



Subject: Daylight Savings Time
Product: ViconNet Series – Version 2.16a and Lower
Number: 1400-0001-64-00
Date: 10/20/04

Customer Care

Vicon Technical Bulletin

The purpose of this letter is to provide important information about The Vicon Product.

Dear valued Customer,

We feel it is extremely important to provide customers with sound information regarding our product enhancements, features and support solutions. We have uncovered an issue with the Daylight Savings Time. This year the daylight saving change is on the 31st of October at 2 AM.

Below is a brief explanation of the problem and the workaround.

On versions 2.16a or earlier, the daylight saving was not supported by ViconNet.

ViconNet systems, running 2.16a or lower versions, will experience the following:

- 1) As Time falls back 1 hour – the live view time will match, but the playback timestamp will stay the same. Thus, the playback time will not synch to the time change. Eg. – 2 PM after the daylight saving changing time will show 3 PM on the timestamp video playback.*
- 2) Time springs forward 1 hour – the live view time will match, but the playback timestamp will stay the same. Thus, the playback time will not synch to the time change. Eg. – 2 PM after the daylight saving changing time will show 1PM on the timestamp video playback.*

In order to fix this time gap EVERY MACHINE ON A VICONNET NETWORK should be rebooted following the daylight saving change:

- 1) Restart the KE/KP/WS using the proper shutdown/restart procedure for the application.*
- 2) Go into Live view and verify the time has changed to the correct daylight saving time.*
- 3) To confirm the changes, you can also go into playback and play the last few minutes and note the timestamp on the video playback states the correct time.*

For any customer support questions – please contact Vicon customer support at:

1-800-34-VICON

Thank you for your support.