



Plan Manager Release Notes

10.3 SR5

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You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

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Release notes

Plan Manager 10.3 SR5 is a service release that improves the reliability and performance of Plan Manager. This document describes the release in detail, and provides late-breaking or other information that supplements the product documentation.

This section includes the following topics:

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- ["What's new in Plan Manager 10.3 SR5"](#) on page 3
- ["What's new in Plan Manager 10.3 SR4"](#) on page 4
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Plan Manager 10.3 SR5 Release Notes

Plan Manager is a map-based interface built into Security Center that allows you to view, control, and monitor your access control, LPR, and video equipment directly from an interactive map within Security Desk.

Plan Manager 10.3 SR5 is a service release that improves the reliability and performance of Plan Manager. Browse the following topics for details about this release.

What's new in Plan Manager 10.3 SR5

With each release, new features, enhancements, or resolved issues are added to the product.

There are no new features in this release; there are only resolved issues.

Resolved Issues in Plan Manager 10.3 SR5

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following issues were resolved in Plan Manager 10.3 SR5:

Problem	Description
212929	PM Client: The zone state is not updated in Plan Manager when the zone is armed or disarmed.
369006	Launching a macro from an object on the map does not work. The macro is not executed.

What's new in Plan Manager 10.3 SR4

With each release, new features, enhancements, or resolved issues are added to the product.

Here's what's new in this release:

Resolved issues in Plan Manager 10.3 SR4

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following software issues were resolved in Plan Manager 10.3:

Issue	Description
160981	When the Security Desk canvas is full, selecting a different map from the Logical view will randomly clear a tile.
252984	A user without edit privilege can select and delete entities while using lasso mode.
252989	Sometimes creating and deleting objects causes Plan Manager to freeze.
253780	(Config Tool) Sometimes, the Web SDK switch button appears as off even if the Web SDK is turned on and enabled.
253782	Sometimes a database restore doesn't restore the map folder.
257432	Sometimes, Plan Manager listens to events that have no associated custom states. The system becomes slow and non responsive when a lot of events are configured.
260604	In Config Tool, Plan Manager overrides the date and time format of the computer, changing a 24 hour format into a 12 hour format.
261574	Data server and Map server cannot be configured to run on two different Plan Manager roles.

What's new in Plan Manager 10.3 SR3

With each release, new features, enhancements, or resolved issues are added to the product.

Here's what's new in this release:

Resolved issues in Plan Manager 10.3 SR3

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following software issues were resolved in Plan Manager 10.3:

Issue	Description
221552	Edit mode: Adding multiple objects to a map simultaneously causes Security Desk to crash.
225684	PM upgrade: When upgrading Plan Manager to 10.3, an exception may occur when clicking on the Upgrade button in Config Tool.
225696	Launching Plan Manager Client resets the date and time format to the English AM/PM format.
227765	SD: After a PM map has been displayed once in a tile, subsequent entities displayed in the same tile will continue to show the map name every time you switch to another task and back.
227870	Security Desk may freeze randomly when displaying Plan Manager in a tile.
238260	Publishing a map before the Plan Manager role is created causes high CPU usage and the system to crash.

What's new in Plan Manager 10.3 SR2

With each release, new features, enhancements, or resolved issues are added to the product.

Here's what's new in this release:

Resolved issues in Plan Manager 10.3 SR2

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following software issues were resolved in Plan Manager 10.3 SR2:

Issue	Description
214997	Loading Plan Manager in Security Desk tile causes the video streams to lag.
215230	Loading a map with a large number of objects (500+) is very slow.
215330	Adding custom states to map objects may increase Plan Manager Server's memory usage.
215630	Maps are not visible unless the maps and the area they belong to are part of the same partition.
216102	In an imported KML file, if one object points to an invalid address, all objects in the file cannot be displayed.

What's new in Plan Manager 10.3 SR1

With each release, new features, enhancements, or resolved issues are added to the product.

Here's what's new in this release:

Running Plan Manager in Out-Of-Process mode

Plan Manager Client now supports the *Out-Of-Process* mode. This mode allows Plan Manager Client (tile plugin) to run in its own processing space rather than sharing it with Security Desk, improving the stability and performance of Security Desk.

The *Out-Of-Process* mode is an LA (Limited Availability) feature and has limitations. It is not suitable for all customers and is not enabled by default. If you are experiencing out of memory issues while running Plan Manager and think that this feature applies to your situation, contact Genetec Technical Assistance.

Resolved issues in Plan Manager 10.3 SR1

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following software issues were resolved in Plan Manager 10.3 SR1:

Issue	Description
193469	Backup and restore of imported map sources cropped at a very high zoom level does not work
204318	Setting the map scale to a non numeric value causes Plan Manager to crash.
204704	Georeferencing a map with invalid coordinates causes Plan Manager to crash.
208804	Access rights to cameras are not taken into account when cameras are displayed by an alarm.
211489	Online maps (Bing and OpenStreetMap) are not displayed under the Standard license as it should.

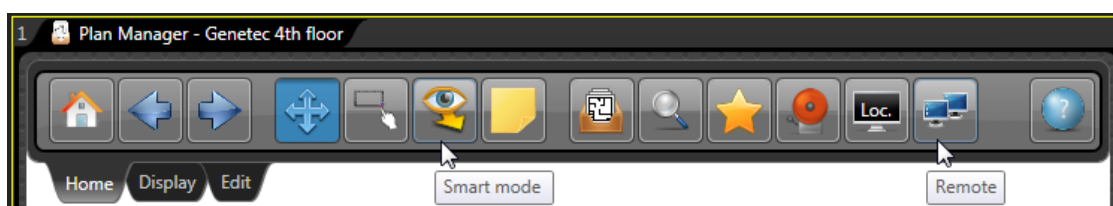
What's new in Plan Manager 10.3 GA

With each release, new features, enhancements, or resolved issues are added to the product.

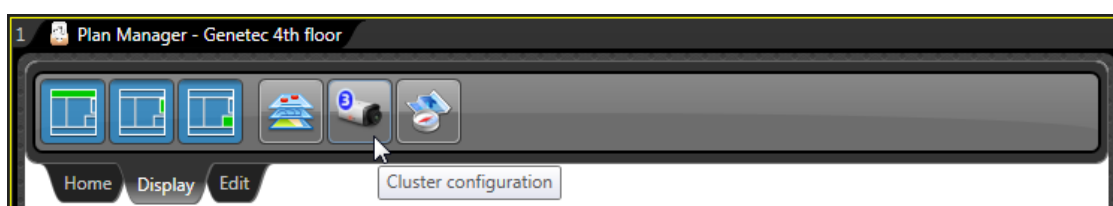
Here's what's new in this release:

User experience enhancements

- **Integrated map structure:** The map structure is now integrated to the Logical view. To [switch to a new map view](#), simply double-click the corresponding Plan Manager map entity in the Logical view. The existing Map selector and Quick map selector are still available as before.
- **Home ribbon enhancements:** Three new buttons have been added to the [Home ribbon](#).



- **Smart mode:** Switches the mouse to Smart mode. This mode enables you to click a location on the map to display, on the target monitor, all cameras that can see that location. All selected PTZ cameras that support position feedback point to the clicked location. This feature takes into account the walls that block the camera FOVs.
- **Note mode:** Switches the mouse to Note mode. This mode enables you to add short text in the form of a Post-it note to the location on the map where you click. A note can be private (only visible to you) or public (visible to all users).
- **Remote Plan Manager:** From your Plan Manager client, you can now control the map display of a Plan Manager workspace running on a remote Security Desk workstation.
- **Display ribbon enhancements:** A new button has been added to the [Display ribbon](#).



- **Cluster configuration:** Map objects of the same type placed close to each other on the map can now be clustered into a single icon when you zoom out. The number of objects in the cluster is displayed at all times.
- **Automatic layout adjustment:** This new feature gives you the options to automatically adjust the screen layout on your target monitor when you issue commands to display entities from Plan Manager while your canvas is full. You have three options:
 - **Disabled:** Do not change the layout. This is the same behavior as in version 10.2. New entities will replace the old ones when the canvas is full.
 - **Auto adapt:** Automatically switch to a tile pattern that has enough free tiles to display all the entities (up to a configurable maximum).

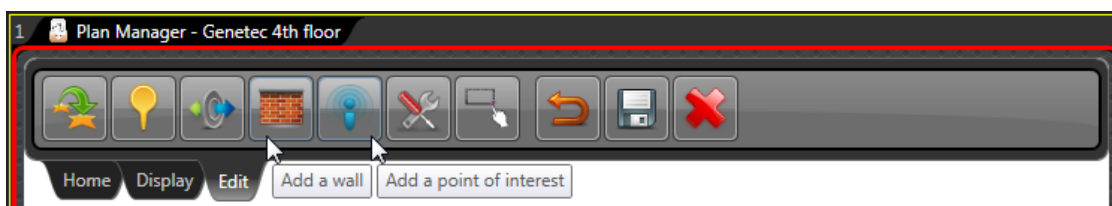
- **Cycle:** Automatically create new *Monitoring* tasks with a pre-configured tile pattern, and cycle through the *Monitoring* tasks.

NOTE: This feature only works with target monitors controlled by your local Security Desk.

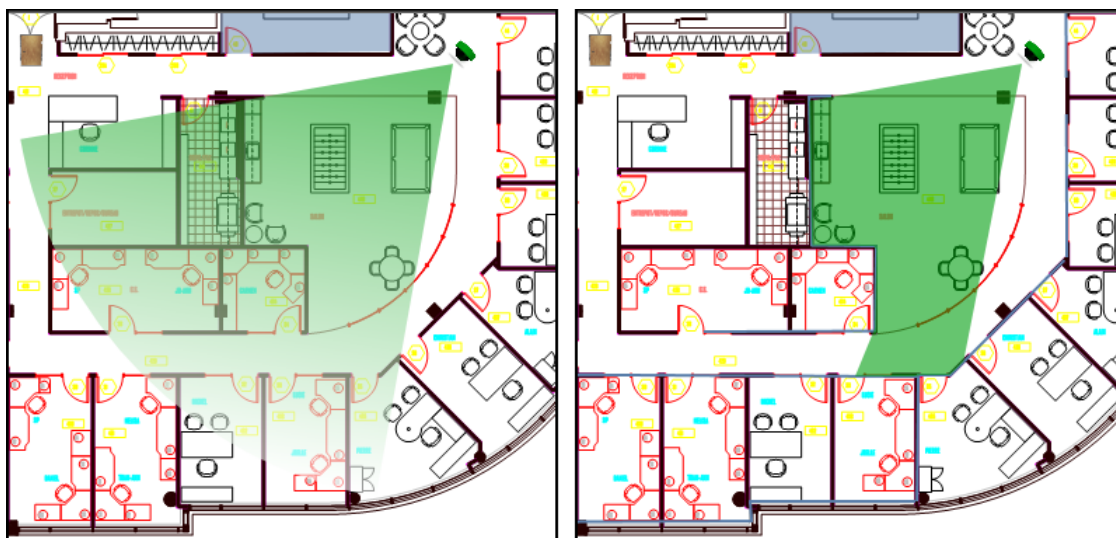
- **Identification of PTZ cameras without position feedback:** PTZ cameras that do not support position feedback are now identified with a 360 degree FOV, with the camera in the middle, so operators do not try to control their PTZ by dragging their FOVs.
- **Area enhancements:** Areas (colored polygons) can now have links attached to them, just like map link objects. The double-click action can also be configured to do one of the following:
 - **Display:** Display the area in a tile (same as in 10.2).
 - **Navigate:** Navigate to the map view linked to the area (new in 10.3).
 - **Display and navigate:** Display the area in a tile and navigate to the map view linked to the area (new in 10.3).

Edit mode and map object configuration enhancements

- **New map object types:** Two new object types (wall and point of interest) have been added to the types of map objects you can create.



- **Wall:** This new map object allows you to define boundaries along walls so the cameras' field of views (FOV) do not "see through" them. The wall object is an integral part of the new smart camera selection feature (see "Smart mode"). The following two screen captures show a camera's FOV not bounded by walls (left) and bounded by walls (right), respectively.



- **Point of interest (POI):** This new map object allows you to indicate a point of interest on the map, with a name and short description. Macros can also be attached.

- **Map object template:** Map object display attributes can now be saved in a template and applied by default when creating new map objects of the same type. Multiple templates can be created for the same object type.
- **Icon library:** A configurable icon library is now available. You can now add your own icons to configure the map object states.
- **Improved custom state configuration:** The configuration of a custom state has been improved in the following ways.
 - **Filtered event types:** When configuring a custom state based on an event, only the event types corresponding to the selected object type appear in the list instead of all event types.
 - **Showing all alarms:** When configuring a custom state based on an alarm, all alarms in the system appear in the list instead of only showing the ones that are linked to map objects.
- **I/O object improvements:** You can now associate multiple inputs to a single I/O object. You also have the ability to split an I/O object that has multiple inputs into multiple I/O objects with a single input.
- **Graphical sizing of the FOV:** Camera's FOV can now be resized graphically on the map with the mouse. Only the camera height must be entered.

Plan Manager Server enhancements for 10.3 GA

Plan Manager Server 10.3 has the following enhancements.

- **Config Tool UI simplification:** The configuration of Plan Manager Server in Config Tool has been greatly simplified. The number of role configuration tabs for Plan Manager has been reduced from 7 to 4. The map structure is now merged to the Logical view. There is no need to create a separate map structure for the Plan Manager role.
- **Improved map source management:** Map source management has been improved in the following ways:
 - The map source name is no longer tied to the name of the source file.
 - The source file name and zoom level used for importing remain as available information after the map source creation.
 - The map scale is now linked to the map source, not to a particular map view.

Plan Manager functions available through Web SDK

Plan Manager functions such as center map on an object or GPS coordinate are now available through the Plan Manager Web SDK.

Resolved issues in Plan Manager 10.3 GA

Resolved issues are software issues from previous releases which have been fixed in the current release.

The following software issues were resolved in Plan Manager 10.3 GA:

Issue	Description
104719	When a WMS map is set to a very large scale (for example, world view) and you change the zoom setting on the map, the scale will change, but the zoom center will not stay in the same place.
179420	PM Upgrade: Published maps and folders are not created in the Logical view after an upgrade to Plan Manager 10.3.

Known issues in Plan Manager 10.3 SR5

Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

Plan Manager 10.3 includes the following known issues:

Issue	Description
57448	When adjusting the camera position for a hotspot, the camera cannot be moved in the map tile. The camera must be moved using either a joystick or by clicking on the camera tile and using Security Center tools.
62399	After acknowledging an alarm, incident report popup does not appear.
74207	When a camera supporting only the zoom feature is added to Plan Manager, instead of having pan and tilt commands being disabled, all PTZ commands are available in the Home tab.
94931	Displaying a door with cameras attached on a remote target monitor only displays the door icon, not the attached cameras.
109979	When a map object is set to 100% transparent (invisible on the map), and the object is displayed in a tile, the dotted circle used to highlight objects displayed in tiles appears to highlight nothing.
111320	When forwarding an alarm to a user who is not in the alarm recipient list, the target user will not be notified of the alarm in Plan Manager.
147427	Cannot back up Plan Manager database when the number of map files exceeds 65,535.
162403	When restoring a Plan Manager database, the published maps are not restored if their matching map entities (the PM tile plugin instances) are not found in the Security Center database. Workaround: Restore the Security Center database before the Plan Manager database. If the PM database was restored first, restore it again after restoring the Security Center database.
197342	After an upgrade to 10.3, maps based on CloudMaps no longer display. Workaround: In Config Tool, update the map entities (tile plugins) that use CloudMaps as map source, and use OpenStreetMaps instead.
197384	The zone state is not updated in Plan Manager when the zone is armed or disarmed.
269861	When trying to delete a KML network link that points to a file that contains no KML object, the database entry won't be deleted, even if the layer is no longer visible in Config Tool.

Limitations in Plan Manager 10.3

Limitations are software or hardware issues that cannot be fixed. For certain limitations, workarounds are documented.

Plan Manager 10.3 includes the following known limitations:

Issue	Description
113754	The Plan Manager tile plugin is not shown in red (as inactive) when the Plan Manager Server role is unavailable (role is deactivated, server is down/offline).
179480	All remote Plan Manager users appear as "Admin" if the local user has no access rights to the remote user.
189300	Map sources imported in 10.2 cannot be edited after the upgrade to 10.3. Workaround: To edit a map sources imported in 10.2, you need to re-import the image file and re-scale the map. Your map objects will be preserved.
205260	PM Client 10.2 cannot display PM 10.3 maps (tile plugins). Workaround: PM Client 10.2 must use PM 10.2 tile plugin to connect to PM Server 10.3.

Supported languages in Plan Manager 10.3

The supported languages are the languages in which the software is available. The Plan Manager user interface follows the language you select for Security Center.

The following languages are available:

NOTE: Languages that are read from right to left are not supported. English is shown instead.

- Chinese (Simplified and Traditional)
- Czech
- Dutch
- English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese–Brazil
- Russian
- Spanish
- Swedish
- Thai
- Turkish

Supported file formats for imported maps in Plan Manager 10.3

A *map source* is the background image on top of which Plan Manager displays the *map objects*. Map sources can be imported from graphic files and stored on your local drives or obtained online through third-party map providers.

Plan Manager 10.3 supports the following file formats for imported maps:

- Raster image file (JPG, PNG, BMP, TIFF)
- Vector image files (PDF)

Supported upgrades from earlier versions of Plan Manager

Before upgrading your software, make sure that your version can be upgraded to the latest version of the software.

The following earlier versions of Plan Manager can be upgraded to Plan Manager 10.3:

- Plan Manager 10.0, 10.1, and 10.2.

Plan Manager 10.3 setup program automatically upgrades 10.0, 10.1, and 10.2 to 10.3.

- Plan Manager 7.0 (for Omnicast).

For upgrade procedures, contact Technical Support.

Product compatibility for Plan Manager 10.3

Product compatibility indicates that the product supports and can run with specific versions of other products. Plan Manager Client and Plan Manager Server must be the same version.

Security Center compatibility

Plan Manager Server 10.3 must be installed on a Security Center server. Plan Manager Client 10.3 must be installed on Security Center Client workstations.

The following Security Center versions are supported:

- Security Center 5.2 SR11 and later for Plan Manager Server
- Security Center 5.2 SR11 and later for Plan Manager Client

Connecting Plan Manager Client 10.2 to Plan Manager Server 10.3

In the event where not all Plan Manager Clients are upgraded at the same time to 10.3, you need to maintain two versions of the Plan Manager tile plugin in your system.

Before you begin

Upgrade Plan Manager Server to 10.3. For more information about upgrading Plan Manager, see the *Plan Manager User Guide*.

To connect Plan Manager Client 10.2 to Plan Manager Server 10.3:

- 1 Open the *area view* task in Config Tool, and rename the old Plan Manager tile plugin to **Plan Manager 10.2** to differentiate it from the new Plan Manager tile plugins, also called maps (), created by the upgrade procedure to 10.3.
- 2 Instruct all users whose workstation has not yet been upgraded to 10.3 to use the Plan Manager 10.2 tile plugin.
Users whose workstation has been upgraded to Plan Manager 10.3 should use the new 10.3 tile plugins.
- 3 Once all client workstations have been upgraded to Plan Manager 10.3, delete the Plan Manager 10.2 tile plugin from the Logical view.

About the documentation in Plan Manager 10.3

The documentation that is provided with a product is subject to change. With each product release, new documents might be added, current ones updated, and older ones replaced.

Documents updated

The following documents were updated in this release:

- *Plan Manager Release Notes*

Documents added

No documents were added in this release.

Documents removed

No documents were added in this release.

Documentation languages

All documentation is available in English. The following documentation is also available in the following languages:

- *Plan Manager Release Notes* (English and French)
- *Plan Manager User Guide* (English and French)

Where to find product information

You can find our product documentation in the following locations:

- **Genetec Technical Information Site:** The latest version of the documentation is available from the [Documents](#) page of the Technical Information Site. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Installation package:**
The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. Patroller and the Sharp Portal also include context-sensitive help for each screen. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

Technical support

Genetec Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a Genetec customer, you have access to the Genetec Technical Information site, where you can find information and search for answers to your product questions.

- **Genetec Technical Information Site:** Browse over 5000 articles or download one of our many technical publications to find information on how to deploy and use Genetec products. Prior to contacting GTAC or opening a support case, it is recommended to search the Technical Information Site for potential fixes, workarounds, or known issues. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Genetec Technical Assistance Center (GTAC):** Live support is available during business hours over the phone or using GTAP chat at <https://gtap.genetec.com/Cases>. For GTAC's contact information in your region see the Contact page at <https://gtap.genetec.com>.

NOTE: To obtain phone support, you must provide a certification number and the last six digits of your system ID. Refer to the [Genetec Training FAQ](#) for more information.

NOTE: To open a case with GTAC, you must provide your System ID (Omnicast, Synergis and Security Center) and/or SMA contract number. In addition, for Genetec hardware controllers and appliances, you'll need the software revision number (image version).

Additional resources

If you require additional resources other than the Genetec Technical Assistance Center, the following is available to you:

- **GTAP Forum:** The Forum is an easy-to-use message board that allows clients and Genetec staff to communicate with each other and discuss a variety of topics, ranging from technical questions to technology tips. You can log in or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/Services>.