

PRODUCT RELEASE NOTES

Welcome to the DashBoard v9.0.0 Release Notes. Please read this document to find important information on areas of DashBoard that may not be covered in the Getting Started Guide or the User Help system.

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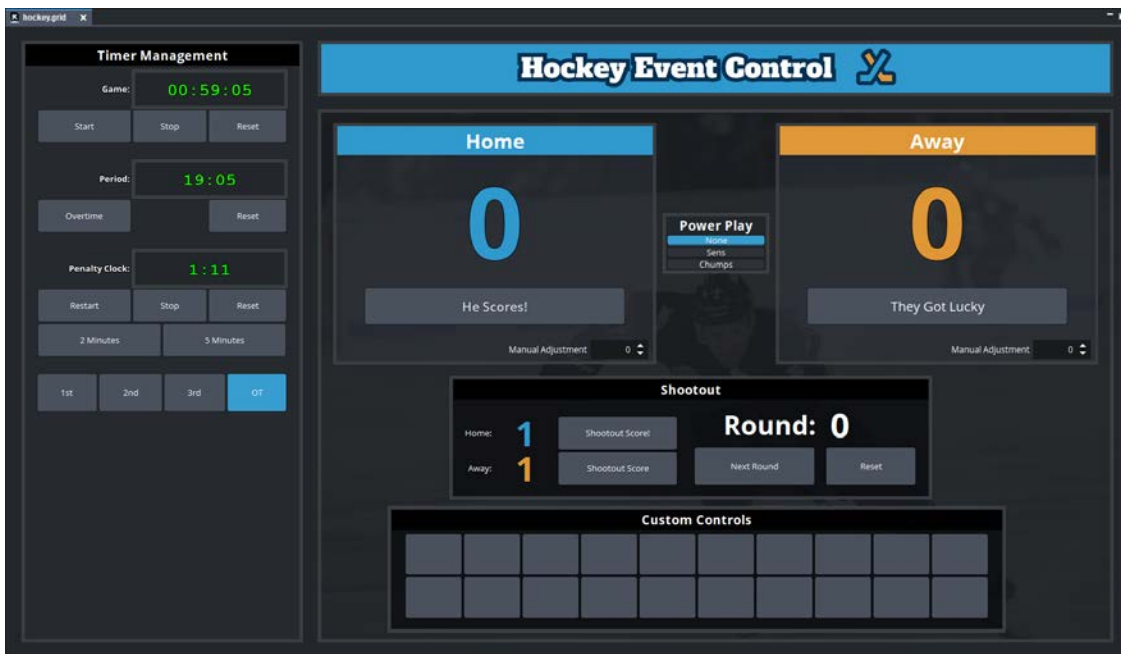
VERSION HISTORY

VERSION 9.0.0 – APRIL 2020

WHAT'S NEW

- **NEW AURA UI THEME**

You can now design and build beautiful custom panels that leverage the new Aura theme, and update existing panels by launching them in DashBoard 9.0. Aura makes it easier to design stunning panels using simple two-dimensional elements and bright colors.

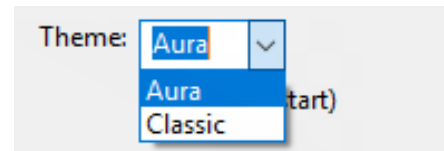


COMPATIBILITY NOTE

Blackstorm does not support the Aura theme.

- **CHANGE THEME PREFERENCES**

Theme preferences now provides the ability to go back to the Classic theme if needed. Theme preferences are found in the **Window** menu under **Preferences > General**.



Theme Preferences

COMPATIBILITY NOTE

New features developed for future versions of DashBoard will not support the Classic theme.

- UPDATED THE COLOR PALETTE**

The new color palette allows you to adopt a consistent color scheme for panels and saves you time by minimizing the need for style overrides. For more details on recommended usage, see the CustomPanel Development Guide.
- EQ GRAPH**

You can now map parameters from a device to display a parametric equalization visualization, or EQ Graph. Many custom options, such as Q values and colors, are available using config options.
- SLIDER SUPPORTS COLOR FILL OPTION**

The **w.fillcolor** config option option allows you to set the color fill for a slider with no label.
- SLIDER SUPPORTS ANCHOR FILL OPTIONS**

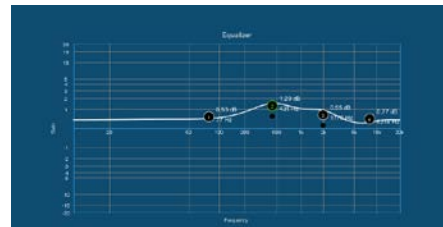
The **w.fillanchor** config option option allows you to set an anchor point of min, max, mid, or none for the color fill for a slider with no label.
- DISABLE KEYBOARD AND NUMBER PAD**

The **w.keyboard** config option option allows you to disable the keyboard or number pad that appears by default for Text Field (3) and Spinner (5) type widgets on Ultritouch panels.



Color Palette or Color Constants

This example shows the updated color palette.



An EQ Graph

This example displays the live band frequency for the parameters on a Graphite.



Vertical Slider (25) and Horizontal Slider (24)

This example displays two no label sliders with the **w.fillcolor** config option set to #ff0081.



Vertical Sliders (25) and Horizontal Sliders (24)

This example displays all of the available **w.fillanchor** options. The horizontal sliders show max, mid, min and none from top to bottom. The vertical sliders show max, mid, min, and none from left to right.

- **EXTERNAL CONSTRAINTS**

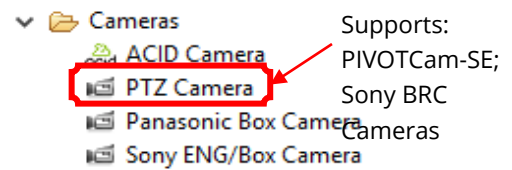
The EXTERNAL_CONSTRAINT can be used to indicate that the constraint for this parameter is provided in an external object, rather than embedded within the parameter descriptor.

Syntax:

```
"constraint": {  
  "type": "EXTERNAL",  
  "eo": "0x05"  
},
```

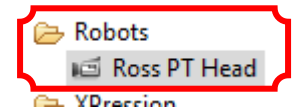
- **CAMERA CONTROL**

Menu options for adding a new camera to DashBoard have been reconfigured to make them clearer and to distinguish between paint control of ENG/Box cameras and control of PTZ cameras.



- **CONTROL OF ROSS PAN & TILT HEADS**

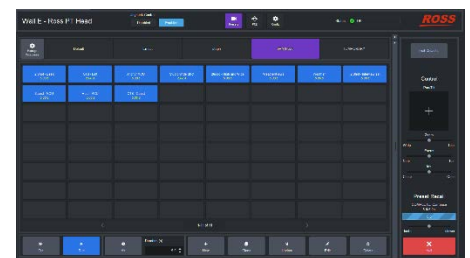
DashBoard now includes a built-in controller for Ross Pan & Tilt Heads (Note: while Furio heads can communicate with DashBoard directly, CamBot heads require the CamBot Protocol Translation software that is part of the Robotics Server to communicate with DashBoard. This software will be available for free for use with the PT head plugin).



To add a PT head in DashBoard, navigate to **File > New > Other > Robots**, and select **Ross PT Head**. The head's IP address is required.

Once connected to a PT Head, the operator can:

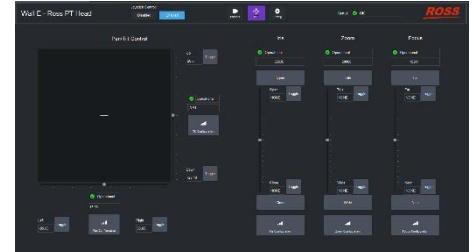
- Store, recall, view and manage presets stored on the head. The operator can:
 - View, add, delete, and rename categories.
 - View, add, clone, edit, update, and delete presets.
 - Perform timed recall of presets – using either the duration stored with the preset or an alternate duration set in the UI. Recall time can be dynamically altered while the preset is in progress.
 - Assign external IDs to presets for use with other control systems such as switchers or APC software. Note that DashBoard does not ensure that the assigned IDs are unique.



- Directly control pan, tilt, zoom, focus, and iris axes – either through the DashBoard UI or by connecting a standard Microsoft HID-compliant USB joystick to the DashBoard computer.

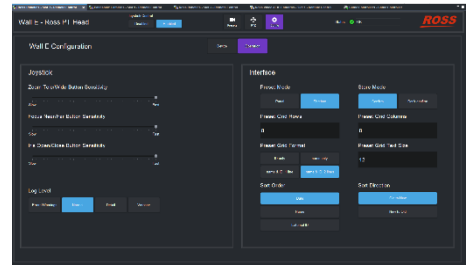
The operator can:

- Enable and disable joystick control.
- View axis status and position information
- Configure axes – speed, damping, and zoom-dependent sensitivity
- View axis limits. Set and clear soft limits for each axis.



- In addition to providing access to all of the core functionality of the pan & tilt heads, the Dashboard controller also includes some more advanced features that make it easier to use in a variety of workflows:

- Supports both *panel* mode (select a preset and then select the desired action) and *shotbox* mode (select an action and then select the desired preset)
- Includes settings to configure the preset grid size, view, and sort options. Also includes a setting to disable the confirmation pop-up upon preset creation, applying default values to accelerate the workflow.



For more information about using DashBoard to add and control robotic pan & tilt heads, please see the User Manual for PT Head Control (8351DR-019) . To download a PDF copy of the user manual, go to <https://www.rossvideo.com/products-services/acquisition-production/robotic-camera-systems/studio-robotics/>, follow the **Downloads** link, expand the **Manuals** node, and select the manual.

BUGS ADDRESSED

- Fixed an Ultritouch issue where zip files that contained the same name as a folder caused an error message to appear despite the upload occurring successfully. (DASH-2194)
- Fixed an issue where the tooltip style attribute did not work for the color chooser and color chooser pop-up widget. (DASH-2393)

VERSION 8.8.0 – DECEMBER 2019

WHAT'S NEW

- **ABILITY TO DOWNLOAD CUSTOMPANELS ON ULTRITOUCH**
You can now download CustomPanels from Ultritouch on to your computer. From DashBoard, click **Manage CustomPanel > Download from Device**.
- **SUPPORT FOR REBOOT FLAG ON COMMANDS ON ULTRITOUCH**
If changes are made that require a reboot, a prompt will now appear that asks the user to reboot. If the user doesn't reboot at the recommended prompt, then the status in the device tree indicates the required reboot.
- **CAMERA MOTION SYSTEMS – SUPPORT FOR PIVOTCAM-SE**
DashBoard PIVOTCam-SE control offers you the ability to:
 - Store, recall and manage presets. Presets can be stored and recalled locally from DashBoard storage, or directly from the camera head.
 - Control cameras directly using PTZ and Paint control pages
 - Configure your camera to:
 - View camera data such as version numbers
 - View and modify a selection of camera settings
 - Configure SDI video output and configure and enable/disable IP streams
 - Configure gateways, which allow you to control the camera from Carbonite or SmartShell

NOTE

- For customers who previously used the PIVOTCam Control Panel, a new PTZ Legacy Preset Conversion Tool is available to help transfer presets to the new DashBoard controller. For more information, contact Technical Support and see the document, "**Importing Presets from Legacy Camera Panels (8351DR-018-xx)**".
- If you already have PIVOTCam-SE cameras, you will need to upgrade their firmware in order to use them with the DashBoard plugin. For the latest firmware upgrade package, including upgrade instructions, see <https://www.rossvideo.com/support/software-downloads/pivotcam>.

For more information about configuring and controlling PIVOTCam-SE cameras from DashBoard, see the *User Manual for PTZ Camera Control Plugin (8351DR-015-8.8)*.

BUGS ADDRESSED

- Ultritouch
 - Fixed the issue with the CustomPanel list appearing empty in certain conditions.
 - Fixed the Null Pointer issue when the Ultritouch was shut down without any UIs open.
 - Fixed file upload issues.

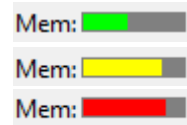
- Fixed “remember connection” issues that occurred when adding a device to the DashBoard tree.
- Fixed usability issues that were causing an unintended click when trying to pan.
- Fixed the issue that permitted users to remove the DashBoard Service node.
- DashBoard
 - Fixed device descriptor request issues with the minimal mode code.
 - Fixed the issues saving CustomPanels that use drawers with hidden tabs.
 - Fixed the issue causing panels with large touch wheels to break.
 - Fixed the issue with the DashBoard application stealing focus.

VERSION 8.7.1 – OCTOBER 2019

WHAT’S NEW

- **Memory Manager Indicator**

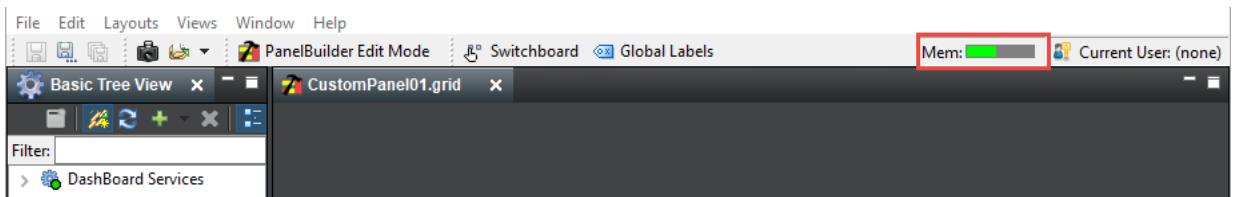
The Memory Manager (Figure 1.1) displays the current memory usage of the DashBoard instance that you are running and when memory is low it takes actions to free up memory by unloading inactive tabs, as shown in Figure 1.2. Unloaded tabs are indicated by a caret symbol in front of the name, for example “^ CustomPanel01.grid”. The Memory Manager will not unload active CustomPanels or active tabs. If you have a panel that runs tasks in the background (listeners, GPI triggers, timers, and etc.), you may not want DashBoard to unload your panel. You can use the keepalive flag in the top level of the CustomPanel source code to indicate that this panel should not be unloaded. Existing CustomPanels will not be unloaded because the keepalive is enabled by default.



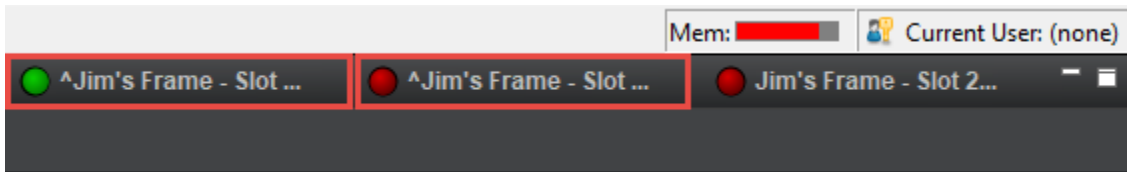
Memory Manager Status

This example shows the memory manager indicator status of healthy, medium, and high usage.

Note: The memory usage shown is approximate and subject to Java’s garbage collection schedule, and it may take a few moments for changes in memory consumption to be reflected in the status.



Memory Manager with a healthy status (green)



Two frames that are shown in unloaded state

If your status indicator is green, then the memory usage is within the acceptable range. The status indicator turns yellow to indicate caution, and finally escalates to red to indicate when memory usage exceeds the recommended levels.

You can disable or enable the unload feature in the DashBoard **General Preferences** or set your preferences at the CustomPanel level.

- **Memory Manager Tag**

If you would like to see a memory manager indicator directly in your panel, you can add the new memory manager widget. You can also customize its size and position when you add the memory manager tag.

In PanelBuilder Edit Mode, you can double-click on the canvas to open the Component Editor. From there you can click Source tab, and add the memory manager widget to the top level of the source code (usually an <abs> container). You can include attributes to modify the size and position of the memory manager status bar, as shown in the example below:

```
<abs contexttype="opengear" id="_top" keepalive="false" style="">
  <memory height="50" left="1500" top="50" width="200"/>
</abs>
```

- **Keep Alive tag**

If you have a CustomPanel that should never be unloaded, you can set a Keep Alive flag in the Abs Attributes that will tell DashBoard not to unload this panel (even if the memory is low).

Note: CustomPanels that were created in DashBoard 8.6 and earlier will not be unloaded when memory is low, because by default the Keep Alive option is enabled on CustomPanels that were built before the Memory Manager was available.

In PanelBuilder Edit Mode, double-click on an empty area on the CustomPanel to open the Component Editor. The uppermost abs should be selected in the tree. In the Abs Attributes tab under Remote Task Triggering, select Keep Alive. This button prevents DashBoard from unloading this CustomPanel, even when memory is low.

You can see the **Keep Alive** button below:

You can also set the `keepalive` attribute in the source code in the top-level `abs`. For example:

```
<abs contexttype="opengear" id="_top" keepalive="true" style="">
...main panel content here...
</abs>
```

- **Ultritouch 4 Support**

You can now use the Ultritouch 4 Panel template when creating a CustomPanel for the new Ultritouch 4. The template provides a 1304 x 485 pixel canvas, which is designed to fit beside the built in DashBoard navigation in the Ultritouch User Interface (UI).

- **Color Chooser now supports RGBA output format**

You can now use the `w.format` config option to modify the Color Chooser widget. This option allows the user to set the output format for color strings to RGBA (red-green-blue-alpha) or ARGB (alpha-red-green-blue). The value can be set to `rgba` or `argb`, where `argb` is the default output format.

Tip: You can find a list of the available config options in the Param Attributes tab > Config Options area by clicking the Help button.

- **Support for OGP Minimal Mode**

DashBoard 8.7.1 now supports any devices that implement OGP Minimal Mode to request a minimal amount of status updates to DashBoard until the devices' user interfaces open.

Additionally, the DashBoard Proxy server enables OGP Minimal Mode support by default for any devices it shares.

- **New DashBoard Logo**

DashBoard's User Interface now features the new Dashboard logo and updated style.

- **Other Enhancements**

- Improvements to the Color Chooser widget which now supports the use of transparency with the `ogScript.setStyle()` function.
- Improvements to Proxy Server support for Carbonite.

- **Sony Camera Control Enhancements**

Sony camera control enhancements include the following:

- Support for Multi-Camera Mode for Sony Cameras Connected Through a CNA-1 Adapter
 - Sony Master Control
 - PTZ Camera Control (for Sony BRC cameras)
 - Control of Sony BRC Cameras – VISCA Gateway
- **Support for Multi-Camera Mode for Sony Cameras Connected Through a CNA-1 Adapter**

Ross Video's Sony Paint plugin for DashBoard now supports Sony's HZC-MSCN1 software upgrade for CNA-1 units. The software upgrade, available from Sony, enables you to control multiple cameras from a single CNA-1 unit.
 - **When you add a supported Sony ENG/Box Camera in DashBoard, you specify one of the following two operation modes:**
 - RCP Mode — Each camera is associated with a dedicated CNA-1 Adapter. The camera control computer(s) address each camera directly through the camera's CNA-1 Adapter. RCP mode is sometimes referred to as Gateway mode.
 - MSU Mode — The system includes one or more CNA-1 adapters, upgraded to run in MSU mode (Sony upgrade HZC-MSCN1). Each CNA-1 adapter controls a group of cameras. In facilities that have a large number of cameras, deploying multiple CNA-1 adapters may improve response time, as the system queues control requests and polls the cameras for status updates. An additional Sony MSU or upgraded CNA-1 adapter is required to act as the master device on the Sony network.

If you already have cameras that are configured for previous versions of the Sony Paint plugin that are connected directly (as opposed to via proxy server), they will continue working normally after you install DashBoard v8.7.1. Cameras connected via proxy server may need to be Unshared and then Shared to re-establish connectivity. See the Known Issues section of this document for more information (CI-190).

Note: The Sony Paint plugin is a licensed feature of DashBoard. It must be purchased from Ross Video. For assistance with licensing, please contact Ross Video Technical Support and ask for the Sony SSP Camera Control feature.

For detailed installation and configuration instructions, see the manual, "Installation Guide for Sony Paint Control (8351DR-012-8.7)".

- **Sony Master Control**

In this release, the Sony Paint plugin also includes a new configuration page that enables you to view and manage your connected cameras in both RCP and MSU mode. This Master Control page can be accessed from Slot 0 of the Sony ENG/Box Cameras node in the DashBoard tree:

- **PTZ Camera Control (for Sony BRC cameras)**

DashBoard can now be used to configure and control select Sony BRC cameras models. DashBoard's PTZ Camera Control plugin communicates with Sony cameras using VISCA protocol over IP.

DashBoard currently supports Sony models BRC-X1000 and BRC-H900.

Using the PTZ Camera Control plugin, you can:

- Store, recall, and manage presets
- Control camera pan, tilt, zoom, focus, and iris. These can also be controlled using an external joystick connected to the DashBoard computer.
- Perform basic paint and shading.
- View and configure camera settings, and access the camera's on-screen configuration menu.
- Export configuration and presets to be imported later, for use with the same model of camera.

For detailed information about how to access and use the PTZ Camera Control plugin, see the Camera Control Manual (8351DR-015-8.7).

Note: The PTZ Camera Control plugin for configuration and control of select Sony BRC cameras is a licensed feature of DashBoard. It must be purchased from Ross Video. For assistance with licensing, please contact Ross Video Technical Support and ask for the Sony BRC Camera Control feature.

- **Control of Sony BRC Cameras – VISCA Gateway**

The PTZ Camera Control plugin includes a gateway that enables controllers such as Carbonite to connect to supported Sony BRC cameras using VISCA Protocol over TCP.

Once you have added a Sony BRC camera to DashBoard, you can enable the VISCA gateway by navigating to Config > Gateway, specifying a port for your VISCA gateway, and tapping Enable to connect. The VISCA Gateway control page displays the status of the gateway and how many controllers are connected to it.

The VISCA Gateway provides access to:

- Directly control pan, tilt, zoom, focus, iris, and color on the connected camera.
- Store and recall presets. You can select whether to store presets:
 - Directly on the camera (set Presets option to Camera).
 - Locally on the DashBoard computer, where they can also be accessed through the Presets panel (set Presets option to Local).

Note:

To access the VISCA Gateway feature for a Sony BRC camera, you must purchase a license for the Sony BRC Camera Control feature. Please contact Ross Technical Support for assistance.

BUGS ADDRESSED

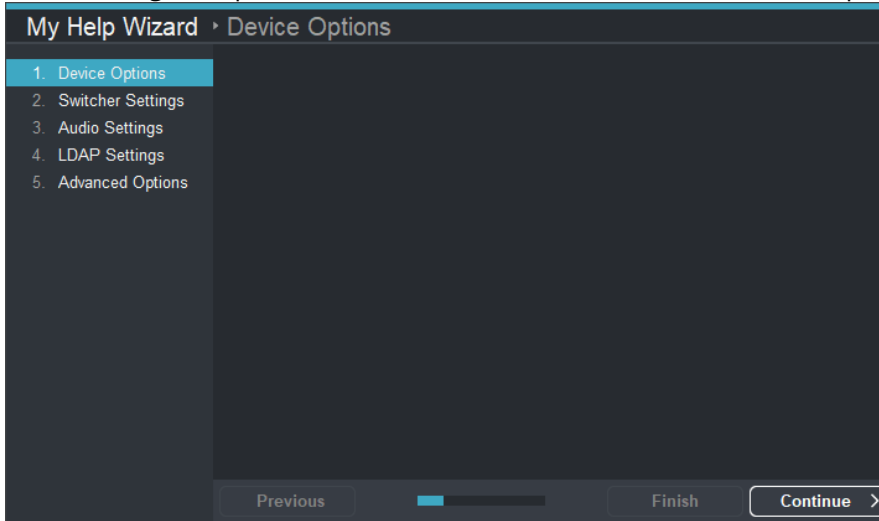
- You cannot use both the VDCP task server port and HTTP trigger server port at the same time for GPI triggers. (Navigate to **Component Editor > Remote Task Triggering**)
- The Color Chooser transparency slider does not show transparency.
- Issues with Proxy Server for Carbonite.
- Long OGP JSON messages block communications.

VERSION 8.6.0 – MAY 2018

WHAT'S NEW

- **LDAP CONFIGURATION**
Removed the character limit on LDAP configuration fields to support larger queries.
- **WIZARD FEATURE**
You can create wizards that contain a title, a page navigation pane, and a progress bar. The wizard allows you to automate complex tasks and break them into a series of steps that walk

users through the process from start to finish. You can see an example wizard below:



You can choose which features you would like to be visible, and how many pages appear in the wizard. Feature options include the tabs, progress bar, and dialog width and height. The wizard is now available in the PanelBuilder **Edit Mode** toolbar.



If you would like to modify the basic wizard, you can customize it using the script functions defined below. Each function is optional, so if you do not define a function, the wizard simply uses the default wizard settings for that function call. This allows a developer to override only a small portion of the wizard's operation, or to control as many aspects of the wizard's operation as needed. You can see a basic example below:

```
<wizard dialog="false" height="465" left="104" name="My Wizard"
style="bdr:shadow;" tabsvisible="true" top="122" width="694">
<config help="" helptitle="" key="w.model" message="">var model = {

getPageTitle: function(page)
{
return "SCRIPTABLE PAGE: " + (page + 1);
},

getMessage: function(page)
{
return "My message for page " + page;
},

getHelp: function(page)
{
return "My help for page " + page;
}

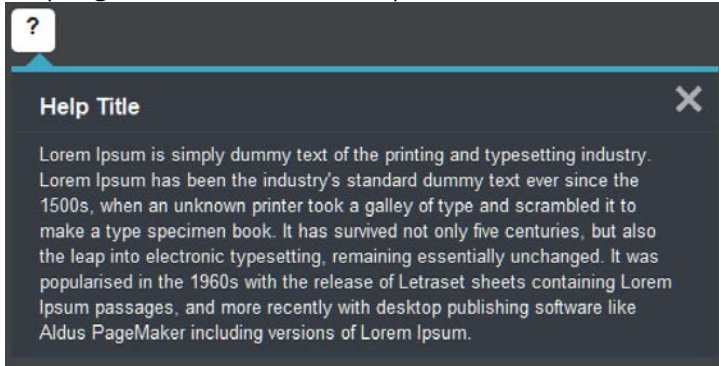
};

model</config>
<abs id="my-page1" name="Page One" />
<abs id="my-page2" name="Page Two" />
<abs id="my-page3" name="Page Three" />
<abs id="my-page4" name="Page Four" />
</wizard>
```

- **HELP CONTROL**

You can create a Help Control popup to display a custom title and help message using the

Help tag, as shown in the example below.



The Help Control pop-up is now available in Panelbuilder's **Edit Mode** menu.



To create a help pop up, use the **Help** button to create a basic canvas container, and in the **Tag Attributes** you can set the width, height, title and message. Messages can be plain text or html with many common html tags supported including hyperlinks. An OGLML example is shown below:

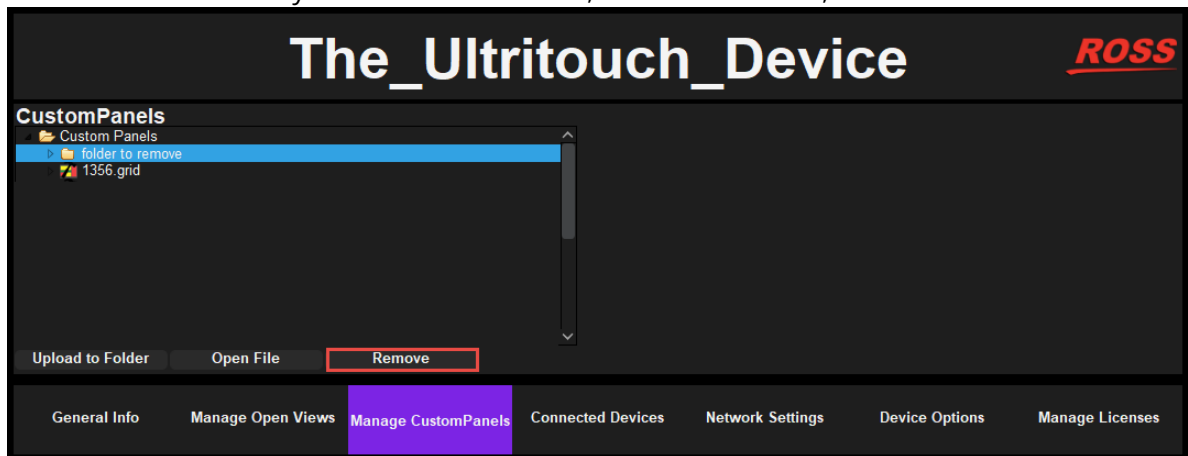
```
<help height="40" html="true" left="53" name="?" popupheight="200"
popupwidth="500" style="bg#ff0000;" title="Example Help" top="315"
width="40"><![CDATA[<html><left><b><u>Html formatted
Heading</u></b><br><font color=#ffffdd>Take me home</font><br><a
href="https://www.rossvideo.com/">Ross Video</a><br>
```

The latest software release for Carbonite Black Solo unlocks a powerful USB Media Player functionality and is available to customers at no additional cost. This new media player provides the functionality of a single-channel clip player, for playout of compressed MPEG-4 AVC media directly from a connected USB-media drive. There is no other production switcher in the world with this level of built-in media playback.

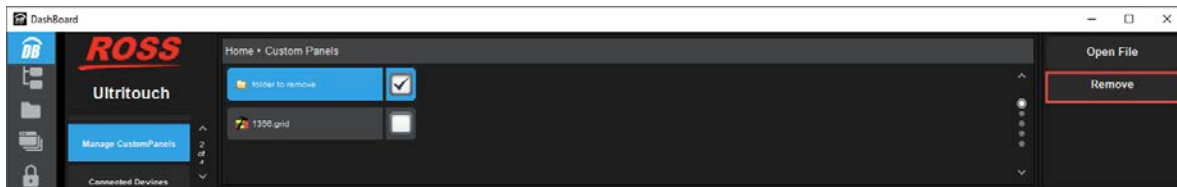
```
</html>]]></help>
```

- ULTRITOUCH DELETE FEATURE**

Ulritouch now provides a **Delete** feature that allows you to delete folders and CustomPanels from the Ulritouch User Interface. You can delete folders or CustomPanels from the Ulritouch device in DashBoard, or from the Ulritouch device interface. In DashBoard open the Ulritouch device, and navigate to **Manage CustomPanels**. Then select the folder or file you would like to delete, and click **Remove**, as shown below.



You can also delete CustomPanels in Ulritouch from the device interface using the same method, as shown below.

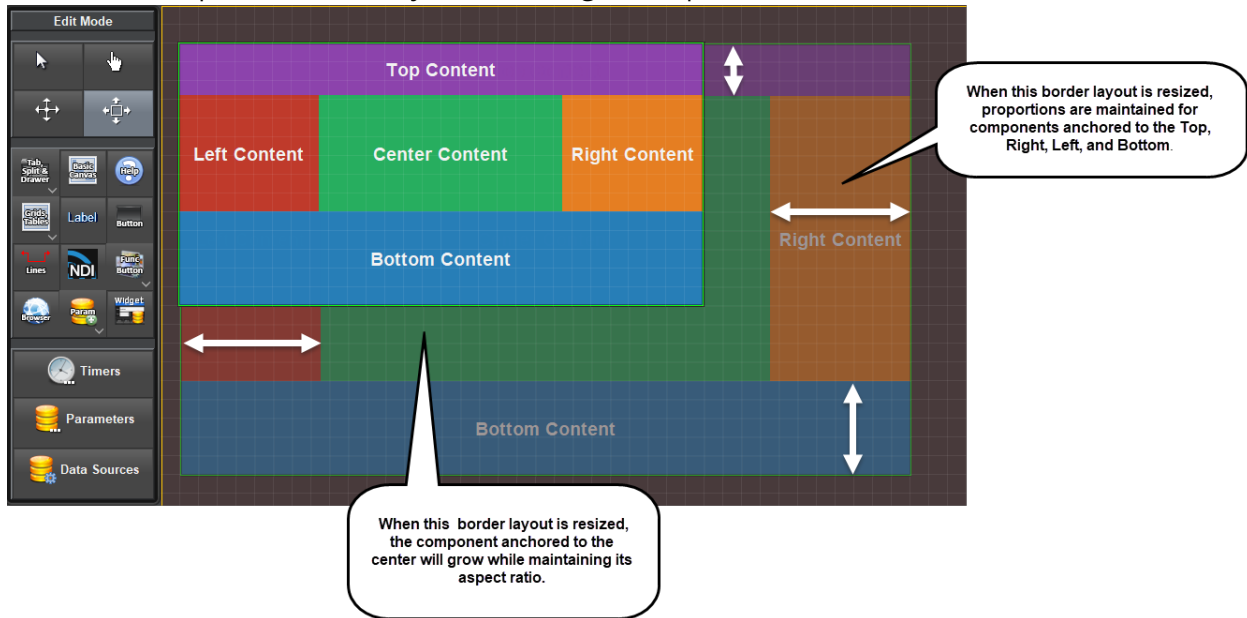


- BORDER LAYOUT CONTAINER**

You can use the border layout tool to create an area on a CustomPanel that you can anchor components to and later resize to maintain your intended layout. You can use a border layout to anchor components against any of the four borders of the container and in the center and set which of these areas will maintain their proportions when resized. It is useful for adding menus along the border edge of a CustomPanel, or to group components within a CustomPanel and later resize the components easily.

To add a border layout, in the PanelBuilder Edit Mode toolbar navigate to **Grids, Tables > Border Layout**. Once you've drawn the border layout area on the canvas and set a growth quadrant (the only component that will expand when resized), you can add up to five components to the border layout. The components that are not part of the growth quadrant will maintain their height or width when resized.

Here's an example of a border layout with the growth quadrant set to the central content:

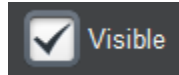


The source code for the border layout example is:

```
<abs contexttype="opengear" gridsize="20" id="_top" style="">
  <borderlayout height="460" left="20" top="40" width="780">
    <label anchor="north" height="56" name="Top Content" style="txt-align:center;bg#8C43AC;size:Big;font:bold;" width="182"/>
    <label anchor="east" height="370" name="Right Content" style="txt-align:center;bg#E67E22;size:Big;font:bold;" width="150"/>
    <label anchor="south" height="100" name="Bottom Content" style="txt-align:center;bg#287EB8;size:Big;font:bold;" width="467"/>
    <label anchor="west" height="338" name="Left Content" style="txt-align:center;bg#BF3A2B;size:Big;font:bold;" width="150"/>
    <label anchor="center" height="127" name="Center Content" style="txt-align:center;bg#27AE5F;font:bold;size:Big;" width="152"/>
  </borderlayout>
</abs>
```

OTHER ENHANCEMENTS

- o The option to set the visibility of components in the UI is now available for all component tags. The **Visible** checkbox, as shown below, is found by double-clicking a CustomPanel component in **Edit Component > Position/Stretch Attributes** tab.



- o Visual Logic blocks now available for new Carbonite RossTalk Commands.
- o The exit tag, <exit/>, now allows you to open a new tab when closing the current tab.
- o Drawers now have improved attribute functionality, which includes the following fields: name, ID, width, height.
- o Global labels with a *.lbl extension can now be loaded using File > Open.
- o Additional connection options were added to Ultritouch for IPS types, such as NK-NET, and RCP.

BUGS ADDRESSED

- Ultrix sometimes disconnects and return with "Max connections exceeded" message.
- Ultrix reloads information in DashBoard too frequently in certain network environments.
- When a drawer is set to Enabled, it doesn't hide or show the Drawer tab.
- DashBoard may run out of memory when loading very large firmware files.
- Issues with platform upgrades in Ultritouch.
- Unable to use multiple OGP devices on same IP with DashBoard Command Line Interface.
- The File Browser does not point to the real location when the browser file is clicked.
- Dragging params from Carbonite to the CustomPanel breaks VL API blocks.
- The exit tag's Exit Type Window opens more than one exit box.
- DashBoard cannot send firmware to NK products.
- For the XPression Plugin, you cannot see the Pattern Generator in DashBoard unless DashBoard is local to XPression.
- For the XPression Plugin, adding a device in config makes the XP widget not show the take items for all the XP devices.

KNOWN ISSUES

AURA THEME

- DashBoard 9.0 for Ultritouch does not support Classic mode. For interfaces that have been built in Classic mode, we recommend testing the interface's contrast and usability prior to upgrading an Ultritouch to 9.0. The DashBoard team plans to support Classic mode on Ultritouch beginning in a subsequent release.
- Due to issues with SVG images, it is currently recommended that you avoid using SVG images within tables, trees, and combo boxes.
- If you are using the Spinner (Hex) widget in DashBoard 9.0 with a Mac client, you may encounter issues with the text not displaying fully.

NDI

- As of v8.5.1, NDI requires Visual C++ Redistributable Packages for Visual Studio 2013. For more support, see: <https://www.microsoft.com/en-ca/download/details.aspx?id=40784>.

ROSSTALK EX

- If you use a panel that uses RossTalkEx to send commands to an XPression, and then try to access that XPression's Sequencer View panel, it will fail to load the sequence items. If you open the Sequencer View panel first, and then use your panel you will not encounter any issues.

PAINT CONTROL FOR SONY ENG/BOX CAMERAS

- Upgrading to a new version of DashBoard causes SmartShell to lose connectivity to Sony CNA-1 cameras via the DashBoard proxy server. To re-establish connectivity, open the DashBoard Proxy Server page, make note of the order of the cameras, Unshare all cameras, then Share each camera again in the same order that they were originally shared by right-clicking on each camera in the DashBoard tree and clicking **Share Device**. (CI-190)

PTZ CAMERA CONTROL

- The VISCA gateway for PTZ Cameras provides only a limited implementation of the VISCA protocol and does not include support for most status inquiries including the current value of pan, tilt, zoom and focus axes. Due to this limitation, focus control does not work from Carbonite (when configured to connect to a Sony device) or Acuity switchers when

connecting to a PTZ Camera through the DashBoard VISCA gateway. Auto focus is unaffected by this issue and can be set from Carbonite or Acuity. For Carbonite, the recommended workaround is to use the “pivotcam” device configuration when connecting to the DashBoard VISCA gateway. For Acuity, focus must be controlled directly from DashBoard. Other VISCA controllers may encounter similar problems when connecting to the VISCA gateway. The recommended approach is to use a velocity-based control wherever possible (CI-307, CI-189)

- The full range of iris values is not available when controlling iris from Carbonite and Acuity when connecting to a Sony BRC camera through the DashBoard VISCA gateway. This does not affect the range of iris values when the camera is in automatic exposure mode. Workaround is to control iris directly from the DashBoard UI. (CI-188)
- When connecting to a Sony BRC-X1000 camera from DashBoard and switching from manual exposure to auto exposure with no change in exposure settings (iris, shutter, gain) there is a small but noticeable change in light levels in the video SDI output. This appears to be caused by the camera itself. (CI-169).
- In rare circumstances where DashBoard is connected to a PTZ camera which is not responding to most VISCA commands, the progress bar can get stuck at 99% when reading status information from the camera. In this case, recommended behavior would be to reboot the camera and then right click on the camera icon in the DashBoard and select refresh to reattempt connection to the camera. (CI-278)
- Shutting down DashBoard and then immediately restarting it may occasionally result in failure to connect to any PTZ Cameras in the DashBoard tree. If this happens, the recommended resolution is to stop and restart DashBoard, ensuring that it has completely shut down before restarting it. Connectivity problems can also occur if two applications on a workstation are both attempting to connect to VISCA cameras using UDP connections. This could be another instance of DashBoard running the DashBoard PTZ Camera control or a Ross Sony camera custom control panel, or another non-Ross application that also connects to VISCA cameras. To resolve such connectivity problems, shut down all applications connecting to the VISCA cameras and then restart a single instance of DashBoard to connect to all your cameras. Note that it is not possible to run the DashBoard PTZ Camera control alongside a Ross Sony camera custom control panel even if they are hosted on the same instance of DashBoard and connecting to different cameras. (CI-238)
- If a PTZ Camera is removed from the DashBoard tree, any attempt to re-add that camera, or another camera at the same IP address, will fail - the camera will be added to the Device Tree, but DashBoard will not be able to connect to the camera and the status icon will stay red. Workaround is to restart DashBoard if you encounter this problem. (CI-315)

PAN AND TILT HEAD CONTROL

- Trying to set a Run Duration for a Pan & Tilt Head which is less than the minimum allowed value of 0.5 seconds and then pressing the run button (in panel mode) or a preset button (in shotbox mode with Alt selected), will cause the head to move to the selected preset in the default run duration instead (CI-317).

SYSTEM CONFIGURATION

- When installing your DashBoard client, If you experience communication issues and are running anti-virus software, consult your I.T. department. You may need to verify that there are exceptions in your firewall to allow DashBoard access to the following ports:
 - Port 5253 — Allows DashBoard to receive TCP data.
 - Port 5254 — Allows communication with OGP-JSON-based devices.

GETTING HELP

- Help documentation is available directly in DashBoard, and can be found by navigating to the **Help** menu, under **Help Contents**. You can also download the guides in PDF format from the DashBoard product page on the Ross Video website.
- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.
 - **Technical Support: (+1) 613-652-4886**
 - **After Hours Emergency: (+1) 613-349-0006**