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Release Notes

Security Escort 2 Central Console Software

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Singapore

16 Sep 2022

1 Security Escort v2.18.1.12 (patch release)

Release date: 16 Sep 2022

1.1 Enhancements

<u>Software</u>
- Improvement of location accuracy by optimizing the auto track messages received from transmitters.

1.2 Errors Fixed

Not applicable.

1.3 Known Limitations and Restrictions

Refer to previous release notes for other limitations and restrictions.

1.4 Important Notices

Refer to previous release notes for other important notices.

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2　Security Escort v2.18.1.11 (patch release)

Release date: 15 Apr 2022

2.1　Enhancements

Software
- Secured access using Remote Control Protocol (RCP) / Remote Database Protocol (RDP). For more information, please contact Level 3 technical support.
- Secured connection between Master, Slave and Workstation computers. For more information, please refer to the "Security Escort Hardening Guide" document which is obtainable by contacting Level 3 technical support.
- SE user login dialog now requires Operator ID input in addition to the password.
- Password input delay of 30 seconds after 5 unsuccessful login attempts. The delay is reset after another user logins successfully or SE software is restarted.

2.2　Errors Fixed

Software
- Fixed "Require Alarm report" setting issue in Security Preference dialog.

2.3　Known Limitations and Restrictions

Refer to previous release notes for other limitations and restrictions.

2.4　Important Notices

- Before upgrading to this version, please take note of all the existing Operator IDs. After the upgrade, the user has to log in with an Operator ID and password.

3 Security Escort v2.18.1.10 (patch/full release)

Release date: 29 Sep 2021

3.1 Enhancements

<u>Software</u>
- Support for "Acknowledgement" operator Authority Level.
- Layout and text changes to Operator Database user interface.

3.2 Errors Fixed

<u>Software</u>
- Compatibility issues with HASP drivers on Windows 10. Refer to the *Troubleshooting* section in the *Software Installation Manual* for details.
- SE time is not synced with PC when daylight saving time (DST) is set, and after DST ends.

Refer to section 3.3 Known Limitations and Restrictions below for the limitations.

3.3 Known Limitations and Restrictions

<u>Software</u>
- DST (mostly for Australian time zones) still affects schedules. Schedules that use the start time of the DST will display their values as 1 hour less. It is not recommended to use the DST start hour in the schedules.

4 Security Escort v2.18.1.9 (patch release)

Release date: 30 Oct 2020

4.1 Enhancements

Not applicable

4.2 Errors Fixed

<u>Software</u>
- Fixed "Point is not Programmed in the database" status to display correctly for the following use cases:
  - A physical Receiver is connected to the Transponder but is not configured in the database.
  - After inserting/importing Transponders to the database, all Receivers are reset to "Point is not Programmed in the database" status. To clear the incorrect status, SE must be connected to the Transponder. On the **Setup** menu, click **Transponder Current Status**. Click "Auto scan" in the window to sync the database with the actual status of the devices.

- Fixed "Actual Point at Virtual Point" status to display correctly for the following use cases:
  - A physical receiver is connected to the Transponder but is configured as a virtual point in the database.
  - After importing Transponders to the database, all virtual receivers are reset to "Actual Point at Virtual Point" status. To clear the incorrect status, SE must be connected to the Transponder. On the **Setup** menu, click **Transponder Current Status**. Click "Auto scan" in the window to sync the database with the actual status of the devices.

4.3 Known Limitations and Restrictions

Refer to previous release notes for other limitations and restrictions.

5 Security Escort v2.18.1.8 (patch release)

Release date: 3 Apr 2020

5.1 Enhancements

<u>Software</u>

- To comply with the **California Security of Connected Devices Act (TITLE 1.81.26. Security of Connected Devices)**, users of the default SE password are required to change to a unique secure password. A change password dialog box will facilitate the change when these users log into the SE software using the default SE password. This is only applicable to users of the default SE password. Users who use other passwords are not affected.

> **Please note that upgrading process to the new patch is irreversible. To prevent any accidental loss, backup the databases prior to upgrade, and keep in a different location.**

- Enhanced SE password policy where new passwords are required to comply with the enhanced secure combination.

5.2 Errors Fixed

Not applicable

5.3 Known Limitations and Restrictions

<u>Software</u>
- RCP/RDP interface port 4562 is disabled by default. To enable this feature please contact Level 3 technical support.

6 Security Escort v2.18.1.7 (patch release)

Release date: 12 Feb 2020

6.1 Enhancements

Not applicable

6.2 Errors Fixed

<u>Software</u>
- Fixed the issue of dongle error/warning text repeatedly concatenating on the SE title bar.
- Fixed recurring "This point is not programmed in the database" message in the Transponder Current Status dialog when performing stress tests.

6.3 Known Limitations and Restrictions

- The RSSI Offset and Area Data information is not supported for the import/export feature of Transponder Database in DAT file format. They are supported in the XML file format.

7 Security Escort v2.18.1.6 (patch release)

Release date: 30 Aug 2019

7.1 Enhancements

<u>Software</u>
- Added RSSI Offset drop-down list for each receiver in the Transponder Database dialog. This will add or subtract an offset to the original RSSI. The resulting value is then used for the usual computations such as SA% and location.

7.2 Errors Fixed

Not applicable

7.3 Known Limitations and Restrictions

- The RSSI Offset and Area Data information is not supported for the import/export feature of Transponder Database in DAT file format. They are supported in the XML file format.

8 Security Escort v2.18.1.5 (restricted patch release)

Release date: 29 Apr 2019

8.1 Enhancements

Not applicable

8.2 Errors Fixed

- Resolve crash of high level interface in Slave computer.

8.3 Known Limitations and Restrictions

Refer to previous release notes for other limitations and restrictions.

9 Security Escort v2.18.1.4 (restricted patch release)

Release date: 4 Dec 2018

9.1 Enhancements

Not applicable

9.2 Errors Fixed

- System Preference settings automatically modified when interfaced with RCP/RDP 3rd party client software.
- Modification in the System Preference "Control room output to output 2" checkbox does not update other stations.

9.3 Known Limitations and Restrictions

- Auto backup at 3 a.m.
    - o If the path of the Master database does not exist (for example, no network, or Master computer is off, or path is incorrect), there will be around 20 seconds "unresponsiveness" from the Slave computer.
    - o There is no retry if the auto backup fails. The next auto backup will be initiated at 3 a.m. the next day.
    - o The auto backup will only take place when the Slave computer is not an active Master.

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10 Security Escort v2.18.1.3 (restricted patch release)

Release date: 12 Sep 2018

10.1 Enhancements

Not applicable

10.2 Errors Fixed

- Momentarily disconnection of Master computer during backup of databases at 3 a.m.
- Removed "The point is not programmed…" warning message during Transponder database editing.

10.3 Known Limitations and Restrictions

- Auto backup at 3 a.m.
    - If the path of the Master database does not exist (for example, no network, or Master computer is off, or path is incorrect), there will be around 20 seconds "unresponsiveness" from the Slave computer.
    - There is no retry if the auto backup fails. The next auto backup will be initiated at 3 a.m. the next day.
    - The auto backup will only take place when the Slave computer is not an active Master.

11 Security Escort v2.18.1.2 (restricted patch release)

Release date: 15 Aug 2018

11.1 Enhancements

- Reduced timing for SE Slave computer to become Master during failover (from ~3 mins reduced to ~2 mins).
- Reduced timing for SE Workstation computer to connect to the new master (from ~5:30 mins reduced to ~3 mins).

11.2 Errors Fixed

Not applicable

11.3 Known Limitations and Restrictions

- When the dongle is removed from Master system, the dongle error is repeatedly concatenated to the top bar when the user clicks on any menu.

12 Security Escort v2.18.1.1 (restricted patch release)

Release date: 27 Nov 2017

12.1 Enhancements

Not applicable

12.2 Errors Fixed

- Add SYSTROUBLE Type 12 and 13 in the RCP to determine if Slave or Master is online or offline.
- Support for Slave or Master TCP/IP disconnection trouble under the Network comm failure option in the Popup trouble filter menu item.

12.3 Known Limitations and Restrictions

- When the dongle is removed from Master system, the dongle error is repeatedly concatenated to the top bar when the user clicks on any menu.

13 Security Escort v2.18.1.0

Release date: 30 Jun 2017

13.1 Enhancements

- Dongle removal/missing − 48 hours before system becomes inoperable.
- Video switcher button − Remove button and label as "Serial Output" header.
- Remove "Get this computer network address" and "winsock data" (duplicate functions).
- Remove "Floppy Drive" and "Cartridge Drive" (backup and restore) legacy options.
- E-mail support starting with a number for mobile phone SMS texting services (e.g. 5851234567@abc123.com).

13.2 Errors Fixed

The following bugs fixed since SE v2.17 (restricted patch release)

- Support for RCP/RDP messages in the Slave when it becomes active Master.
- Include the virtual points when importing and exporting the Transponder database.
- Fix issue where communication with the Transponder goes down when clicking "Save" in the Transponder database edit even when no changes were made.
- Master/Slave failover warning message − Do not display warning message when master is already up.

13.3 Known Limitations and Restrictions

- When the dongle is removed from Master system, the dongle error is repeatedly concatenated to the top bar when the user clicks on any menu.

14 Security Escort v2.17 (restricted patch release)

Release date: 16 Nov 2016

14.1 Enhancements

- Flickering issues solved by fixing the reloading of map too many times.
- Acknowledge password control text box focus issue fixed by avoiding display of the supervision error dialog.
- In the Master system, removing the dongle shows the status as "USB DONGLE MISSING! System will be active for 00:29:59) for 30 minutes. If user reinserts the dongle within this timeout period, the system will continue in normal operation.

14.2 Errors Fixed

The following bugs fixed since SE v2.16

- If the customer uses the large map in Security Escort, map flickering is more frequent and user is not able to see the alarm icon on the map.
- If the customer uses the large map in Security Escort, Alarm Acknowledge password control text box focus goes away.
- No indication in the Master if the dongle is removed from the Master system.

14.3 Known Limitations and Restrictions

- Auto redundancy – If the Slave holds the alarm and Master comes online, even if the user acknowledged the alarm from the Slave, sometimes the red LED and sounder may not be turned off. If this scenario happens, user has to manually turn off the red LED and sounder.

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15   Security Escort v2.16

Release date: 30 Dec 2015

15.1 Enhancements

- Custom location to Save/Read import and export files.
- Import/Export Transponder Database in XML format.
- Alarm Flash report to show the alarm history for last 4, 8, 12, 24 hours.
- Muster report to show transmitter locations.
- E-mail support to send the Alarm Flash and Muster reports to multiple recipients.
- E-mail support to send the real time alarm to multiple recipients.
- Added support for new SE88 Asset tracking transmitter.
- Added support for Anywhere USB product.
- Added support for Windows 10 and latest version of VMware.

15.2 Errors Fixed

The following bugs fixed since SE v2.15
- Demo mode configuration and communication with transponder bug fixed.
- Added header for subscriber and transponder ".dat" files.
- Pager Alarm information changed Location/Area first followed by the Subscriber name.

15.3 Known Limitations and Restrictions

- Sometimes, entering password for alarm acknowledgement will be out of focus if receiving more alarms while in the alarm popup dialog.
- Auto redundancy − If the Slave holds the alarm and Master comes online, even if the user acknowledges the alarm from the Slave, sometimes the red LED and sounder will not be turned off. If this scenario happens, user has to manually turn off the sounder and the red LED.

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16 Security Escort v2.15

Release date: 20 Jun 2015

16.1 Enhancements

- Supports IP based connection for transponder to Central Control.
- Supports auto and manual redundancy switching between Master and Slave.
- Enhanced number of floor level support up to 99 floors.
- XPS and GDI format printer support added.
- Pager enhancement – Alarm restore pager message from workstation.
- Alarm setting – Settings for alarm to trigger all the alert unit outputs.
- Import and export of Subscriber and Transponder database.
- New HASP driver installation added to support Windows 8.1.

16.2 Errors Fixed

The following bugs fixed since SE v2.14
- SE crashes when exporting Alarm report with Subscriber Type checked.
- Floor level for Virtual Point type is always "Outside" even if set to another level.
- The number of transponders under the "Current" column in "About" menu is not updated after a Transponder database import operation.
- Highlighted item by Key Select resets to Transmitter ID randomly when Beginning, Previous, Next or End of File buttons are pressed.
- Data merge multiple subscribers with the same Transmitter ID allowed.
- No error checking or validation when importing subscribers.
- Daily Trouble report not reporting the correct free system RAM.
- Incorrect popup error when exporting Alarm reports when the alarmrep.csv file is still opened or if the directory does not exist.
- Subscriber becomes disabled when changing via RCP.
- Security Escort application screen flickers a lot when receiving alarms.

16.3 Known Limitations and Restrictions

- Sometimes, entering password for alarm acknowledgement will be out of focus if receiving more alarms while in the alarm popup dialog.
- Auto redundancy – If the Slave holds the alarm and Master comes online, even if the user acknowledges the alarm from the Slave, sometimes the red LED and sounder will not be turned off. If this scenario happens, user has to manually turn off the sounder and the red LED.

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17 Security Escort v2.14

Release date: 26 Jun 2012

17.1 Enhancements

- Implemented function to export the Supervision location report in CSV format.

17.2 Errors Fixed

The following bugs fixed since SE v2.13

- Unable to install Security Escort on 64 bit platform − Used Install Shield Professional version 5.0 to create installation disk for Security Escort version 2.14, in order to be installed on 32 and 64 bit platform.
- Unable to start Security Escort application on 64 bit platform − Upgraded HASP driver in order to support on Windows 7 and 64 bit platform. Upgraded ComDrv library for RS232 communication in order to support Windows 7 and 64 bit platform.
- Com ports are to be reset manually in Windows 7 when using USB to RS232 converter − Provided a configuration to automatically reset the COM ports for every configured hours.
- Bug in Slave to Master take over process − Fixed the bug in Slave to Master take over process, due to reloading the configuration file.
- Lots of issues during system installation, hence the need to modify default settings − Create default system settings based on user requirement to avoid unnecessary issues during installation.

17.3 Known Limitations and Restrictions

- Currently available 12 COM ports are not sufficient to configure the transponders.