IntelligentVideo: Values of properties for events not updated according to new maximum values after OnGuard upgrade

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Symptom

When configuring events, event properties in the pre-upgrade version of IntelligentVideo sometimes have different maximum values than in the upgraded version.

In cases where the value configured by the user in the pre-upgrade version is greater than the maximum value allowed by the upgraded version, the Video Search Dialog displays the event property's value as the maximum value allowed in the upgraded version. IntelligentVideo, however, continues using the event property value configured in the pre-upgrade version. This can occur with virtually any property for any event where the maximum values have changed between the pre-upgrade version and the upgrade version of IntelligentVideo. Typically, the configured values that cause this issue are so high that they would not yield acceptable results even prior to upgrade. Therefore, this issue is unlikely to manifest in IntelligentVideo systems in the field and, in any case, would not have a significant impact on system functionality.

Resolution

To resolve the issue, perform an event configuration flush in System Administration.

For more information, refer to article "*How to perform an event configuration flush in System Administration for IntelligentVideo*"

Applies To

OnGuard (All versions)
IntelligentVideo (All versions)

Additional Information

None