X (1)
5	Playback (MM8000 history browser for event documentation)	X	X	X	X	X	X	X	-
6	Switching camera to monitor (MM8000 command / sequence / reaction) via SIMATRIX	X	X	X	X	-	-	-	-
7	Switching camera to monitor (MM8000 sequence / reaction) via decoders	-	-	-	-	X	X(3)	X	-
8	Preset position control (MM8000 event, sequence / reaction)	-	X	-	X	X	X	X	-
9	Motion detection alarm	-	X	-	X	X	X	X	X (2)
10	Sabotage protection with alarm	-	X	-	X	X	X	X	X (2)
11	ODR (Object Detection & Removal) alarm	-	X	-	-	-	-	-	-
12	Alarm inputs and outputs	X	X	X	X	X	X	X	X (2)
13	API Trigger control (MM8000 sequence / reaction)	-	-	-	-	X	-	-	-

Notes

- 1) Detailed functions depend on the integrated viewer characteristics.
- 2) Detailed functions depend on the OPC-based communication characteristics.
- 3) Camera to monitor switching is not supported on Divar DVRs, whereas it can be used between Encoders/IP cameras and Decoders.

3 Installation and configuration procedures

3.1 Software installation

MM8000 is distributed with a complete and assisted setup procedure.

For detailed information about the installation procedure, refer to the MM8000 ICC manual (document no. A6V10062413).

3.1.1 New systems: installing MP4.60

The installation procedure includes the following steps:

1. Check system requirements.

Note the typical required software for a stand-alone MM8000 station:

- If required, the SiPass application software should be installed before MM8000, on the same PC or on another machine in the network.
If a previous SiPass version is installed, upgrading to the latest software is mandatory before installing MM8000. In this case, we recommend uninstalling SiPass and then installing the newest version.
- A local or networked SQL server. Note that SiPass includes the SQL Server software, which can be used by MM8000 as well.
Also, be informed that at this time, the use of an external SQL server is not supported by SiPass, which requires a local server of its own.
- Microsoft software **.NET Framework 2.0** as well as **SQLXML 3.0 SP3** are required. All applications are available on the distribution CD and can be installed and used free of any license charge.
- If required, also install the video application software according to the specific CCTV device. For detailed instructions, please refer to the related documentation.
- Other software may be required depending on the specific configuration including NK8000 networks and Alarm Printout services.
→ Please refer to the MM8000 ICC manual (doc. no. A6V10062413).

2. Log on as Administrator.

3. If an old release of MM8000 is installed (e.g. MP3.10/3.15/3.20/4.xx), you need to uninstall it and reboot the PC.

4. If SiPass will be used and an existing SQL engine is present, uninstall it.

If you need to install SiPass, you also must remove the SQL server Data Engine previously installed by MM8000, and then delete the corresponding folder – typically C:\Program Files\Microsoft SQL Server.

Note that failing to remove the previous SQL server will result in the SiPass installation not executing properly.

5. Install MM8000 software, which can be:

- Stand-alone (or Server) additional WEB server option
- Client
- FEP
- Configuration-only (Composer)
- License station (only for redundant server systems based on Marathon EverRun)

During the software setup, you need to select the security mode (standard or restricted), the server tasks start-up mode (automatic or manual), and other installation options.

→ If you are not familiar with the setup procedure, please read section 4 of the MM8000 ICC manual (doc. no. A6V10062413) before installing the software.

6. If necessary, install the required Add-on modules.

7. Install the hardware key and enter the license code using the PAK Manager tool. Note that SiPass also requires a license option (Management Station Integration).

Notes:

- **Software License:** MP4.60 licenses are required.
- **Localisation:** by default, the DMS8000 software is installed in English.

The installation procedure can install texts in another language as long as the required language file (LANG_XXX.ZIP) is included in the setup folder along with the other files (not provided by default).

Later on, you can modify the language using the **Language Installation** utility. See MM8000 Localisation Engineering Guide, doc. no. A6V10062459.

4 Updating from earlier releases

4.1 Software License

New 4.60 Composer and MM8000 licenses are required. Earlier licenses need to be updated.

Note that license information is not removed from the registry when you uninstall the software.

4.2 Localisation

Referring to the localised versions, be informed that the language file (ZIP) must be updated using the MP4.60 localisation toolkit, which is new in comparison with all previous versions.

→ See MM8000 Localisation Engineering Guide, doc. no. A6V10062459.

4.3 Updating from MP2.xx

The configuration database update from MP2 releases - namely MP2.10, MP2.20, MP2.21, and MP2.30 - is possible using MM8000 MP2.31 and MP3.15 as intermediate conversion steps; see documents MM8000 MP2.31 Release Notes (008091) and MM8000 MP3.15 Release Notes (008901).

4.4 Updating from MP3.xx and 4.xx

Updating from MP3 and MP4 releases (MP3.10-xx, MP3.15-xx, MP3.20-xx, MP4.10-xx, MP4.20-xx, MP4.30-xx, MP4.40-xx, MP4.50-xx) is possible as described in this section. Proceed as follows:

1. Make sure you have backup copies of your MM8000 project; namely:
 - Composer project backup
 - Runtime scheduler task definitions
2. [*MP4.30 and earlier*] If MSDE 2000 is used as SQL Server, uninstall it.
3. Uninstall the previous MM8000 version and reboot.
4. If still present, delete the **C:\MM8000** or **C:\DMS8000** folder.
5. If necessary, update drivers and 3rd party software. The checklist includes:
 - Bosch SDK software, uninstall previous software and install latest SDK.
6. Install the new MM8000 software as described in section 3.1.
7. Start Composer and restore your project
8. Open the project (note that the opening process may take quite a few minutes, especially large MP3.15 projects).



Updating from the three most recent versions (**MP4.30, MP4.40, MP4.50**) is optional and the MP4.60 update must be explicitly selected upon opening the project. Instead, earlier MP3 and MP4 versions are automatically updated.

9. [*Database 3.15-xx and earlier only, not required for 3.20 and later*]

In the MM8000 structure tree, select:

Supervision System Settings → MM8000 System → Logical Configuration → User Data → Graphic Maps

In the Node tab, click the **Map Update** button and wait for the graphic map update procedure to complete.

10. If SiPass is used, align the access control configuration.

Different procedures are required depending on the database versions:

- **[MM8000 Database 3.15-01 and earlier only]**
The SiPass node in the Composer tree must be deleted and then created again (note that the deletion will force you to reconfigure the access control points in maps, reactions, sequences, etc.).

- **[MM8000 Database 3.15-02 and later]**
The alignment of the access control configuration is required.
- **[SiPass Database 2.30 and earlier]**
After restoring an old SiPass configuration, it is necessary to add a new user to the list of authorised operators in SiPass. The user data must be:
 - Username: SiPassUser
 - Password: SIPASSPASSWORD



It is essential to execute a SiPass database alignment before downloading a project that includes a SiPass access control system. You can either connect to the SiPass application and then align the database (on-line mode) or import the XML database created with the export tool. The alignment is also necessary (typically in off-line mode) in case the SiPass unit is simulated for test/demo purposes.
→ Refer to the Access Control Connectivity Guide (A6V10062451).

11. If necessary, install the required Add-on modules

12. [Database 3.1x and 3.20 (if not already done)]

Update Journaling Services. Proceed as follows:

- Select:

Supervision System Settings → MM8000 System → Logical Configuration → System Data

- Check the “Journaling Service” node: if a journaling printer is configured, note down what template is used.
- Then, delete the “Journaling Service” node and then inserted it again from the menu. This will install the latest Composer component for this function.
- If a journaling printer is used in your configuration, link the printer to the journaling to the template you took note about before deleting.

13. Download the new project.

14. If used, download the NK82xx units with the latest firmware and configuration.

→ Refer to the NK8000 chapter in the DMS8000 Network Connectivity Guide (A6V10062425).

15. Close Composer.

16. Run MM8000 and restore the runtime scheduler task definitions.

5 Known issues in MP4.60

This is a list of known limitations, problems, bugs and recommended practises at the time this software was released. Compared with previous Release Notes, new and updated points are marked by a side label for easier identification.

5.1 Installation issues

5.1.1 Operating system and software platforms

Pre-installed Windows

The use of pre-installed Windows systems including additional utilities and trial software is not recommended due to potential incompatibilities with MM8000 and other related applications.

A new and clean Windows installation is recommended to provide maximum reliability.

MS Windows Server 2008

In case Windows XP client stations are used, note that the Windows 2008 server environment must be set in Windows 2003 domain mode. Windows 2008 domain should only include Windows Vista/7 client stations.

MS SQL Server 2008 R2

MM8000 supports MS SQL Server 2008 R2 32-bit edition, even on Windows 64-bit platforms.

MS SQL Authentication Security

The remote SQL Server authentication security cannot be used (*mm8000dbmng* server fails to create the SQL DB) and should not be selected in the Setup procedure and in the Engineering tool unless the password only includes digits and no other alphanumeric characters.

MS Windows Vista (Client stations only)

The use of Windows Vista (on client stations) requires specific attention. Please note that:

- Vista introduced the new **UAC (User Account Control)**, a security-related feature that creates a number of warning messages. A manual UAC confirmation must be provided for MM8000 tool applications. Alternatively, UAC may be disabled. Refer to the MM8000 ICC manual (document no. A6V10062413).
- **Windows Vista Virtualization** creates a "per user" copy of system folders and registry keys and then redirects successive data operations. This feature causes no problem to MM8000 operations as long as you do not use system folders, such as **C:\Windows** or **C:\Program Files** to store any project information.
- On all PCs equipped with Windows Vista, we recommend that you always keep a **free disk space of at least 15 GB**.
- When configuring printers in Windows Vista for MM8000 alarm printouts, make sure to **use the same name for the printer and the related Windows share**. If these names are different, the printer will not work.

VMware

MM8000 has been tested with the following virtualisation software:

- VMware Server V1.04
- VMware Workstation V5.5
- ESX V3.5

Note that the ESX virtualisation environment **does not directly support USB ports** that are needed for the MM800 license key. As recommended by VMware, the external network device AnywhereUSB® can be used to connect the USB keys.



The use of virtual machines may impose **severe limitations to live video functionalities**. Specifically, carefully check the requirements of video systems and the corresponding support in the virtual environment (e.g. DirectX support).

Windows NT 4.0 domain server

As documented in the ICC manual, MM8000 stations can work in a Windows network controlled by a domain server based on Windows 2000 or 2003 server. In case the server runs on NT 4.0 operating system, MM8000 can still be used, but only in advanced security mode, manually managing the user list in the NT 4.0 domain server. In other words, MM8000 must first be installed in advanced mode on the networked stations and then MM8000 operators must be defined on the domain server as Windows users before being created and downloaded from Composer.

→ For more details about security modes, please refer to the ICC manual (A6V10062413), section 4.2.

Problems with Windows patch KB902400

In some restricted-security environments (typically within a domain), if the DCOM access has been manually limited to the Administrator group, this Windows patch may affect the DCOM settings and remove some Administrators' permissions. This results in the MM8000 software being prevented from running properly.

In case of major problems in running the MM8000 after the KB902400 patch, make sure that in the DCOM Security setting, the Administrators group is actually enabled for all the "Access permissions".

Note that this problem does not affect the MM8000 standard security setting.

Clear History DB

Rare cases of difficulties in the history functions have been reported after installation. In such cases, the FS-DMS support may recommend the use of the program:

<installation folder>\Utilities\ToolsUtilities\EngineeringTools.exe

This can clear (and optionally resize) the database, and solve the problem.

Flashing animation on Web clients

The flashing animation on Web-based clients does not work if the **Play animations in webpages** option is disabled in the Internet Explorer Browser. If the flashing does not work, check for the status of that option in:

(Alt-)Tools > Internet Options > Advanced > Settings > Multimedia.

This specifically applies to the Windows server stations where this IE option is disabled by default.

New in MP4.60

5.1.2 Software License

Troubles with the hardware key

After installation, if the PAK manager cannot recognise the HW key, the sentinel drivers may need to be installed manually.

In this case, launch the set-up located in:

<installation folder>\PAK Manager\Sentinel Drivers\SSD5411-32bit

and follow the instructions. When prompted, select the default installation.

Pak Manager and 3rd-party PAK codes

Pak Manager shows the 3rd Party PAK codes only if the related Add-on is installed. Instead, if the additional software is not present, the related PAK does not

appear in the list. Note also that if you install the Add-on package after the PAK configuration, you need to re-insert the PAKs in the PAK Manager to get the correct license. Additionally, this implies to restart the MM8000 servers.

Importing PAK codes

The licence PAK codes are distributed as a registry file (REG) that may be included (merged) in the Windows registry by double-clicking the file or right-clicking it and then selecting **Merge**. Note that this technique is not recommended and it will not work on 64-bit Windows platforms. Instead, use the PAK Manager Import command as documented in the installation and configuration guides.

Demo mode stops after 2 hours

Note that a system that starts in demo mode will stop operating after 2 hours even if a valid license is installed during demo operations. Always restart the server after installing the license so that to enable the licensed mode.

5.1.3 Extension, update and localization issues

Add-on modules installation

The Third Party add-on kits released for previous versions are not directly supported. A new version of each add-on is available for version MP4.60.

Update difficulties from MP4.30

Some problems may occur after uninstalling MP4.30 and trying to install a new version. It may occur that a registry key is not properly removed and cause the setup to stop and report an error about MP4.30 not being properly uninstalled.

In this case, make sure to have uninstalled MP4.30 and then use the **RegEdit** tool to remove the following key:

```
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\
{320CFB86-8EF8-4C82-B0D3-544C54E42C4B}.
```

In addition, after uninstalling MM8000, it might occur that some services are not properly removed and remain active, thus preventing the new installation from starting. The list of MM8000 services to check includes:

- PrinterHandler.exe
- LoginHandler.exe
- SystemSupervisor.exe

In case a new installation fails, make sure you have uninstalled the previous version and check in the Windows Task Manager Processes list whether these services are still running. If so, stop them (select them and click End Process) and try installing the new version again.

Localization ZIP on system folders with MS Windows 7

Do not copy the MM8000 localization file (LANG_xxx.ZIP) in system folders such as "Program Files" or in any "Program Files\DMS8000" subfolders. This will result in an "Authorization Denied, Error n°70" exception when the Language Installation tool tries to open the file.

Problems in unlocking a closed mode MM8000 using the shift key during Windows 7 start-up

In case the MM8000 in closed mode is not correctly configured and does not start properly, you may need to reboot the PC and get the login control by keeping the Shift key pressed while Windows starts up.

Some difficulties have been reported performing this step with Windows 7. In case of problems, please try again and check latest information from Microsoft support.

New in MP4.60

Localized Composer applied to multiple database versions

The translation kit includes the Composer tool models that contain translated default point texts for the Composer configuration. When a new subsystem is created in Composer, the initial point list includes the translated texts.

When the translated tool models are installed in Composer – during the DMS8000 software setup or using the Language Installation procedure – the translated texts apply to the current database version only. Since Composer is able to handle multiple database versions, you need to be aware that earlier database versions will not be fully supported with localized texts. Composer is perfectly able to modify earlier databases, but if you add new subsystems, the related point texts will be in English. In practise, this means that, when you add new subsystems to an earlier database, you need to manually localize the default point texts. While in most cases this manual translation is only required for few points, the only real problem concerns CS11 AlgoRex EP5 control units, which have many default descriptions (detector texts) coming from the translation kit. In such cases, we recommend using a localised Composer software of the same version as the database to expand with new units.

5.2 Configuration issues

5.2.1 General Composer issues

Composer runs very slowly after installations on Windows 7

Composer response can be quite slow when it is used just after a new Windows 7 installation immediately followed by the DMS8000 software installation. Restarting the PC can solve this difficulty.

Composer backup

Be aware that the Composer Backup file (zip-compressed BAK file) does not include HTML pages, Address Book, and Composer templates.

Multi-user access

Multiple and remote clients: two Composer client stations can run simultaneously for configuration purposes on the same project, using the Composer client software and connecting from a networked PC to the Composer server.

For a single client, Composer requires a license + key or a Service key installed on the server machine. Note that the service key, when installed on the client PC, cannot enable the Composer client function.

→ See Composer Technical manual (A6V10062401).



Note that, given the lack of specific messaging services between multiple stations, Composer users simultaneously accessing the same project should be able to directly inform each other about activities. In fact, time-consuming tasks like importing or downloading can temporarily suspend the server availability and significantly delay the system response. In addition, simultaneous editing of the same graphic map must be avoided (modification collision is not checked and may result in loss of data).

USB memory devices on NK823x

Removing the USB key while the logging is enabled (without using the safely remove command) may cause the NK823x to restart or block (a manual restart is then needed). **Always use the Safe Remove command before removing the USB memory device.**

Some specific USB memory models may not be compatible with NK823x.

Note: File system: FAT32; 2-64 GB. For a list of supported devices refer to PSP at <https://psp.sbt.siemens.com/>.

The **Vendor ID** of the USB device may not display correctly in Composer depending on the device that is used.

In rare cases, presumably related to specific USB devices and intensive logging operations, a memory access problem might occur, which prevents the NK823x from writing on the device. This condition is promptly reported by a **Logging Error** event. In such cases, if the error persists, we recommend to replace the USB device.

5.2.2 Windows issues

MM8000 server shutdown when client application starts

Upon client start up, if the server shuts down and you receive Windows log errors, check to ensure that your PC station name does not contain any special characters such as Chinese, Hebrew, etc. Changing the PC name and removing special characters will resolve this problem.

5.2.3 Graphics

Graphic tool

- CAD-based metric maps do not correctly handle the position of additional JPG or BMP images that are added to the map background. When created, metric maps may or may not be set as CAD-based, depending on whether the scaling factor and the size are entered manually or taken from the imported AutoCAD drawing. In case images are used, it is recommended not to use the CAD-based option and set the scaling factor and size manually.
Note that after the creation wizard, it is not possible to change the CAD-based option, and a modification in this respect requires the creation of a new map.
- Adding CAD fonts: additional CAD fonts can be manually added in the folder <installation folder>\Resources\CADfonts (e.g. C:\MM8000\ Resources\CADfonts).
If not already present, the **CADfonts** subfolder must be created.
- DWG files containing the "," (comma) character in the file name cannot be imported. Please rename the file before importing it.
- AutoCAD images cannot be imported when a subset of the image is selected in the import wizard (red frame) that includes negative X,Y coordinates. Leaving the default frame (full picture) can work even if the image may not be centred.
- The configuration changes in the Visibility tab of the properties menu of the points linked to the Map in MapMaker are not saved in case a multiple selection is applied. Changes are saved correctly only for single selections.
- Note this very special case: when you place two points of the same geographical tree (but different level on the physical/logical tree) on a map in two separate depths, the system creates multiple calculated pages to ensure the navigation in all cases. The side effect is that you will also get multiple links supporting a horizontal navigation.

New in MP4.60

5.2.4 Control panels

DMS7000 metafile for CZ10 and CZ12

CZ10 and CZ12 customer texts (DMS7000 databases) can be imported only once. No subsequent import of CZ10 and CZ12 is possible.

CC11 AlgoRex EP7

- The following structures are imported in the logical tree but not in the physical tree:
 - 1551 - Digital output;
 - 1552 - Digital output supervised;
 - 1560 - Internal horn;
 - 1561, 1564, 1565 - External horn;
 - 1562 attribute = RTFIRE - "Alarm" remote transmission channel;
 - 1562 attribute = RTFAULT - "Fault" remote transmission channel;
 - 1562 attribute = RTOTHER - "Other" remote transmission channel.

STT20

STT20 metafile needs to be re-imported after restoring an MP 3.15 projects. Otherwise the download may fail.

FS20: migrating from MP4.10-02

Configurations restored from MP4.10-02 – and including some specific types of FC20 zones – need a special reworking when FS20 databases are re-imported into Composer. In this case, the FC20 Zones are deleted and then recreated as new objects. Therefore, the related links and map symbols need to be configured again. This concerns the following types of FC20 zones:

- Automatic zone ID 6 - Single, Extinguishing discharged
- Automatic zone ID 7 - Single, Extinguishing pre-alarm
- Automatic zone ID 8 - Single, Gas alarm
- Automatic zone ID 9 - Single, Gas warning
- Automatic zone ID 21 - Multi, Standard
- Automatic zone ID 102 - Single, Sprinkler alarm
- Manual zone ID 5 - Alarm Subsystem
- Technical zone ID 5 - Fault Subsystem
- Technical zone ID 7 - Fault Extinguishing System

Limitations in FS20 support

Limitations in the support of **Technical zones** by MM8000 may occur when new customized templates (DB variants) are used to address specific needs. In these cases, MM8000 will handle the customised objects applying the standard template and incorrect texts and icons may display.

Visibility Active events in FS20 MP4.0

The event of **Visibility Active** generated on the FS20 MP4.0 (node class 136 PMI StandBy Interface) is currently generated on MM8000 with the acknowledge command available even if the panel does not require any Ack command. The problem will be fixed in the FS20 firmware.

Sabotage alarm reset and activation of ConfigFsdAdapterElem in FS20 MP4.0

The reset command of sabotage alarm events generated on the FS20 MP4.0 node class 134 ConfigFsdAdapterElem does not work from MM8000, whereas it works OK from the panel.

In addition, MM8000 can manually activate that type of object but not deactivate it, since the deactivate command is not available. Local panel commands are OK also in this case.

These problems will be fixed in the FS20 firmware.

New in MP4.60

FS20: excluding loop sounder zones from MM8000 stations

Be aware that, in MM8000, you can exclude the loop sounder zones using the appropriate command, while the FS20 panel may not show the excluded zone as the exclusion command is configurable directly on the panel. Currently, MM8000 cannot technically recognize the local panel configuration.

New in MP4.60

FS20: Visibility active Acknowledgement

The **Visibility active** event generated on the FS20 MP4.0 (node class 136 PMI StandBy Interface) is handled by MM8000 with the acknowledge command, even if the panel does not require any acknowledgement. That Ack command from MM8000 has no effect on that object.

New in MP4.60

FS20: reset and deactivation of sabotage alarms

In FS20 MP4.0, the sabotage alarm reset (node class 134 ConfigFsdAdapterElem) does not work from MM8000, while it works OK from the panel. From MM8000, it is also possible to manually activate the ConfigFsdAdapterElem, but then it is not possible to deactivate, since no command is available, while it is possible from the panel.

New in MP4.60

CS11 to FS20 migration

If the CC11 objects to migrate are linked to an NK822x interaction, the link to the interaction is not migrated (since the FS20 is supported only on the NK823x), but no Anomaly log data is created.

Note: The supported migration scenarios will be documented in a Product Info (PI) after system tests with the released Sinteso MP5.2 version have been performed.

SI410 Sintony Uploader

SI410 provides one TCP port for external hosts to connect over TCP/IP network (**Sintony IP Port 2** field in the Sylcom Tool / System configuration).

In connecting to SI410 in IP mode, the Sintony Uploader makes use of this port as does the NS8014 DMS8000 driver for the runtime connection. This implies that you need to stop the DMS8000 server software before being able to use the Sintony Uploader that applies this type of connection.

Note that the configuration of SI410 System Inputs **Main Failure** and **Bat/Fuse Fail** include the **Delay** parameter that defines a time delay in the local announcement of the power supply fault conditions (remote events on MM8000 are not affected). To prevent misalignment between local and remote events, we recommend that you set this parameter to 1 sec.

5.2.5 Download issues

Download failures

Repetitive download attempts may cause failures. In this case, close Composer after each download and then reopen it. Also try the **Empty Database** procedure (see <installation folder>\Utilities\Tools\Engineering Tools.exe).

Download problems with FEP stations

Starting up and downloading systems with FEP stations, with the exception of video FEPs, requires special attention. Make sure to start the configured FEP

stations before the server, and have them properly connected over the network when downloading. As a simple rule, you can restart the server and check all connections before starting a download. This does not concern FEP stations with video drivers.

5.2.6 Miscellaneous system limitations

Limitations in the number of commands from scheduled and manual tasks

Tasks defined in the MM8000 scheduler should not include more than 255 commands. Large tasks including such a high number of commands should be split into smaller tasks.

SMS in Unicode-PDU mode

When text messages (SMS) are sent in Unicode-PDU mode, the phone numbers must be inserted in the DMS8000 Contacts with the **international prefix**, for example **+393481234567**

5.2.7 Untested functionalities

MP4.40 and later	Untested Dialler functionality in event treatment steps under Windows 7 64b Due to the unavailability of hardware for testing, the support of the dialling functions under Windows 7 64-bit could not be verified.
MP4.30 and later	Untested NK823x with Burle-Philips video matrix Due to the unavailability of hardware for testing, the support of Burle-Philips video matrix on NK823x could not be verified.
MP4.30 and later	Untested NRC cards (supported only with XLS V7 FW) Due to the unavailability of hardware for testing, the support of NRC cards on XLS fire units could not be verified.

5.3 Runtime issues

5.3.1 Critical software issues

ES server crash when LAN network goes down (SQL2005/2008 access error)

In MM8000, the path to SQL Server requires the network naming resolution. If the network connection is down, MM8000 is no longer able to locate the SQL server, even though the server is installed locally on the same computer.

To resolve this problem, please enter the Local host IP **127.0.0.1** in the registry key **DBMachineName** that you find in:

HKEY_LOCAL_MACHINE\Software\SBT-CDD\MM8000.

Restart/shutdown errors (ES server crash) on virtual machines

When running on virtual machines, the ES server may crash while Windows starts up or closes down. These errors may result in some data not being properly saved (especially in the history archive).

To solve the problem, please follow the instructions below (described for Windows XP):

- 1) Create a file named **MM8000Shutdown.cmd** that contains the text
C:\Program Files\DMS8000\Utilities\Bat\STOP_Servers.exe
 Note that:
 - *Program Files ... Bat* may need to be replaced by a localized pathname in your Windows system and your specific DMS8000 installation path.
 - The double quotes are required at the beginning and at the end of the line.
- 2) Copy the **MM8000Shutdown.cmd** file into the folder:
 C:\WINDOWS\system32\GroupPolicy\Machine\Scripts\Shutdown
- 3) Click **Start** and then **Run** to open the Windows **RUN** field command, then enter **MMC** and click **OK**.
 → The Console window displays.
- 4) Select **File** and then **Add\Remove Snap-in** menu.
 → The Add\Remove Snap-in dialog box displays.
- 5) Click the **Add** button
 → The Add Standalone Snap-in dialog box displays.
- 6) In the list of Snap-ins, select the **Group Policy Editor** item and click **Add**.
 → The Select Group Policy Object dialog box displays.
 → The Local Computer is the default Group Policy Object.
- 7) Click the **Finish** button to confirm the **Local Computer** object.
- 8) **Close** the **Add Standalone Snap-in** dialog box.
- 9) Click **OK** to close the **Add\Remove Snap-in** dialog box.
 → The Local Computer Policy is now available in the Console Root tree.
- 10) Expand the subtree of the **Local Computer Policy** and select:
Computer Configuration → Windows Settings → Scripts (Startup\Shutdown)
- 11) Double click **Shutdown** on the right hand part of the console window.
 → The Shutdown Properties dialog box displays.
- 12) Click the **Add** button.
 → The Add a Script dialog box displays.
- 13) Choose **Browse**, select the **MM8000Shutdown.cmd** file, and click **Open**.
- 14) Click **OK** three times to close all dialog boxes and then the **Console** window.

Your PC is now configured with the script to stop MM8000 servers properly before Windows kills all running processes.

Low virtual memory events

Depending on the specific configuration and on the PC hardware characteristics, MM8000 software may use up the memory resources in Windows and cause the **Low virtual memory** error message to display. Should that occur, you can adjust the virtual memory size (i.e. the size of the *paging* file where Windows swaps the active memory areas on disk). Using the Administrator login, proceed as follows:

- 1) Select **Start → Settings → Control Panel → System → Advanced tab → Performance / Settings button → Advanced tab → Virtual Memory / Change button**

2) In the disk drive list that appears, select the Windows System disk drive (typically C:) and set the size values as follows:

	Client / FEP	Stand-alone / Server
Initial size	1024 MB	2048 MB and more ⁽⁶⁾
Maximum size	4096 MB	4096 MB

Adobe Acrobat writer/distiller

Installing MM8000 typically affects the behaviour of the Adobe Acrobat writer/distiller, which may no longer work properly, even after uninstalling MM8000.

5.3.2 User interface and event issues

Light-integration devices

The capability of supporting external software for light-integration devices, initially developed to video viewers, has been applied for various types of applications to add specific functionalities to the MM8000 installations.

While many success cases have been reported, general experience has sometimes shown that Windows applications do not behave properly and fail to respond to MM8000 control commands to arrange windows on the screen.

This may result in user interface difficulties, for example when a window repositioning is need to adjust the external application upon starting up.

We therefore recommend planning a specific test of any external applications.

Problem with 1024x768 screen resolution

The lamp text "Non Default Mode" is not properly centred in the lamp of the Summary Bar when using 1024x768 screen resolution. A higher resolution is recommended.

Manual page links moving out of the Preferred View

Graphical navigation starting in the Preferred View of the Plant Browser (e.g. a customized Geographical Tree) may imply the selection of the Main View if the linked page does not belong to the Preferred View.

In such a case, note that the Back button command works in the Main View and does not select again the Preferred View.

To avoid this effect, make sure to include all linked pages in the Preferred View.

Reoccurring event: date and time is not refreshed in assisted treatment

In case of a reoccurring event, the date & time is properly updated in the event list. However, the time stamp that displays in the event report form does not immediately reflect the new event timing (you need to suspend and reopen the event treatment to refresh the time stamp in the report). Note that this defect only affects the report display as the report information stored in the history database properly includes the correct time.

Scheduler Time Programs remain visible

In the Scheduler, the Time Programs remain visible even when they are set to hidden in a user profile.

Audio alarms played only once with Remote Desktop

When MM8000 is used with Remote Desktop, sound alarms (wave files) are played only once and not continuously.

Missing BACnet event texts after DESIGO PX status request

Due to a limitation in the status request information set, the BACnet event texts do not appear in the events generated when establishing the connection with DESIGO

⁶ Initial size may be extended up to 3000 MB in case low memory events still occur.

PX units. BACnet event texts properly appear in the subsequent event notifications.

XP facelift missing on first login in closed mode

When logging-in in closed mode, new users cannot use the XP interface. At least one login in open mode is required for new MM8000 users to enable the new user interface.

Screen savers

Please abide by the following guidelines if you wish to use a Screen saver while running MM8000:

- Use only standard Windows Screen savers;
- Do not configure password protection for Screen savers.

Standard Windows Screen savers allow for the Event icon area and the Summary bar to be present while the Screen saver occupies the Work area. Failure to comply with the guidelines listed above may result in problems with the MM8000 system.

M35 GSM modem and character set in SMS messages

In SMS notification messages, the M35 modem (ref. M35 manual "MC35_ATC_01_V05.00") is configured to support the GSM 03.38 (7-bit) alphabet set, which includes a minimum set of characters.

In most cases, message texts in Western languages are adapted to the GSM set, whereas other languages (e.g. Russian, Chinese, Hebrew, etc.) are not supported (note that texts including invalid characters are discarded by the modem and the related message is lost).

In general, we recommend using plain ASCII characters in SMS messages. However, the customisation of some special characters is possible in the localisation procedure. Please refer to MM8000 Localisation Engineering Guide, document no. A6V10062459.

Journaling

The journaling server does not start with a printer fault if the **Print directly to the printer** option is used.

If you select the **Print directly to the printer** option and the printer is faulty (a fault event is reported in the MM8000 event list), the journaling server does not start until the printer will be reconnected. Problem is present from MP3.20 and later version.

Slow login

Logging on in Windows Vista (and W2008 server) may be slow (about 30 sec) when using MM8000 in closed mode.

5.3.3 Database issues

Removing history full events

If the SQL history archive is automatically backed up, the MM8000 events related to archive full condition are no longer necessary to notify the operator. In such cases, we recommend setting the History node of the Station 'out of scan' in the MM8000 Physical Structure.

Restoring history archives: SQL version compatibility

MM8000 history archive can work with both SQL Server 2005 and 2008 versions. However, not all combinations of the two versions are supported as far as the history archive backup and restore are concerned. More specifically, you can backup SQL Server 2005 archives and restore them on MM8000 systems based on SQL 2008, but not the other way around. It is impossible to restore an SQL Server 2008 archive onto an SQL Server 2005 system.

Backup on network drive

History DB backup operation on network drive hangs (cannot quit without stopping the MM8000 servers) if no proper writing authorization is provided to the internal MM8000 user (MM8000proc).

To provide the internal MM8000 user with appropriate access rights to network drives, you may use one of the Microsoft Sysinternals Suite utilities: PsExec (<http://technet.microsoft.com/en-us/sysinternals>).

Download the Sysinternals Suite on your MM8000 station(s). Then, using an administrator account, map the backup network drive in the following way:

1. Open a system prompt window (cmd.exe)
2. Navigate to the folder containing Sysinternals Suite and execute the command:
psexec -i -s cmd.exe
 - Upon the first launch, you need to agree on the Sysinternals Suite license terms.
 - A new system *administrator* prompt window displays.
3. Type the following command to create the mapped drive:
net use z: \\servername\sharedfolder /persistent:yes
with z: being your driver letter,
servername being the networked server name, and
sharefolder being the path of the folder to map as remote drive.
 - The newly created mapped drive will appear for all users of this system, possibly displayed as "Disconnected Network Drive (Z:)". It may seem disconnected, but it will work properly.
4. Use the mapped drive for the MM800 backup operation.

New in MP4.60

5.3.4 Control panels

XLS FireFinder

It is not possible to arm/disarm MLC devices using the MM8000 commands. The corresponding events generated by the panel are reported correctly.

SPC Intrunet

On the base of installed FW version some limitation in the communication protocol may occur:

FW version V2.1 and up to V3.2.x

- 1) Pending duress alarms are not acquired a status request after starting up or upon recovering a connection fault. Once the communication is established, MM8000 can receive duress alarms properly.
- 2) The following zone types are not supported:
 - Shunt / X-Shunt
 - All OK
- 3) Duress alarm, Switchover Blocked and Alarm Abort are SPC panel states that may disappear from DMS8000 even though the status on the SPC panel did not change.
- 4) MM8000 does not support the MP3.x SPC enhancement for Audio and Video over the EDP protocol.

- 5) The following MP3.x SPC events are not supported:
 - Area Early/Late Set/Unset
 - Card format invalid
 - Card is void
 - Unknown card
 - Incorrect site code
 - Clock and data reversed
- 6) When the SPC panel is in Full Engineering mode, there is no information transmitted from the intrusion panel to DMS8000.

Valid for FW version V3.4

- Point 2 is solved
- Point 3 duress is well managed
- Point 4 severe alarms and sabotages are transmitted also in full engineer while all the other telegrams are not transmitted.
- Point 6 Late Set/unset are managed.
- SPC VdS compliant configuration are not supported by MM8000. The grade setting "VdS-A" and "VdS- C" do not work. "Unrestricted" has to be selected on the Standards Compliance setting of the SPC panel which allow to configure "UDP" communication.
- Enhanced device locked out code reporting is not supported in MM8000.

SI410 Intrunet

After commissioning on first connection, MM8000 may show a fault and a non-default event related to SI410. You can clear these events by sending a Silence command.

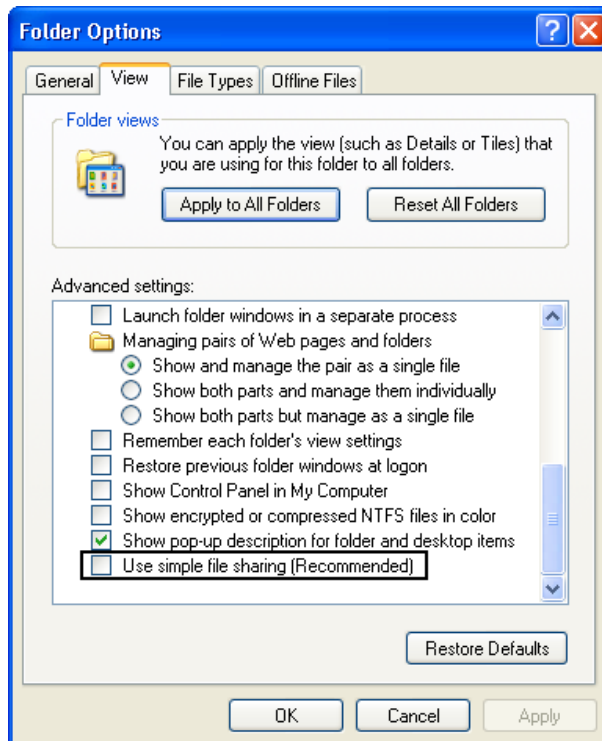
DESIGO PX

When an event occurs from DESIGO PX where the AckRequired flag is active, if the Ack command is not executed on MM8000 and DESIGO PX returns to normal, the Ack command on MM8000 changes to Reset, and the event stays in the event list.

5.3.5 Access control

SiPass integration limitations

- **Reader name, FLN name and structure**
This information cannot be acquired from SiPass. This prevents MM8000 from representing the entire physical structure of the devices.
- **Object states and events**
The following information is not transmitted to MM8000:
 - Door Open (frame contact)
 - ACC Tamper, Power Fault, and Battery Operation
 - Area and Elevator objects
 - Soft Anti-pass back
- The use of SiPass **Alarm Classes** with MM8000 is affected by some limitations. Please refer to the SiPass chapter in the DMS8000 Access Control Connectivity Guide (doc. no. A6V10062451).
- The SiPass **functions which are also available in MM8000** – e.g. event notification (message forwarding in SiPass), reactions and sequences (event tasks in SiPass) – should be clearly assigned to either of the two systems, according to specific requirements, thus preventing any functional overlap.
- In SiPass 2.40 and later, note that the **SiPassUser** password, required for MM8000 communication, must be in uppercase: **SIPASSPASSWORD**.
- In case of communication problems between MM8000 and SiPass, make sure not to check the Windows Explorer folder option: **Use Simple File Sharing** (select **Tools**→ **Folder Options** in the Explorer menu and then click the **View** tab as illustrated below). The option should NOT be enabled on the SiPass server PC.



5.3.6 Video

SISTORE AX

Note that SISTORE AX can support only one client at a time. When one MM8000 station is connected to the video unit to show video images, no other station can connect simultaneously.

Hardware acceleration of the video adapter may influence the correct display of the SISTORE AX live video when used in MM8000. In case of problems, please reduce the acceleration, typically to a medium setting, following this procedure:

- 1) Right click on **Desktop**.
- 2) Select **Properties** and then the **Setting** tab.
- 3) Click the **Advanced** button.
- 4) In the Window that appears, select the **Troubleshooting** tab.
- 5) Reduce the Hardware Acceleration and click **Apply**.
- 6) If still not OK, repeat the previous step until the live video displays correctly.

When using SISTORE AX video player (RAS V3.6) with a new MM8000/Windows user, you need to start the player as stand-alone application first. This will set the software environment and let the player work properly which is then used in MM8000.

SISTORE MX

Depending on the version installed, the following difficulties may be encountered:

- The SISTORE MX 2.55 must be used with the remote player of SISTORE MX 2.57 or later.
- The archive player shows the control buttons (e.g. Play, Stop, Rewind, etc.) on the very right of the screen and therefore they are not visible most of the time.

Note: The Replay Toolbar (WC1) in SISTORE MX 2.57 player shows up together with the timeline on the left, thus covering the timeline. The actual replay toolbar containing recorded video controls is located on the right and is not visible. In the SISTORE Remote Viewer 2.45 and 2.50 you could only see this part of the toolbar (without the timeline).
- Pre-trigger recording (e.g. automatic recording in case of an event) not possible.

Note: In order to work with MM8000, SISTORE MXPro 2.45 and 2.50 requires the “Enable Software trigger” check box to be checked in the configuration. Instead, with SISTORE MX 2.55 and 2.57, the “Long time recording” schedule also has to be enabled to work-around a defect in the communication with MM8000. Unfortunately, this solution prevents the pre-trigger function from working.
- Stopping the recording is not possible from the MM8000 (video recording is only stopped when the configured delay expires in SISTORE).

SISTORE MX 2.81 SP2

The commands to **exclude/include the motion and sabotage detection** do not work with SISTORE MX 2.81 and V2.90 cameras. MM8000 properly shows the detection status when the exclusion/inclusion action is performed locally on the video device, whereas the same commands from the MM8000 stations do not work.

An additional problem concerns the **sabotage** event of **dome cameras**. The sabotage detection is not supported SISTORE MX firmware for these cameras and a permanent sabotage exclusion is reported to MM8000. To remove the exclusion event, disable the **Event Generation** and set the event category to **None** for the Sabotage Exclusion property of the Video Out of the camera.

SISTORE CX/SX

Faults related to loss of camera signals are not supported by MM8000 with SISTORE CS/SX V3.4.

Vectis HX HVR

Loading video images from Vectis HX HVR on the RAS viewer may be slower than loading images from SISTORE AX. You may expect a few seconds delay before the images are available on the video frame of MM8000 screen.

New in MP4.60

BOSCH Video

If an IP camera is configured in MM8000 for video recording using VRM, but the camera is not properly included in the VRM system list or a required authentication check is not set in VRM, then MM8000 reports a proper recording status but no actual video images can be stored. To avoid this case, check that all cameras requiring video recording are properly configured in VRM and tested with MM8000 control.

Date and time do not display on the live video images from cameras connected to DIVAR DVRs. Other devices can provide date and time if enabled locally in the device configuration.

A search on BOSCH recordings during event treatment also affects the Plant Browser search list if the very same data point is selected in the Plant Browser running on the same station. This happens due to the unique data channel that can be established with BOSCH units.

Bosch support recommends installing Bosch software and Video SDK runtime package (used by MM8000) on a different machine.

Divar DVRs:

- In case of a Divar IP camera fault, a no "Camera Signal Loss" message is provided in the live video screen.
- No indication or progress bar is provided for the recording search in the playback screen.
- Camera to monitor switching is not supported on Divar DVRs, whereas it can be used between Encoders/IP cameras and Decoders.

When a camera is connected to a Divar DVR and live video is open, if a fault occurs on the Divar and it is no longer connected to the network, the live video stops working. When the network connection is restored, the live video may not be restored automatically. If a Bosch Live error message occurs, click **Don't Send** on the message and reselect the camera to restart the live video.

GENERIC DVR

The DVR video recording list cannot be integrated on the MM8000 Plant Browser page.

The properties propagated on the Generic DVR cameras always show the available commands even if the OPC property is configured without commands.

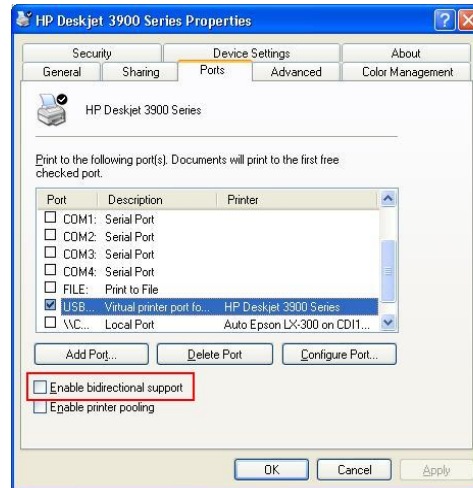
For example, if the property *Motion Alarm Excluded* is configured with no commands, it appears correctly on the video-in point, but on the camera parent point the include/exclude commands are present, even if they cannot be executed.

5.3.7 Printing issues

USB Printers

If a USB printer reports a fault condition in MM8000, try to remove the Bidirectional Control option in the printer properties page. Please follow this procedure:

1. Open the USB printer properties window (see the following picture).
2. Select the **Ports** tab.
3. Uncheck the **Enable bidirectional support** option.
4. Cancel all pending jobs in the spooler (most of them will be named **Check**).
If you are not able to delete them, reboot the PC and make sure that the spooler list is empty.
5. Retry MM8000 printouts.



5.3.8 Networks

Faulty NK823x in case dial-up modem is not properly configured

An erroneous LAN communication fault (*Not Reachable*) is reported for NK823x units that have a dial-up modem which is not properly configured with the link to the corresponding NS8210 modem. If dial-up is required, pay attention to fully configure the modem connection.

Station fault missing in dual CEI 79-5 connection with backup

Dual CEI 79-5 connection systems with dial-up backup on one station fail to report a LAN connection fault on the backed-up station. In such a case, the fault condition is not reported on the other station.

NK8225 connected in BACnet mode

If NK8225 is connected to MM8000 over a BACnet link, then a communication fault is displayed on the MM8000 even if everything is working properly.

As a work-around, we suggest that you remove the fault event generation in the "Ethernet" node of the NK8225 or set the node "out-of-scan". Note that if a real communication problem occurs, it will be displayed as NK8225 unit not reachable on the main NK8225 node.

NK8000 interactions, ACK and Reset commands not supported

In MP4.15 and later versions, **NK8000 interactions do not support Ack and Reset commands** to any subsystem.

6 Documentation

All documents were updated to include the new features added in MP4.60. Note the document numbers related to the new STEP numbering.

Documentation resource information

The *DMS8000 Documentation Resource Information and Glossary Guide* assembles important information regarding documentation resources. This document contains the following:

- Comprehensive definitions of the target audiences for Siemens FS DMS documents
- Training program information including the Siemens intranet link
- A complete list of all available DMS8000 documents
- Instructions for how to obtain a document via the Siemens intranet using the Siemens Asset Portal
- A map of relevant documents for each target audience group
- Customer Support links & resources
- A glossary containing definitions of all terms and acronyms used in DMS8000 documentation

To access the *DMS8000 Documentation Resource Information and Glossary Guide* (document no. A6V10089056), go to the link and follow the document search instructions below:

<http://assetportal.bt.siemens.com/portal/index.html>

1. In the Search column on the left, set:
 - Segment: **04 Fire -3F**
 - Document Type: **All**
 - Image Type: **All**
 - Advanced search criterias: Select **Brochure No.** and enter the document number to search for (e.g. A6V10062415). Alternatively, select **Title** and enter the product name (e.g. MM8000).
2. Click **Search** to start.
3. In the resulting area on the right, select the document type (e.g. Contacts, Data Sheet, etc).

For more information such as Siemens news and announcements, visit the STEP Web portal at:

<https://workspace.sbt.siemens.com/content/00001123/default.aspx>



Note: The documentation is delivered in PDF format only. You can find Word versions of all documentation in the Siemens Asset Portal repository.

6.1 DMS8000 Documentation Resource Information & Glossary

Documentation Resource Information and Glossary (document no. A6V10089056)

This document is a guide to the following:

- Reference Documents: a complete list of all DMS8000 documents and how to access them.
- Roadmap to Documentation: target audiences can see which documents were created for them, and the purpose for each document.
- Customer Support links & resources: contact information for SBT FS Customer Support Centre and other convenient links.
- General Glossary: this contains global definitions of terms and acronyms used in DMS8000 documentation.

6.2 MM8000 Sales documentation

Product Datasheet (document no. A6V10062415)

A brief summary of the features provided by the MM8000, available architectures, and networks. It also includes information about system limits and subsystems supported.

System Description (document no. A6V10062417)

This document is similar to the datasheet, but very much expanded, and more detailed. It describes the MM8000 system and the user interface functionality.

Sales Guide (document no. A6V10062427)

This guide presents the most important sales arguments. Also, a FAQ section provides the answer to some typical questions.

Sales Presentation (document no. A6V10062423)

This is a PowerPoint presentation provided by the marketing department. It can be modified, or used as is to show potential customers what the MM8000 can do.

DMS8000 Application & Planning (document no. A6V10063710)

This document contains a brief discussion of product marketing strategy for all FSP-DMS products, and a moderate level of detail about the architectural configurations supported by MM8000.

Tender Specifications (document no. A6V10062419)

This document is in the standard Siemens format, but it is designed for use and adaptation(s) by independent contractors responsible for selecting and managing the installation and upgrades of a security system for the final customer.

6.3 MM8000 Technical documentation

MM8000 Operation Manual (document no. A6V10062409)

This manual is an operation guide, meant for end-users.

MM8000 Installation, Configuration and Commissioning (ICC, document no. A6V10062413)

The ICC guide provides step-by-step procedures for installation and configuration of the MM8000. During configuration, this manual should be used in tandem with the DMS8000 Connectivity Configuration guides.

The installation checklist at the end of the document is intended to be used as an aid in gathering information from the customer prior to beginning configuration.

DMS8000 Connectivity Configuration Guides:

- **Network (document no. A6V10359485)**
- **Fire (document no. A6V10359481)**
- **Intrusion (document no. A6V10359489)**
- **Access (document no. A6V10062451)**
- **Video (document no. A6V10062457)**
- **OPC (document no. A6V10065253)**

The DMS8000 Connectivity Configuration guides contain information about configuring networks and subsystems supported by DMS8000 products. These guides should be used in conjunction with the ICC guide.

DMS8000 Graphical Map Configuration Guide (document no. A6V10062441)

This manual described in detail the MM8000 graphic editor.

Composer Technical Manual (document no. A6V10062401)

This guide explains how to use Composer in general. It provides a reference to commands and instructions used during the system configuration.

MM8000 Localisation Guidelines (document no. A6V10062459)

This guide provides assistance with the localisation of the MM8000 software, including information about using the Catalyst tool.

Quick reference guides

These short guides (4 to 8 pages which can be printed in A5 format) can be used as reference papers for the most typical software functions. The list of available quick guides includes:

- Operation (document no. A6V10067779)
- Configuration (document no. A6V10075052)
- Graphical Maps (document no. A6V10069550)
- Composer (document no. A6V10067783)

Release Notes (document no. A6V10062509)

This document. It includes all information concerning this MM8000 release.

7 Customer support links & resources

7.1 Siemens BT FS

Our Customer Support Center intranet site at:

<http://intranet.siemens.com/bt/csc-fs>

provides useful information and links. In the Online Support section of this intranet page, software downloads and known product issues can be found in the PSP (password-protected Product Support Platform).

→ The support mailbox is: fs.support.sbt@siemens.com.

7.2 Microsoft

General support about Microsoft Windows can be found at:

→ <http://support.microsoft.com/directory/>

7.3 Adobe Acrobat

To view the PDF document is necessary to install the program Adobe Acrobat Reader. You can find its free version at:

→ <http://www.adobe.com/products/acrobat/readstep.html>

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