Qulu 3.2 Upgrade and Loss of Some VK2-Camera Motion Record & Smart Search

ISSUE

After upgrading qulu to version 3.2 certain older Vista VK2-1080 IP cameras may fail to record if set to motion record.

Where the same affected camera models are used in continuous record, qulu 3.2 Smart Search may no longer work for recordings made since the 3.2 upgrade.

The issue arises due to the cameras Lo-Res stream incorrectly changing to a resolution higher than VGA (640 x 480). Simply reducing the resolution in qulu rectifies the issue.

For a list of affected cameras and how to change the Lo-Res stream please refer to the sections below.

NOTE: Recordings and Smart Searching for data with dates\times prior to the 3.2 upgrade are not affected.

CAMERAS AFFECTED

Older VK2 IP cameras that are part of the chipsets **T3** through to **T8** are affected.

The chipset of a camera can be determined by referring to its firmware file name and version. Following examples are all part of the T3 to T8 range -2.6.0-**T3**, 2.3.7-**T4** and 1.6.4-**T8**. The firmware file 1.9.2-**X2** by example is not part of the T chipset!

Note: Chipsets T1 and T2 are for cameras with a maximum of VGA resolution – so therefore not impacted.

T3	VK2-1080VFD VK2-1080BXDNe VK2-1080VFD3V9F	T4	VK2-1080VRDIR3V9F VK2-1080VRD3V9f VK2-1080VRD3V9 VK2-1080BIR3V9F VK2-1080BIR37	T5	VK2-2MPCCPL VK2-2MPCCW
T6	VK2-3MPBIR3V9F VK2-3MPVRDIR3V9F	T7	VK2-1080MD37W VK2-1080MD37PTW	T8	VK2-1080BIR35V16e VK2-1080BIR37e VK2-1080VRDIR35V16e VK2-1080VRDIR37e VK2-1080VFDIR37e

RESOLUTION\WORKAROUND

Changing the affected cameras Lo-Res Stream in qulu to VGA or less will re-instate motion recording and\or Smart Search.

- Login to qulu as Admin or equivalent
- Drag an affected camera from the left-hand resource tree and into the Live view area (figure 1.)
- Right-click on the Live camera view and select **Resolution** > **Low** (figure 1.)
- Move mouse over camera Live view, click the i (figure 2.) icon and confirm in lower left if Lo-Res = 1080 (figure 2.)
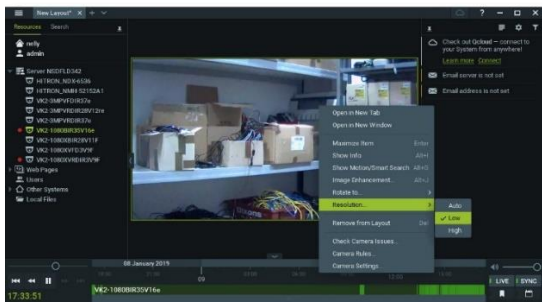

Figure 1

Figure 2

If resolution is 1920 x 1080 – or greater than 640 x 480, then reduce the resolution via the following;

- Right-click on the camera Live view and select **Camera Settings** (figure 3.)
- Refer to figure 4. Select **[Advanced]** > [**Secondary**]. Click drop down resolution arrow and select VGA or less. **[Apply]**
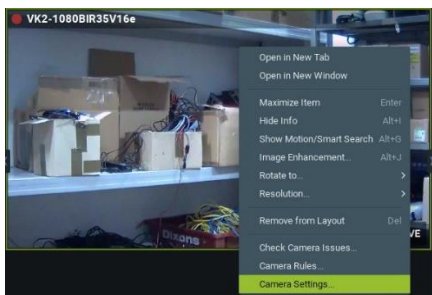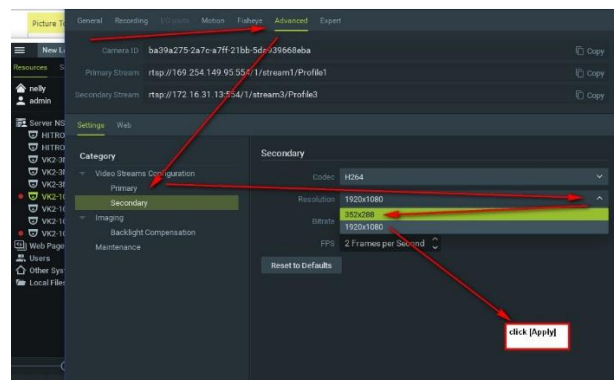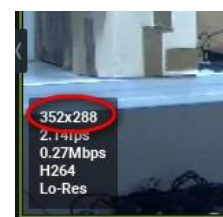

Figure 3

Figure 4

- Move mouse over Live image again. Confirm resolution information in the lower-left now set correctly (example on the right).

- Wait for motion to occur within cameras scene and confirm you can play back and use Smart Search to locate motion.

This completes the procedure.