

SIEMENS



MM8000 MP4.80 Management Station Release Notes

Table of Contents

1	Introduction	5
2	What's new	5
2.1	New Features	5
2.1.1	Software License	6
2.1.2	Localization	6
2.2	Defect correction	6
2.3	AutoCAD® compatibility	6
2.4	Summary of connectivity options	7
2.5	Summary of Add-on modules	8
2.6	Subsystem compatibility summary	8
2.6.1	Sinteso / Cerberus Pro	11
2.6.2	SiPass	12
2.6.3	Video	13
3	Software installation	16
3.1	Updating to MP4.80 from earlier releases	17
3.1.1	Updating from MP2.xx and MP3.10	17
3.1.2	Updating from MP3.15, MP3.20 and MP4.xx	17
4	Known issues	20
4.1	Installation issues	20
4.1.1	Operating systems and software platforms	20
4.1.2	Software License	21
4.1.3	Extension, update and localization issues	22
4.2	Upgrade and migration issues	23
4.3	Configuration issues	24
4.3.1	Composer and Tools Issues	24
4.3.2	Windows issues	25
4.3.3	Graphics	25
4.3.4	Control panels	26
4.3.5	Download issues	27
4.3.6	System limitations	28
4.3.7	Untested functionalities	28
4.4	Runtime issues	28
4.4.1	Critical software issues	28
4.4.2	Installed client stations and event issues	30
4.4.3	Web stations and mobile devices	32
4.4.4	Database issues	33
4.4.5	Control panels	34
4.4.6	Access control	35
4.4.7	Video	36
4.4.8	Printing issues	38
4.4.9	NK8000 Network	39
5	Documentation	41

5.1	DMS8000 Documentation Resource Information & Glossary	42
5.2	MM8000 Sales documentation	42
5.3	MM8000 Technical documentation	42
6	Customer support links & resources	44
6.1	Siemens BT CPS DMS.....	44
6.2	Microsoft	44
6.3	Adobe Acrobat.....	44

1 Introduction

DMS8000 software **MP4.80** is now available for MM8000, MK8000, and NK8000 products.

MM8000

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

2 What's new

This section presents the enhancements provided in this new release.

2.1 New Features

Group	Description	System
OS compatibility	- Windows 7 and 8.1 - Windows Server 2012 R2 and 2008 R2 (Windows XP is no longer supported)	DMS8000
Configuration	- Enhanced visualization of customized objects in the Composer tree	DMS8000

Browser compatibility	- MM8000 printouts (events, event list) : IE9, IE10, and IE 11 - MM8000 Web Client: IE9 and higher, Mozilla Firefox 28 and higher, Google Chrome 34 and higher - MM8000 Alarms web app: IE9 with Google Chrome Frame add-in, Mozilla Firefox 28 and higher, Google Chrome 34 and higher, Safari V6 and higher	MM8000
Web Services	- Improved fault diagnostics on Web Services - Improved security - Easier installation as a subsequent add-on	MM8000
Quick History	Quick history: - Discipline criterion as a search key - Improved WYSIWYG printout	MM8000
Tasks	- Quick Manual Task command in right-click menu - Folders for Manual and Scheduled Tasks	MM8000
Notifications	- Support for e-mail servers with TLS/SSL protocol	MM8000
Operating Procedures	- New OP step supporting automatic mode upon "Back to Normal" state	MM8000
Graphics	- Easier selection of multiple points in graphics (drawing a box)	MM8000
Configuration	- Improvements to the MM8000 Event & Point Style configuration	MM8000
XNET XLS	- Silence/unsilence commands in XLS alarm handling	MM8000
UI	UI Improvements: - Keyboard controls In Quick History and Point Properties - Show/Hide details in Point Properties - Context menu command to synchronize the tree views with toolbars	MM8000
Video	- Support for Siemens Vectis iX NVR / NVS	MM8000

SQL Server compatibility	- Microsoft SQL Server 2008 R2 SP3 - Microsoft SQL Server 2012 SP2 - Microsoft SQL Server 2014	MM8000 MK8000
Virtualization environment compatibility	- VMware Workstation V11 - VMware ESXi 5.5 Update 1 (included in vSphere V5.5) - Hyper-V for Windows Server 2012 R2 - Hyper-V for Windows Server 2008 R2 SP1	MM8000 MK8000
Desigo PX	- Full support for DESIGO PX V5.1	MM8000 MK8000
SPC	- Support for SPC series V3.6.6	MM8000 MK8000
OPC UA	- Support for OPC UA 1.02	MM8000 MK8000
Security	- Improved code, password and system security	MM8000 MK8000
Backward compatibility	- Support for existing DMS8000 projects (from MP3.15) with automatic project update for Composer projects up to MP4.30. From MP4.40 and higher, projects can be modified and saved in the same version.	MM8000 MK8000

Web server	- Improved NK823x web server control: new commands	NK8000
XNET XLS	- Support for XLS FireFinder MP11	NK8000
Security	- Improved code security	NK8000
Backward compatibility	- Support for existing NK8000 installations (MP4.20 and higher) with the latest NK823x units.	NK8000

2.1.1 Software License

A new **MP4.80** License is required.

2.1.2 Localization

A new localization toolkit is available for MM8000 MP4.80. In general, the localization process did not change in comparison with previous version.



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

2.2 Defect correction

Various defects have been corrected in this software release. For a detailed report, please refer to the FS-DMS support site [→ 44].

2.3 AutoCAD® compatibility

AutoCAD files	Version	Notes
DXF, DWG	AutoCAD 2014 and earlier	MM8000 graphic library allows for compatibility with AutoCAD 2014 file format

2.4 Summary of connectivity options

Network Options	
Network	Documentation
Direct serial links: – CS11 AlgoRex© (via CK1142) – FC700A (via FG700A) Note: FC721 cannot be connected – CC1115 / FC330A – SI410 Sintony	Fire Connectivity Guide: A6V10359481 Intrusion Connectivity Guide: A6V10359489
LAN links: – DESIGO PX – FS20 Sinteso™/FS720 Cerberus® PRO – SPC – Siemens CCTV: SISTORE, Vectis HX/iX NVS, TELSCAN, IP Cameras – NICE / 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
Network adapters: – Cerloop / MK7022 – CDI-Net / GW-xx – NK8231, NK8232, NK8235 – NK8237	Network Connectivity Guide: A6V10359485 NK8000 Inst., Config.& Commiss.: A6V10062437 NK8237 Inst., Config.& Commiss.: A6V10316239
OPC links: – SIMATIC S7 – RCO R-Card M5 – Generic DVR	OPC Connectivity Guide: A6V10065253
SMS service over GSM: – Siemens Modem M20 – Siemens Modem MC35 – CINTERION Modem MC52i	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 NOTE: ASCOM, Novalink, and Telepage systems have been tested	MM8000 Installation, Configuration & Commissioning: A6V10062413

2.5 Summary of Add-on modules

Add-on	Installation kit	Connectivity	Distribution
Autronica BSxx Fire Control Units	MP4.80	NK8000	DMS8000 CD
MAXSYS PC601 Intrusion Control Unit	MP4.80	NK8000	DMS8000 CD
CP100 Gas Detection Unit	MP4.80	NK8000	DMS8000 CD
LIST SCU 2000 Fire Control Units	MP4.80	NK8000	DMS8000 CD
CDDL-CDSF (CDSS) Units	MP4.80	NK8000	DMS8000 CD
Modbus Units	MP4.80	NK8000	DMS8000 CD
R Card M5 Access Control System	MP4.80	OPC	DMS8000 CD
CDSS Transliner	MP4.80	LAN	DMS8000 CD
DLCS Door Control System	MP4.80	OPC	MM8000 setup
Geutebrueck Video Units NOTE: live video is not integrated	MP4.80	LAN	MM8000 setup
NICE Video Units	MP4.80	LAN	MM8000 setup
RIVER Video Units	MP4.80	LAN	MM8000 setup

When required, use the latest add-on kits for enhancing the connectivity of MM8000 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 unit	Compatibility	Connectivity	Documentation
FS20 Sinteso™ FS720 Cerberus® PRO	See Sinteso/CerberusPro section	LAN. NK8000	Fire Connectivity Guide: A6V10359481
CS11 AlgoRex® EP5 CS11 AlgoRex® EP7 FC700A	EP7F Z1, Z2, Z3, Z4, Z5	LAN. NK8000	Fire Connectivity Guide: A6V10359481
CS1115 Phase 4 FC330A Phase 4	CISxx8.86	Direct link, Cerloop, and 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	NK8000	Fire Connectivity Guide: A6V10359481
STT11 STT2410		Cerloop and NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
STT20	STT20 V2 (CS11 Cerloop) STT20 V2.02 (FC20 BACnet)	NK8000/Cerloop	Fire Connectivity Guide: A6V10359481
CZ10	Communication board EPROM: CZAX22.41 (Cerban) CZAX23.41 (Cerloop)	Cerloop and NK8000	Fire Connectivity Guide: A6V10359481
XLS NOTE: Security events are supported in V9 and higher	V6.00.21, Zeus Tool V6.00 V7.00.2245, Zeus Tool V7.00 V8.00, Zeus Tool V8.00 V9.05.0001, Zeus Tool V9.02.0015 V10.02.0005, Zeus Tool V10.02.0004 V11.00	NK8000	Fire Connectivity Guide: A6V10359481

Control unit	Compatibility	Connectivity	Documentation
DESIGO PX	V4, V5.1	LAN	Fire Connectivity Guide: A6V10359481
CC60	U2 EPROM: CCG001.05 (-19)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CZ12	Communication board EPROM: BKB002.08	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS4	Communication board EPROM: CK402 V6B, CKP003.01 (BCD) CK430 V9, CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS440	Communication board EPROM: CK440 V9, CKP041.01 (HEX)	Cerloop and NK8000	Intrusion Connectivity Guide: A6V10359489
CS6 Guarato™	MP3, MP3+	NK8000	Intrusion Connectivity Guide: A6V10359489
SI410/420 Sintony NOTE: Encryption is not supported	Firmware F8-04, F8-05, F8-07, F09-22, and G1 (F9-22 or G1 is required for SMN42/43)	NK8000	Intrusion Connectivity Guide: A6V10359489
SPC4000, SPC5000 and SPC6000	V3.2x, V3.4, V3.4.1, V3.4.5 (EDP protocol) V3.6.6 (FlexC protocol) See limitations in Known Issues	Direct link, NK8000, and IP connection	Intrusion Connectivity Guide: A6V10359489
DMS7000, including MM-IE2		Cerloop and NK8000/Cerloop	Network Connectivity Guide: A6V10359485
SIPASS™	See the SiPass section	LAN	AC Connectivity Guide: A6V10062451
SIMATRIX 164; 648; SYS SIMATRIX NEO		NK8000	Video Connectivity Guide: A6V10062457
SISTORE AX/MX/MXpro SISTORE CX/SX Vectis HX HVR / iX NVS TELSCAN Stand-alone IP cameras (TELSCAN protocol)	See the Video section	LAN	Video Connectivity Guide: A6V10062457
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
Geutebrück CCTV MultiScope™ II Plus and III	See the Video section	LAN - Manual installation of Composer plug-in	Geutebrück Add-on manual: A6V10067796
NICE DVRs and Decoders	See the Video section	LAN / Add-on package	NICE Add-on manual: A6V10097205

Control unit	Compatibility	Connectivity	Documentation
Generic DVR	External Viewer / OPC	LAN / OPC	Video Connectivity Guide: A6V10062457 OPC Connectivity Guide: A6V10065253 Generic DVR Integration Guide: A6V10331273
Philips/Burle CCTV (LTC 8x00)		NK8000 (not tested with new NK823x)	Video Connectivity Guide: A6V10062457
DF8000 I/O (DF8003 or CF9003) + F8020/8040/8045/8046)		NK8000	Network Connectivity Guide: A6V10359485 DF8000 ICC: A6V10081388
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 plug-in	DLCS Add-on manual: A6V10067792
Autronica BSxxx	V3.20	NK8000 / Add-on package	Autronica Add-on manual: A6V10238656
LIST SCU 2000 (field test only)	SCU 2000	NK8000 / Add-on package	LIST Add-on manual: A6V10238692
MAXSYS PC6010	V2.11	NK8000 / Add-on package	MAXSYS Add-on manual: A6V10238694
CP100	Cpa402c	NK8000 / Add-on package	CP100 Add-on manual: A6V10238690
Modbus-based subsystems	V1.1a in RTU mode (no ASCII)	NK8000 / Add-on package	Modbus Add-on manual: A6V10067800
Fibrolaser II Modbus		NK8000 / Add-on package	Modbus Add-on manual: A6V10067800
CDDL/CDSF-based subsystems	CDDL V1.0 CDSF all variants	NK8000 / Add-on package	CDDL/CDSF Add-on manual: A6V10067787

2.6.1 Sinteso / Cerberus Pro

The following table shows the compatibility between MM8000 and Sinteso / Cerberus Pro versions:

Fire Control Unit			DMS8000 Market Package				
Sinteso	Cerberus PRO	Service Release	4.40-01	4.50-01	4.60-02	4.70	4.80
MP1.3	-	-	X	X	-	-	-
MP2.1	MP1XS, IP2	-	X	X	X	X	X
MP3.0	IP3	SR3, SR4, SR5	X	X (1)	X (2)	X	X
MP4.0	IP4	SR1, SR2	-	X (1)	X (2)	X	X
MP5.2	IP5.2	SR1	-	-	X (2)	X (3)	X (3)

NOTES:

(1) DMS8000 MP4.50-01 Hotfix #45 is required for compatibility with SintesoWorks MP5.2/Cerberus Engineering Tool IP5.2.

(2) Service Release DMS8000 MP4.60-01 or higher is required for compatibility with SintesoWorks MP5.2/Cerberus Engineering Tool IP5.2.

(3) Reimporting of 5.2 database is required for earlier version projects to support the Alarm Verification Control (AVC) timers in MM8000.



Note: Starting from Sinteso MP5.2/Cerberus PRO IP5.2, no License key for the field panel is required to connect to Siemens management stations.

2.6.2 SiPass

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

SiPass		DMS8000 Market Package									
MP	Build	4.10-xx	4.15-01	4.20-01	4.30-01	4.40-01	4.50	4.50-01	4.60-02	4.70	4.80
2.35	38, 41, 52	X	X	X	X	-	-	-	-	-	-
2.40	37, 41	X	X	X	X	X	X (1)	-	-	-	-
2.40	75	-	-	X	X	X	X (1)	-	-	-	-
2.50	39	-	-	X	X	X	X (1)	-	-	-	-
2.50 SP3	85	-	-	-	X	X	X (1)	-	-	-	-
2.60 SP2		-	-	-	-	-	X (1)	-	-	-	-
2.60 SP3		-	-	-	-	-	X (2)	X	X	X	-
2.65	14	-	-	-	-	-	X (3)	X (3)	X (3)	X (3)	-
2.65 SP1	21	-	-	-	-	-	X	X	X	X	X
2.65 SP2	29	-	-	-	-	-	-	-	-	X	X

NOTES:

Granta Controllers are not supported

(1) Supported only if Hotfix #37 for managing DRI with 2nd card reader disabled is NOT installed.

(2) Related hotfix required for managing DRI with 2nd card reader disabled.

(3) DRI with 2nd card reader disabled do not work even with related hotfix installed. We recommend updating to SP1 or SP2.

2.6.3 Video

The following table shows the compatibility between MM8000 and video devices.

Video device	Version	DMS8000 compatible versions
SISTORE AX Compatibility with MM8000 depends on RAS software With MM8000 MP4.30, use RAS V3.6 (RAS V3.5 is not supported) (1) With MM8000 MP4.40, use RAS V4 (3) With MM8000 MP4.50/4.60/4.70, use RAS V4.2.x (3)	V2.4, V2.5, V2.6.0, V2.6.1	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15
	V2.6.2, V2.7, V2.8	MP4.15-01, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V3.1	MP3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V3.5	MP4.10-xx, using RAS V3.1 and adding Admin user on SISTORE AX device (2) MP4.15-01, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80 (using RAS software V3.6)
	V3.6	MP4.15-01, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80 (use RAS V3.6 & add Admin user on SISTORE AX)
	V4	MP4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80 (using RAS V4)
	V4.2	MP4.50-xx, 4.60-xx, 4.70, 4.80 (using RAS V4.2)
Vectis HX HVR	V2.1.2, V2.1.3, V2.1.5	MP4.60-xx, 4.70, 4.80 (using RAS V4.2)
Vectis iX NVR / NVS	V2.09	MP4.70 (+hotfix), 4.80
	V2.10	MP4.80
SISTORE AX lite	V4	MP4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80 (using RAS V4)
	V4.2	MP4.50-xx, 4.60-xx, 4.70, 4.80 (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-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.70	MP4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.80	MP4.15-01, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.81	MP4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.90 SP2	MP4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.90 SP2 M1	MP4.60-xx, 4.70, 4.80
SISTORE MX (incl.NVS) applying SDK 2.5 with motion alarms & positioning presets (4)	V2.81 SP2	MP4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.90 SP1	MP4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
SISTORE MX Pro (4)	V2.45	MP3.10, 3.15-xx, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V2.50	MP3.15-xx, 3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
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-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	V3.6, V3.6.3	MP4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80

Video device	Version	DMS8000 compatible versions
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-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	IP camera CCIS 1337-LP, CFVA-IP, CVVA-IP	MP3.15-xx, 3.20, 3.xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
	Any IP camera compatible with SISTORE	MP3.20-xx, 4.10-xx, 4.15-xx, 4.20-xx, 4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
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-xx, 4.50-xx, 4.60-xx, 4.70, 4.80
Geutebrück MSC	V10.1, V10.5, V10.7	MP4.10-xx, MP4.15-xx, 4.20-xx In later versions, live video is no longer integrated
NICE/RIVER: NiceVision DVRs and NiceVision Net Decoders	V10.8	MP4.30-xx, 4.40-xx, 4.50-xx, 4.60-xx-xx, 4.70, 4.80
	NICE Net V2.0 (Win XP only)	MP4.50-xx, 4.60-xx, 4.70
	NICE Net V2.5 (Win 7)	MP4.50-xx, 4.60-xx, 4.70, 4.80
	NICE Net V2.7	4.60-xx, 4.70, 4.80
Bosch Divar 700 and XFD DVRs VIP X1600, X1 XF, XD	Video SDK V4.43.04.03	MP4.40-xx
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 - VG4 AutoDome IP cameras	Video SDK V5.11.0024	MP4.50-xx, 4.60-xx, 4.70, 4.80

NOTES:

(1) 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.

(2) 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.

(3) Max. two player instances per MM8000 client (due to high memory allocation of the viewer), typically one for browsing and one for assisted treatment, or both in quad views.

In addition, only one player can be used for PTZ or playback control by external applications, while the second can be used only for live video.

(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 CX/SX V3.4.

2.6.3.1 Video functionalities

The following table shows how various features are supported on the video devices.

Features	Siemens SISTORE				Siemens Vectis		NICE / RIVER	Bosch		Generic
	AX	CX/S X	MX SDK 1.4	MX SDK 2.5	HX HVR	iX NVR / NVS	Nice Vision DVR NET Decoder	Hybrid Divar 700	VRM	DVR
Live video image display (MM8000 event treatment, plant browser)	X	X	X	X	X	X	X	X	X	X (1)
Camera PTZ control	X	X	X	X	X	X	X	X	X	X (1)
Video recording (MM8000 events, manual command)	X	X	X	X	X	X	X	X	X	X (2)
Playback (MM8000 event treatment, plant browser)	X	X	X	X	X	X	X	X	X	X (2)
Playback (MM8000 history browser for event documentation)	X	X	X	X	X	X	-	-	-	-
Switching camera to monitor (MM8000 command / sequence / reaction) via SIMATRIX	X	X	X	X	X	X	-	-	-	-
Switching camera to monitor (MM8000 sequence / reaction) via decoders	-	-	-	-	-	X	X	X (3)	X	-
Preset position control (MM8000 event, sequence / reaction)	-	X	-	X	-	X	X	X	X	-
Motion detection alarm	-	X	-	X	-	X	X	X	X	X (2)
Sabotage protection with alarm	-	X	-	X	-	X	X	X	X	X (2)
ODR (Object Detection & Removal) alarm	-	X	-	-	-	-	-	-	-	-
Alarm inputs and outputs	X	X	X	X	X	X	X	X	X	X (2)
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 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 (A6V10062413).

Installing DMS8000 Software

The installation procedure for new systems includes the following steps:

1. Check system requirements.
 - All requirements are specified in the MM8000 ICC manual (document no. A6V10062413). If those requirements are matched, all prerequisite software is available on the distribution DVD. Libraries and applications are automatically installed and can be used free of any license charge.
 - 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.
 - 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)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 refer to the installation section of the MM8000 ICC manual (A6V10062413) for detailed installation instructions.
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:** MP4.80 licenses are required.
- **Localization:** 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. For more information, refer to the MM8000 Localisation Engineering Guide (A6V10062459).

3.1 Updating to MP4.80 from earlier releases

Software License

New 4.80 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.

Localization

Referring to the localized versions, be informed that the language file (ZIP) must be updated using the MP4.80 localization toolkit, which is new in comparison with all the previous versions.

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

3.1.1 Updating from MP2.xx and MP3.10

The configuration database update from MP2.10, MP2.20, MP2.21, MP2.30, MP2.31, and MP3.10 is possible using MM8000 MP2.31 and MP3.15 as intermediate conversion steps.

- Refer to MM8000 MP2.31 Release Notes (008091 MP2.31) and MM8000 MP3.15 Release Notes (008901 MP3.15)

3.1.2 Updating from MP3.15, MP3.20 and MP4.xx

Updating from MP3.15-xx, MP3.20-xx, MP4.10-xx, MP4.20-xx, MP4.30-xx, MP4.40-xx, MP4.50-xx, MP4.60-xx, and MP4.70-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
 - History archive
2. MM8000 requires MS-SQL 2008 R2 SP2 and can install it automatically. However, note that:
 - If MSDE 2000 was used, you need to uninstall it manually.

- If MS-SQL 2005 was used, the installation procedure asks you whether to remove it automatically (recommended) or to install the new SQL Server side-by-side with the old version.
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 [→ 16].
 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 (**MP4.50, MP4.60, MP4.70**) is optional, and the MP4.80 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.
- Delete the **Journaling Service** node and insert 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.

17. If required, restore the history archive.

Note: if using MS-SQL 2012 R2, you cannot restore archives based on MS-SQL versions older than 2005.

4 Known issues

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

4.1 Installation issues

4.1.1 Operating systems 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 DMS8000 and other related applications.

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

MS SQL Server 2008 R2 SP2

MS SQL Server 2008 R2 SP2 32-bit edition is supported, 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.

Virtual Machines

The system has been tested with the following virtualization software:

- VMware Workstation V11
- VMware ESXi V5.5 Update 1 (included in VSphere V5.5)
- Hyper-V for Windows Server 2012 R2
- Hyper-V for Windows Server 2008 R2 SP1

Note: Virtualisation environments (excluding ESXi) do not directly support hardware connections such as USB and COM ports that are needed by DMS8000 systems for the license key and subsystem connections.

To solve the problem, you can:

- Use external network devices such as [AnywhereUSB®](#) to connect the USB key.
- Refer to the virtualisation environment documentation to find specific solutions, for example for [configuring COM ports on Hyper V](#).



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.

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\Tools\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 default user password

On most recent Windows versions (Windows 8.1 and Windows Server 2012), a more severe default policy forbids users to have a password that contains the username. For example, the following setting would not be allowed:

- user:MM8000
- password: MM8000_pwd

To avoid such problems, the default password for new users has changed. For more information, refer to MM8000 ICC manual.

New in MP4.80

Secure Channel (Schannel) logs generated in the System.evt file

When **DMS8000 MP4.80** is installed on a **Windows 2012** PC with **Web Services** support, many Schannel logs are generated in the System.evt file. This issue is related to a Windows default setting; to solve it, install the related Windows patch available at the following link: <https://support.microsoft.com/en-us/kb/2973337>.

4.1.2 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.

Importing PAK codes

The license 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 systems starting in demo mode will stop operating after 2 hours, even if a valid license is installed during demo operations. To enable the licensed mode, always restart the server after installing the license.

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.

4.1.3 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 the current version of the product.

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.

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 practice, 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

localized Composer software of the same version as the database to expand with new units.

4.2 Upgrade and migration issues

New in MP4.80

Secure email notifications after restoring MP4.70 (+Hotfix 01) projects

MM8000 MP4.80 and higher can support encrypted email notification applying the SSL/TLS protocols. The support for such protocols was also provided by MP4.70 with Hotfix 01. Be aware that, after restoring an MP4.70 project in which SSL/TLS email was set, you need to configure again in Composer (Logical Configuration > Dispatching Services > Email) the email protocol and ports.

- See MM8000 ICC manual (document no. A6V10062413).

New in MP4.80

CS11 to FS20 migration: no direct support for multiple CC11 into one FS20

The system can support a migration of a one CC11 fire panel to the corresponding FS20 fire panel taking care of the point customization and saving part of the engineering work (refer to Fire Connectivity Guide doc. A6V10359481).

Note that the migration procedure does not support the scenarios where multiple CC11 panels are replaced by a single FS20 system. Applying the assisted migration procedure for multiple panels will result in an inconsistent configuration. In such a scenario, we recommend to use the assisted migration procedure to migrate the largest panel, and then go on with the manual re-engineering of the additional panels.

FS20: upgrading 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

STT20: upgrading from MP3.15

STT20 metafile needs to be re-imported after restoring an MP3.15 projects. Otherwise, the download may fail.

4.3 Configuration issues

4.3.1 Composer and Tools 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).

Performance issues with NK8000 Kernel Update and Modbus Client

In case of a slow or missing internet connection, the NK8000 Kernel Update and Modbus Client applications may be extremely slow to start up. A (normally quick) web connection is required to check the code certificate signature, but the mentioned applications can be much slower due to a performance defect of the .Net library. In case of serious difficulties in using the NK8000 Kernel Update and Modbus Client, you can apply the following modifications:

1. **Internet Explorer** settings:
 - Start **Internet Explorer**, select **Tools**, and then **Internet Options**
 - In the **Advanced** tab, scroll the list of **Settings** to reach the **Security** section
 - In the **Security** section, clear the **Check for publisher's certificate revocation** check-box
2. In the DMS8000 Utilities (<installation folder>\Utilities\Tools\)) run the application:
UpdateDotNetSettings.exe

Performance issues with Composer via Remote Desktop

When using Composer via Remote Desktop, you may experience a slow response, for example in general screen refresh and in setting/resetting the default of a large set of parameters.

New in MP4.80
(it applies to all versions)

Profile Id setting on Composer link nodes

Although Composer allows for setting the security Profile Id to all points of the configuration structure, including the links created for instance in the geographical tree, the only valid setting is the one of the source points. When determining the security profile of linked points, the system always applies the Profile Id of the source point regardless of any different setting on the links.

4.3.2 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.

4.3.3 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.
- Unlike the AutoCAD 2010 library, MM8000 does not support "OLE objects with empty data". This incompatibility can cause issues in the maps visualization and preview. In case of problems, please contact the customer support [→ 44] to correct the map.

4.3.4 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

Limitations in FS20 support

Limitations in the support of Technical zones may occur when new customized templates (DB variants) are used to address specific needs. In these cases, MM8000/MK8000 will handle the customized objects applying the standard template, and incorrect texts and icons may display.

New in MP.80

BACnet client supervision faults in FS20 systems

In the Sinteso tool, the BACnet client supervision default timeout setting (by default set to 22 seconds) might be too short when the network is in overload condition, thus generating fault events (BACnet Client lost). To solve this issue, in the FS20 configuration tool, modify the **Network > BACnet client supervision** setting to increase the **BACnet client supervision timeout**, for example to 50 seconds.

New in MP.80

SPC4000, 5000 and 6000

- **SPC 3.6.6 and higher:** In Composer, insert the NS8021 FlexC protocol driver and configure the Receiver ID that matches the receiver programmed for FlexC in the SPC panels.
- **Limitation:** SettingAuthorization and LockElement zones are not imported (it also applies to earlier DMS8000 versions).

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 (fault events on MM8000/MK8000 are not affected). To prevent misalignment between local announcements and system events, we recommend that you set this parameter to 1 sec.

4.3.5 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).

New in MP4.80
(it applies to all versions)

Activation Failed and Network Router crash

In Composer, the MM8000 system download stops with an **Activation Failed** error and a **Network Router** crash (red icon in the System Supervisor Browser list). This problem may be due to the inability of the MM8000 internal user to create MM8000 users, for example in a Windows domain.

Check the authorisation rights of the MM8000 internal user. During the MM8000 software installation, you may have selected the standard security that implies the automatic creation of MM8000 users during download, and this requires the MM8000 internal user to have the rights to create Windows users.

If you want to disable the automatic creation of MM8000 users in (and then create and manage them manually in the domain), you can modify (set to **No**) the following registry key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SBT-CDD\DIXIE\LOGIN_SERVER\Locus (64-bit OS)
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\SBT-CDD\DIXIE\LOGIN_SERVER\Locus (32-bit OS)
```

For detailed information about installation options and Windows security, we recommend you to refer to the MM800 ICC manual (A6V10062413).

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.

Second download failure with full SQL Server 2008 R2 version

A download failure (data transfer error) occurs on installations with full SQL Server 2008 R2 version (not Express) due to the default settings of two options. The problem occurs upon downloading the system for the second time, when more complex operations are required to replace the previous data.

When using a full edition of SQL Server 2008 R2, make sure to set the following options:

- **SQL Server Replication**
- **Full-Text Search**

In the SQL Server setup, such options are part of the **Feature Selection (Features > Database Engine Services)** and are checked by default in the SQL Server Express version, while they are *disabled in the full version*. You can enable them during the SQL Server initial setup or later on by starting again the SQL Server installation, and modifying the installed software with the two required options enabled in the **Feature Selection** step.

New in MP4.80

Frozen alignment after incremental download in simulation mode

Adding new subsystems to the Composer configuration and executing an incremental download may result in field simulation problems. New subsystems may remain in the **Alignment in progress** state endlessly, thus preventing you from working properly on the simulated system until a server restart or a full download.

In simulation mode, after you configure new subsystems, we always recommend a full download.

4.3.6 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**

4.3.7 Untested functionalities

Untested event treatment step dialling on Windows 7 64-bit

Due to the unavailability of hardware for testing, the support of the dialling functions on Windows 7 64-bit could not be verified.

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.

4.4 Runtime issues

4.4.1 Critical software issues

ES server crash when LAN network goes down (SQL Server 2008 R2 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:

1. Create a file named **MM8000Shutdown.cmd** that contains the text **"C:\Program Files\DMS8000\Utilities\Bat\STOP_Servers.exe"**
Note that:
 - You may need to replace *Program Files ... Bat* with the localized pathname of 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. Press the **Windows** key  + **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 **Add**.
⇒ 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 **Finish** 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 **Add**.
⇒ 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 ⁽¹⁾
Maximum size	4096 MB	4096 MB

¹⁾ Initial size may be extended up to 3000 MB in case low memory events still occur.

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.

4.4.2 Installed client stations 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 needed to adjust the external application upon starting up.

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

Problems with 1024x768 screen resolution

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

Problems with 1280x1024 screen resolution

MM8000 client does not start correctly on Windows 8.1 with screen resolution set to 1280*1024 if the display parameter **Change of the size of all items** is set to **Larger**. In such a case, set the slider option to Smaller. You can check the setting of your screen in the **Control Panel > Appearance and Personalization > Display** page.

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

Screen savers

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

- Preferably use the MM8000 screensaver
- Alternatively, use only standard Windows Screen savers without password protection

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 customization of some special characters is possible in the localization 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 may be slow (about 30 sec) when using MM8000 in closed mode.

Audio recordings in history records of dialler operating procedure steps

In Windows 8.1 systems (32 bit), you cannot open the history audio attachments of operating procedure steps. The problem is related to the default Windows 8.1 app, which does not allow administrator users to open wave files. To solve the problem, you can change the default audio app, and use for example Windows Media Player or VideoLan VLC.

New in MP4.80

Problems with email notifications using Microsoft Outlook.com

Do not use Outlook/Hotmail/Live POP3/SMTP servers to handle email-based alarm notifications from MM8000. Using such servers may cause problems in handling the acknowledge feedback.

In addition, problems may occur in displaying AutoCAD maps when Outlook.com is used as web-client.

4.4.3 Web stations and mobile devices

MM8000 Alarms app connectivity and functional limits

- A max of 3 MM8000 Alarms app connections are allowed when the MM8000 Services run on Windows 7.
- Compared to the event list on MM8000 stations, the MM8000 Alarms app does not support the following information:
 - Intervention text
 - Additional textual information (BACnet event text, Transaction event text)
 - Maintenance event list
- The MM8000 Alarms app can only supports the following event handling commands.
 - Acknowledge
 - Silence
 - Reset

Modified in MP4.80
(Silence command)

Missing event processing state in case of multiple device access

When handling the same event from multiple mobile devices, MM8000 stations will show the event as no longer under processing when the first device closes the event treatment, regardless whether other devices are still treating the event.

Simultaneous treatment always enabled

Although the simultaneous event treatment from multiple stations may be disabled (refer to the *Simultaneous Treatment* option in *Events and Points*), accessing an event for treatment is always possible from the MM8000 Alarms app, irrespective of the possible simultaneous operations on that event.

Fast event disabling option does not apply

The Fast Treatment enabling/disabling option (refer to the *Event Settings* page of the user group security) does not apply to MM8000 Alarms app operations. The Fast Treatment is always enabled.

Web Server / Web Services not reachable due to IE settings

In Internet Explorer, the **Enable Protected Mode** security setting, selected in some virtualized environment such as VMware ESX, prevents web clients from properly accessing MM8000 Web Server and Web Services. To resolve this problem, do the following:

1. Start **Internet Explorer**
2. Select **Tools > Internet Options**
3. Click the **Security** tab
4. Uncheck the **Enable Protected Mode** check-box

Web connection failure after MM8000 server restart on Windows Server 2008/2012

Web connections may fail after MM8000 server restart on Windows Server 2008 R2 and Windows Server 2012 R2. If this occurs, apply the following procedure:

1. Click **Start** and then **Run** to open the Windows **RUN** field command, then enter **MMC** and click **OK**.
 - ⇒ The Console window displays
2. Select **File** and then **Add/Remove Snap-in...**
3. The Add/Remove Snap-in dialog box displays.
4. Select **Group Policy Object Editor** from the **Available snap-ins**.

5. Click the **Add >** button.
 - ⇒ The Select Group Policy Object dialog box displays
6. Click **Finish** to close the Select Group Policy Object dialog box.
7. Click **OK** to close the Add/Remove Snap-in dialog box.
8. In the Console window, expand the Local Computer Policy tree to:
Computer Configuration > Administrative Templates > System > User Profiles.
9. In the Setting list, **Edit** and **Enable** the **Do not forcefully unload the user registry at user logoff** option.
10. Reboot the machine for the change to take effect.

4.4.4 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 various SQL Server versions (the exact compatibility is given in the MM8000 ICC manual (document no. A6V10062413) . However, note that not all combinations of versions are supported as far as the history archive backup and restore are concerned. More specifically, you cannot restore an SQL Server archive onto an older SQL Server version.

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\sharefolder /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 MM8000 backup operation.

4.4.5 Control panels

Modified in MP4.80

SPC4000, 5000 and 6000

Depending on the SPC firmware version, some limitations apply:

- **SPC 3.2x**
 - The Shunt/X-Shunt and All OK zone types are not supported.
 - Duress alarm, Switchover Blocked and Alarm Abort events may disappear from DMS8000 even if still alarmed.
 - When the panel is in Full Engineering mode, there is no information transmitted to DMS8000.
- **SPC 3.2x and 3.4x**
 - Pending duress alarms are not acquired by a status request after starting up or upon recovering a connection fault. Once the communication is established, MM8000 can receive duress alarms properly.
 - DMS8000 does not support the MP3.x SPC enhancement for Audio and Video over the EDP protocol.
 - The following SPC events are not supported:
 - Area Early/Late Set/Unset (solved in SPC V3.4 and higher)
 - Card format invalid
 - Card is void
 - Unknown card
 - Incorrect site code
 - Clock and data reversed
 - SPC VdS compliant configuration are not supported by DMS8000. The grade setting *VdS-A* and *VdS-C* do not work. *Unrestricted* has to be selected as Standards Compliance setting of the SPC panel which allows to configure UDP communication.
 - Enhanced device locked out code reporting is not supported in MM8000.
- **SPC 3.4.x**
 - When the panel is in Full Engineering mode, only severe alarms and sabotages are transmitted to DMS8000. Other events are not transmitted until you quit the Full Engineering mode.

New in MP4.80

- **SPC 3.6.5**
 - FlexC protocol driver must be used instead of SPC driver to support new V3.6.x features, including objects types that used not to be supported.
 - The SPC driver is still usable with backward compatibility. Note that the Alert notification support is only available using V3.6.
 - Autoencryption mode is not supported.

SI410

- **Fault and Non-default events at first connection**
After commissioning, at first connection with SI410 units, MM8000 may show a fault and a non-default event. You can clear these events by sending a Silence command.

Desigo PX

Modified in MP4.80
(removed 5.1 limitations)

- **Unacknowledged DESIGO PX events may not disappear automatically**
When a DESIGO PX event occurs with Ack Required, no Ack command is executed from MM8000, and DESIGO PX returns to normal state, then the MM8000 Ack command changes to Reset and the event does not disappear automatically as expected. In case cases, you need a manual reset and clear.

FS20 / FS720

- **Visibility Active events acknowledgment on FS20 MP4.0**
An erroneous acknowledge command is available on the "FS20 Visibility

active" event. Such an event, generated on the FS20 MP4.0 node class 136 PMI StandBy Interface, is handled by MM8000 with the acknowledge command available even if the fire panel does not require any ack command.

- **Sabotage alarm reset and activation of ConfigFsdAdapterElem in FS20 MP4.0**
The reset command for the FS20 MP4.0 node class 134 ConfigFsdAdapterElem object has no effect from MM8000 while it works OK when executed locally on the fire panel. From the MM8000 stations, you can also manually activate the ConfigFsdAdapterElem, but no deactivation command is then available from MM8000 (local panel commands are also OK in this case).
- **Open Line event text instead of Stub Line Forward\Backward**
The BACnet event text for the new *Stub Line Forward\Backward* status is shown by MM8000 as an exclusion event with *Open Line* as event text (instead of *Stub Line Forward\Backward*).
- **FC2080 Line detection controller events missing after restarting**
Upon a panel restart, the following *FC2080 Line detection controller* events are missing:
New device found and *Unconfigured devices*.
- **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.
- **Wrong AVC countdown time if FS20 and MM8000 are not set on the same time zone**
The event timer controlling Ack/Reset actions shows a wrong time when FS20 and MM8000 clocks are set to operate on a different time zone. In such cases, The time will reflect the time difference of the time zones.

New in MP4.80

XLS MP11

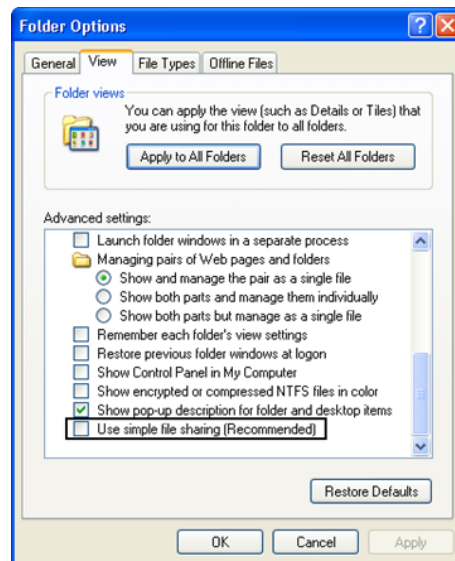
- **HUB-4 not supported**
NK823x network units can support the XLS MP11 with exclusion of HUB-4.

4.4.6 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 (document 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.



4.4.7 Video

SISTORE AX

- You can run a maximum of two player instances per MM8000 client (due to high memory allocation of the AX RAS viewer), typically one for browsing and one for assisted treatment, or both in quad views. In addition, only one player can be used for PTZ or playback control by external applications, while the second can be used only for live video.
- SISTORE AX can support only one client access 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:
 - a. Right click on **Desktop**.
 - b. Select **Properties** and then the **Setting** tab.
 - c. Click the **Advanced** button.
 - d. In the Window that appears, select the **Troubleshooting** tab.
 - e. Reduce the Hardware Acceleration and click **Apply**.
 - f. 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.

Vectis HX HVR

- The same limitations of the AX RAS viewer also applies to 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 MP4.80

Vectis iX

- You cannot exclude motion detection and sabotage alarms for Vectis iX cameras (on the video out node) by Plant Browser runtime commands. Inclusion/exclusion commands do not work. You can configure to include or exclude both alarms in Composer, using the **Motion and sabotage detection** checkbox.

SISTORE MX V2.5x

- The SISTORE MX V2.55 must be used with the remote player of SISTORE MX V2.57 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 V2.57 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 V2.45 and V2.50 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 V2.45 and V2.50 requires the "Enable Software trigger" check box to be checked in the configuration. Instead, with SISTORE MX V2.55 and V2.57, 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 V2.81 SP2

- The commands to **exclude/include the motion and sabotage detection** do not work with SISTORE MX V2.81 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 MX V2.90 SP2

- SISTORE MX RemoteView V2.90 SP2 cannot display both Live Video and Playback Recording on Windows 8.1 PCs (Professional and Enterprise editions).
On Windows 8.1, use SISTORE MX V2.90 SP2 M1.
- The **Long time recording** option disables the pre- and post- software triggers timer that are required by MM8000. Such option is configured in SISTORE MX DVRs to avoid the deletion of the video clips and allow the operator to perform the video play back.
When enabled, the **Long time recording** option creates a problem during MM8000 event treatment if the CCTV step is set as **Automatic on creation** or **Mandatory**. If such step is required, set it as **Optional**.

SISTORE CX/SX

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

New in MP4.80

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 play-back 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.
- On Windows 8.1 stations (with both Professional and Enterprise editions), BoschLive cannot display video images in RDP Remote Sessions. Live video for Bosch devices does not work in RDP remote sessions (Virtual Desktop). A message reporting "Client Crash" is displayed. Instead, video images display properly when running locally.

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.

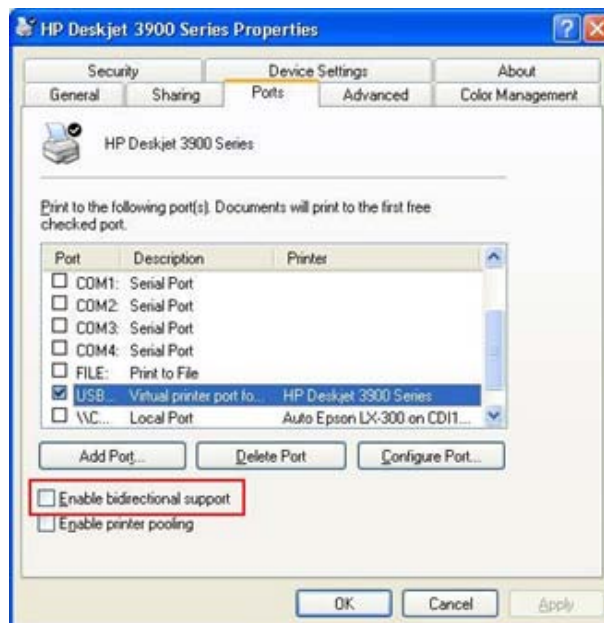
4.4.8 Printing issues

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.



4.4.9 NK8000 Network

This is a list of known problems and limitations present in the current version.

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.

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.

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.

Untested NK823x with Burle-Philips video matrix

Due to unavailability of hardware for testing, the support of Burle-Philips video matrix on NK823x could not be verified.

BACnet device ID range

In all NK8000 units used on BACnet networks, the BACnet Device IDs of the connected devices cannot be higher than 65533.

Network-wide interactions involving NK823x that use different upstream protocols

Note that network-wide interactions do not work properly across NK823x units that use two different upstream protocols (e.g. one is using CMSDL/IP and the other BACnet/IP).

Fault events on unconnected Ethernet lines

On existing NK823x Ethernet nodes with no configured connection, faults events are reported, thus indicating the missing network link (no cable or no hub/switch).

If that event is not necessary, **Ethernet line 2 should not be added if not required.**

Ethernet line 1 is predefined and cannot be removed, but you can disable the related event on the data point in the Composer configuration.

Missing time stamp in some NK823x logs

No time stamp is provided in the NK823x logs concerning Firewall events. The same occurs for technical logs such as FTP, BACstack, and possibly others. For such events, date & time information may be estimated using other data messages that are time-stamped.

Open SintesoWorks link not immediately stopped when NK823x firewall is enabled

Enabling the firewall does not block a previously opened SintesoWorks connection. Closing the SintesoWorks connection will cause the firewall to become effective and block any further SintesoWorks connection.

Cannot unmount SD card if NK823x web the server is active

When the web server is active on NK823x units, you cannot unmount the SD device since an internal process is using it. In general, to remove/replace the SD card, you need to switch off and open the unit.

5 Documentation

This section provides you with information about the product documentation.

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 criteria: Select **Brochure No.** and enter the document number to search for (*A6V10089056*). Alternatively, select **Title** and enter the product name (*DMS8000*).
2. Click **Search** to start.
3. In the resulting area on the right, click on **Contents** link to show the list of search results.

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

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

5.1 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.

5.2 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.

5.3 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.

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.

6 Customer support links & resources

In this section you can find to references to support.

6.1 Siemens BT CPS DMS

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.

6.2 Microsoft

General support about Microsoft Windows can be found at:

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

6.3 Adobe Acrobat

To view the PDF document, you need to install the Adobe Acrobat Reader software. You can download a free version at:

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

Issued by
Siemens Switzerland Ltd
Building Technologies Division
International Headquarters
Gubelstrasse 22
CH-6301 Zug
Tel. +41 41-724 24 24
www.siemens.com/buildingtechnologies

© Siemens Switzerland Ltd, 2015
Technical specifications and availability subject to change without notice.